**Harry Chowdhury**

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**Experience Summary:**

* Business Analyst with 7**+ years** of experience in eliciting requirements, creating Software Requirement Specification (**SRS**), Functional Requirement Specification (**FRS**), and Business process flows, **System Design documents**, Business Requirements (**BR**), Business Process Design (**BPD**) documentation, Training documents and User Guides.
* Thorough understanding of **SDLC** and experience managing requirements using **Agile (SCRUM)**, **Waterfall and Unified Modeling Language** (**UML**).
* Experienced in developing **Use Case Models, Data Flow Models, Entity Relationship diagrams (ERD), Sequence, and Class Diagrams**.
* Expert in performing cost-benefit analysis, ROI (Return on Investment) Analysis, GAP Analysis, Impact Analysis (Process & Business) , Risk Analysis and SWOT Analysis
* Extensive experience in requirements elicitation by conducting **brainstorming, JAD/JAR sessions,** formal /informal reviews, walkthroughs with **Subject Matter Experts (SMEs)** and end users.
* Advanced knowledge of **business and IT processes** and experience in documenting and implementing the processes, using **ITIL** framework
* Proficient in **Microsoft Windows, Word, Excel, PowerPoint, MS Visio, Tableau, JIRA, and change management.**
* Strong communication, written and presentation skills.

**Work Experience:**

**Client: US Bank, Fargo, North Dakota**

**Duration: July 2019 – Current**

**Title: Business Analyst**

**Project Description**:

US bank has been a strong and secure financial institution dedicated to providing quality customer service, local decision-making, and a deep commitment to our communities. This project involved enhancing customer management application called eclipse. This application is primarily used to make decisions on customers credit card, business, personal loan applications and it is also used to view existing customer accounts with the bank, also different stakeholders can coordinate with each other. Several lending tools and calculators were also developed.

**Responsibilities**

* Coordinated the project with cross functional teams such as PMO, Business Process Owners, End Users, IT, Stakeholders, etc.
* Communicated with business users to gather requirements, prepare, and update Business Requirements Document (BRD) and Functional Required Document (FRD) and Technical Specifications
* Involved in duties such as including the development of work breakdown structures (WBS), requirements management, project monitoring, and change management using Microsoft Project
* Negotiated customer priorities and workload with many internal customers and team members
* Identified opportunities to use data to improve business performance.
* Coordinate the activities across different teams such as product management team, development team, QA team. Conduct weekly status meetings, tracked project tasks, issues regularly, conducted Gap Analysis.
* Collaborated with other analysts and IT staff in refining data retrieval and utilization strategies.
* Developed Use Case Models, Data Flow Models, Entity Relationship diagrams (ERD), Sequence, and Class Diagramsusing UML and MS VISIO
* Planned & conducted JAD sessions and finalized Business Requirements & prepared Functional Specifications.
* Interacted professionally with a diverse group, executives, managers
* Worked on RUP Software development methodology in this project
* Worked with project manager for identifying project milestones, tasks and preparing project charter, project plans and project status reports during the entire project life cycle.
* Designed and implemented SQL queries for QA testing and report/data validation
* Effectively implemented the Change Management and defect management process.
* Assisted in the test plans for (SIT) System Integration Testing and User Acceptance Testing.

**Client:** **Midcontinent Communications, Fargo, North Dakota**

**Duration:  June 2017 – June 2019**

**Title: Systems Analyst**

**Project Description:**

Midco is a regional cable provider, providing a triple play service of Cable television, Internet and telephone service for both North Dakota and South Dakota, along with much of Minnesota, and several communities in Kansas and Wisconsin. The purpose of the project was to build a comprehensive web-based application to improve customer experience and enhance user navigation. Customer track monthly payments, data usage, report outages and learn about new promos/offers.

**Responsibilities:**

* Defined processes and wrote business requirements, functional requirements, and technical specifications to build a new system by adopting Waterfall Methodology throughout project lifecycle to meet the business needs.
* Created Use Cases and conducted Gap Analysis between the legacy systems.
* Created business models following Unified Modeling Language (UML) approach; determine and track the project milestones, deliverables, and schedules to stay on desired implementation date.
* Wrote SQL queries to analyze and review databases to validate the functional completeness and to validate data integrity
* Conducted User Acceptance Testing (UAT) with end users to create system acceptance criteria. Provided training to the end users on the newly implemented system.
* Created many advanced reports in excel (pivot tables, macros, etc.)
* Conducted Cost-benefit and Risk analysis. Worked with Project manager on project scope, and project charter document.

**Client:** **ATOS, Fargo, North Dakota**

**Duration:  Jan 2014 – May 2017**

**Title: Jr.Business Analyst**

**Project Description:**

Atos is one of the leading global technology companies to offer market-leading digital solutions along with consultancy services, digital security, an end-to-end partnership approach.

**Responsibilities:**

* Responsible for the full life cycle of Tableau reporting solutions, including research, design, development, testing, documentation, implementation, training & support for report development projects
* Work with users to define requirements for Tableau reports and support the implementation and customization of Tableau reports
* Define, retrieve, and analyze large datasets using SQL, and Excel to drive and define operational solutions and approaches

**US Army Reserve, Minneapolis, Minnesota**

**Duration:  July 2015 – Current**

**Title: Technical Engineer**

**Project Description:**

Supervised and participated in construction site development in areas such as project progress reporting, technical investigation, surveys, drafts, and construction plans/specifications; conducted land surveys, helped map and prepare detailed plans for construction projects

**Responsibilities:**

* Provided Geospatial terrain analysis support; designed and created diagrams utilizing AutoCAD software for use with constructing structures; received specialized training to excel within specialized industry
* Track and manage cost, schedule and performance of assign programs using MS Office Suites
* Inspected project site and conducted evaluation of work for design malfunctions, annotated and rectified and ensured conformance to design specifications and codes; contributed to 4 annual projects valued $500K each
* Designed reports and analyzed executive metrics and graphics

**Education & Credentials:**

Bachelors in Computer Information Technology, Minnesota State University Moorhead.

**Certified in Associate Project Management (CAPM),** *Project Management Institute-*June 2021