Prakruti Gautam

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**Professional Summary**

* Having 8+ years of professional experience as a Business Analyst with a strong understanding of Business Analysis, System Analysis, Business Process Management, Order management, and Business Process Modeling.
* Strong understanding and experience in Data Analysis, Data Warehouse and with a solid understanding of Business Requirement Gathering, Business Process Flow, Business Process Modeling, Business Process Re-Engineering, Data Analysis, Data Mapping, Data Modeling
* Expertise in Software Development Life Cycle (SDLC) methodologies such as RUP, Agile / Waterfall / Spiral methodologies with hands-on experience in all of them.
* Experience in Business Requirements gathering and writing skills with expertise in developing and documenting Business Requirement document (BRD), Functional Requirement Document (FRD), and Software Requirement Specification (SRS) across the deliverables of a project.
* Extensive knowledge of the E-commerce Retail Sales lifecycle and the Retail E-commerce ecosystem, OMS, WMS, Fulfillment, TMS, and Support.
* Extensive experience in developing Use Cases, creating Screen Mock-ups, conducting Gap Analysis and Impact Analysis, SWOT analysis, Cost-Benefit Analysis ,and Risk Analysis.
* Strong Work experience in E-commerce portals web application developments, B2B, B2C, Content Management Systems for E-commerce like ATG.
* Experience in conducting Joint Application Development (JAD) sessions with end-users, expert team, development and QA team for project meetings, walkthroughs and customer interviews.
* Expertise and hands-on experience in SQL and RDBMS for Analysis, Reporting and testing purpose.
* Seasoned Business Analyst with outstanding ability to support multiple simultaneous projects in a matrix organizational structure
* Worked in close coordination with the testing team in developing test plan and test cases from functional and business requirements.
* Performed UAT and exposure to User Certification Testing (UCT) and Operational Readiness Testing (ORT)
* Expertise in understanding and supporting the client with Project Planning, Project Definition, Requirements Definition, Analysis, Design, Testing, System documentation, and user training.
* Used Rational Clear Quest for tracking and prioritizing defects and for enhancements after baselining the requirements.
* Experience in writing and executing SQL Queries for Databases such as Teradata, Oracle, and MySQL.
* Expertise in managing multiple projects while maintaining constant communication with relevant stakeholders
* Experience in performing backend testing and writing SQL Queries for testing RDBMS such as SQL Server, Oracle, and Teradata for data integrity.
* Worked experience on various Software and Customer Relationship Management (CRM) packages.
* Experience in requirement elicitation, analysis, design, and maintenance of solutions facilitating business requests.
* Experience in conducting JAD sessions with SME (subject matter experts), stakeholders, developers, and end-user representatives to make sure all the stakeholders and developers are on the same page.
* Resourceful and Creative problem-solver with a proven aptitude to analyze and translate complex customer requirements and business problems.
* Proven strength in problem-solving, system analysis and strong analytical and product management.
* Tracing requirements throughout the development process and verifying adherence using the Requirements Traceability Matrix(RTM)
* Good experience in developing Test Plans, Test Strategies, Test Scenarios, Test cases by reviewing Business and Software Requirement specifications and creating Gap Analysis for test purpose.

**Skills**

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| * Business Modeling Tools * Rational Suite (Requisite Pro, Rose, Clear Quest, Clear Case), MS Visio, MS Project, MS Access, MS Office Suite, Visual Paradigm, Business Object (Crystal Reports), * Business Skills * Business Definition Requirements, Business Process Analysis, Gap Analysis, Use Case Modelling &Analysis, Business Environment, and Market Research Analysis * Defect Tracking Tools * Rational Clear Quest, Quality Center * Databases * Oracle (11g/12C,10g), SQL Server, MS Access, SQL, PL/SQL * Content Management Tools * PVCS, Rational Clear Case, Documentum, SharePoint * Tools * MS PROJECT, SQL, HTML, SharePoint, MS Office * Data Warehousing * Data Marts, OLTP, OLAP, ROLAP, MOLAP, Oracle, Query/Reporting, Multidimensional Analysis * BI/ETL Tools * Informatica, SSIS, OBIEE 11g,Informatica Power Center, SQL * Loader * Operating System * Windows, Linux, Unix, Mac, Solaris. * Documents &Processes | * MS Visio, MS Access, Excel, Word and PowerPoint, Gap Analysis, RUP, Rational requisite pro, Rational Rose, Agile, UML, SQL and windows. * Accounting, Business Intelligence, Validate data, Financial reporting, MS Access, Oracle Database, Reporting, Structured, Win Runner * Accounts Payable, Business Modeling, Databases, Fixed Income, Excel, Oracle Financials, Requirement, Supply chain * Accounts Receivable, Business Objects, Data Warehousing, Forecasting, Money, PLSQL, Requirements analysis, Surveys * ABC, Business Process, Delivery, Frame, MS Office, PL/SQL, Retail, System design * Agile, Business processes, Derivatives, Functional, MS Office Suite, Order management, RUP, System integration * API, Business Process Analysis, Designing, General Ledger, Office, OSS, SAP, Tables * Application Development, Business solution, Documentation, HP, PowerPoint, Packaging, SAS, Taxes * Approach, Business strategy, Documentum, HTML, MS PROJECT, Page, Scrum, Technical documentation * Art, C, E-commerce, HTTP, SharePoint, Pricing, SDLC, TOAD * Asset Management, Cash Management, EDI, IDE, Windows, Problem solving skills, Scripts, Transaction processing * Automation, Charts, Equities, Informatica, Word, Processes, Script, Transportation * Benefits, Conceptual design, Equity, Information Technology, Management Information System, Process Management, SOAP, UML * Big Data, Consulting, Erwin, Inventory levels, Modeling, Project Planning, Solaris, Unix * Billing, Content Management, Estimating, Java, Enterprise, Purchasing, Specification, User Interface * Blueprints, Crystal Reports, ETL, Linux, Object modeling, PVCS, SQL, Utilities * BSS, Client, XML, Mac, OLAP, Quality, SQL Server, View * Budget, Clients, Features, Managing, Operating System, QA, SQL and windows, Visio * Business Analysis, Customer service, Financials, Market Research Analysis, Oracle, Quest, SQL, Warehousing * BI, Data Modeling, Financial, Materials, Oracle Application, Rational Rose, LLoader, Website |

**Work History**

Sr. Business System Analyst 01/2018 to Current

The Background Checks – Texas

Client : Ohio Department of Medicaid

* Use Cases, UML diagrams, FRS, UAT, Test plans &cases, Business Process Modeling, Project Planning &tracking, Background checks, Texas Description: Software Business analysis for the different phases in maintaining and development the record for the background checks software, which included drug tests records, wellness services records, cross checking from the criminal history screening through Kwick Screen/Fingerprinting functionality.
* Responsibilities:.
* Worked closely with the testing and the development team in all the phases throughout the different iterations.
* Worked with the Ohio Department of Medicaid to develop the functional website so that consumers, providers and trading partners could use it efficiently.
* Acted as a liaison between the Ohio Department of Medicaid and the IT development team to develop and deliver the most effective solution for development and implementation including preparation of detailed business requirement documentation.
* Developed a strong understanding of the commercial healthcare industry, from a user's point of view.
* Demonstrated knowledge of relationship between health plans and providers.
* Acted as the primary EDI contact for suppliers, external customers, and internal business units.
* Configured Oracle Fusion for enhanced financial flows, including assets, ledgers, billing cycle invoices and payments, accounts receivable, collections, and more precise subledger accounting for taxes.
* Used JIRA applications and Confluence together to find out all the integration points, great time saving features, and to checked upon exactly which JIRA application and version could be need.
* Highly experienced in estimating the customer priorities that are reflected in one enterprise forecast drive planning and optimize operations via integration with financial merchandise planning, pricing, promotions, purchasing, allocation and replenishment, using Oracle retail Demand Forecast.
* Dealt with the integration and testing phases such as the functional testing, integration testing, UAT phases.
* Experience with the Waterfall, Agile and Hybrid SDLC models across domains like Healthcare and retail.
* Researched, defined and analyzed changes to both state and federal laws affecting the Medicaid Management Information System (MMIS) for Medicaid accounts.
* Used Cucumber for the entire regression testing and functional testing with Selenium as primary tool to the Test Scenarios, Test Cases and Test conditions identified.
* Documented the project requirements from customers, suppliers, and internal business departments and communicated them with the rest of the team.
* Identified the entities, transactions and balances to migrate to Oracle Financials.
* Strong knowledge in Data Mapping, Data Modeling, Star/Snowflake Schemas, OLTP/OLAP, and designing E-R Models; Worked with Erwin for Conceptual, Logical, and Physical designs.
* Resolved many transaction processing issues and followed department reporting and communication procedures.
* Highly Knowledge in XML, HTTP and other data interface formats deployed in an EDI solution.
* Having good analytical, conceptual and problem solving skills to evaluate business problems and apply ABC technical options to solve them.
* Implemented and controlled many efficient, cost effective flow and storage of materials, maintaining careful time and place utilities within the supply chain, and meeting or exceeding customers' requirements are all taken into consideration, alongside inventory levels, material handling, warehousing, packaging, transportation and customer service.
* Performed Regression Testing for Oracle Financials including but not limited to General Ledger, Accounts Payable, Accounts Receivable, Fixed Asset, Project Testing, Cash Management, iProcurement, Purchasing and Personalization Tasting for Financials.
* Implemented the tools that can help define, document, and analyze business strategy and apply it throughout the business objectives, requirements, and solutions using Enterprise Business Analysis.
* Wrote the Test cases and performed project testing and can develop user test cases and system integration testing and validate the test results during testing.
* Performed functional testing of SOAP and RESTFULL Web Services using SOAP UI Tool.
* Used SOAP UI tool to test SOA based architecture application to test SOAP services and REST API.
* Ability to review and approve test plans and monitor testing process to ensure that business results are adequately tested with minimal risk.
* Can ensure the test strategies involve appropriate integration and process components.
* Conducted data gatherings and analyzed business strategy requirements.
* Assessed client needs, utilizing a structured requirements process (gathering, analyzing, documenting, and managing changes) to assist in identifying business priorities and advices on options.
* Perform parameterization of the automated test scripts in Selenium to check how the application performs against multiple sets of data Contributed in developing Automation Framework that uses Java, Selenium Web Driver and TestNG.
* Developed, wrote, and communicates business requirements and functional specifications for the implementation of business solution , worked as a Sharepoint administrator Environment: Selenium IDE, Big Data Analytic tools (Hadoop, Autonomy, Vertica, other), SOAP, REST, Business Intelligence Tools (Business Objects, SAS, SAP, TOAD), Protractor, SharePoint.
* Identified areas of possible system improvement to enhance overall business performance, accounting for budgetary concerns and business goals.
* Determined operational objectives by studying business functions, gathering information and evaluating output requirements and formats.

Business Analyst 01/2017 to 05/2017

University of North Carolina at Charlotte, UNCC

* UNCC Tuition Fees Transparency Application An e-commerce mobile application which calculate the tuition and other expenses that a student will procure throughout the Semester at UNCC.
* The application provided account summary, online bill payment etc.
* Responsibilities:.
* Documented Requirements for Activity management, Fixed Income, Asset Management Services, Client portfolio management, Order management system, Performance, Equities, Reconciliation, Transaction capture/Execution and reporting requirements for the user interface.
* Followed a structured approach to organize requirements into logical groupings and developed Business Requirement Documents (BRD) from essential Business Process, Business Rules, information needs and insured that critical requirements are not missed.
* Participated in performing detailed non-functional requirements analysis, including usability, reliability, and performance.
* Transformed business requirements to technical models.
* Translated the business support systems (BSS) to Operational Support System tasks (OSS).
* Responsible for forecasting, financial reporting and review of company's accounting function and managed annual budget for Global Equity and Derivatives.
* Performed requirement analysis by gathering both functional and non functional requirements based on interactions with the process owners & stake holders and document analysis, represented them in Requirements Traceability Matrix (RTM).
* Gathered stake holder's requirements from various end through surveys, interviews and JAD sessions and translated them into system requirements.
* Designed and developed Use Case Diagrams, Activity Diagrams and Data Flow Diagrams using MS Visio to define the Business Process and Data Process model.
* Involved in writing Use Cases and Functional Requirement Documents as well as for creating Use Case diagrams, Activity diagrams, State diagrams based on UML Methodology and business object modeling flow diagrams using MS Visio/Rational Rose.
* Conducted and participated in number of JAD with the stake holders and participants to gather knowledge and requirement.
* Assessed feasibility and fit of Oracle Application to Oracle Cloud Financials.
* Interviewed functional area users to collect functional requirement and business process information and facilitate meeting sessions with the Subject Matter Experts (SMEs) from various business areas.
* Facilitated (JAD) Joint Application Development sessions to identify the business rules and requirements and then documented them into a well format that can be reviewed and understood by both business people and technical people.
* Coordinated with the business partner to define adequate funding for the project.
* Developed Use Cases, Use Case Diagrams, UML Diagrams, Activity Diagrams & Sequence Diagrams.
* Assisted in developing the UI for case entry, case monitoring and case reporting.
* Prepared test cases for User Acceptance Tests (UAT) and involved in designing test plans for system integration in testing phase.
* Created Unit test plan, system integration plan, wrote functional test cases and participated in module checking using SQL queries.
* Facilitated User Acceptance Testing (UAT) and test strategies with developers and testers.
* Worked with the team to validate the developed application will meet the business requirements.
* Presented the application walk through to higher management, business partners, and project managers.
* Environment: UML, RUP, Requisite Pro, MS Visio, Amdocs, ASPECT, MS Office, SQL, HP Quality Center, MS Project.

Business Analyst/Project Coordinator 11/2012 to 11/2015

Atos IT Solutions and Services, KPN telecom, Netherland Telecom

* KPN telecom is a giant telecom service provider at Netherland. The project involved re-development of web site for KPN Telecom. It also included developing System for organizing better process and upgrading existing processes. The application was interfaced with various databases to fetch data from them.
* Responsibilities:.
* Interacted with the project team to define system objectives and scope, identified constraints and the measures of success for the system to be developed.
* Responsible for Requirement gathering, Business Process flow, Business Process Modelling and Business Analysis with Document and Records Management.
* Employed SDLC for the purpose of monitoring the project and also followed the step-by-step procedure.
* Performed GAP analysis on business process after performing AS-IS and TO-BE analysis.
* Facilitated JAD sessions with management, users and other stakeholders to define the project and to reduce the time frame required to complete deliverables.
* Prepared and presented Business Requirement Document (BRD), System Requirement Specification (SRS) and Functional Requirement Document (FRD.).
* Reviewed and edited requirements, specifications, business processes and recommendations related to proposed solution.
* Performed Gap analysis by identifying existing technologies, documenting the enhancements to meet the end state requirements.
* Implemented Agile methodology for rapid delivery of the high quality application and also for development with customer needs and company goals and acted as a scrum master to organize sprint process.
* Created data mapping templates and aided the development team to reduce the bandwidth of the project.
* Created store procedure using SQL and also created data structure.
* Review prototypes, solution blueprints, and project scope to ensure that the needs of the business are met.
* Participated in and contributed to as-is and to-be Process Modelling Sessions, and build process models responsible for analysis and reporting.
* Analyzed business requirements and segregated them into Use Cases.
* Created Use case diagrams, activity diagrams, Sequence Diagrams using Rational Rose according to UML methodology.
* Created Screen Mock-ups using HTML.
* Maintained various versions of the documents generated during the project using Rational Clear Case.
* Defined testing objectives and verify requirements are testable.
* Responsible for managing the documented System Requirements and Requirements Traceability Matrix using Rational Requisite Pro.
* Responsibilities included Test Planning, Test Case development and test script execution for Integration, Regression, Performance, Functional and System Testing.
* Created detailed test plans and testing strategies and ensure these are executed extensively, which includes executing SQL queries to retrieve data and test.
* Experience with requirement management tool and test management tool such as Mercury Quality Center.
* Provided support for User Acceptance Testing with UAT cases and resolving any issues with the users and performed UAT and participated in writing test plans, and developed different testing strategies like Black Box testing, and Load testing.
* Environment: Req Pro, Clear quest, Clear Case, Rational Rose, UML, MS Office, MS Visio, MS Project, HTML, TSS, SQL, Win Runner, Quality Center.

Business Analyst 06/2010 to 08/2012

Vara United Pvt. Ltd ICICI Bank – Mumbai, India

* Eazypay is a payment service provided by ICICI Bank which allows entities to collect money from its customers through Multiple payment modes.
* The challenge was to provide a one stop shop for the client's bill collection needs.
* The outcome was eazypay (aka iCollect).
* Eazypay can be used as a presentment biller format, where control is given to clients to upload bills in names of their customers/students/etc.
* Also, eazypay can act as payment biller or push payments format.
* Responsibilities:.
* Analyzed and gathered business requirements, identified system interfaces and created the requirements specification document.
* Designed and analyzed Business Process Modeling, Use Case model and test procedures based on agile methodology.
* Involved in Process Management to enable the activities of planning, monitoring the performances of a process.
* Performed Requirement Analysis to develop Use Cases, Activity Diagrams and Sequence Diagrams.
* Documented conceptual design of application in System Specification Document.
* Controlled project scope, identified and resolved key issues and risks.
* Facilitated collection of functional requirements from system users and preparation of business requirement documents that provided appropriate scope of work for technical team to develop prototype.
* Organized JAD sessions to flush out requirements, performed Use Case and work flow analysis, outlined business rules, and developed domain object models.
* Performed Gap Analysis by doing an in-depth study of the current process, planned implementation actions and change control process and also interacting with business heads to finalize the BRD document for the application by doing the requirement analysis.
* Extensively interacted with both user group and development team in coming up with structured charts, Class and sequence diagrams.
* Managed and tracked change control process of requirements and design changes using Rational Requisite Pro.
* Documented the changes, issues and their impact on the system design and delivery.
* Performed requirement analysis by gathering both functional and non-functional requirements based on interactions with the process owners, stake holders and document analysis and represented them in Requirements Traceability Matrix (RTM).
* Conducted GAP analysis to understand the shortcomings of the existing system and evaluated the benefits of the new system.
* Conducted JAD sessions periodically with various stakeholders at various phases of the SDLC to discuss open issues and resolve them.
* Worked with the end users/stake holders to define the acceptance criteria.
* Implementation of RUP effort in different iterations and phases of the SDLC.
* Developed High Level Business Flows using MS Visio.
* Conducted User Acceptance Testing (UAT) and verified performance, reliability and fault.
* Used SQL to query Oracle Database and resolve data issues, also compiled business intelligence reports based on results.
* Wrote SQL, PLSQL statements to extract data from the tables to validate data flow.
* Involved in creating technical documentation for source to target data mapping procedures to facilitate better understanding of the process and incorporate changes as and when necessary.
* Created User Interface Specification Documents, which comprised of system mock-ups and page field elements.
* Communicated with the development and QA team for requirement clarification and support.

**Education**

Master of Science: Information Technology form UNCC 05/2017

University of North Carolina At Charlotte - Charlotte, NC

Bachelor of Science: Information Technology 2010

Devi Ahilya University