**Sree Adharshna  
Sr. Business System Analyst**

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**PROFESSIONAL SUMMARY**

* 8+ years of experience as Business Analyst with proven ability to work with self-organizing, cross-functional teams in financial institutions, Mortgage, Insurance, and investment banking domains and **SDLC** Software Development Life Cycle methodologies such as **Waterfall, Agile (Scrum, Scrumban, Kanban)** including analysis, design, and development and testing of software.
* Understanding of compliances like **Know Your Customer (KYC), Mobile Banking Policy, Wire Transfer Request Agreement, Change Management Policy, Confidentiality Agreement, Incident Response Plan, Potentially Fraudulent Activity Letter**
* Sound understanding of Value at Risk **(VaR)**, **Mortgage Valuation,** and **portfolio management** and experience in validating, maintaining, and manipulating customer datasets for predictive modeling of **Basel** **Parameters (PD, LGD, and EAD)**.
* Expert in Business Process Management, Business Process Modeling, Business Analysis, System Analysis, System Architecture.
* Thorough knowledge on Object Oriented Programming (OOPs) like **C, C++, Java, R** and RDBMS concepts
* Knowledge of Project Management activities, proficient with Project Management Tools, testing tools and defect reporting tools.
* Solid knowledge on Scrum concepts like **Scrum Team, Product Backlog, Release Planning, Sprint Planning, User Stories, Daily Standup Meeting, Sprint execution, Sprint Review, Sprint Retrospective, Team Velocity, Burn-Up/Down Charts** etc.
* Skilled with elicitation procedures like **Brainstorming, Group Discussions, Interviewing, and Questionnaires** to catch inputs required for a useful plan which included specific process maps accompanied by active participation in discovery sessions, interviews, focus groups, prototyping, document-reviews, plan setup, plan configuration with customers.
* Involvement in directing/taking part in **JAD sessions** for necessities assembling and including prerequisites examination.
* Experienced in **As-Is, To-Be Process Flows, SWOT analysis, Root Cause analysis, Risk analysis, Feasibility analysis, Document analysis, Cost-Benefit analysis, and SOPs** by identifying existing technologies and documenting the enhancements.
* Preparing and reviewing various artifacts like **BRD** (Business Requirement Document), **FRD** (Functional Requirement Document), **Functional Specification Document**, **Risk Register, RACI Matrix, use case specifications and work breakdown structure (WBS)**.
* High experience in tracing requirements throughout the development process and verifying to **Requirement Traceability Matrix.**
* Worked with the Product Owner to define the Product Roadmap along with the **Minimum Viable Product, MMF, MRF** and reviewed the PSPI during the review meeting deciding which features satisfy the acceptance criteria to be **defined as Done**.
* Well acquainted with workflows and **Unified Modeling Language (UML)** diagrams including **Use Cases**, **Activity Charts**, Class Diagram, Business Process Flow Diagram, **Sequence Diagrams**, **Data Flow Diagrams**, and **ER Diagrams** using MS Visio
* Proficient in breaking down Epics and Features into **User Stories** by vertical slicing that correspond with the 3C and **INVEST** criteria while also providing a comprehensive Acceptance Criteria for the stories based on the business requirements.
* Proficiently helped development teams to break down large **user stories** for execution. Instigated in various Walk-through sessions with developers and provided presentations to help them understand the end user needs and subsequently create Tasks.
* Assisted PO in prioritizing using Prioritization techniques such as **MoSCoW, Kano, 100-point methods**, and assisted the team in estimating stories using Estimation techniques like **Planning Poker, T-shirt Sizing & Relative Mass Evaluation**.
* Adept in **Application Program Interface (API) documentation** & testing using tools like Swagger, Postman, & SOAP UI.
* Adept in **risk management** activities including risk identification, risk assessment, risk analysis and control and monitoring.
* Hands on experience of various **SQL queries** (create, select, insert, update, and delete) for data retrieval, and validation.
* Experienced in collaborating with Data modelers in creating **Entity Relationship (E-R) diagrams, Conceptual data model and Logical data models** by understanding the relationships & cardinalities and implementing the Normalization process.
* Extensive implementation knowledge of **Databases**, **Data Table structures**, **Schemas**, **Data Marts** and **OLAP** operations such as **Roll-up, Drill-down, slice and dice** and **pivot.** Experience in **Data Integration** Using **Data center** with **Hub** and **Spoke**.
* Experience supervising **Black-box Testing, White-box testing, Grey-Box Testing, Functionality Testing**, **System Testing, Integration Testing, Regression Testing, User Acceptance Testing (UAT), Load/Stress Testing, and Performance Testing**.
* Work experience includes effective implementation of **Requirement Management, Change Control Management, Defect Prevention Management, Release management and Project Management tasks** throughout the project life cycle (PLC).
* Experience in creating User Manual and conducting User Training Workshops to provide high-qualified training to the end users
* Worked on BI/reporting tools like **Tableau** and **Power BI** to generate various reports like static, dynamic reports, and dashboards.
* Excellent **Analytical, Problem solving, Communication** and **Documentation skills**, **Dedicated & Self- motivated**, **Highly motivated and organized leader** with proven leadership capabilities, Time management skills and excellent client relationship.
* Worked under tight deadlines and multi-tasking to meet business goals. Experience in scheduling meetings, negotiating and co-ordination with Developers, Testers, UI/UX developers, Support Team, Application Architects, and Subject Matter Experts.

**TECHNICAL SKILLS**

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| **Business Skills** | Gap (As-is, To-be) analysis, Business Process Mapping (BPM) and Re-Engineering, Change Management, Impact Analysis, Risk Analysis, Cost-Benefit Analysis, Feasibility Analysis, ROI Analysis, SWOT analysis, KANO modeling |
| **Cloud Platform** | Salesforce Sales Cloud, Service Cloud, AWS Cloud |
| **SDLC Methodologies** | SAFe, Agile-Scrum, Waterfall-Scrum hybrid, Waterfall, Kanban, ScrumBan |
| **Requirement Management** | MS Office, Jira, Rally, HP ALM, Confluence, MS SharePoint |
| **Modeling Tools** | MS Visio, Lucid Chart, Balsamiq, Adobe XD, Kofax |
| **ETL Tools** | MuleSoft, Informatica Power Center, IBM-Infosphere Information Server |
| **Data Warehousing** | OLTP, OLAP, Multidimensional Analysis, OLAP Operations |
| **Databases** | Oracle, MYSQL, Mainframe DB2 |
| **Defect Tracking/Testing** | HP ALM QC, Selenium, Jira-Zephyr, Cucumber, Postman, Soap UI, Swagger |
| **BI and Reporting** | Power BI, Tableau, MS Excel |
| **Query/Markup languages** | SQL, XML, JSON, HTML, CSS |

**1.Deutsche Bank, New York City, New York Jan 2020- Till Date**

**Sr. Business System Analyst**

**Project Description:** The project was aimed at developing an online deposit system for the company which could be able to process any kind of deposits (Cheque, Money Order, Drafts, Bill, Cashier’s Cheque) received through the bank’s app. Apart from that, the system would also be able to capture and validate data using technologies like ICR, Machine Learning (Support Vector Machine model) with the help of AWS. The system would classify the deposit and check for any fraudulent actions using processes like Binarization, Pattern Matching and Support Vector Machine model. As a Business Analyst, I was involved in the whole process of creating the system using AWS.

**Roles and Responsibilities:**

* Acted as the primary **liaison** between the business line, operations, and the technical areas throughout the project life cycle.
* Interacted with the **Compliance Team** to understandthe compliances associated with the project and their impact on the project.
* Ensured that Business, Data Governance and Integration team leads are deeply involved in critical design issues and decisions.
* Assisted the **PO** in creating the **Product Roadmap** to schedule events and milestones communicating planned deliverables.
* Developed **Requirements Traceability Matrix RTM** using MS excel to trace each software design requirement to test case.
* Identified As-is and To-be business process as part of **Gap Analysis** for new functionality requirements.
* Created Use Cases from Business Requirements and **UML diagrams** like **use case diagram, sequence** and **activity diagram.**
* Collaborated with App Development team to understand the process and design **mock-ups and wireframes** for the new functionality.
* Assisted the PO to create Vision Statement, vertically sliced the **User Stories** and established **Acceptance Criteria** using Jira.
* Assisted in prioritizing the Team Backlog Items and in defining a comprehensive Definition of Done (DoD).
* Assisted Scrum Master in facilitating **Daily-Stand up, Iteration Planning, Review, Retrospective and Backlog Refinement.**
* Created Data Mapping Specifications Document listing the source to target data maps and the transformation rules.
* Used **AWS services** in identifying and categorizing the deposited form and worked along with the developers in developing a **machine learning model** that can be incorporated in the AWS in order to process the whole Money Transfer Function.
* Involved in the integration of the Machine learning models to AWS analytics and verified the results produced by the models.
* Analyzed the ML model data, identified key performance indicators (KPI), and provided ongoing reports to senior management.
* Provided support for **User Acceptance Testing (UAT**) and gave users a walk-through of key software deliverable.
* Assisted with various QA activities like writing **test cases, test plans and test scenarios** and participated in various testing activities like **unit testing, integration testing, system testing, regression testing and smoke testing.**
* Developed Complex **SQL** Scripts to help reverse engineering and mapping for various system applications.
* Worked with the Tableau developer to **design and develop dashboard** that indicates the KPI’s and any discrepancies in the system.

**Environment**: Agile-Scrum, Jira-Confluence, Zephyr, MS Visio, Balsamiq, Postman, Swagger, Oracle database, Mainframe DB2, Oracle Datawarehouse, Power BI, Team Foundation Server, Amazon Macie Classic, Amazon-Textract.

**2.Silicon Valley Bank, Santa Clara, California Feb 2018 - Dec 2019**

**Sr. Business System Analyst**

**Project Description:** The bank introduced the “Destination home” program in order to extend their mortgage services to customers with low income. The target customer buying a house in a low-income area, with a credit score of less than 600 can benefit from this program. I worked on the project to build an enhanced automatic mortgage approval system using kofax solution, Machine Learning Algorithm and Salesforce.

**Roles and Responsibilities:**

* Functioned closely with the Corporate business team, Mortgage teams and technology teams to understand the end toend process.
* Performed **GAP Analysis** by understanding the **AS-IS** business process and **TO-BE** business process for new requirements.
* Interacted thoroughly with a set of stakeholders and Subject Matter Experts (SME) for requirements gathering which was documented and presented in **Business Requirement Documents** (BRDs), **Functional Requirement Documents** (FRDs).
* Assisted Scrum Master in facilitating the scrum ceremonies like **Daily Stand-up Meeting, Sprint Planning, Sprint Review, Sprint Retrospective and updated the Burn-Down Chart** and tracked the progress of the team on a regular business.
* Assisted Product Owner in creating **Vision Statement and Product Roadmap Document** to plan a schedule for all the deliverables.
* Created and maintained **User Stories** by vertically slicing the epics and assisted the development and testing teams in creating **tasks**.
* Accountable for confirming user stories to have proper coverage on business values, story points and acceptance criteria. Instigated in various Walk-through sessions with developers and provided presentations to help them understand the end user needs.
* Collaborated with the Kofax solution team in understanding the document scanning process for the new process.
* Created Data Mapping Specifications Document listing the source to target data maps and the transformation rules.
* Used **Salesforce community** to connect and collaborate the customer, lender and third-party throughout mortgage origination process.
* Used **Salesforce services** in automation of Mortgage application and approval process. Worked alongside developers in developing **Machine Learning Model** that can be incorporated into the system in order to make the entire Mortgage Process automatic.
* Involved in the integration of the Machine learning models to Salesforce analytics and verified the results produced by the models.
* Used **Postman** for API testing and used **Swagger** for API documentation, as well as tracked defects and bugs in **Jira.**
* Assisted Testing teams in building **test plans, cases, scenarios** and involved in **UI/GUI testing, Progression and Regression testing**.
* Used **SQL** scripts/queries extensively for data verification at the database like **Oracle, IBM DB2** Server as per the requirements.
* Worked with the Tableau developer to **design and develop dashboard** that indicates the KPI’s and any discrepancies in the system.

**Environment**: Agile-Scrum, Jira-Confluence, Salesforce CRM, Marketing cloud, Community cloud, Financial Service Cloud, Salesforce Platform, Salesforce Einstein, MySQL, Oracle, Force.com, Kofax capture, Adobe XD, Quip, MuleSoft.

**3.First Republic Bank, San Francisco, CA Nov 2016- Jan 2018**

**Business System Analyst**

**Project Description:** The bank introduced a card free ATM in order to avoid card identity theft and provide a flexible ATM service. The customer uses the mobile banking app to scan the QR code displayed in the ATM machine and use the services provided by the bank. The system is built using HTML, CSS and JavaScript and the rest of the functionalities are carried on with the help of SAP.

**Roles and Responsibilities:**

* Acted as the primary **liaison** between the business team, ATM team, App Development team, operations, and the scrum team.
* Led high level requirement gathering activities involving **JAD Sessions**, Focus Groups, **Interviews**, and **Document Analysis**.
* Created **Mock-Up Screens** and **Wireframes** involving UI componentsto retrieve data for **Client-Side Verification** and **GUI**
* Prepared and analyzed UML diagrams like **Process Diagrams, Sequence Diagrams and Activity Diagrams** using **MS Visio** to analyze and design structure, behavior and interactions in the system design between the users and the system.
* Performed **Feasibility analysis and SWOT analysis** in order to be prepared for potential business and technical risks to the system.
* Collaborated with **ATM** team in understanding the functionality and the possible **risks** involved with the new functionality.
* Worked with Software Developers to understand the functioning of **QR code readers** and understood the data retrieved from them.
* Developed **User stories** by Vertical Slicing of Epics, understanding the new features and helped the team to create Tasks.
* Assisted PO in **Sprint** **Review** **meetings** by facilitating product demos and converted the feedback into new user stories**.**
* Managed change request by doing Impact analysis and ensuring changes are properly tested and migrated to production.
* Logged, tested, tracked and systematically managed the **defects and bugs** using **HP/ALM Quality Center.**
* Created **Deployment Flowchart** in conjunction with the teams containing instructions for maintaining the application.
* Used MS Office Suites extensively for analysis, presentation and documentation throughout the project.
* Assisted creation of **Test Cases, Test Plans, Test Scenarios, and created RTM**. Facilitated **User Acceptance Training (UAT)** and actively participated and facilitated testing of the system during **Smoke Testing, Black Box Testing and Regression.**

**Environment**: Agile-Scrum, Rally, Swagger, SAP Migration Cockpit, IBM- DB2, SOAPUI, Cucumber, SAP S/4 Hana Finance, Oracle.

**4.State Bank of India, Chennai, India April 2015- Aug 2016**

**Business System Analyst**

**Project Description:** The project was aimed at creating an Enterprise Data Warehouse system to track any cases regarding Credit card and Debit Card fraudulent actions, Risk Analysis, and to track any other discrepancies regarding it. Unlike Legacy databases, Integrated systems would provide ease of access, analysis, transparency, real time data and enhanced reporting capabilities. SAP HANA is used as the target database in which all the data regarding will be stored so that the employees can check the increasing number of cases in real time and can also prepare any kind of report, they want without using an external BI reporting tool.

**Roles and Responsibilities:**

* Interviewed SMEs to develop an in-depth understanding of the Business Processes including business plan, products, and processes.
* Conducted **JAD sessions** to discuss project requirements, potential risks, assumptions, and decisions taken and documented all those requirements in Business Requirement document, Functional Requirement Document and Functional Specification Document.
* Conducted **GAP analysis** by identifying existing technologies, documenting the enhancements to meet the end state requirements.
* Created **UML diagrams** to map business process flow using **MS Visio** and designed **mock-ups and wireframes** using Balsamiq.
* Performed vertically slicing of Epics into **User Stories** and establishing **Acceptance Criteria** using Jira. Assisted Scrum Team in prioritizing the Backlog Items, defining a comprehensive Definition of Done (DoD) and breaking them down into Tasks.
* Worked closely with the Data Warehousing team to understand the Business Intelligence Architecture.
* Performed Source System Exploration to identify all the data that needs to be moved to the new system and created system or records.
* Created Source-To-Target Data Mapping document to outline the flow of the data with required data transformation logics.
* Executed **SQL queries** for data retrieval, performed data cleaning, analysis, and data validation as per business requirement.
* Used **Informatica** as a data integration tool to create **ELT** pipelines by automating data transformation.
* Collaborated with the ETL developers to make sure all the records are migrated, and transformations applied are valid.
* Assisted the QA team in preparing the **test plan and test cases** to ensure better query performance, also making sure that the existing functionality remains intact each time a new integration of code and data is completed.
* Assisted in writing test cases for the ML models while comparing the performance in terms of precision, recall and accuracy.

**Environment:** Waterfall- Scrum, Informatica PowerCenter, SAP HANA, MS Project, Tableau, codeBeamer ALM, SharePoint, Sitecore, Oracle, Swagger, Postman.

**5. Axis Bank, Chennai, India July 2013- Mar 2015**

**Jr. Business System Analyst**

**Project Description:**

The Credit Card and ATM Card Application Processing System is an integrated system for processing credit card and ATM Card applications. The system incorporates various modules for handling distinct stages through which an application passes before finally being approved or rejected. All approved applications are uploaded for card number assignment and generation of the card personalization file. The system contains various modules like Data Entry, Quality Control (QC), Scoring, Policy and Contact Point Verification (CPV) modules.

**Roles and Responsibilities:**

* Acted as the primary Intermediary between the SME, business user and technical SME’s to identify the business needs, Business Rules, Business Processes, Interface Specifications for the improvement of the existing systems and then documented them in Business Requirement Documents (BRDs), Functional Requirement Documents (FRDs) using Power Designer.
* Performed GAP analysis and wrote application enhancement specifications detailing in as-is and to-be flow process flow.
* Designed Use Case modeling, created UML diagrams such as Use Case Diagrams, Sequence diagrams and Flow Diagrams.
* Provided structured walkthroughs to the developers to understand the Use Cases and worked with quality control teams to develop Test Plans, Test Cases and test scenarios based on usability and functional performance criteria.
* Organized and Performed UI/GUI Testing, Progression, Regression testing and provided support for User Acceptance Testing (UAT) for multiple iterations involving the entire User environment setup.
* Participated in product release and deployment to end-users after successful development and testing of the product.

**Environment**: Waterfall, ClearQuest, ClearCase, Rational Robot, MS- Project, MS-Visio, MS-Office, Windows NT/2000.

**6.ICICI Bank, Chennai, India Aug 2012- May 2013**

**Mainframe Developer**

**Project:** Worked as Mainframe developer/Batch Analyst for the project **Standard Bank of South Africa**. I was part of the support team in the testing environment. My Job was to develop codes for any new functionality that could help improve the processing of the bank end. Developed tools using Mainframe to handle the pre-existing codes and the repeated errors caused by them. Also developed tools that could link all the programs coded to support a certain functionality and ensure that they are executed automatically within the given SLA.

**Roles and Responsibilities:**

* Worked for a banking project handling batch processing functions in the Mainframe domain.
* Handled applications like Money Transfer, Branch Accounting, Cards, ATMs, Automated Credit Bureau, Branch Delivery System, SIPs in a cross-functional working environment.
* Ensured timely delivery of completed batch function along with the reporting every day to the client’s Stakeholders.
* Forecast and taken Corrective and Preventive actions in prior in case of any anticipated batch issues.
* Identify, examine, prioritize the jobs and give appropriate solutions using the 5S technique ensuring continuous processing every day.
* Implemented system change of modules in the batch for continuous improvement of the process.
* Assisted Production and Development team in case of any batch related issue**.**
* Worked as shift lead and coordinating Single Point of Contact for the team with the on-site client officials.

**Education:**

Bachelor of Engineering in Electronics and Instrumentation Engineering