Professional Summary

A dynamic and competent **Lead Business Analyst & Project Coordinator with over 8.5 years of experience** in understanding business change needs, assessing the impact of those changes, requirement gathering, analyzing and documenting requirements and then supporting the communication and delivery of those requirements with relevant parties. Seeking a position on a challenging and collaborative development team wherein I can utilize my knowledge and enhance my skills for the organizational as well as for individual growth. Subject Matter Expert (SME) in US H&W Benefits– Health & Welfare.

Skill Set

- Database: PLSQL, MYSQL, Excel 2010.
  Manual Testing: Validation, Unit, Black Box, Functional, Regression, Acceptance, Web Applications (UPoint and YBR - Your Benefits Resources) testing.
  Software Development Models: Agile Methodology, SDLC, STLC. Waterfall model.
  Exposure to Mainframes: ISPF, CICS, BF Queries, Aqua, Batch Jobs, Control-D.
  Bug Tracking: Maestro, Tableau, JIRA
  Documentation Tool: IBM Lotus Notes, Microsoft Outlook. Google document.
  Operating Systems: Windows XP, Windows 7. Functional Requirement Specification, Software requirement specification and Work base-Structure.

- Domain Expertise: US) Benefits – US Health And Welfare
- Automation Testing Tools: ECHO, XML debugging Manager, HRO Workbench, Advanced Table Editor (ATE), , GUI, UPoint and YBR Tooling.
- PCS (Personalized Communication Statement) Tools: Middle Office, Thunderhead - Business Content Studio.
- Microsoft Visio, JIRA, Balsamic, Wireframe, Azure, UI designing.
- Packages: MS-Office (Excel, Word, PowerPoint & Outlook).
  Mobile Application Development: iOS and Android

Work Experience

Lead Business Analyst and Project Management Coordinator – 11/2018 to Current

Conduent Business Services: Conduent's platforms help businesses and governments manage millions of interactions every day for the people they serve. I aligned on one of critical client "Verizon" in healthcare domain as a Lead Business Analyst. As a LBA I am responsible for collecting requirement and converting them into BRD, FRD and SRD through agile methodology.

- Transformation and decomposition of business requirements to functional requirements and system requirements in collaboration with the team designer, developer, product owner and client.
- Work with programmers to meet critical deadline.
- Responsible for leading testing efforts, ensuring that issues are identified, tracked, reported on, and resolved in a timely manner.
- Maintain Defect log and review tracking using JIRA and Excel tools
- Analyze client requirement with onshore, checking the feasibility, what are the important areas for the project completion, identifying the risk and active involvement of Q&A with the onshore.
- Owning the project from requirement analysis, creating BRD/specification documents, coding/testing and On-shore demo until go live.
- Act as a bridge between the development and testing team.

- Conduct testing including functional, integration, regression, web and user acceptance to verify client's needs are met.
- Tracking of all defects for development to review.
- Prod Data verification/validation using SQL and batches.
- Active participation in brainstorming sessions which across other clients.
- Domain specific trainings including Cobra process & Communication..

Business Analyst – 10/2017 to 11/2018

Earlier <u>A3logics India Private Limited</u> **–** Business analysis and project management processes , analyzing & creating amazing requirements specifications, visual models & wire framing, facilitate elicitation sessions, and use all the necessary business analyst tools. Ability to think critically and solve problems by communicating with stakeholders. Understands the business process in detail to define and lay-down accurate system requirements.

- From the time of joining I was aligned on the home base product of A3logics (TW Project)
- Worked on TW web application improvements as well as worked closely with implementation team for TW mobile application launching.
- Attend daily SOS to address the issues and check the daily assignment and notify to entire management team.
- Strong acumen in organizing, analyzing, synthesizing and/or summarizing, client's level and market level data, using appropriate methodologies, to enhance the Product in all the aspects. Monitor the Product competitors, to create the best in the category.
- Proven track record in building and maintaining healthy business relations with clients, ensuring high customer satisfaction matrices by achieving delivery & service quality norms.
- Extensively worked from the Requirement Analysis phase of a Project which includes Requirement Gathering, Preparation of Documents namely, BRD, FRS, SRS, AS-IS, GAP Analysis, HTML Wireframes, DFD, User Stories and Mockups, to the final delivery to the client, which included UAT and Sign Off.
- Worked on the client requirements for the enhancement of TW web applications and Mobile application.
- A daily huddle for requirements gathering from direct client **On Core Health Capital Management**.
- Worked closely with clients, Quality team, development team, support team and also follow the AGILE method.
- Writes decomposed functional requirements in a user story format complete with acceptance criteria.
- Create and build backlog in VSTS or JIRA for Epics, User Stories, and Tasks.
- Requirement>> Brainstorming>> JIRA Stories>> Ready for BA>>Grooming Session >> Ready for Development >> Development Done >> Ready for QA >> QA Done >> Ready for UAT >> UAT Done >> Release notes (In everything as per expectation) per sprint plan.
- Understanding of CRM and Learning Management System.
- Leading experience to cross department like, QA, BA, Development.
- Supported the business unit throughout the client implementation.
- Worked on the development of TEEMWURK mobile application in iOS and android both.
- Developed all the web portal features into the mobile application.
- Worked on two different mobile applications, **TEEMWURK** and **On Core Health Capital Management**.
- Analytical, meticulous and quality-oriented professional with an eye for details.
- Hands on experience in **Microsoft Visio tool**, **Balsamic**, Microsoft Word, Excel and PowerPoint ☐ Focused on business requirements with: ✓ Strategic Planning
    - ✓ Business/Operation Model Analysis
    - ✓ Process Definition & Design
    - ✓ IT & Technologies Business Analysis
- Elaborate the details of the project through AGILE method to entire QA's, Development, Support, Client team.
- Support the project implementation.

- Functional requirements and non-functional requirements.
- User acceptance testing.
- Technical writing, decision making and problem solving.
- Maintains of system and operations. ꙮ Team building.

Business Analyst–Experienced-   9/2012 to 10/2017
Earlier Aon Hewitt India Pvt. Ltd. **Now** Alight Solutions – Gurgaon, Haryana

- 5 years of experience in the field of developing Business Requirement Documents, Functional Requirement Specifications, **Quality Assurance, Defects Resolution and implementation of technical solutions.**
- Handled two reputed bank clients, American Express and Wells Fargo.
- Worked upon multiple US based clients including **Wells Fargo**, (now acquired by Tower Watson), **Sears, Starbucks**, **Target**, **American Express**, **GlaxoSmithKline** etc.
- Working closely with Domain Manager and the Benefits Service Managers (stakeholders) to clarify requirements on different projects.
- Translation of users Issue into Requirements, task allocation, assisting associates and maintaining task status.
- Creating and maintaining **Business Required Documents** (BRDs), Technical Spec (System Specification) writing for Developer.
- Analyzing and configuring the current tables in Test/Production databases according to the client requirements.
- Unit/System Test Plan Creation and Execution. Unit Testing, System Testing, Mobility/Web Testing & Integration Testing, Test Case Scripting & maintenance of test statistics in Quality Center & JIRA.
- **Supporting production environment** (defects and trends) by researching issues to determine if source of error is with the test data, test plan, or configuration, prior to the code being moved to production.
- Debugging & fixing of error under the scope of business team.
- Running **SQL Queries** and **Batch Jobs in JCL Library** for Database Testing.
- Debugging files running through **XMLs** for regression testing.
- Web-Ex Meeting with onshore counterpart and client for requirements gathering and clarifications.
- Creating Defect Query for operations team to handle any kind of discrepancies in client ongoing data.

Project Management:

Introduce Payroll Module:-

Description: I worked on a product **TEEMWURK** wherein I independently worked with programming and QA team for the development of payroll gadgets. I delivered it successfully end to end.

- Initiate/Kick Off Project
- Create project plan with relevant details such as (WBS, Effort Estimations)
- Task Allocation & Track deliveries for against SLA
- Risk Management and Mitigation
- Lessons Learned Documentation and Implement learning for future
- Initiate/Lead & Conceptualize to implement ideas of process automation
- Create & Maintain necessary project documents (RTM/JIRA/RMTT/HPQC/any additional tools etc.)
- Responsible for project/client communication & Client level ownership.
- Manage internal stakeholder communication (including Technology & other teams for assigned module).
- Manage Offshore/Onshore Interaction and Stakeholder Communication & Escalation Management.

- Interprets very complex business needs and translates them into system requirements
- Strong understanding of Domain and is required to comprehend Business Requirement Documents (BRD).
- Review/Maintain BRD for system gaps & domain compliance & Interprets requirements to create/update systems specifications.
- Create & Review Test Plan & Test Execution results & Final sign-offs on delivery.

Tools: Lotus Notes, Balsamic, SQL, Azure, Visio Tool, Microsoft Excel 2010 and Word Doc, TBA, HRO Work Bench, JIRA, Maestro, Control D, prototyping, Taleo, CSPRO, Outlook, Share Point, Google Doc, Tableau, Congo's

Educational Qualifications

- **Master of Business Administration (Finance & IT)** from New Delhi Institute of Management, New Delhi, with 65 % as aggregate.
- **B.Sc. from DAV College Purvanchal University, Uttar Pradesh.**
- **XII from D.A.V Inter College, Varanasi, UP**
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Declaration: I hereby declare that the above information is correct to the best of my knowledge.

Place: Delhi   **[Vishal Singh]**