Krishna M.

Senior Business System Analyst

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## **Professional Summary:**

Professional **Business Systems Analyst** **with over 8 years of experience** distributed across IT applications in **Banking domain** by constantly creating values for various clients by delivering quality software products to meet organizational needs.

* Extensive knowledge of all the phases of **Software Development Life Cycle (SDLC)** for banking systems with traditional **Waterfall** and agile methodologies like **Scrum, Kanban** and **Waterfall-Scrum Hybrid.**
* Experience in working closely with **Business and Project Stakeholders, SMEs, Data Analysts and Technical Teams** in comprehending and communicating the overall business vision as well as technical feasibility and played an active role in high level business planning through **Gap Analysis, Risk Analysis and Mitigation, Root Cause Analysis, Cost Benefit Analysis, and SWOT Analysis** for strategic management and consulting.
* Assisted Project Manager in preparing **Project Charter**, **schedules, resource allocation, budgeting plans**, establishing Milestones, **Work Breakdown Structure (WBS)** in the project keeping in mind **Critical Path Analysis**
* Expertise in networking with individuals at various levels and facilitating discovery sessions for elicitation of project requirements through **Surveys, Interviews, JAD workshops, Focus Groups, Document Analysis , Brainstorming, Business Process reengineering/Process redesign sessions** and have successfully gathered business level requirements from various stakeholders and users and documented them into **Business Requirement Documents (BRD)**, **Functional Specifications Document (FSD)** , **Software Requirement Specifications (SRS)** and **Requirement Traceability Matrix (RTM)** using various toolslike **Jira, Rally , MS Project, Confluence, SharePoint and Team Foundation Server (TFS)** according to organization’s needs.
* Collaborated with **Product Owners, Product Managers** and **Scrum Masters** to synchronize sprint goals, transformed functional requirements into **User Stories** by conducting **User Story Workshops and Story Grooming Sessions.**
* Mastered the Scrum Rules and Principles and co-facilitation of **Scrum** Meetings such as **Sprint Planning, Daily Scrums, Sprint Review, Sprint Retrospective ensuring stakeholder collaboration** to verify requirements are correctly understood, worked on, satisfied, tested and delivered on time while adhering to agile best practices.
* Expertise in handling requirement churn and story mapping using **prioritization models such as MoSCoW and KANO**
* Hands-on experience in preparing wide range of documents including Use case Specification, configuration documents, and **RACI Matrix** (Responsible, Accountable, Consulted and Informed).
* Expertise in creating UI designs through **mock-up screens** and **wireframes** using **MS Visio** and **Balsamiq.**
* Adept in creating design models using UML including **Use-case modelling, Sequence diagrams, Class Diagrams, Activity Diagrams, Data Flow Diagrams, Process Workflow Diagrams using Lucid chart and MS Visio.**
* Assisted in execution of **SQL queries using joins**, **unions**, **outer joins**, **group by** and **aggregate** functions to extract data from different databases (Oracle, SQL Server) for timely reporting, validation as well as Database testing.
* Strong understanding of **OLTP/OLAP, Data Marts, Data Mapping, Data Profiling and ETL and developed Conceptual Data Model and Logical Data Model, Data Normalization, Entity Relationships (ER Diagrams)** and identified key elements, key attributes, their relationships, table structures and aided in database design.
* Experienced with **Datawarehouse architectures for Data Migration and Data Integration projects and Source Data Analysis including dimensional modelling with star and snowflake schemas** and **OLAP** **operations** viz Slice, Dice, Roll-up and Drill-down as well as creating **Data Mapping Specification Documents and Data Dictionaries**
* Understanding of **Web Services and API technologies like REST/SOAP using XML, and WSDL using internet protocol suites like HTTP and TCP/IP** under three-tier and n-tier **Service Oriented Architecture (SOA)** was also involved in gathering requirements for **client-side and server-side validation** and their testing using **Postman, SOAP UI** and **documented** them using tools like **Swagger.**
* Thorough understanding of **Business Intelligence (BI)** tools and experienced in creating interactive, analytical dashboards with heat maps, bar graphs, pie charts and pivot tables using **Tableau, Power Business Intelligence and Excel** for data discovery, historical data analytics, data reporting, visualization and decision making.
* Adept at facilitating **Black-box Testing, Functionality Testing, System Testing, Regression Testing, Security Testing, Load/Stress Testing, and Performance Testing** in both **manual and automation testing environments.**
* Strong experience in creating **Test plans, Test cases and Test scenarios** for **validating business requirements** during **User Acceptance Testing (UAT) as well as technical requirements.**
* Excellent verbal and written communication as well as interpersonal skills, adept in negotiations, decision-making, analytical skills, and problem-solving skills.
* Certified **Lean Six Sigma (LSS) Green Belt** professional with thorough understanding of **Lean Concepts, and DMAIC** process and techniques to improve current business processes.

## **Certifications**:

* Lean Six Sigma – Green Belt
* Scrum Master Accredited Certificate – International Scrum Institute

## **TechnicalSkills**:

|  |  |
| --- | --- |
| Methodologies | Agile (Scrum), Waterfall, Hybrid |
| ALM Tools | Jira, Rally, Azure VSTS Online/DevOps, MS Project, Confluence, SharePoint, TFS |
| Modelling Tools | MS Visio, iGrafx, Signavio Suite, Balsamiq, Lucid Charts |
| Databases | MS-Access, SQL server, Oracle, MS Excel |
| Reporting Tools | Tableau, Advance MS Excel, SQL, Postgre- SQL, Informatica |
| API Tools | XML, SOAP, JSON, WSDL, Postman, Swagger  |
| Testing Tools | Cucumber, Selenium, HP QC |
| Other Tools | Automation Anywhere, Enterprise Wiki, H2O LOS,  |

### Business Analyst | Caliber Home Loans | Coppell, Texas

### January 2020 - Present

The scope of the project was to upgrade the client’s existing website and add new features to enhance customer journey/experience. The primary focus was to migrate to new Content Management Systems (CMS) – Episerver CMS from Legacy Sitefinity CMS. The enhancement was not limited to Migration but also include an update to existing Loan Consultant (LC) database to generate dynamic website of LCs and also adding Google Map integration to direct customers to nearby LC branches optimizing filters based on distance/zip/city/state on web and mobile platforms.

**Roles and Responsibilities:**

* Identified and analyzed needs for various functionalities by using various techniques such as **Document Analysis, Brain Storming, White Boarding and Interviews with Subject Matter Experts (SMEs) and project stakeholders**
* Performed **GAP Analysis** to understand the Current **AS-IS** business process and documented it using **Word/Sharepoint** and worked on the Future **To-Be** business process based on the requirements and identified gaps.
* Documented the future **To-BE** with well detailed Mockups and template change requirements.
* Created and maintained **Project Plans, Stakeholder Approval List, Sprint Plans using SharePoint/VSTS.**
* Continuously collaborated with Product Owner/Stakeholders to stay updated with updates to application functionality, **navigational flow** and kept dev team updated related to updates through Daily Stand-up meeting on **business user's specifications** and **updates** throughout the development.
* Actively identified **Future Enhancement functionalities** like various Mortgage calculators, Google Maps, template changes, page creation through CMS etc.
* Assisted in Maintenance of Enterprise Website **SharePoint workspace**.
* Actively identified flaws in current LC database**,** Generating **Data Mapping document, Data Scrubbing**, New field addition and help them enhance the database by multiple brainstorming sessions and advance Excel functions like Pivot Tables, VLOOKUP etc. Which helped in creation of Schedular job to generate dynamic webpages using CMS.
* Documented **Test Scenario**, **Test cases** and performed **UAT sessions** to make sure functionality met stakeholder’s criteria. Moreover, assisted **QA Team** with UAT testing and bug resolution.
* Created **Bug list, Bug reporting forms for both internal and external customers,** and created a SharePoint document to track and maintain bug list.
* Help business in creation of **go live Communication documentation** and shared with Internal and External stakeholders.
* Wrote requirements on **Daily/Exception reports** and shared with Business on daily basis and assisted business in resolving issues.
* Assisted and guided the development team throughout the development to meet the business requirements and helped resolve **impediments.**
* Assisted **Content Management Team** in rewriting the content, adding Meta Tags/Meta description, Amplitude tags, 301 redirects and created content management plans.
* Led multiple **Knowledge Transfer** sessions to give firsthand experience of New CMS functionalities to Business users and helped Project Manager in documenting ticketing systems in Service Now.
* Helped business with **Identity Access Management** and **Role/Permission assignment** for EPiserver CMS.
* Led multiple **Product Demo** sessions with stakeholders, **SVP/VP** for approvals.

**Environment –** Scrum, AMP, SharePoint, Episerver CMS, MS Teams, MS Word, MS Excel, MS PowerPoint, Outlook, Skype for Business/ MS Team

### Process Engineer/ Process Excellence | USAA Bank | San Antonio, Texas March 2019 – December 2019

**Government Shutdown (GSD):**

The scope of the project was to create bots to automate relief process to support members affected by Government Shutdown.

* **Credit Cards:** The aim of the project was to provide USAA Members with benefits of extension to monthly credit card payments based on the Deferment criteria during GSD.
* **Deposits:** The goal of this RPA effort was to return Overdraft/NSF fees charged during the GSD duration.
* **New Product Launch:** This effort was focused on designing the end to end process flow for the new product launch for GSD.

**AML Phase 3-B:** The scope of the RPA was to send ECT letters to the members, who have missing/incorrect information in their account**.**

**SCRA DMDC Certificate Extraction:** SCRA DMDC RPA was to extract Member’s Defense Manpower Data Center certificate from the compound Audience file.

**Roles and Responsibilities:**

* Identified and analyzed needs for various functionalities by using various techniques such as **Document Analysis, Brain Storming, White Boarding and Interviews with Subject Matter Experts (SMEs) and project stakeholders.**
* Performed **GAP Analysis** to understand the Current **AS-IS** business process and documented it using **iGrafx** and worked on the Future **TO-BE** business process based on the requirements and identified gaps.
* Documented the future **To-BE** as a sequence diagram with swim lanes through **Business Process Model and Notation (BPMN 2.0)** formatin **Signavio** for user acceptance and process flow**.**
* Actively identified **RPA Opportunities** while documenting the Current As-IS process and communicated the **Cost Benefit** **Analysis** reports to the stakeholders related to the RPA POV. Moreover, helped Business team in Process reengineering efforts using RPA module to help them understand the impact of automation on Process improvement.
* Created and maintained **Project Plans, Risk Control Plans, Service Level Agreement (SLA), Service Level Objectives (SLO), Production Plan, Maintenance Plan RPA Flow, Stakeholder Approval List, and Benefits Calculation.**
* Documented the **Enterprise Wiki** Page on behalf of the team for **Bank RPA.**
* Collaborated and helped **Business Program Lead/Manager** in prioritizing RPA requests on **Salesforce Front Door** based on the **benefits, urgency** and **Capacity**.
* Created **RPA Design Flow** to create click level document for the RPA Development team to avoid scope creep and to stay on track throughout the development.
* Assisted and guided the RPA development team throughout the development to meet the stakeholder’s requirements and helped resolve **impediments.**
* Continuously collaborated with Experience Owner/Process Owners/Stakeholders to stay updated with updates to application functionality, **navigational flow** and kept dev team updated related to updates through Daily Stand-up meeting on **business user's specifications** and **updates** throughout the development.
* Documented **Test Scenario**, **Test cases** and performed **UAT sessions** to make sure functionality met stakeholder’s criteria.
* Led multiple **Product Demo** sessions with stakeholders, SEO/EO for approvals.
* Generated RPA reports and shared with Business on daily basis using MS Excel.
* Helped business with Ad hoc reporting and Process/Development related queries.

**Environment –** Waterfall, Signavio, IGrafx, Portal, EWL, Fidelity, ECT, ViewDocs , Automation Anywhere v10, Salesforce Front Door, Enterprise Wiki, MS Sharepoint MS Access DB, MS Word, MS Excel, MS PowerPoint, Outlook, Skype for Business.

### Sr Business System Analyst | Citi Bank | Warren, New Jersey

### June 2017-February 2019

The project involved developing the Digital Mortgage Web Application, to automate Mortgage Loan Origination Process from Origination to Closing/Funding process. This application would provide transparency through various stages of Mortgage Lifecycle like processing, underwriting, document verification, Mortgage insurance, property analysis, condition negotiations, e-signing and title recording.

**Roles and Responsibilities:**

* Strong understanding ofthe **Dodd-Frank Act, Bank Secrecy Act, The Federal National Mortgage Association (Fannie Mae) and The Federal Home Loan Mortgage Corporation (Freddie Mac) compliances.**
* Assisted in generating a streamline process to understand the various steps in in the **Loan Lifecycle** and desired functionality of the new system by interacting with users, SMEs, stakeholders, lenders, underwriters.
* Identified and analyzed needs for various functionalities by using various techniques such as **Document Analysis, Focus Groups, and Interviews with Subject Matter Experts (SMEs) and project stakeholders.**
* Performed **GAP Analysis** by understanding the **AS-IS** business process and **TO-BE** business process and created **Business Process Model and Notation (BPMN) document using Microsoft (MS) Visio 2016.**
* Assisted in elaboration of **epics, features** into user stories in Product Backlog **Grooming Session** so that stories are granular enough to be achieved in a single sprint and spearheaded **Story Writing sessions** to assure that the stories strictly follow **INVEST** criteria. Moreover, collaborated with Product Owner and Product Manager in defining a stronger **definition of done** and worked with Product Owner in creation of **Acceptance Criteria** for each of the user stories which were prioritized using **MoSCoW** and **Kano** models in multiple grooming sessions.
* Efficiently interacted with designers and software developers to understand application functionality, **navigational flow** and keep them updated about **business user's specifications.**
* **Developed several activity and sequence diagrams with swim lanes and UML components to show entity relationship diagrams (ERD)** using **Lucid chart and Microsoft Visio** for the developers and data architects, helping them to gain a clear and precise understanding of the system requirements and visualize the system functionalities.
* Customized Requirement Management, Requirement Traceability, **Issue Tracking**, **Defect Management, User story Management** and Work Allocation using Project management tool **JIRA** and collaborative tool **Confluence.**
* Assisted Scrum Master in conducting Knowledge Transfer sessions and seminars for new team members.
* Prepared the function flow of application; by creating **High fidelity** **Wireframes** and **Mockups** using **Balsamiq.**
* Conducted end-to-end data validation of data flow, created the Data Mapping Document, for defining data flow between data source and target, along with business rules, and assisted **ETL** developers to prepare ETL routines to conduct the process.
* Written and executed **SQL queries** to perform various types of analysis like data analysis and data manipulation using different types of Joins, Subqueries and Aggregate functions on **Oracle 12c** DB.
* Used **Tableau 9.1** to generate **DTI reports** based on borrower’s demographics and **application status** reports.
* Designed **API technical document and conducted API designs sessions** to understand their functional features of **REST**, **HTML**, **XML** using **Postman** and **worked on developing API integration documentation using Swagger.**
* Worked with the QA team for validating **Test Plan** and **Test Cases** for **Integration testing, Regression Testing, Whitebox Testing, black Box Testing, Smoke Testing** and assisted in facilitating **User Acceptance Testing (UAT).**

**Environment -** Scrum, MS Office 2016, MS Visio 2016, MS Project 2016, SharePoint 365, Balsamiq 2, Magento 2.0, HP ALM 12, Web Services, REST, SOA, HTML, XML Web Method WSDL, Tableau 9.1, Oracle 12c, SQL, Postman 4.9.0, Swagger, JIRA 6.4, Confluence 5.9

### Business System Analyst | Silicon Valley Bank | Santa Clara, California

### January 2016 – May 2017

The scope of project was to customize banking application for internet, mobile banking and core banking functionalities based on different customer requirements for different clients. The new system identified enhanced functionality for People Pay, Fund transfer and Deposits for better user experience.

**Roles and Responsibilities:**

* Gathered requirements for development of new customized products for all the requirements coming in for various financial majors and banks which includes identification high-level business needs, Prepared **Business Requirement Document (BRD)**, **Functional Specification Document (FSD)**, Preparation of **Requirement Traceability Matrix (RTM)** to encourage transparency and track the progress of each requirement.
* Identified and mapped stakeholders to **RACI** (Responsible, Accountable, Consulted, and Informed) **Matrix** to ensure smoother change process and to clarify roles and responsibilities and ease up the decision-making process.
* Understood the **Transactional** Rules and Rating during **Interview sessions and JAD sessions** with the **stakeholders.**
* Assisted the team in requirement gathering of **Modules Pages**, **Navigation Flow**, and **Non-Functional Requirements.**
* Helped the Scrum Master to facilitate **Change Management** among which arranging team level and organizational level seminars and knowledge transfer sessions with Agile Champions and SME’s were main responsibilities.
* Prepared the function flow of application; prepare the Page **Mockups,** utilized modeling techniques (business process, data) to discover & clarify the functional and data requirement using **Use case** and **sequence diagram** **MS Visio.**
* Identified new **custom menus** and enhanced existing menu options based on the end user requirements.
	+ Worked with various data formats - **EDI, EDIFACT, CSV, JSON, XML** in **Mule ESB**. and used various mule connectors like **Database, FTP, FILE, SFTP, Salesforce** andPerformed web services testing with **SOAP UI** and **Postman** by validating request and response for files like **XML, JSON**. And documented them using **Swagger** tool.
* Created SQL queries like **stored procedures**, **functions**, **joins** and packages based on the client requirement.
* Worked on **data profiling** & various data quality rules development using **Informatica Data Quality**.
* Creation of database objects like **tables**, **views**, materialized views, **procedures** and **packages** using various tools and writing extensive **SQL scripts** for validating the data generated by the User Acceptance Tests.
	+ Assisted the QA team for developing the **Test** **plans, test cases** and **test scenarios** for **Integration Testing, Regression Testing, White Box Testing, Black Box Testing, Smoke Testing** and **User Acceptance Testing (UAT)**.
	+ Created testing data needed to execute **manual and automated test cases** using **HP QC/ALM.**
* Assisted with **Salesforce** analysis, object's workflows, integrations and Created reports in **Salesforce.com** to meet operational requirements & maintaining a standard set of reports.

**Environment:** Waterfall-Scrum Hybrid, Sun Solaris 10, Linux, IBM MQ, MS Visio 2015, HP QC, Java se 6, C++, Salesforce, Soap Ui, Postman, Swagger, Mule ESB, Oracle DB, selenium, Jira 6.4, Confluence

### Business Analyst | NatWest | New York City, New York

### November 2014 – January 2016

The project was to enhance the existing Anti-Money Laundering (AML) control life cycle which Prevents, Detects and Report, with KYC program. We were using Transaction Monitoring to identify fraud or suspicious transactions and implemented robust AML investigations to provide complete reviews of both new and existing client.

**Roles & Responsibilities:**

* Strong understanding of the **Dodd-Frank Act, Bank Secrecy Act, Know Your Customer (KYC), Financial Crimes Enforcement Network (FinCEN), Office of Foreign Asset Controls (OFAC)** regulations**, and Sarbanes-Oxley Ac**t.
* Captured the high-level requirements in **Confluence** and **JIRA** to trace epics and user stories.
* Performed **KYC assessments** on customers and documenting the information obtained on the client.
* Ensured compliance with all AML laws and regulations including OFAC, CIP, KYC, transaction monitoring.
* Coordinated with Banking Team to collect and organize KYC information for new and existing accounts, and review supporting documentation. Involved in walkthroughs and meetings with development team to discuss related issues.
* Analyzed a company's financial statements, business model, and industry to develop business strategies.
* Applied methods to form decisions regarding future business models, resource allocation, and customer segmentation.
* Efficiently interacted with designers and software developers to understand application functionality and **navigational flow** and keep them updated about business user's specifications.
* Managed all the requirements effectively, made them available to all team members, and presented the **testing defects** and **resolution** in the project review meetings. Analyzed workflows, and documented the **UML diagrams** like **Activity, Sequence, Data Flow** using **ER Win Data Modeler and Created page mockups** using **Balsamiq**.
* Assisted the teams in **creating clear and concise epics** and further breaking them into user stories. Actively participated in **backlog grooming sessions** throughout the sprint and ensured granularity of user stories.
* Created Data Mapping documents for tables and columns stored in the database after coordinating with the development team, business users, subject matter experts, project manager and stakeholders.
* Involved in **API** documentation for **REST/SOAP** using **Cucumber** and documented XML request and responses.
* Analyzing and reviewing name screening alerts to determine if the client is an SPF match to such alerts.
* Wrote and executed **SQL queries** to perform various types of analysis like data analysis, data validation and data manipulation using different types of Joins, Subqueries and Aggregate functions.
* Used **SQL minus queries** to make sure that the extraction process did not provide duplicate data or redundant data in the source and all unnecessary columns are removed as per the business requirements.
* Examined, analyzed, and modeled **Use Case Model** & **Test procedures**. Assisted the QA team to conduct functional testing, compliance tensing, performance testing and develop the test plan, test conditions, test cases using **x c**.
* Managed Deliverables such as Software release planning, status reports, issue resolutions for implementation, and minutes of various meetings.
* Created solution driven dashboards using different chart types like Pie/Bar Charts, Circle Views, Line/Area Charts, Scatter Plots, Bullet Graphs, and Histograms in Tableau and generated KPI reports using Excel.

**Environment:** Scrum, Word 2013, Excel 2013, PowerPoint 2013, Outlook, REST/SOAP Templates SAR Database, TFS, Tableau 9.3, ER Win, Selenium IDE and Selenium Web driver and NUnit, HP QC/ALM, SQL Server.

### Data Analyst | The Gujarat State Co-Operative Bank | Ahmedabad, India

### April 2013 – October 2014

The project was to integrate source data coming in from multiple sources into a integrate into an existing hub and spoke data warehouse and the development scope included integrating OLAP reports for a multi-dimensional view of data of the **Enterprise Data warehouse (EDW),** specifically looking at agent information and transactional data for their **Credit Card Payment System** of the client’s business to identify any long-term trends and sales pattern for promotional marketing.

**Roles and Responsibilities:**

* Gathered business requirements by conducting **Interviews, Joint Application Development (JAD) sessions, Focus Groups, Brainstorming sessions with the Business Users and key-Stakeholders,**
* Maintained artifacts like program release/planning, dashboards, status reports, product initiatives and features and risk logs to support the project in hybrid environment.
* Coached the team with Product Owner in understanding the vision and goals of the project with each sprint in focus.
* Acted as liaison with fellow **business analysts, data analysts, software QA engineers, software developers** proactively communicated and collaborated with personnel of the client, including executives and managers, to analyze software system needs and functional and business requirements.
* Extensively used **MS SharePoint and HP ALM for team collaboration and version control.**
* Monitored the data quality from the pilot project, identified, established optimal approaches to resolve data quality issues through regressive data discovery and assessment,and used **Data Profiling techniques such as completeness analysis, statistical summaries and outlier study.**
* Developed the overall **data management and data migration capabilities** to extract data from source legacy systems and facilitate **data assessment for ETL (extracting, transforming, and loading**) it in the data warehouse model and distribute it in various data marts with **star/snowflake schema.**
* Extensively used **ARIS Express for Process modeling, Process mapping and Process flow diagrams** and **constructed logical and conceptual data models** to clarify **attribute-entity relationships** and understand **data dependencies** in the project.
* Monitor **ETL techniques for incremental data extraction** for load high volumes of data with a smooth structural flow and formulated useful information to define **facts, measures and dimensions** for dimensional modelling.
* Developed **Business Requirement Documents and Mapping Specification Documents (MSD) as Data Dictionaries to analyze source data profiling values, which** discovers problems with metadata or content quality.
* Extensively used **SQL Server for accessing and manipulating database systems** by running **SQL queries in DDL (Data Definition Languages), DML (Data Manipulation Languages) and DRL (Data Retrieval Languages).**
* Analyzed Business Requirements from **Black Box testing perspective and reviewed Test Strategies and Test Plans** to ensure that test cases reflect user needs for the functional, UI, Performance, Usability and Security requirements
* Facilitated the complete testing process with emphasis on **regression testing** to ensure the data warehouse model is fit for achieving **scalability and extensibility of the data marts** using **bottom-up approach in DW designing.**
* Understand and clarify complex business integration requirements and produce eloquent and scalable designs utilizing the **MuleSoft** as integration platform.
* Handled **Change Management** to determine the source of the requirement, to ensure all requirements are met and to locate affected system components when there is a change in requirement.
* Worked closely with the BI team to generate comprehensive reports and interactive dashboards using **Tableau.**
* Led the **User Acceptance Testing (UAT) efforts and opened/closed defects on HP ALM.**

**Environment -** Waterfall, UML, Java, XML, SOAP, SharePoint 2012, MS Project 2012, HP ALM, Ervin Data Modeler, Balsamiq, MS Excel 2012, SQL Server, Tableau, MuleSoft

### Business Analyst |State Bank of India | Mumbai, India January 2012 – March 2013

The project was to maintain an existing large-scale online platform for building a business-critical **CRM (Customer Relationship Management)** system with the objective of replacing the CRM application that was built inhouse. With an internal and external development team, the project goal was to improve the overall customer relationship and increase service efficiency where my team was involved writing technical specifications for desktop and mobile website enhancements and to improve client registrations.

**Roles and Responsibilities:**

* Understood the AS-IS and TO-BE system with proposed features while performing **GAP Analysis.**
* Created **Use Case document by specifying actors, normal flow, alternative flows** for all use cases and followed UML (Unified Modelling Language) approach to organize requirements and **grouped into business processes, business rules, information needs** and ensured that critical requirements were not missed.
* Worked closely with both development & testing team to clarify **system and data requirements** and assisted them during design, build and test phase of the system to crystallize the business requirements when needed.
* Regularly analyze customer behavior metrics and analytics to identify and recommend business strategies, requirements, and testing plans in order to better serve the customer and advance sales growth.
* Coordinated with the other business analysts and assisted in **Data modeling, Data mapping and Data extraction and Integration in the data warehouse** by using **MySQL** from the legacy systems.
* Managed the functional testing process of the application with the client and vendor resources which included documenting **positive and negative test scripts/cases, tracking and managing resolutions of issues, executing test scripts and documenting results.**
* Assisted QA team in performing testing and involved in **Automated UAT using Cucumber.**
* Used **MicroStrategy** extensively for **data reporting, trend modelling, data patterning and for data forecasting.**
* Received updates related to critical open defects and worked with QA managers to have these defects closed before the target release of the projects.

**Environment-** Waterfall, Erwin Data Modeler, MS Visio 2010, MS Project 2010, MicroStrategy, MS Office 2010, Cucumber, Data Migration, MySQL, SQL Workbench, PowerPoint 2010 and Excel 2010

### Jr Business Analyst |Yebhi |Gurgaon, India October 2010 - December 2011

 The purpose of the project was to redesign client’s existing Ecommerce site with new features and a clean navigation of the site. The project also involved a complete revamp of the site search, zoom features, and its shopping lifecycle & revamping their POS and improve their cookie tracking and notification systems.

**Roles and Responsibilities:**

* Performed **Gap Analysis** to identify the deficiencies of the current business systems and to identify the Just in Time requirements for conduct **Change Management** effectively.
* Assisted Project Manager in **creating Project Charter, Work Breakdown Structure (WBS) and Scope statements** and maintained them on MS Project.
* Facilitated **reverse engineering and conducted focus groups and document analysis** to elicit requirements with stakeholders, business users and SME’s for understanding requirements.
* Assisted the testing team in writing test cases and mapped them with the **Requirement Traceability Matrix (RTM)** and kept it updated.
* Planned and worked with the online marketing team to develop direct-to-customer initiatives.
* Played key role in developing and driving continuous improvement and lean initiatives in supply chain & logistics function.
* Drafted **Business Requirement Document (BRD) for the specific business requirements and Functional Requirement Document (FRD)** capture the functional requirements better understand the domain and system.
* Worked with development team for handling of order cart management, payment gateways and accounts management.
* Responsible for creating **UML diagrams specifically activity diagrams, use case diagrams with reports and class diagrams.**
* Documented and tested **REST APIs and SOAP web services** with the XML format and other formats using Swagger and used plugins for integrating it with Java-based Application.
* Assisted the testing team in **developing the Test Plan, Test Conditions, and Test Cases based on business requirements and technical specifications in UAT.**
* Assisted in defining implementation and deployment tasks for the new platform as per the requirements.

**Environment -** Waterfall, UML, Java, XML, REST, SOAP, SharePoint 2010, MS Visio 2010, MS Project 2010, JIRA 5.0, Swagger, JQuery, HTML, CSS, AngularJS, Bootstrap

## **Education Details:**

* Bachelor of Engineering in Textile Engineering from The Maharaja Sayajirao University.
* Master of Science in Information Technology from The Central Michigan University.