**SHITAL**



**Business Analyst**

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**A highly skilled & efficient business analyst experienced in handling 6 projects with 8+ years of experience in a highly dynamic work environment and with superb customer satisfaction record in client management and SDLC process, self-managing and leading cross-functional teams through agile process in a matrix environment, toward the most efficient attainment of business goals across diverse markets such as Tax Preparation, Energy Utility, and Inventory Management.**

**PROFESSIONAL SUMMARY**

* Extensive experience in gathering, analyzing, and documenting **business** and **functional** requirements.
* Expertise in **stakeholder engagement** and building professional relationships with business stakeholders at all levels, end-users, and Subject Matter Experts (SMEs).
* Extensive experience in analyzing and documenting **Business Requirement Documents (BRD)** and **functional requirements (Functional Requirement Documents) and System Requirement Specification** including use cases.
* End to end project management from Kick off through all phases of **Agile development** methodology until Go-live and Maintenance Support.
* Cross functional team management both onsite and remote, facilitating **SCRUM** meetings.
* Multi-project management in a fast-paced workflow, with strategic and tactical planning and prioritization based on project schedules, monitoring dependencies with constant evaluation and decision-making.
* Experience in working with **SDLC methodology** and project life cycle.
* Strong communicator and creative problem-solver, skilled at analyzing business needs and transforming them into technical designs, applying technical skills and business knowledge to achieve sound results.
* Proficient in creating **Process Flow Diagrams, Use Cases, Entity Relationship Diagrams.**
* Comprehensive experience and knowledge in using Data Modeling and Business Intelligence tools, **PowerBI**, **TABLEAU, MS Visio, UML, SQL (MS SQL, SSRS, SSAS) etc.**
* Highly expertise in tracing requirements throughout the development process and verifying adherence to **Requirement Traceability Matrix (RTM).**
* Significant experience in conducting testing (Functional, Performance, Smoke, Regression) and coordinating User Acceptance Testing (**UAT**). Expert in reviewing **Test Plans** and creating **Test Cases.**
* **Excellent analytical and problem-solving skills** in designing, developing, and implementing **innovative business processes** and providing system solutions using advanced approaches, technology, and training
* **Excellent work ethics** coupled with **excellent communication, written and interpersonal skills** describing a **committed team player**.
* **Certified Scrum Master** (CSM) and Facilitated Scrum Ceremonies – Daily Scrum, Sprint Planning, Review and Retrospective Meetings. Maintaining scrum reports –Burn Up/Burn down Charts, Velocity Chart, Impediment list, Sprint Report. Coordinated teams in different time zones while actively maintaining a healthy velocity.
* Proficiency in gathering **SMART** (Specific, Measurable, Attainable, Realistic, Timely) requirements and transforming them into functional and non-functional specifications.

**ACADEMIC ACHIEVEMENTS**

* Education: Master of Applied Behavioral Science, University of Kansas, KS.
* **Certification**: Scrum Master Accredited Certification (Scrum Alliance)

 : Web Designing (Including HTML, FLASH)

 : Desktop Publishing (Including Adobe Photoshop)

 : TALLY (Including Accounts Info, Service Info, TDS, Service Tax, and Payroll)

**TECHNICAL SKILLS**

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| --- | --- |
| **Methodologies** | Waterfall, Agile- SCRUM, Scrum-Waterfall Hybrid, SAFe. |
| **Operating Systems** | Windows |
| **Database/ ETL/Server Monitoring** | Oracle, Informatica- Power Center, MySQL, PL/SQL, SQL Server, MS SQL (including SSRS, SSAS), Oracle Enterprise Manager12.2, Oracle Service Bus, Control-M, Oracle DB, WinSCP, PuTTY, Data Quality, MDM, HTTP request methods |
| **Middleware** | Oracle SOA integration (SOAP, REST), Oracle Fusion Middleware,  |
| **Data Warehousing** | Data Modeling, Data Marts, OLTP, OLAP, Data Mining, Slicing/Dicing, Roll Up/Drill Down, Pivot |
| **Cloud Environment** | **Azure Cloud** |
| **Process Modeling Tools** | MS Visio, Balsamiq, Lucidchart  |
| **Business skills** | Requirements Elicitation and Analysis, Change Management, Impact Analysis, Risk Analysis, Cost-Benefit Analysis, ROI Analysis, JAD Sessions, SWOT analysis, Financial Reporting, Valuation and Pricing, Budgeting |
| **Reporting/ BI** | Power BI, Tableau, MS Excel |
| **Language** | SOAP, REST, JSON, XML, HTML, SQL, Visual Basic, SOAP, REST, JSON, XML |
| **Project Management Tools/ Methodologies** | MS Project, MS SharePoint, VersionOne, Azure DevOps, ServiceNow, Waterfall, Agile Scrum, Hybrid (Waterfall – Scrum), Kanban, SAFe |

**PROFESSIONAL EXPERIENCE**

**PayPal Inc., San Jose, CA Oct 2019 to till date**

**Program Management Tool**

**Business Analyst**

**Scope**: Worked for the Global Design and Delivery team to run analysis related to a program management tool migration project. The project was aimed at accomplishing strategic goal of migrating teams’ processes and data between two major applications.

**Responsibilities:**

* Regularly extracted Tableau datasets and performed weekly analysis of migration metrices using Pivot Tables and VLookup’s.
* Helped the team Director to analyze Portfolio and Domain level migration status of about 750 teams. Created and refined visualizations for clear understanding of data.
* Used insights and trends to create effective visualizations using advanced Microsoft Excel skills.
* Embedded the visualizations in PowerPoint to help the Director to provide to the executive teams to drive successful decision making.
* Successful interpretation of data to draw conclusions for strategy and action by the executive team.
* Worked with the Product Manager to analyze the identified complex KPIs for the migration of teams.
* Provided research and complex analysis and provided findings to the management leader. Created process flow diagrams.
* Suggested different approaches for data analysis and visualizations including stacked columns, bar columns, pie charts etc.
* Excellent understanding of Fintech/Financial services industry.
* Used excellent communications skills to interact heavily with the development teams and stakeholders.

**Environment**: MS Office Suite (Office 365-Desktop), MS Teams, MS Visio, Tableau, JIRA

**H & R Block, Kansas City, MO Oct 2018 to Sep 2019**

**Point-of-Sale Platform and Retail Transaction System**

**Business Data Analyst**

**Scope:** The project was to re-engineer company’s point-of-sale platform and retail office services. It involved the design and development of Web Payment Products (Credit Card, Check, and Cash) and Coupon Discount Products. The project also involved enhancement of Retail Transaction Interfaces for the end-users.

**Responsibilities**

* Intensive knowledge of **Credit Card Transaction lifecycle, e-Check Read and Authorization lifecycle,** and lifecycle of different types of payment methods.
* Conducted **workflow, process diagram and GAP** analysis to derive requirements for existing systems enhancements.
* Liaison with the **business community to define business requirements by conducting** one on one interview and provided input towards technical solutions in the form of User Stories and Process Flow Diagrams.
* Proficiently wrote **user stories** and defined **acceptance criteria** for Web Payment Products (Credit Card, Check, and Cash) and Retail Transaction Interfaces
* Analyzed and translated business requirements into **functional requirements**. Efficiently created process flow diagrams.
* Helped the QA team members to clarify acceptance criteria and walked through requirements specifications for the A/B **test design** of the build during testing.
* For Electronic Coupon Discount Product enhancements-
* Analyzed the AS-IS and TO-BE **business processes** and conducted **Gap Analysis** for suggesting areas of improvement.
* Actively participated in **functional testing** with creating **test cases**, writing **test scripts**, and generating **test data**.
* Performed analysis of 200+ APIs related to Retail Transactions. Designed and developed API documentation.
* Created dashboards using **Power BI** for the management team to analyze coupon discount patterns by geographic regions. Created dashboards using Power BI for the management team to analyze coupon discount patterns per geographic region.
* Collaborated with the **QA team** to clarify the acceptance criteria and walked through requirements specification for the A/B test design of the build.
* Assisted **QA Team** in writing test cases, test plans and tested the final application to verify whether all the user requirements were catered to by the application.
* Ensured adequate testing of software both before and after completion, maintained quality procedures and ensured that appropriate documentation is in place.
* Actively participated in Agile team activities and scrum ceremonies such as Daily stand up meetings, Sprint Planning, Sprint reviews, and Backlog grooming sessions.

**Environment**: Scrum, CA agile, MS Office Suite (2016), SQL, MS Teams, MS Visio (v16.0), InVisionApp, Azure DevOps, Power BI

**Westar Energy, Topeka, Kansas Sep 2017 to Apr 2018**

**Interactive Voice Response System**

**Business Data Analyst**

**Scope:** IVR is the Interactive Voice Response system for the customers reporting outages through automated phone system where the system directs the customer to report outages with self-help. The project was aimed at adding new functionalities and improving and redesigning existing ones to integrate with other systems and applications. The integrated system would provide ease of access to customers, superior operational delivery, efficiently create workload.

**Responsibilities**

* Understood state of art **processes by interacting with stakeholders and documents analysis** and performed GAP analysis to assist Product **Owner and Project Manager** in planning the transition.
* Used Agile software development methodology in defining the problem, gathering requirements, development iterations, business modeling and communicating with the technical team for development of the system.
* **Facilitated User story kick- sessions as Moderator** and conducted interviews with various Subject Matter Experts (SMEs) and stakeholders, **process reviews and policy & procedure reviews to elicit requirements**.
* Analyzed business requirements to create features, workable user stories, and related tasks. Documented acceptance criteria. Successfully achieved requirements sign-off. Timely tracked progress and reported it to Project Manager.
* Created Use **Cases and built Use Case Diagram and Activity Diagram using MS Visio**.
* Managed and tracked requirements using **HP ALM** through Application Life-Cycle.
* Developed and standardized mapping documents to identify target systems, source systems, and business objects those were included in the business requirements.
* Maintained documentation of Business Requirements Table of input and output attributes for the APIs (created with REST protocol and JSON message format) based on the requirements.
* Assisted in **increasing Data Integrity by performing Data Normalization** and adding Data Verification and Validity to maintain accuracy and effectiveness of data
* Used Microsoft Office suit to develop the documents such as **Visio** for creating **wireframes, Word, Excel and Power Point** for creation of Business Requirement documents.
* Facilitated all scrum ceremonies such as **Sprint Planning, Daily Scrum, Sprint Review, Sprint Retrospective and Backlog Grooming.**
* Used **VersionOne** to create and manage sprint and product backlogs, to track issues, trace requirements
* Created **Sprint Burndown and Release Burndown Chart** to keep track of **the team’s velocity and sprint progress for forecasting.**
* Shielded the team from various impediments and assisted the Product Owner in **forecasting** release plans by tracking the **Team’s Velocity**

**Environment**: Scrum, SAfe, MS Office (MS Word, MS Excel, MS PowerPoint), Power BI, MS Visio, Mock-Up Screens, SharePoint, AGILE, UML.

**United States Postal Services, Topeka, Kansas June 2016 to Aug 2017**

**Material Distribution and Inventory Management System**

**Business System/Data Analyst**

**Scope:** Material Distribution System is the comprehensive system that handles E-Business of the USPS front offices. One of the projects was to migrate Radio Frequency Scanner desktop application to a web-based application to enable warehouse to access the system from any location. The role was to comprehend the business requirements and create functional specifications for the development and the testing team throughout the development life cycle, perform functional and regression testing.

**Responsibilities**

* Worked with **Oracle Fusion Middleware Platforms** to monitor, analyze, design, and define interfaces related to Material Distribution System
* Retrieved and analyzed data from **Oracle Relational Database Management Systems** using SQL queries and created reports.
* Created **SQL Queries** for **Portfolio Drill Downs** to pull necessary data from primary and secondary data sources.
* Created Fact and Dimension Tables.
* Used **various SQL commands like Create, Delete, Update, and Inner, Outer, Left, and Right Joins** to update the database and retrieve data for data analysis and validation.
* Analyzed reporting needs to create highly formatted reports in Excel and generate automated reports using Macros (VBA).
* Supported for analysis and evaluation of data mining, data modeling and data sourcing in a data warehouse environment which included data quality, data controls, data design, database architecture, metadata, data marts and data governance in oracle environment.
* Elicited requirements involving vast set of interactions with various stakeholders using **JAD Sessions, Structured Interviews, Process Analysis** and **Business Rules Analysis.**
* Analyzed **feasibility of business requirements** and defined scope, found out **dependencies** by interacting with Management Business Analysts, other Subject Matter Experts, Product Owner, Project Manager and Technical Lead.
* Conducted extensive **GAP analysis** by identifying **AS-IS** and **TO-BE process models** and process flows, where, how and in turn help product owner to plan how to bridge the gap.
* Proficiently used MS Visio to develop modeling documentation (Process flow diagrams for AS-IS and TO-BE processes).
* Created a **Macro Document** incorporating components of **Business Requirement Document** and **System Requirement Specification** incorporating **business, functional, non-functional, data** and **GUI requirements** which would in turn serve as the centerpiece of the project.
* Created **Use Case Diagrams** and **Use Case Narratives** and incorporated them in **Macro Document.**
* Performed extensive **prototyping** using **Mock-Up Screens.**
* Handled **requirement churn** during the project by performing **Impact Analysis** by checking the feasibility in maintaining the **triple constraint** and discussing them in**daily Scrum.**
* Used **VersionOne** for **allotting tasks, user story writing, backlog management, issue tracking, user story management** and forward and backward **requirement traceability.**
* Defined **Acceptance Criteria** for **User Stories** to perform **User Acceptance Testing (UAT)**. Designed **Test Cases, Test Plans** and **Test Scenarios** to perform **Functional Testing, Smoke Testing** and **Regression Testing** and logged down defects and systematically managed them in **VersionOne.**
* For Migration of Radio Frequency scanners desktop application to a web-based application, and multiple enhancements.
* In a lead QA/tester role, performed application functional testing of around 20 modules in the new web-based application environment.
* Reviewed acceptance criteria. Developed functional test scripts based on business and system requirement documents, created detailed test plans, test cases, and test scenarios with positive and negative testing scenarios for all the modules.
* Maintained and updated **test documentation** in **HP ALM**/Quality Center for reference and auditing purposes. Set up a test lab with the release cycle. Created release notes in **HP ALM/Quality Center.**
* Conducted **User Acceptance Testing** with multiple users and business stakeholders
* Proficiently created user manuals and user guides prior to go-live of the application to train the users.
* Efficiently used Incident and Change Management tools such as **ServiceNow** to provide general system support and resolve technical issues.
* Considered change requests and documented issues, risks, gaps and impact. Provided business owner with information, documents and recommendations to take decision.

**Environment:** MS Visio, MS Project, VersionOne, MS (Power Point, Excel, Word), Oracle 11g,

**Delan Associate, Topeka, KS Oct 2015 to May 2016**

**Business Analyst**

**Scope:** This project was designed to create, implement, and communicate eLearning courses to train officers. It started with a few resources and grew to include individual segments of the project with different teams. This arrangement helped reduce the response time, schedule a multiple project plans, include different teams, and improve logistical, reporting, and delivery processes.

**Responsibilities**

* Defined overall strategy and approach to meet the functional needs, Non-functional (Responsive, web browser, accessibility, performance), end-to-end delivery of functionalities.
* Conducted Project Plan, Resource planning, and estimation of level of efforts
* Coordinates with business partners to finalize designs, formalize requirements, and write acceptance criteria.
* As a part of the Agile teams, involved in the inception of sprint, to creating user stories, receiving feedback, and formulating acceptance criteria. Conducted demo sessions, incorporated improvements based on the feedback
* Created content and developed effective training materials using adult learning theory and principles.
* Responsible for client calls, status reports, and monthly metrics preparation.
* Ensure “definition of done” is defined and is agreed by all team members and business partners.
* Worked with Product Owner and team members to ensure that the prioritization practices are in place
* In the absence of Project lead conducted and facilitated team meetings, led the team successfully during critical executions of demos and functionality release.

**Environment: MS Office, Oracle, VersionOne, MS Visio, Mock-up screen, MS-Office, Agile Scrum.**

**Wells Fargo, Topeka, KS July 2014 to Sep 2015**

**Risk Assessment Employee Training**

**Business System/Data Analyst**

**Scope:** This was a fast-paced project to design, develop, and execute a web-based learning course focused on training Wells Fargo new employees as a part of their onboarding process. To expedite delivery of maximum valuable products, the project methodology was adapted as Agile and was communicated with teams. This strategy saved time and achieved project excellence.

**Responsibilities**

* Coordinated the project to develop and deploy eLearning content for the Risk Assessment Training for Wells Fargo Bank employees onboarding training.
* Proficiently created project documentation such as detailed project plan, scope statement with deadlines, and user guides.
* **For the Agile teams, led** Sprint planning sessions, Story grooming, and Retrospectives with team members, and program Subject Matter Experts.
* Planned and executed Poker sessions to estimate the efforts for the story to match with the length of backlog and set priorities.
* Facilitated backlog refinement sessions and prepared for planning sessions.
* Ensured that team members work collaboratively to manage team assignments, deliver sets of functionalities and achieve the project goals.
* Calculated team velocity at the end of each sprint, ensured that appropriate number of stories are included in the sprint, and prepared and groomed stories for next sprint.
* Worked with Quality Assurance analyst and made sure that all the tests were conducted to ensure maintained quality and continuous regression testing is taking place to align with continuous delivery of high-quality build.

**Environment: MS Office, MS Visio, Mock-up screen, MS EXCEL, MS-Office, Waterfall-Scrum Hybrid, Scrum-SAFe**

**The University of Kansas, Lawrence, Kansas Aug 2010 to June 2013**

**User (SharePoint) Application Management**

**Business Data Analyst**

**Scope:** The key client, a State Agency implemented a prevention program for which they used SharePoint as the project management tool and for team collaboration as well as online database management. The goal of this project was to provide a web-based workstation so their spread clientele can login online and can extensively use itas a technical platform for maintaining an online database, documenting and tracking project activities, managing document history and versioning, and providing direct delivery of project technical services to end-users.

**Responsibilities**

* Responsible for the Online Database Management and performed Data Analysis, Data Verification, Data Validation, Data Cleansing, and Data Integrity testing.
* Provided business analysis, SharePoint administration, and technical support for clients including Kansas Department of Aging and Disability Services, which improved system performance and online database operations.
* Facilitated collection of requirements from system users and preparation of **Business/Functional requirement documents** to provide appropriate scope of work for technical team to develop prototype and overall system.
* Analyze and **prioritize requirements** and use them to outline timeline for **completion of goals**.
* Performed **GAP Analysis** with **system functionality** and **existing Business Processes**.
* Managed scope and **requirements throughout the project life cycle**.
* Collaborated with IT professionals to analyze and evaluate systems and procedures, develop systems specifications, identify and gather user requirements, document problems, perform maintenance activities, and create and implement business and IT applications, processes, and solutions.
* Conducted **web parts and application testing** prior to deployment including administrative set-up, portal, and web-part **usability and performance testing, wrote test scripts and SOP for testing,** updated software specifications and documentation.
* Developed, managed, and established 70 customized SharePoint workstations, provided content management, and increased brand performance of the sites and sub-sites for five regional prevention centres.
* Provided SharePoint document management including establishing document libraries, security, and password protection. The initiative supported check-in/check-out, various document versions/history, 24-hour remote access to documents, enhanced internal/external communication, and workflow, which reduced emails/paperwork and increased operational and staff efficiency.
* Improved the quality and productivity of the program by troubleshooting and providing award winning technical support.
* Increased client service levels by training on new or revised applications and platforms by delivering end-user trainings and creating **SOP for technical skills training.**

**Environment**: Waterfall, SQL, MS Visio, MS PowerPoint, MS Excel, MS Word, MS Project, SharePoint, Tableau