Deepanshu S

Business Analyst

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# SUMMARY

* Over 7+ years of diverse experience working in various industries which includes Retail, Manufacturing, Technology, and Aerospace
* Experienced in all phases of the Software Development Life Cycle (SDLC) including requirements gathering, design, development, testing and deployment
* Competent in analyzing the current business process and creating future state business process flows using industry standard
* Exceptional working experience in GAP analysis and understanding of the AS-IS and TO-BE business processes
* Expertise in conducting Stakeholder Analysis to define process stakeholders, and their roles & responsibilities towards the project
* Adept with different software development methods like Water Fall, Iterative and Agile (SCRUM) Method
* Proficient in analyzing and creating Narrative Use Cases, User Stories, Story Boards, Use Case Diagrams, Activity diagrams, Data/Flow/Navigational flow diagrams
* Design and review of various documents including the Software Requirement Specifications (SRS), including USE Cases, Business requirements document (BRD), Use Case Specifications, Functional Specifications (FSD), Systems Design Specification (SDS), High Level Design Document (HLD), Requirement Traceability Matrix (RTM) and testing documents
* Extensive experience in gathering business and application requirements, business processes, identifying risks, impact analysis
* Able to develop meaningful summaries from raw data and present to executives and cross-functional stakeholders
* Expert at providing realistic projections, forecasts, metrics and analysis to drive key business decisions
* Expert in writing detail system use cases, developing business test cases, and working with QA teams during testing phase thereby facilitating acceptance testing with stakeholders and business users
* Strong experience in working with agile lifecycle, and tracking, for maintaining User Story Hierarchy, Backlog Grooming, Updating Tasks and process management using JIRA
* Deep experience in writing test cases and conducting User Acceptance Testing (UAT)
* Excellent Analytical, methodical, and resourceful approach to problem solving, identifying and documenting root causes and corrective actions to meet short- and long-term business and system requirements
* Involved in training of end users, documented Training Manuals for the new product release

**PROFESSIONAL EXPERIENCE**

**Schnitzer Steel,** Morristown, New Jersey 10/2020-Current

**Business System Reporting Analyst,** 10/2020-Current

* Analyze import/export markets using multiple sources and created custom reporting
* Acted as the primary liaison between the Business Units, Information Technology (IT), and ensure project deliveries
* Analyzed corporate business processes to develop customized solutions to reduce costs, increase revenue and profits
* Demonstrated skills in interviewing project sponsors and business owners, stakeholders and technical leaders to gather and clarify business requirements. Also, identifying automation opportunities for requirements
* Analyze metal supply and demand based on global changes in pricing, inventory, infrastructure and government policies
* Generated insights, statistical analysis, forecast, customized metrics and dashboards using large data sets on PowerBI
* Built ad-hoc reporting, documents, presentation to define process and streamline cross-functional reporting among Sales, Marketing, Business Development, Operations, Finance and Accounting
* Interact with various cross-functional teams on building business use cases and understanding impact of international trade
* Generated insights, statistical analysis, forecast, customized metrics and dashboards using large data sets on PowerBI
* Used MS Project to create Gantt charts to pictorially represent the project time frame
* Wrote and tested Excel macros that significantly reduced the amount of time needed to track upcoming bidding

**Enprotech Corp,** Cleveland, Ohio 01/2020- 10/2020

**Business Analyst**

* Provided analytical support in the Design, Development and Implementation of Project
* Documented processes and helped business in redesign, reconstruct and monitor process
* Identified, organized, and documented the changing requirements for the Enterprise resource planning
* Implemented data visualization using Business Intelligence to replace manual reporting
* Participated in business process redesign and reengineering effort in converting existing process of Inventory tracking with an automated business intelligence tool
* Established content management (editing, storage, accessing, delivery, sharing and publishing) requirements
* Performed data visualization using Epicor ERP data discovery to enhance sales team revenue and margin analysis
* Created a high-level Business Requirement Document and captured the projects vision, scope, business objectives, business rules, flow diagrams, business modeling diagrams, projects assumptions, risks, constraints, and business requirements
* Communicating the business process to the stakeholders, development, technical team as well as to the end-users
* Worked on multiple data analysis task to analyses data, tables and other database contents
* Implemented mobile CRM application to improve sales force productivity and greater communication and insights
* Compassed competitive, industry and customer analysis to understand the industry and relevant markets sizes
* Played a key role in the planning, analyzing, testing and implementation of system enhancements and conversions
* Functioned as a primary liaison between the business line, operations and the technical areas throughout the project cycle

**Sethi Pavilion,** New Delhi, India 04/2018 – 08/2018

*Consumer Electronics Store*

**Business Head**

* Performed seasonal sales forecast based on previous year sales, market analysis, and seasonal weather forecast.
* Added an online sales channel which improved the overall sales, and built the platform to allow for future enhancements
* Executed a marketing and promotion strategy through web and newspaper reaching over 10000 residents of west Delhi
* Introduced programming - interfaced regularly with customers providing feedback on an ongoing basis
* Demonstrated great leadership and employee loyalty as well as customer loyalty (lots of repeat business)
* Communicate with customers and ensure complete customer satisfaction throughout all phases of a sale
* Through independent research and practical experience identify the value of items of interest. Negotiate and arrange for the purchase of those items

**NIIT Technologies Limited, SITA Project,** Uttar Pradesh, India 02/2014 – 04/2018

**Software Engineer, Quality Assurance,** 02/2014- 12/2015

* Executed different phases of testing Functional, system testing and regression to ensure quality product development
* Introduced a platform to prepare and distribute reports to stakeholders using advance excel and visualization
* Documented the detailed Business Requirement Documents (BRDs) and translated into Functional Requirement Documents (FRDs) and UseCase Documents (UCD's)
* Worked with MS Word, MS Excel, MS Project, MS Visio for documentation and analysis reports among other project management and reporting tools
* Worked to create Test Plans, Test Objectives, Test Cases and executed Smoke Testing, Performance Testing and UAT
* Performed functional, smoke, regression, usability, system and integration testing
* Worked in Agile- Scrum model and created a high-level business requirement document to record the functional requirements
* Used Winscp and Putty to enhance the UNIX system to pull the data through the server effectively
* Identified and clearly defined functional issues and support IT development staff throughout the design, development, unit testing, and implementation phases of the software development life cycle
* Maintained, debugged and optimized automation programs

**Onshore Business Coordinator,** 01/2016 – 05/2016

* Led off-shore testing teams, developed test plans, recommended system design changes, and evaluated the performance of various integrated systems during the operational flight testing via training and analyzing business requirements
* Documented and tracked all issues that are detected and updating the status of existing issues based on the daily meetings with the off-shore team
* Collected, reported, and refined agile metrics to quantify and communicate team performance
* Managed and prioritized user stories using JIRA. Worked with the development team to identify blockers and provide resolution
* Led walkthroughs with project stakeholders to set expectations and milestones
* Organized the development and implementation of different phases of testing, including requirements gathering, development, UA testing, rollout, and training business units
* Participated with teams, Scrum Masters, Product Owners, Managers and senior management on Agile values and principles to promote collaborative leadership and continuous improvement in agile practices and artifacts and process

**Team Lead, Quality Assurance,** 10/2017 – 04/2018

* Managed team of 8 test engineers to develop data-driven framework that increased application testing depth and breadth by 150%
* Implemented Risk based test approach and facilitated training for quality assurance teams, and Line of Business on performance enhancements and limitations
* Created test plans and test cases based on the business requirements which involved market risk analysis and risk management
* Received the CEO’s Award of Excellence for outstanding performance, 2017
* Constructed use cases and user flow diagrams for each initiative while assisting the UX team on determining the desired user experience.
* Documented artifacts required for each cycle in Agile/Scrum. Used Jira Agile for management of team projects
* Earned Value Champion Award for reducing the application testing time and cost by 50% using the Risk Based Testing approach
* Collaborated closely with the business teams to streamline production release strategy plans for the government security application
* Analyzed the operational procedures/methods and recommended changes for improvement with an emphasis on automation and efficiency

**User Acceptance Tester,** 05/2017 – 06/2017

* Worked closely with stakeholders to manage technical and design decisions, quality assurance testing and customer communications
* Assisted in designing SOW agreements between the client and customer to ensure it adheres to business needs
* Tracked the project flow and acquired sign-offs from Business, System Development and Quality Analysis team
* Developed business requirement specification documents as well as high level project plan
* Streamlined the workflow by mapping the process, resources, and capabilities of the production release strategy for customers and internal stakeholders which leveraged more flexible use of resources and improved cost efficiency
* Used Jmeter to perform load testing with more than 10 million records to test performance of the system
* Coordinated with the customer and business teams to build total quality system and assisted the customer with their queries on product specification
* Coordinated bug fixing activities related to issues rose during end - User Acceptance Testing (UAT)

# RELEVANT SKILLS

* Software Development Life Cycle: Agile-Scrum, Scrum-Waterfall, Iterative
* Business Skills: Change Management, Impact Analysis, Project Planning, Project Scheduling, Issue Management, Conflict Management
* Business Modelling Tools: MS Visio, Lucid, Flowio
* Project Management Tools: JIRA, HP ALM, MS SharePoint, HP QTP, Oracle BI
* Customer relationship management Tools: SAI, Epicor, Salesforce, NetSuite
* BI and Reporting tools: Tableau, MS Office Suite (Excel, Word, PowerPoint), Power BI, SPSS
* Financial Analysis Tool: Bloomberg, Cash Flow Analysis, Trend Ratio, Cost of Capital Analysis
* Automation tools: Unified Functional Testing, Selenium

# EDUCATION

## Bachelor of Technology, Computer Science Engineering, May 2014

**Manav Rachna College of Engineering, Maharshi Dayanad University,** Haryana, India