Sayali M
Senior System Business Analyst
msayali181@gmail.com
+1 (929) 369-2061

SUMMARY:

- Qualified professional with over 5+ years of extensive experience in the field of Sr. Business Analyst working with the technical staff to implement management and staff's business requirements into the software application.
- Experience in B2B, B2C and Ecommerce portals web application developments.
- Experienced as a Sr. Business Analyst in using the iterative software development life cycle principles of Rational Unified Process to manage, develop and test distributed client/server, internet and intranet applications on heterogeneous environments.
- Ability to gather and document Business Requirements, experienced in writing Use Cases. Proficiency in SDLC life cycle, understands the workflow concept, ability to gather and document the 'As-Is' and 'To-Be' processes
- Requirement gathering through interviews, workshops, JAD sessions with clients, developers and QA Analysts and referring to existing system documentation and procedures
- Worked in a software development IT shop, created quality documentations such as Requirements Documents, Design Document, Test Plan and User Acceptance Test Plans. Self-starter with excellent time management skills
- Writing Use cases and producing Use Case Model, Analysis model, Behavior diagrams Sequence diagrams, Collaboration diagrams and Class diagrams based on UML Methodology Business process flow diagrams using Visio
- Used Quality Center, Rational Unified Process RUP , Rational Rose, Requisite Pro.
- Defining Test Cases, analyzing bugs, interaction with team members in fixing errors and User Acceptance Testing UAT
- Strong knowledge of the Systems Development Life Cycle SDLC models such as Water Fall, Agile and RUP.
- Extensive experience in the field of Business Analysis, Data Warehouse, Business Modeling, Documents Processing, Process Re-engineering and Decision Support Systems.
- Performed Policy and Billing Center Integration Testing on various Billing Instructions.
- Strong Experience on implementation of Guidewire Billing Center 7.0, Policy Center 7.0 and Claim Center 7.0 integrations
- Experience in testing applications for Commercial Lines Insurance such as Ocean Marine, Other Liability, Commercial Automobile, General Liability and Commercial Property.
- Worked with all stages of testing namely, Integration Testing and System Testing using automated test tools and User Acceptance Testing using manual tests.
- Performed Back End Testing manually using complex SQL Queries.
- Extensive experience in implementing QA Methodologies, Test Procedures, Test Plans, Test Cases, Scenarios and Test Deliverables.
- Using project management tools like MS-Project for status reporting and planning.
- Creative and aggressive self-starter with integrative thinking skills, capable of forming and maintaining positive and productive working relationships in internal, external, independent, and team environments
- Highly motivated, organized and results and detail oriented with excellent interpersonal, communication and presentation skills. Proven capability of adapting to new and fast changing technologies.

TECHNICAL SKILLS:

Programming Languages: C, C++, HTML, XML, SQL,

Data Base: MS Access, Oracle (SQL Series), DB2

Reporting Tools: Crystal Reports 8.0

Operating Systems: MS-DOS, Windows95/98/NT/2000/XP, Apple McIntosh, Linux

Software: MS Office Suite(Word, Excel, Access, PowerPoint & Outlook), MS Visio, Rational Rose, Rational Requisite Pro, Adobe Acrobat, MS Office FrontPage, Lotus Notes

Mainframe: COBOL, DB2, JCL, CI CS, MVS

Processes/Technologies: Rational Unified Process (RUP), Waterfall, UML & Microsoft Office SharePoint 2007

Automation Tools: Requisite Pro, Win runner, QTP, Test Director, Quality Center

PROFESSIONAL EXPERIENCE:

Senior Business System Analyst
Bloomberg New York,
June 2019 - Present
Project: Project I am associated with is creating an intranet based application. The aim of this project is to create an intranet based DMS (Document Management System) called Mona File. This DMS will provide a centralized system to capture, manage, share and track documents where only registered users can perform these activities. The system also incorporates creating documents in word, power point and excels options.

- Involved in the SDLC phase of requirement analysis, design, and development of the intranet based application.
- Successfully used Agile/Scrum Method for gathering requirements and facilitated user stories workshop. Documented User Stories and facilitated Story Point discussions to analyze the level of effort on project specifications
- Conducted walkthroughs with the different department heads to have a deeper understanding of the requirements.
- Analyzed and documented the business requirements and generated reports for the Manager
- Wrote the software development plan and held meetings with the developers and forwarded Information and documents to them
- Developed flow diagrams for Business process of the company, UI Wireframes and Mockups using Microsoft Visio
- Created and maintained data mapping documents.
- Functioned as the primary liaison between the business, operations, and technical groups throughout the project cycle
- Follow up with the end users and developers for user satisfaction and change management if necessary
- Performed extensive Gap analysis to determine the risks and assisted the PM in budget and resource planning
- Assisted and adhered to project work flow process.
- Conducted JAD sessions to allow different stakeholders to communicate their perspectives, resolve issues, and reach agreements.
- Organized and managed all phases of the software testing process, including planning tests, writing test cases, executing tests and tracking defects using Quality Center.
- Worked extensively with the QA team for designing Test Plan and Test Cases for the User Acceptance testing (UAT) and validation.
- Involved in weekly meetings with the development team to resolve technical issue

- Participated in creating User manuals. Extensively worked on projects using COBOL, JCL, CICS, DB2, VSAM, MVS, MQ, SQL.
- Extensive domain knowledge on Banking (Financial and Accounting), Trading/Brokerage, Investment, Insurance and Securities.
- Ability to perform complex systems analysis, good knowledge of agile methodology and programming activities. Strong grasp of relational database concepts.
- Experience in database operations like developing DB2 code, querying databases, Load , Unload data, problem trouble shooting, database testing, performance tuning.
- Business process analysis with use cases and/or process flows and Gap analysis techniques.
- Involved in unit testing, system integration, volume testing, functional testing, regression testing and manual testing support UAT to ensure programs works with no defects before moving to QA.
- Prepare documents regarding technical design, high level system flows, project plan, System use cases, requirements & solution, code reviews and issues, unit test plan, test results, modification processes and weekly status reports for project management.
- Strong organization skills with the ability to work on multiple projects/assignment simultaneously.
- Strong interpersonal and communication skills with the ability to express technical and business concepts

Senior Business System Analyst
Uber, San Francisco, CA
Feb 2018- Aug 2018
<u>Responsibilities:</u>
<u>Project:</u> Project was to wean out the information required to re-implement the ancient legacy programs in a new client/server environment. The programs were re- structured, secondly the programs were sliced into business logic module, thirdly the business modules were subjected to a multi new analysis, and finally the views are integrated into a unified documentation describing the data decision and procedural flow of each program slice.

- Prepared Business Requirements Documents, Functional Requirement Documents.
- Worked extensively with developing business rules engine enabling the business rules such as referral, prior authorization, eligibility, claims processing and billing essential.
- Utilized Agile Software Methodology using Scrum framework. Actively participated in creating the user stories and prioritizing user stories along with tracking of burn up, burn down charts to estimate sprint delivery
- Performed GAP analysis by performing the system analysis between the scheduling systems and documented the gap items.
- Conducted JAD sessions, meetings, workshops to gather requirements from various stakeholders and SMEs.
- Facilitated all Aspects of scrum framework, including product backlog, release backlog, sprint planning session, daily scrum meeting, sprint reviews and sprint retrospectives.
- As scrum master communicated dependencies and potential risk to the completion of the sprints including resources, costs and systems.
- Created data mappings to transform the data according to business rules.
- Developed Test Cases for unit testing, prepared spreadsheet for testing criteria, including regression, positive and negative testing, process flow testing and screenshot for test results to complete expected and actual results.
- Prepared various diagrams by using MS Visio.
- Prepared documents for the wireframe and prepared a data dictionary for the same
- Managed testing for various functionalities using Quality Center tools.
- Worked closely with QA and Developers to clarify/understand functionality, resolve issues and provided feedback to nail down the bugs.
- Maintained a close and strong working relationship with teammates and management staff to achieve an expected QA result for the project team.
- Conducted project related Presentations periodically to the management and end users during various phases of Software Development Life Cycle SDLC . Worked with the project manager to estimate best/worse case scenarios, track progress with weekly estimates of remaining work to do, conducting informal meetings ad hoc and as needed.

- Followed the RUP methodology for the entire SDLC
- Involved in project planning and coordination. Resolved conflicts and negotiated changes in project priorities.
- Provided overall project management to multiple projects successfully completing them on-schedule and on-budget.
- Prepared the Business Workflow using MS-Visio with input, output, Pre and Post conditions
- Worked with the clients on the final signing process in the User Acceptance stages.
- Developed recommendations and designed solutions for process improvements. Provided guidance and recommendations on process improvements and "best practices". Contributed in improving the overall customer experience through customer focused business

Tech Mahindra/ Deloitte Consulting
Business Analyst
March 2017- Feb 2018
Responsibilities:

Project: The goal of project was to wean out the information required to re-implement the ancient legacy programs in a new client/server environment. The programs were re- structured, secondly the programs were sliced into business logic module, thirdly the business modules were subjected to a multi new analysis, and finally the views are integrated into a unified documentation describing the data decision and procedural flow of each program slice.

- Created Use Case diagrams using UML and Business Process Models using MS-Visio.
- Facilitated Joint Application Development (JAD) Sessions for communicating and managing expectations and to discuss the different ways and means for the integration of Rational tools with the current system using an "adoption through execution" strategy.
- Use Tableau to create innovative executive dashboards, scorecards, and weekly/monthly reports on the status of key business measurements.
- Responsible for Business Process Management (BPM) for development of various projects.
- Developed Use Cases, Sequence Diagrams, Activity Diagrams and Class Diagrams.
- Assisting the project manager in creating detailed project plans and scheduling and tracking project timelines.
- Responsible for preparing the Software Requirement Specifications (SRS) document, Standard Operating Procedures (SOPs), Functional Specification Document (FSD).
- Worked with various Business Intelligence tools for reporting and decision making.
- Performed Gap Analysis to identify the deficiencies of the current system and to identify the requirements for the change in the proposed system.
- Handled changes at each stage of project development.
- Documented Requirement Traceability Matrix in Requisite Pro for traceability of requirements.
- Developed various reports for user verification like Cross Tab Reports and Sub Reports, various charts and graphs like Bar chart, line graphs, and Pie charts by using Crystal Reports and exported reports into formats like PDF, HTML, Excel, Word and RTF.
- Scheduled meetings with developers, System Analyst's (SA) and testers to identify resource allocation and project completion using MS Project.
- Involved in project status meetings, QA review meeting, and System Test meeting.
- Wrote test cases and test scripts for the User Acceptance testing (UAT). Responsible for gathering the functional requirements for the health benefit claims receiving and processing system.
- Participated in brainstorming sessions and walkthroughs with subject matter experts (SME).
- Developing Use Case Models, Entity Relationship Diagrams (ERD), Activity Diagrams, State Diagrams and Data Flow Diagrams (DFD)
- Involved in business analysis and project management, coordinating between the team members according to the business requirements.
- Created and maintained procedures and documentation.
- Identified various business processes and developed process flow diagrams for the business processes and validated the processes with SME

- Organized and conducted meetings, briefings, demonstrations, conducted JAD sessions, and wrote minutes of project meetings.
- Worked with the project manager for planning and organizing the project activities, and in communicating with other business center managers and stakeholders of the project.
- Worked as a liaison between business users, testers and application development team so that all teams understand business needs and take them into consideration
- Performed testing of the health benefit claims receiving and processing system to ensure that the system adheres to project standards, performance criteria, and functional specifications
- Managed scope and deadlines.
- Gathered requirements, developed Process Model and detailed Business Policies.

Business Analyst
Tech Mahindra India   **January 2015- Feb 2017**
<u>Responsibilities:</u>
<u>Project:</u> Global Reconciliation Utility has been set up to initially replace the Bank's Stock reconciliation system, STORM, with the existing Cash reconciliation system into TLM (Transaction life cycle management), for businesses in Asia Pacific, with associated applications Lotus Notes and Business Objects providing additional reporting and manual matching functions.

- Prepared the Functional Specification Document FSD and Software Requirement Specifications SRS as per SEI-CMM standards.
- Conducted the JAD Sessions with stakeholders and developers to have a clear picture of a project.
- Conducted interviews with key stakeholders to analyze existing data and gather requirements.
- Used UML to create use case diagrams, sequence diagrams and activity diagrams
- Worked on improvement of Claims Reimbursement User Interface for a better experience and incorporate changes as per HIPAA 4010 /5010 guidelines using the gap analysis.
- Developed flowchart and process diagram using MS Visio.
- Wrote SQL scripts for creating performance evaluation reports
- Clarified QA team issues and reviewed test plans and test scripts developed by development team and QA team to make sure all requirements have been covered in scripts and tested properly.
- Performed Backend testing by using PL/SQL queries to test the integrity of the application was in regular contact with Business partners on the status of issues, action plans and timeframe for resolution throughout the development cycle.
- Identified bugs during the test phase and reported them using HP Quality Center.
- Maintained Traceability Matrix throughout the project.
- Developed Test Cases and Test Plans on the basis of requirements and also did manual testing of the functionality of the application to ensure that the application is able to handle a lot of data
- Conduct Presentations periodically to the management and end users during various phases of Software Development Life Cycle SDLC .
- Conducted UAT, documented and reported user feedbacks to management team, and developed training materials for different end users and assisted in users training for the new system.
- Facilitated interview, one on one and brainstorming sessions with SME's User's in understanding the requirements pertaining to billing Origination to billing Processing.
- Assisted and written System Requirements Documents SRD , including Functional and Non-Functional requirements.
- Gathered business requirements through interviews, surveys, prototyping and observing from account managers, finance manager, and independent advisors and got an accurate understanding of their needs.
- Developed Use cases and activity diagrams and analyzed business requirements.
- Created UML-based feasibility studies and Use Case Models to communicate those ideas to the developers.

EDUCATION

Master of Science in Information Systems May 2020 Pace University, Seidenberg School of Computer Science and Information Systems New York, NY,