**Harish Mangali**

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**Sr. Business analyst**

**Certifications:** SAFe Agile 4.5

**Professional Summary:**

* An Information technology professional with 7 + years of extensive Information Technology experience in all phases of Software development life cycle including Business System Analyst, Data Analysis, Data Mapping and Data Modeling.
* Strong experience with different project methodologies including Agile, Scrum Methodology, SDLC, RUP.
* **Expertise in developing SOAP, RESTful Web services and APIs with JSON and XML Involved.**
* Experience in strategic business system analysis including development methodology, business case analysis, data processing, data migration, information management and strategic information systems architecture.
* Experience in testing **SOAP/REST** based web services using SOAP UI, Insomnia Chrome rest client and Rest Client Tools.
* Particular strength in system construction and methodology definition to support Application Development, with extensive hands on experience through all phases of the system development life cycle, including Strategic Information Planning, Business Systems Analysis, Business Systems Development, testing, and implementation.
* Well Experienced in deploying and configuring applications onto application servers like **JBoss**, IBM WebSphere (WAS) and **Apache Tomcat**
* Solid understanding of Business Process definition, Risk Analysis and SDLC methodologies.
* Performed complex data analysis, also involved in researching inaccurate data and correcting it as per the business rules.
* Experienced in designing star schema (identification of facts and dimensions), Snowflake schema for modeling a Data Warehouse.
* Extensive experience working in back end tester by writing SQL Queries and PL/SQL scripts on large data warehouse systems involving Terabytes worth of data.
* Modeled requirements, managed and communicated requirements throughout the project life cycle, performed Gap and Impact Analysis against requirements specifications to determine fit.
* Experience in Software Analysis & Design, Gathering Functional and Business Requirements Specifications, User Interface Specifications, Technical Design, Test Cases and Test Plan.
* Efficient in data mart design and creation of cubes using dimensional data modeling.
* Proficiency with Rational Enterprise Suite (RequisitePro, Rational Rose, ClearCase, ClearQuest) in support of the RUP methodology.

**Skill Matrix**

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| --- | --- | --- |
| **Skill** | **Experience** | **Skill Level** |
| Business Analyst | 5 + Years | Expert |
| Retail- E-Commerce/ Healthcare | 5 + Years | Proficient |
| **Web Services**, **SOAP UI, API/** **JSON/XML/** **JBOSS/APACHE** | 3 + Years | Proficient |
| Requirements Documentation (BRD) | 5 +Years | Expert |
| System Design Documentation (SRS) | 5 +Years | Expert |
| Jira | 5 + Years | Proficient |
| SQL, ETL | 3 Years | Proficient |
| Agile Scrum | 5 +Years | Expert |
| Waterfall | 6+ Years | Expert |
| JAD sessions | 5+ years | Expert |

**WORK EXPERIENCE**

**Ferguson Enterprises Inc, Newport News, VA Sep 2018 – Present  
Technical Business Analyst/System Coordinator**

The goal of the project is to move the functionality and data from the ERP Application to 3rd party vendors like Manhattan, pay metrics, Transportation Management System etc. by developing web services.

**Responsibilities:**

* Implement Projects using Agile (scrum and Kanban framework)
* Acting as a liaison between the Business Owners, Stakeholders and SME, Architects and the technical teams throughout the project lifecycle
* Analysing Business Requirement Document (BRD) and then convert business requirements into Functional/Technical specification documents
* Analysing assets like data dictionary, Oracle DB (using SQL) and documents to create, source to target mapping.
* Assist Developers, in the teams in prepare the Technical design document,
* Assist Testers prepare Test plan/cases for testing webservices
* Help User acceptance testing
* Ensure all stakeholders understand end to end solution. The solution is implemented using web/microservice architecture. RED HAT Camel framework is used to implement services reading from AM-Q/FUSE and storing in No SQL(MongoDB)
* Analysing and documenting Swagger API documents for technical teams
* Bring the right stakeholder together to help solve team problems
* Use Atlassian tool confluence jira to track project activities
* Help team finalize the output XML, JSON structure
* Strong communication skills, both verbal and written
* Understanding of SDLC and ability to make recommendations to support best practices
* Knowledge of user interface standards and practices
* Extract Transform Load (ETL) understanding
* Use office applications (word, excel, outlook) for better coordination
* Document and create structure out of an ambiguous environment with complex undocumented business logic and data flow
* Knowledge of security protocols and ability to manage the security of data helps drive APIGEE implementation conversations
* Understanding of Service Orientated Architecture and web services

**McKesson Specialty Health, The Woodlands, TX** **Jan 2017 to Sep 2018**

**Business System Analyst**

**Project 1 :** McKesson has internal team called Practice Insights which performance analytics and helps oncology practices analyze data generated throughout the patient care cycle to gain actionable insights into quality initiatives, value-based care programs such as the [Oncology Care Model](https://www.mckesson.com/providers/physician-practices/oncology-and-specialty-practice-solutions/oncology-care-model/) (OCM) and the Merit-Based Incentive Payment System (MIPS), performance metrics, productivity measures, and peer/industry benchmarks.

**Project 2:** Worked on customer healthcare customer facing website, enhancing the **Webservices** feature set. Collaborated and contributed with **API’s Webservices**, payments, and re-engineered the web pages/sites for leads management. My project also included customizing the personalized content for registered users respective to their portfolio. The project followed agile scrum methodology.

**Responsibilities:**

* Gathers, reviews and edits business, functional and non-functional requirements
* Collaborates with project teams and customers to analyze information needs and communicates needed changes to the project team
* Analyze data to assist in design requirement gathering with internal and external resources
* Requirement gathering with Business Experts and analyze the requirements based on client priorities. Define and Document functional requirements based on BRD's.
* Involved in writing application level code to interact with APIs, Restful Web Services using JSON.
* Held in code review sessions and provided best practice and correct usage of API across the board
* the Software.
* Performed the backend services testing using various systems like **REST API** services, Swagger Sandbox and also Postman
* Working with business analysts and Graphics designers to determine and understand UI/UX requirements for new functionalities and updating the application with new change requests
* Extensively worked in all phases of Software Development Life Cycle (SDLC) Agile deliverables
* Actively involved in SCRUM meetings Sprint Planning with the team
* Supervised architect personnel in developing UI/UX screens, client communications for senior level review and clerical support.
* Perform UAT (User acceptance testing). Build, develop and execute test scenarios that meets Business requirements. Report errors, test results, track progress and communicate to Project team using JIRA and Confluence.
* Extensively worked on API testing using REST services
* Understanding of data warehousing and data management in healthcare environment
* Ability to interact directly with Clinical/Business teams to understand and document functional requirements
* Working knowledge of healthcare EMR/EHR iKnowMed data
* Preparing user stories and helping QA team in developing testcases and test data to test CMS Data Submission project, Performed API Testing using REST services
* **Prepared the data in JSON format for API testing using Swagger Sandbox and POSTMAN**
* Understanding of data warehousing and data management in healthcare environment
* Basic understanding of healthcare interoperability especially in Claims, eMR, and Clinical
* Excellent communication, customer service, documentation and presentation skill
* Support in requirements analysis, and potential re-design of several products for use in the implementation and delivery of project solutions.
* Develops business process descriptions, use cases, scenarios, tasks and workflow analysis
* Participating in all aspects of product testing, including test plan development, execution and delivery of well-tested solutions with short time to release.

**Anthem Inc, Virginia Beach, VA Jan 2015 to Dec 2016**

**Business Analyst**

The goal of the project was to integrate and enhance the existing **Web Based E-commerce** platform for purchasing apparel and sporting goods using Microsoft Commerce server to provide Business Analytics, Product Catalog, Targeting, and Profiling. The enhanced application provides utilities for selecting products, shopping cart, checkout, payment modes, and membership login for the discounts. The system is fully web enabled when a customer login and orders items by selecting from e catalogue, the data is transmitted to the application server, which in turn transmit to the process server and to the database server, accountabilities included procuring requirements for order management system

**Responsibilities:**

* Conducted user interviews, gathered requirements, analyzed the requirements using RUP methodology and documented the requirements using Rational Requisite Pro.
* Used Spring framework to provide high quality documentation for Rest APIs.
* Developed Test Cases to test Web Services and RESTFUL calls using SOAP UI tool.
* Validated Web Services and RESTFUL calls by comparing the data with Database and User Stories.
* Designed and implemented business logic rules to validate users’ personal information utilizing JBOSS Drools.
* Used Restful Web Services to fetch the data from the chain code and feed them in the application.
* Executed Shell scripts to start / stop web servers, web services, app servers on Linux based on the need.
* Coaching Agile Principles, core values and SCRUM ceremonies until the teams are Agile enabled
* Followed AGILE methodologies and involved in entire End to End testing phase.
* Held in code review sessions and provided best practice and correct usage of API across the board
* Worked closely with Vendors to manage deliverables
* Worked on JBoss for making new build
* Experience with Atlassian JIRA installation, administration and maintenance
* Implemented Agile Adoption Strategy with all Scrum Master across geography
* Increasing the team's agile fluency through coaching the team to embrace and embed lean and agile practices in their work
* Utilized Agile methodology to configure and develop processes, standards and procedures using Jira.
* Validated SOAP services security information in SOAP messages
* Experience in Middleware testing through Soap UI.
* Extensively used SOAP UI for functional testing of web services
* Scheduled and facilitated all scrum ceremonies including sprint planning, backlog grooming, daily stand-ups, as well as regular scrum reviews, product demos and team retrospectives.
* Extensively used SOAP UI for functional testing of web services
* Involved in the creations of test scripts using SOAP UI Tool.
* Scheduled and participated in JAD sessions to identify the business process flows and also to determine whether any current or proposed systems are impacted.
* Interacted with various stakeholders such as Technical Product Managers, Solution Design Team, Business Users, Subject Matter Experts, Development Team and Testing team on a regular basis to understand and gather requirements and critical information, feature priority, business value and goals.
* Supported web design and user-interface layout for public and internal web-based solutions.
* Analyzed the system for the effectiveness of the E- commerce operations
* Used SDLC (System Development Life Cycle) methodologies like the RUP and the waterfall.
* Followed agile methodology and maintained user stories.
* Created Process Flow diagrams, Use Case Diagrams, Class Diagrams and Interaction Diagrams using Microsoft Visio and Rational Rose.

**Apollo Insurance, Hyderabad, IL May 2013 to Aug 2014**

**Business analyst**

The scope of the project was to implement a Data Warehouse (DW) to redirect the personal/manual effort from collecting data to improving infection control surveillance through systematic ETL processing and advanced reporting of the data. Moreover, automation of surveillance through implementing DW improves healthcare quality and accuracy of disease reporting. The end use of DW system is the generation of reports that can be used to understand trends within the hospital, to generate data used for research and to identify the outbreaks that require closer examination.

**Responsibilities**:

* Elicited requirements using techniques like interviews, document analysis and JAD sessions and analyzed requirements. Conducted Gap analysis (As-Is to To-Be) to document requirements for existing system enhancements. Created Business Requirements Document (BRD) and Functional Requirements Document (FRD), Requirements Traceability Matrix (RTM) to track issues.
* Worked on GUI development by creating mockups to review requirements, provide feedback on the screen design using MS Visio.
* Conducted testing before data migration and ETL jobs along with creation of fact and dimension tables for dimensional modeling.
* Performed rollup and drill down operations as a part of OLAP data warehouses to present data in required format to the stakeholders.
* Normalized the data to fit into various fact and dimension tables of snowflake schema for higher data storage efficiency.
* Made use of Informatica PowerCenter (IPC) to extract data, apply transformations and load data into the target repositories.
* Coordinated with the testing team during the formulation of Test Plan and Test Cases for Functional, System Integration, UAT and Regression Testing based on Design Document, User Requirement Document for the Functional and Performance Testings.
* Created visualizations such as reports, graphs, dashboards using Power BI tool to report to the key stakeholders from time-time.
* Acted as scribe by involving in JAD sessions with stakeholders, subject matter experts (SME), end-users, software architects and developers to work out requirements definition and software system design methodology.
* Prepared Business Requirement Documents (BRD) and System Requirement Specification (SRS) along with other important docs.
* Designed and developed UML Diagrams including Use Case, Activity Diagrams and Sequence Diagrams using MS Visio.
* Worked with QA and Dev. teams through all test phases to document test cases for specific business requirements. Performed UAT.

**Technical Skills**

Programming Languages : C, C++, HTML, .NET 4.0 Framework, Java Script, jQuery, XML, SQL.

Data Base : MS Access, Oracle (SQL Series), DB2, MS SQL Server 2008

Reporting Tools : Web Services (API’s, SOAP UI, Restful API/ JSON/XML/ JBOSS/APACHE)

Operating Systems : Windows 8/7, Mac, Linux

Software MS Office Suite (Word, Excel, Access, PowerPoint & Outlook), MS Visio, Adobe Acrobat, MS Project, MS Office FrontPage, Lotus Notes, Visual Studio 2010.

Performance Testing Tools : Virtual User Generator, Load Runner

Processes/Technologies : Rational Unified Process (RUP), Agile SCRUM, Waterfall, UML, Microsoft Office, Balsamiq

Automation Tools : Requisite Pro, Win runner, QTP, Jira, HP Quality Center/ALM, Junit

**Education**

Master’s in information systems University of Mary Hardin-Baylor - Austin, Texas.

Bachelor’s from Jawaharlal Nehru Technological University, India