**Venkata Tadi**

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**732-813-0454**

**Sr. Business System Analyst**

**Professional Summary:**

* **Sr. Business Systems Analyst** with **8 years** of **experience** in **Banking and** **IT Industry** with expertise in **Trading and Wealth management.** Worked ondifferent **SDLC methodologies** including **Waterfall, SAFe, Scrum, Kanban and Waterfall-Scrum Hybrid.**
* Acted as **liaison** between various **IT departments** like **Business Owners, Design team, Development team and vendors** to discuss business problem and provide **cost-effective solutions** that serves the business needs.
* Facilitated meetings with **cross-functional teams** including the **Management,** **UI/UX, Design,** **Operational,** **Development, Testing team and Stakeholders** to gather requirements and maintain transparency.
* Educed business requirements through **Interviews, Joint Application Development (JAD) Sessions, Brainstorming, Document Analysis, Requirement Workshops** with **End-users, Project Managers, Subject Matter Expert (SME’s) and Stakeholders** for business process re-engineering and improvement.
* Crafted various documents like **Project Charter, Work Breakdown Structure (WBS), Business Requirement Document (BRD), Functional Requirement Document (FRD), Requirements Traceability Matrix (RTM), Use-Case Specification** and **System Requirement Specification (SRS)** which support strategic objectives of the Corporation.
* Created detailed **project roadmaps** with well-defined **tasks, milestones and specifications** with **sponsor sign-offs** which served to communicate project progress to management using **MS Project**, **Team Foundation Server (TFS)**.
* Conducted **GAP (AS-IS & TO-BE) Analysis, Impact Analysis, Cost-Benefit Analysis, Change Management, Business Process Modeling, Feasibility Analysis, SWOT Analysis, Risk Analysis, ROI Analysis and Root-Cause Analysis**.
* Tracked **Project status, raised tickets and decomposed Epics and tasks** into **User Stories** based on **vertical and horizontal techniques** using **INVEST criteria** in **JIRA, Rally and Confluence**.
* Worked with **Product Owner** for continuous requirements elicitation in **Product Backlog**, **Backlog Grooming** and ensured the stories meet the **“Definition of Ready”**, **Acceptance Criteria** and “**Definition of Done”**.
* Developed various **Unified Modelling Language (UML)** **diagrams** which included **Use Cases, Activity diagrams, Class Diagrams, Sequence diagrams, Data Flow diagrams and E-R diagrams** in **Erwin**, **Lucidchart** and **UML**.
* Developed **prototypes** like **process workflows, wireframes and mockup screens** to have user friendly enriched **User Interface (UI)** for the **Web application** using different **tools** like **Balsamiq, Moqups and Wireframe.cc**.
* Assisted **Architect** in identifying various **Dimensions** in the **Data Warehouse** by performing **Data Mapping** between **source and the target** for various **data integration** tasks like **data transformation and data mediation**.
* Participated in **Agile ceremonies** like **Backlog grooming, Daily Scrum, Sprint Planning, Retrospective and Review meeting** to ensure meetings are as per the requirement and the project is continuously moving forward.
* Expertise working in various **architectures** like **Service Oriented Architecture (SOA)**, **3-tier and N-tier architecture** and performed **Client side and Server side validations** using **JavaScript, Node.JS and Angular JS**.
* Experience working with different **data sources** on **Non-Relational Databases** like **Flat files, XML files, Excel, CSV files** and other **Relational** sources like **SQL Server, MySQL Server and Oracle.**
* Hands on experience in creating **Schemas** which included **Tables, Joins, T-SQL, Unions, Views, Indexes, Triggers and Stored Procedures** to perform **CRUD operations** andenhance the query performance.
* Extensive knowledge in **Dimensional & Normalized data models, Facts, Dimensions, Data Marts, Star, Snowflake and Galaxy Schema** and various **OLAP operations** like **Roll-up, Drill-down, Slicing & Dicing**.
* Worked on **Operational Data Storage (ODS), Online Transactional Processing (OLTP), Staging and Data Warehouse** for **transforming data** from **source to target** along with experience in **Data Migration** project.
* Proficient understanding in interfacing different **APIs** which included **REST and SOAP API** to connect related **Web Services** using various formats like **XML, JSON, String and Document** to check for **API validation** and **verification.**
* Involved in **API documentation** containing instructions as to how effectively to use and integrate with an **API**.
* Involved in **API Testing** using **POSTMAN and SOAP UI** to determine reliability, functionality, performance and security for calculation, transaction and communication between **Web Services** in a highly efficient manner.
* Assisted **QA team** in creating **Test Plans and Test Cases** for **Unit testing and User Acceptance Testing (UAT)** with reference to the **Requirement traceability Matrix** using **Selenium, Cucumber, HP ALM**.
* Performed **Unit Testing, Integration Testing, User Acceptance Testing (UAT), Black-Box Testing, Smoke Testing, Regression Testing and Performance Testing** with good understanding in **Software Testing Life Cycle**.
* Extensive understanding of **ETL tools** like **Informatica PowerCenter, MS SSIS and SSRS.**
* Generated multiple reports using **tools** like **Tableau, MS PowerBI and QlikView** to create **dashboards** for **visualization**, perform **data** **analysis and predictive** **analysis** in near future to make better business decisions.
* Involved in **Defect Management process** to improve the quality of the **Application under Test (AUT)** and eliminate any kind of bugs or defects to develop software with high performance.

**Skills:**

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| --- | --- |
| **SDLC Methodologies** | Waterfall, Agile-Scrum, Waterfall – Scrum Hybrid, Kanban, Scrumban and SAFe. |
| **Business Skills** | Change Management, Project Planning, Process Modeling, Risk Management, JAD Sessions, Impact Analysis, GAP Analysis, SWOT Analysis and Cost-Benefit Analysis. |
| **Project Management Tools** | JIRA, Rally, Confluence, Version One, Unified Modeling Language (UML), Lucidchart. |
| **Modelling Tools** | Wireframe.cc, Moqups, MS Visio, Balsamiq, SharePoint Designer, CA Erwin. |
| **Office Tools** | MS Word, MS Excel, MS PowerPoint, MS Project, MS Outlook, MS Visio, MS SharePoint, Team Foundation Server (TFS), Office 365, Spreadsheets. |
| **Testing Tools** | HP ALM, HP LoadRunner, Cucumber, Selenium, POSTMAN, Swagger, SOAP UI, Crashlytics. |
| **ETL and Reporting Tools** | Tableau, QlikView, Informatica, Spotfire, IBM Cognos, SQL Server Data Tools – BI, PowerBI. |
| **Languages** | VB, JavaScript, Node.JS, C#.Net, ASP.Net, SQL, T-SQL, PL-SQL. |
| **Web Technologies** | WSDL, XML, HTML, SOAP, Web Services, REST API. |
| **Databases** | SQL Server Management Studio 2014, Oracle 11g, 12g, MySQL Server 2012, MS Access, Teradata. |
| **Data Warehousing** | OLTP, OLAP, Data Marts, Data Mining, Slicing/Dicing, Drill Down/Roll up, Pivot, Data Mapping, Data Modelling, Star and Snowflake Schema, ETL. |

**PROFESSIONAL EXPERIENCE:**

**ConEdison – NYC, NY**

**Sr. Business System Analyst Aug 2019 – Present**

**Project Description:** The project objective was to transform the legacy web application to mobile app for invoice raising by contractors for gas and electric materials used for construction by the contracting company. The mobile app is used to fill and submit various forms online and offline to the backend system and raise the invoice by the contracting company from the ConEd organization.

**Roles and Responsibilities:**

* **Interacting** with the **business team to gather functional/non-functional requirements** and estimating the project timeline on a weekly basis.
* Discussing the **project scope in detail with the Stakeholders** to get their feedback and eliciting requirements from them to deliver the expected product.
* **Documenting the required steps** with timelines for both iOS and Windows in detail from the completion of the Dev work to the launch of the product.
* **Creating and maintaining the Product Backlog** to prioritize the items as per user needs.
* **Maintaining and updating the user manual guide** with the new feature details. Also, recorded videos demonstrating major bug fixes and new features.
* **Created strategy document** that contained the phase wise implementation with timeline and activity list in order to ensure smooth transition.
* **Daily interaction** with the team to **track** the **status of the project tasks** and to **remove any impediments** or blockers in order for the team to progress further.
* **Conducting and facilitating scrum ceremonies** like Sprint Planning, Daily stand up, Sprint review and Retrospective for every Sprint.
* Conducting meeting on ad-hoc basis with the Dev and dependent teams to resolve Severity 1 issues in Prod as and when required.
* Performing **end-to-end Regression testing** of the application to ensure complete data transmission through all the **interfacing systems**.
* **Interacting** with dependent teams to check for any changes at their end while implementing new requirements or any enhancements.
* **Creating Test plans and Cases** in **DevOps** including the Test steps, Description, Links, attachments, Results.
* Working with the users in order to **troubleshoot Prod issues** along with the Dev team.
* **Created Agile metrics** like **Sprint Burndown, Velocity, Burnup charts** to analyze and track the work items and avoid any overcommits in a sprint.

**Environment:** Agile Scrum, MS Office, MS Teams, Skype, Azure DevOps, Kanban board, POSTMAN, CI/CD, Mainframes.

**American Express – PHX, AZ**

**Integrated Program Manager May 2019 – June 2019**

**Project Description:** **NeMo (Network Modernization)** is to handle **payment messages and transactions** in a more scalable and sustainable way. It consists of **2** major **delivery components**: ​**Business and Technology** followed by the support of **24 major work streams** responsible for delivering 8 core network capabilities.

**Roles and Responsibilities:**

* Managing **end-to-end coordination** and **management** of **key IT initiatives** such as k**ey Business decisions, Corporate application infrastructure implementations and new and existing Product improvement initiatives**.
* **Maintaining** the **Governance portal** while **opening, updating and closing the risks or issues or change requests or decisions** to **escalate** high level risks to the **leadership team**.
* Working in **SAFe environment** while being **part of SoS (Scrum of Scrum) meetings, ART meetings, Program status meetings, PI planning, Stand-up, Sprint planning, Sprint Review and Retrospective meetings**.
* Identified functional/non-functional requirements and documented them to apply **data transformation rules**.
* Creating **Workstream reports** on **weekly basis** which **includes the Sprint scope summary, action items, achievements, risks/issues and metrics like scope churn, velocity and say/do ratio.**
* Creating **dashboards** in **Rally** based on Workstream and Scrum teams to depicting features and User Stories and **graphs** like **burndown, velocity,** etc. to track story points completed each Sprint.
* Interacting with **PO’s, Scrum Masters, Product Managers and Directors** on weekly basis in order to understand the status, next steps and timeline for any critical decisions, issues/risks and change request.

**Environment:** Agile Scrum, MS Office, Rally/Confluence, Slack, Workast, Bitbucket, Splunk, Kanban board, Cassandra, Swagger, CI/CD, Mainframes.

**American Express – NYC, NY**

**Project Manager/Business Analyst Oct 2018 – May 2019**

**Project Description:** The project aimed at developing **Mobile application** with **advanced features** that were part of Web application due to increase in demand of users using the **Amex app** on the go on both **Android and iOS devices**. The new features or enhancement to existing features were developed to reduce the cost to the company, meet the current user demand and also to match the market competition existing in the card services.

**Roles and Responsibilities:**

* Interacted with business stakeholders to **elicit and gather functional/non-functional requirements** based on **defined scope and estimate timeline** for product delivery.
* Acted as liaison between various IT departments like **Business Owners, Design team, Development team** and **vendors** to discuss business problem and provide industry standard solutions.
* Participated **in Architectural discussions** with Tech leads to understand the end-to-end flow of the application, identifying the **API endpoints** involved and **create work flow diagram** for the same.
* Worked at **Scrum team** level in **SAFe** environment. Closely interacted with program team and different **ART’s** in order to check for any **dependencies or issues** related to the team.
* Maintained program management processes for **program scheduling, quality management, communication management, cost management, change management and risk/issue management**.
* Identified different backend services required for the implementation of the feature and raised engagement requests respectively in order to have their support during feature testing and deployment.
* Developed interactive **Kanban board** for the team, for QA and other teams as well to track the tickets based on various **swimlanes and filters** like **fix version, Epics, bugs, Tech Debts**, etc.
* Extensively involved in **resolving blockers/impediments** by performing **root-cause analysis** while communicating with the **cross-functional teams** and the Product Owner’s.
* Conducted different **Scrum ceremonies** like **Discovery, Grooming, Stand Ups** and **Sprint review** meetings. Also, held **retrospective meetings** using **Retrium** to get feedback on various aspects.
* Involved in writing **complex JQL queries** in **JIRA** to have visibility of tickets on **Kanban board**. Also, involved in creating **high level confluence pages** for effort estimate and feature details as source of truth.
* Tracked various **logs** using **Splunk** in case of any issues to identify the **header, params, correlationID, URL, card type, benefits**, etc. and shared with the developers for resolution.
* Performed **API testing and mapped data** to **API** using **POSTMAN** to **determine functionality and reliability** and validate the request and response calls to sync with engineers in case of any issues or failures.
* Proficient understanding in interfacing different **APIs** like **REST and SOAP API** to connect related Web Services using various formats like **XML and JSON** to check for **API validation and verification**.
* Performed debugging using **Omnibug** in **Adobe analytics** to identify the pageName, PublicGUID number, URL, etc. to analyze the graphs for the number of requests made to a particular site via mobile or web.
* Extensively used **Slack** and crested personal channels to interact with various stakeholders across different teams for transparent communication. Also, used **Workast** to create and assign tickets with respective team members.
* Coordinated with QA and the data setup team to have **Test Data Characteristics** ready, **review** the **Test Cases** and identify the backend services to be used.
* Performed **Regression testing** using **Crashlytics and Fabrics** to **check** the **mobile** **application functionality** and report any errors or bugs to the **QA and the Development team**.

**Environment:** Agile Scrum, MS Office, JIRA/Confluence, Retrium, Slack, Workast, POSTMAN, Bitbucket, Omnibug, Crashlytics, Fabrics, Splunk, Adobe analytics, Kanban board.

**MasterCard – O’Fallon, MO**

**Sr. Business System Analyst Jul 2017 – Sept 2018**

**Project Description:** The scope of the project was to enhance the **“eBillMe”** system for **Electronic Funds Transactions (EFT)**.The modern system consisted of **Authorized Cash Payment Administration System** for "**Risk Assessment and Fraud Detection”** to **calculate** the **risk score** using **Machine Learning (ML) language**. This enhanced system imparted the ability to detect fraudulent transactions for payment processing and generate reports for further business analysis purposes.

**Roles and Responsibilities:**

* Identified the business needs by interacting with **Users** and **Stakeholders** to evaluate business solutions.
* Performed **GAP analysis** to identify current state of the system and plan for the future state of the system.
* Elicited and documented requirements from business users and Stakeholders using **Business Requirement Document** **(BRD), System Requirement Specification (SRS)** and **Functional Requirement Document (FRD)**.
* Conducted **Joint Application Document (JAD)** **session** which involved all the **Stakeholders** to know their business requirements on the enhancement to meet the business needs within the prescribed timeline and budget.
* Maintained program management processes for **program scheduling, quality management, communication management, cost management, change management and risk/issue management**.
* Extensively involved in various **Scrum ceremonies** like **Backlog Grooming, Sprint Planning, Daily Scrum meeting, Sprint Review and Sprint Retrospective meeting** to assist in writing **User Stories** using **INVEST criteria**.
* Created **Project** **plan, Tracked progress and generated Reports** for **User Stories** and requirements in **JIRA**.
* Developed **Use Cases, Use Case Diagrams, Activity Diagrams, Sequence Diagrams and Class diagrams** based on **Functional, Non-Functional and System requirements** in **Lucidchart**.
* Developed **SQL queries** to perform **CRUD operations, JOINS** to get matching records from **multiple tables**, **Stored Procedures/Views/Triggers** to analyze the data and generate reports in **Teradata.**
* Developed **E-R Diagram** by identifying required **entities** and defined **cardinality** among them. Developed **Conceptual and Logical Models** too working in coordination with the architect.
* Collected information from various **internal and external sources** to **transform data** into a suitable format in order to perform operational and analytical processes.
* Performed **Data Modeling and Data Mapping** to identify different **data sources, integrate data and transform data** to the required target using the **Informatica PowerCenter** tool.
* Worked on **Service Oriented Architecture (SOA)** to determine various **API's** for **risk analysis** using **XML and JSON** formatand **validated XML schema** for **system data documentation**.
* **Documented** and **tested** **APIs** like **SOAP and REST** based on **Code First or Design Approach** for speedy delivery, reliability, performance, security and agility of **Web Applications** using **POSTMAN**.
* Assisted in performing **Integration Testing, UAT testing** based on **designed Test Cases, Traceability Matrix and Test Scenarios** to eliminate any kind of **bugs or defects** from the system.
* Performed **manual testing** to identify any **defects or** **bugs or errors** in **software programming** to help developers in writing highly efficient code to increase system performance.
* Generated **reports** and performed **data analysis** for future prediction to improve the business needs in **Tableau**.
* Participated in **Defect Management** process to understand **defects** affecting the **system performance**.

**Environment:** Agile Scrum, MS Office, MS Visio, Balsamiq, JIRA, Visual Studio 2012, Teradata, MS SharePoint, Informatica PowerCenter, MS SQL Server 2012, Tableau, POSTMAN, Cucumber, Spreadsheets.

**Silicon Valley Bank – Santa Clara, CA**

**Sr. Business System Analyst Mar 2016 – Jun 2017**

**Project Description:** The goal of the project was modernizing the traditional **Loan Processing System** by moving on to **Cloud** from Legacy system using **Amazon Web Services** **(AWS)** for better security, integrity and visualization purposes. This supported the organization in storing, retrieving and generating reports on static and dynamic data sets.

**Roles & Responsibilities:**

* Elicited **business requirements** from **stakeholders** and **clients** to better understand their business needs through **Interviews, Requirement Workshops, Surveys/Questionnaire and Document Analysis.**
* Performed **SWOT Analysis, Feasibility Analysis and Data Analysis** to implement possible technological solutions.
* Facilitated **Joint Application Development (JAD) session** between **Stakeholders, Subject Matter Expertise (SME), End Users and the Development team** to discuss **functionalities, interdependencies and issues** for the project.
* Developed **Business Requirement Document (BRD), Functional Requirement Document (FRD) and System Requirement Specification (SRS)** to assist the **Product Owner** in **prioritizing** the requirements.
* Documented **Key Performance Indicators (KPIs), requirement changes** to evaluate the project success.
* Developed **Acceptance Criteria** working with **Product Owner and Stakeholder** based on **Request for Proposal (RFP), project scope and vision** to ensure the stories satisfies **Definition of Ready and Definition of Done**.
* Documented **change requests** to accommodate new developments and examined the **risks and variances** by **creating and maintaining** a **Risk register** to check for **severity** and plan for **mitigation strategies**.
* Created **Business Process Models** using **Activity diagrams, Use Case diagrams and Swim-lane diagrams** to have a deep insight to plan setup and plan configuration for **Business Process Improvement**.
* Developed **wireframes and mock-ups** for the application using **Balsamiq** in order to generate a throwaway **prototype** which assisted developers in writing efficient code for creating user friendly **UI/UX**.
* Gathered customer data and **wrote complex** **SQL queries** like **Stored Procedures, Triggers and Views** for **QA testing**, performed **CRUD operations** and **data analysis** to validate report in **MS SQL Server**.
* Supported in creating **SSIS packages** for **loading the data** from different **data sources** like **Excel, Access, Flat files and XML** to **create** and **maintain** the **database**.
* Created **data mapping document** for the **legacy and target system** using different **data mapping techniques**.
* Resolved application functionality related issues to provide first level support and **troubleshoot technical issues** and identify modifications to meet changing user requirements in **SQL Server applications**.
* Performed **Data staging, Data Mapping** to **integrate data** from various **Data sources** and **Data Profiling** for **examining, monitoring and cleansing** the existing data to make better business decisions.
* Good knowledge on **APIs** like **SOAP and REST** and different **HTTP methods like GET and POST**. Followed **Code First approach** based on which **API document** was created in **Swagger**.
* Created **Test Plans, Test Cases and Test Scenarios** for performing **Integration Testing, Back Box Testing and Regression Testing** to assist Development team in writing high performance code.
* Performed **Automation Testing** to run pre-scripted tests on software application in **Cucumber**.
* Developed **interactive dashboards and visualizations** using **Tables, Charts, Heat Maps, Density Charts, Scatter Plots, Geographic Map and statistical graphs** for making better business decisions in **Tableau**.
* Continuously monitored and tracked the product quality throughout the entire lifecycle of the product in order to reduce **defects** and fix the already existing one in a cost effective manner.

**Environment:** Agile-scrum, XML, Web Services, MS Office, provided, MS Visio, MS SQL Server 2012, JIRA, UML, Tableau, QlikView, Swagger, MS Project, SSIS, Cucumber, Wirefeames.cc, MS TFS, AWS.

**State of Washington – Seattle, WA**

**Sr. Business System Analyst Nov 2014 – Feb 2016**

**Project Description:** The scope of the project was to enhance the legacy system for storing all **Budget** related data from different Databases into an **Enterprise Data Warehouse**. This enhanced system provided consolidated data at a single place to access data, maintain transparency, analyze and create reports at any given point in time.

**Roles & Responsibilities:**

* Assisted in creating **Project Plan, Road Map** and analyze **Feasibility Business Requirements** to build a consolidated **Data Warehouse** by interacting with **Project Manager, Product Owner, SME’s and Technical Lead**.
* Acted as **liaison** between the **business owner** and the **vendors/developers** to maintain clear transparency for the **business requirements** to ensure the application provides the required **business value**.
* Assisted manager in adopting **risk based approach** to **work and address open risks** to **avoid security issues**.
* Developed **risk management strategies** in **risk register** to check to **mitigate risk** to **protect sensitive information**.
* Performed **GAP (AS-IS and TO-BE)** analysis to assess the **current state** of the project and create a **project plan** for the progress of the project based on **business and functional requirements**.
* Gathered **Business Requirements** by conducting **Interviews and JAD sessions** by developing documents like **Business Requirement Document (BRD) and System Requirement Specification (SRS)** to meet user needs.
* Developed **Use Case Diagrams, Activity Diagrams, Class Diagrams, Sequence and Swim-lane diagrams** to assist the **development team** in providing a basic understanding of sequence of different functionalities in the system.
* Performed **data mapping** to **load data** from various **Data Sources** to **ODS** and then to the **staging area** in order to perform **data cleansing,** identify **anomalies** and remove any **redundancies.**
* Good understanding of **Data Modeling** concepts like **Star Schema, Snowflake Schema and Galaxy Schema** for identifying related **Facts and Dimensions** from business users and stakeholders.
* Performed **Data Normalization** to **validate data** and verify the same to increase **Data Integrity** ensuring to have accurate data. Assisted in **extracting usable data** and finding **anomalies** from large data sets.
* Assisted **Data Architect** in **Data staging,** **loading data** from **Data Warehouse** into **OLAP** and perform different **OLAP operations** like **Roll-up, Drill down and Slicing/Dicing** as per the requirement.
* Developed high level **SQL queries** on **MS SQL Server** and used **JOINS** to merge data from **data sources**. Also, performed **Data Mining** and **Data Profiling** to find correlation pattern in existing data.
* Implemented **Star-Schema data modeling**, **Data Cleansing, Logical and Physical data model** design process.
* Used **ETL** to develop jobs for **extracting, cleaning, transforming and loading data** into the **Data Warehouse**.
* Performed **Functional, Regression and Smoke testing** using **Selenium** based on designed **Test Plans, Cases and Test Scenarios** with the help of **QA team** to identify and reduce the **bugs or errors** in code.

**Environment:** Agile - Scrum, MS Project, Selenium, MS SQL Server, MS Project, Tableau, MS Visio, JIRA, GAP Analysis, Informatica PowerCenter, Lucidchart, SSDT-BI, Confluence, Balsamiq, Erwin, SOAP UI.

**Zions Bank – Salt Lake City, UT**

**Business System Analyst Aug 2013 – Oct 2014**

**Project Description:** The project was to enhance the existing **Bank** **web/mobile application** to perform **Visualization and Analytics** of **account holder expenditure**. The analysis was performed based on different divisions like home and utilities, shopping, restaurants & dining, entertainment, restaurants, etc. The proposed solution assisted account holders in planning for their next month expenditure based on released visualization.

**Roles & Responsibilities:**

* Interacted with **Business Users and Stakeholders** to discuss with them the **business needs, problems, issues** and provide relevant **business solution** for the same.
* Facilitated **Joint Application Development (JAD) sessions** between different Stakeholders to recognize and **resolve** any kind of **issues** pertaining to the project and reach to a **final consensus**.
* Performed **Risk assessment** to understand **risk, security, process and plan** for **risk mitigation strategies.**
* Communicated with client directly to translate business requirements into technical specifications using **Functional Requirement Specification** and **System Requirement Specification**.
* Performed **SWOT and Root Cause analysis** to identify the main problem for the related threats and provide cost effective solution for the same.
* Gathered business requirements through various techniques like **Document Analysis, Questionnaire and Requirement Workshop** to understand the project purpose.
* Created different documents like **Project Charter, Work Breakdown Structure, Use Cases, User Stories, Requirement Traceability Matrix (RTM)** based on business requirements.
* Developed **RACI matrix** to identify tasks pertaining to the respective personnel, **track milestones** in order to identify the actions that need to be accomplished for successful project completion.
* Actively participated in tracking **Issues, Bugs, Stories and Tasks** in **Rally** to ensure the progress of the **Sprint**.
* Designed and developed **UML diagrams** which included **Use Cases, Sequence diagram and Activity diagram**.
* Wrote **SQL queries** for **creating tables** with different **attributes and data types** and performed **CRUD operations** as per need basis. Also, created **Views, Triggers and Stored Procedures**.
* Created **ER diagrams** in **MS SQL Server** to identify different **entities and define relationship** between them.
* Identified different data sources to perform **Data Mapping** to avoid any kind of **redundancy and anomalies**.
* Performed different **OLAP operations like Drill up/Drill down, Slicing/Dicing** of the data in order to create **visualizations** for dashboard based on required business parameters.
* Assisted in integrating **APIs** based on **User Requirements** and **documented** them using **POSTMAN**.
* Assisted **QA team** in creating **Test Cases, Test Scenarios, Test Scripts and requirement traceability Matrix (RTM)**.
* Designed **Test plans and Test Cases** to perform **User Acceptance Testing (UAT), Performance Testing and Regression Testing** along with the **Testing team**.
* Prepared **statistical reports** for **analyzing budgets, forecast, financial plans, cash flow projections** and business perspective using **Tableau**. Planned and tracked expenses to **resolve** project **budget variances** based on report.

**Environment:** Agile Scrum, Waterfall, MS Office, MS Project, SQL Server, Erwin, MS Visio, POSTMAN, MS SharePoint, XML, HTML, Tableau, JavaScript, Lucidchart, Rally, Selenium.

**Axis Bank – Hyderabad, India**

**Business System Analyst Nov 2012 – July 2013**

**Project Description:** The project objective was to create an **enhanced web application** for **User Dashboard** to **apply** for **online** **credit/debit card** through devices like Laptops, Mobile phones, Tablets, etc. by filling single page form and submitting to their Financial Institution for **review** and **approval**.

**Roles & Responsibilities:**

* Finalized **Project planning, scheduling** and **business requirements** by communicating continuously with **Business Owner, End Users and Subject Matter Experts (SME)**.
* Communicated **planning, development, distribution and feedback mechanism** for successfully implementation.
* Elicited **Business Requirements and Functional Requirements** using **Use Case Scenarios, Interviews and Document Analysis** using organization established template.
* Worked directly with the Project Manager to **create Project status report**, **timeline and budget**.
* Assisted manager in creating the **Cost-Benefit analysis** based on the prescribed project budget.
* Created **Requirement Traceability Matrix** based on the requirements to assist the **QA team** in testing.
* Involved in **system design** with the **Architect** and the **development team**, support **technical team** in **product development** and delivery process for the **defined business requirements**.
* Created **ER diagrams** to identify different **Entities, Primary Key and Foreign Key, defining relationship and cardinality** between them in the database.
* Connected to different **Web Services** using **REST API (JSON)** for improved **request and response time**.
* Created **Test plans and Test Cases** to perform **Manual and Automation Testing** with the help of **QA team.**
* Hands on experience working on **PowerBI reporting tool** for creating **Business Intelligence reports** considering various **parameters** to **analyze** them for future purposes.

**Environment:** Waterfall, MS Office, MS Project, SQL Server, Erwin, MS Project, MS SharePoint, XML, Rally, Tableau, JavaScript, PowerBI, Web Services, Selenium, SOAP UI.

**Punjab National Bank – Hyderabad, India**

**Data Analyst/ Business System Analyst Nov 2011 – Oct 2012**

**Project Description:** The project was aimed at improving **retail banking** solution with focus on some of the core banking functionalities like transactional accounts, loans, debit and/or credit cards. This enhancement provided Bank to offer their services to customers to perform operations from remote locations at ease.

**Roles & Responsibilities:**

* Identified the business needs of the project with continuous interaction with **Business Users and Stakeholders** to asses and **identify business solution** in order to **define scope** of the project.
* Developed **Business Requirement document (BRD), System Requirement Specification (SRS) and Functional Requirement Document (FRD)** to illuminate functional and non-functional requirement.
* Created **Requirement Traceability Matrix (RTM)** to perform testing based on **Test Cases and Test Scenarios**.
* Responsible for creating various **UML diagrams like Use Case, Activity diagrams, Sequence diagrams, Use case diagrams and Class diagrams** to plan and document project plans.
* Developed complex **T-SQL queries** and **Stored Procedures** to run reports using **MS SQL Server**.
* Worked with developers to code and integrate **Web Services** in **SOAP, XML and HTML** with description methods.
* **Cleaning and blending multiple data sources** to allow for different views on **application data** in a single **dashboard** using **Tableau**. This enabled us to take better business decisions based on generated reports.

**Environment:** Waterfall, MS Visual Studio 2010, MS Office, Tableau, MS SQL Server, UML, MS SharePoint, Balsamiq, Web Services, Selenium, MS Visio, IBM Cognos, PowerBI.

**Bank of Baroda – Hyderabad, India**

**MS.Net Developer/Business Systems Analyst Aug 2010 – Oct 2011**

**Project description:** The objective of the project was to replace all kinds of paperwork to introduce ‘Electronic Forms’ Application related to Profile Information, Leave application, Loan application, IT Desk. This process augmented in maintaining relevant data of employees and clients to update and view their details at any given point in time.

**Roles and Responsibilities:**

* Elicited requirements from various business Stakeholders through Interviews and Joint Application Development (JAD) session for creating the application with enhanced functionality.
* Created Software Requirement Specification (SRS) document based on information gathered from JAD Sessions, Document Analysis, Brainstorming and one on one Interviews.
* Assisted in creating wireframes and mock up screens for the web application to better understand the system interface based on the requirements gathered using Balsamiq.
* Experience in writing code for Web Development in .Net language like C#/Asp.Net in Visual Studio.
* Executed Client-side and Server-side validations using JavaScript, Node.JS and Angular JS based on defined business rules and as per Stakeholder requirements.
* Implemented Tables, Stored Procedures, Functions, Triggers, Joins and Views in MS SQL Server.
* Experience working in Service Oriented Architecture (SOA), Web Services like SOAP, XML, HTML, WSDL.
* Analyzed Test plans, Test Cases and Test Scenarios for performing UAT testing.

**Environment:** Waterfall, MS Visual Studio 2008, MS Office, Balsamiq, MS SQL Server, C#.Net, ASP.Net, MS SharePoint, MS Visio, MS SQL Server, IBM Cognos, PowerBI, SOAP UI, Spreadsheets.

**Education:** Bachelor’s in technology: Electronics Engineering **GPA:** 3.5/4.0