**SUMMARY:**

* A versatile Sr. Business Analyst more than 8 years of experience in diversified industry sectors including Banking and other Financial Services.
* Strong Knowledge and hands on experience of SDLC methodologies and Business Process Models (BPM) like Agile Modeling, Agile Unified Process (AUP), Waterfall, and Scrum and software development.
* Well versed in project management tools like MS-Project for status reporting and planning.
* Proficient in gathering and analyzing the business requirements, creating Business Requirement Documents (BRD), Functional Requirement Documents (FRD), System Requirement Specifications (SRS), Functional Requirement Specifications (FRS), Requirements Traceability Matrix using Rational Requisite PRO and software development plan.
* Experience on both Agile and Waterfall Software development methodology.
* Experienced in Agile transformation to various agile frameworks like SCRUM, Kanban and SAFe.
* Involved in migrating or transforming multiple projects from Waterfall to various Agile methodologies.
* Responsibilities carried out as Business Analyst, Systems Analyst, and Team Lead on business and IT side.
* Highly trained and tremendous expertise in Agile product life cycle SCRUM methodologies.
* Experienced in Scrum practices; User Stories, Story Slicing, Backlog Grooming, Release Planning, Sprint Planning, Spring Review and Sprint Retrospective.
* Solid experience in Business Process Flow, Business Process modeling, and Quality Assurance.
* Well versed in the business analysis best practices as prescribed in the Business Analysis Body of Knowledge (BABOK).
* Vast experience conducting and documenting the As-Is/To-Be processes and Business Process Re-engineering (BPR) exercises.
* Experience in conducting weekly and monthly business review meetings to keep SME's, Stakeholders, Product Managers, executive staff and team members apprised of goals, project status, resolving issues and conflicts and preparing product demonstrations.
* Organized JAD (Joint Application Design) sessions and coordinating extensive communication networks (interviews, written correspondence, reports, implementation requirements, project status reports, oral presentations, e-mails, etc.) to keep executive staff and team members apprised of goals, project status, and resolving issues and conflicts.
* Extensive experience with process modeling using UML, workflow charts, sequence diagrams, state diagrams, activity diagrams and use case diagrams.
* Experience in developing conceptual, logical and physical data models as per enterprise standards.
* Possess superior knowledge of MS Office Suite and MS Project.
* Strong expertise in data analysis, data mapping, data modeling and development of Databases for business applications in client/server applications.
* Experience in dealing with different data sources ranging from Flat files, SQL server, Oracle, My SQL, MS Access and Excel.
* Strong knowledge of SQL and data validation using SQL.
* Extensively used MS SharePoint to store and communicate documentations with various stakeholders.
* Experience in Relational Data Modeling with very good focus on creating ER Diagrams and Dimensional Data Modeling.
* Experience in using requirement gathering and defect tracking tools to include; JIRA and TFS to address bugs/issues and interacting with development team to fix them.
* Hand on experience in Test Plans, Test Cases, Test Scenarios and Test Strategies to ensure Quality Assurance and to test all the business requirements.
* Extensive knowledge in User Acceptance Testing (UAT) with the appropriate stakeholders, clients and business users.
* Strong experience in all aspects of business systems analysis, systems deployment and integration, business solutions implementation, training, transformation and IT operations.
* Strong experience in transforming business requirements into functional specifications, focusing on workflow analysis and design, business process reengineering, user interface design, portal design, and process flow modeling.

**Education:**

Bachelor in Business Studies from Tribhuvan University - Year Graduated: 2008

**PROFESSIONAL EXPERIENCE:**

**Chase Bank Jan 2018 – June 2020**

**Chicago, IL**

**Sr. Business Analyst**

* Gathered detailed business and technical requirements and participated in the definitions of business rules and data standards.
* Worked with multiple reporting tools like Tableau, MS Project and in-house Dashboards.
* Worked with multiple resources to generate BI reports to analyze the current and future business state.
* Worked in data visualization, developing Dashboards, Charts, Graphs for reporting using BI tools and services.
* Created reports and dashboards by connecting multiple data sources to help track user trends, behavior, engagement and performance.
* Configured reports for custom objects and associated them to Dashboard.
* Used Jira to track defect. Created and update Functional design documents. Created Change control document based on the changes in the requirement and update the FDD.
* Participated in Production Support while deploying the system. Used Jira to maintain the new requirement by uploading the new requirement into it.
* Utilized in depth knowledge in Agile, Scrum, Waterfall, Rational Unified Process (RUP) methodology, Use Cases, Software Development Life Cycle (SDLC) processes
* Creating and updating Issues (Epics, Stories, and Tasks) into JIRA Agile application.
* Developing training materials for management to use in facilitating Agile ceremonies.
* Presenting training materials and mentoring Agile teams on Scrum best practices.
* Leading change in team culture for grooming, planning, and estimating, keeping processes aligned with Agile best practices.
* Identifying and remove impediments and blockers for team to work as efficiently as possible through constant communication with product owners and operations team.
* Reviewing and documenting systems, products, and processes to better implement Agile best practices.
* Organized and facilitated Agile and Scrum meetings, which included Sprint Planning, Daily Scrums or Stand-ups, Sprint Check-In, Sprint Review and Retrospective.
* Followed Agile Iterative development approach and was involved with all iterations of the development life cycle and risk management.
* Created the Build Turn over document or report on every build. Facilitated functional requirement gathering from system users and prepared business requirement documents (BRD).
* Responsible for gathering and preparing detailed business requirements for the Private Banking and Wealth Management applications.
* Oversaw the business process analysis and creation of the Business Requirement Document BRD in support of Commercial and Investment banking.
* Prepared business requirements specifications and functional system specifications for usability enhancements, alert workflow and new detection scenarios.
* Used MS-Visio for flow-charting, Use- Case process model and architectural design of the application.
* Implemented the Rational Unified Process (RUP) methodology guidelines with its various workflows and artifacts in Requirements Management and Development.
* Gathered and documented functional requirements and use cases for automation of operational and administrative business processes.
* Documented the "AS-IS" Business Workflows adhering to UML standards.
* Conducted JAD sessions to define requirements and finalize the Functional Requirement Document (FRD).
* Designed and developed Use Cases, Activity Diagrams, Sequence Diagrams, OOD (Object oriented Design) using UML and Visio.
* Interfaced with team leaders, identify and analyze the given information, procedures and decision flows, evaluated existing procedures, methods and technical documentation. Communicated with executives, managers and other stakeholders regarding project scope.
* Generated a detailed requirements document describing the template and the usability of the reports.
* Utilized Waterfall methodology to configure and develop process, standards, and procedures.
* Responsible for business process analysis that includes requirements facilitation, definition, analysis, alternatives, software selection, prototyping, business process design and mapping.
* Maintained a Traceability Matrix to ensure that all functional requirements are addressed at the use case level as well as the test case level.
* Involved in identifying use cases, actors and writing use case narratives. Created use case diagrams and activity diagrams using MS Visio.
* Conducted meetings and JAD sessions for project definition, resource identifications and deliverable prototype identification.
* Interfaced with developers, analysts, customers and project managers to discuss requirements and recommended solutions, to help resolve issues.
* Lead the User Acceptance Testing efforts to verifying that the developed reports meet the requirements.
* Involved in developing the test strategy and helped in developing QA Test plans for Functional, Integration and System Testing.

**Fifth Third Bank June 2014 - Dec 2017**

**Cincinnati, OH**

**Sr Business Analyst**

* Developed understanding of industry compliances.
* Interviewed Subject Matter Experts and performed extensive Document Reviews to develop a thorough understanding of business processes to aid Business Processes Improvement (BPI).
* Performed GAP analysis on process models of state-of-the-art processes and to-be processes.
* Helped PO and PM in workflow analysis, interface analysis and SWOT analysis in order to be prepared for potential business and technical risks to the system.
* Assisted Risk Manager in Risk analysis and Risk Mitigation strategies.
* Create dynamic dashboards, reports, presentations to identify insights and present it to stake holders.
* Analyzed, modified and documented functional and non - functional requirements. Identified project requirements, processes and data dependencies.
* Identified Business Rules for credit line approval by conducting extensive one-to one interview with Subject Matter Experts (SMEs) and by analyzing the Business Documents.
* Led high level requirement gathering activities involving elicitation practices like JAD Sessions, Focus Groups, One-to-one Interviews, Brainstorming and Document Analysis.
* Reviewed and analyzed Business Requirement Document (BRD/HLD) and helped transforming them into user stories.
* 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.
* Created mock-up screens and wireframes using UI components such as radio buttons, data-entry fields, check boxes, drop-down lists to retrieve data for Client-Side verification and GUI.
* Helped product owner determine acceptance criteria for potentially shippable product Increment (PSPI).
* Worked with Product Owner in prioritizing and estimating Product Backlog Items (PBIs) to pick Sprint tasks by incorporating suggestions from cross-functional IT team.
* Also, strategically handled requirement churn by making sure the current sprint is not affected by the desired change.
* DA in Creating Staging Area, Source, Target Databases for ETL and mappings within collateral accounts using Informatica.
* Assisted creation of Test Cases, Test Plans and Test Scenarios, and created Requirements Traceability Matrices. Conducted User Acceptance Training (UAT) and actively participated and facilitated testing of the system during Smoke Testing, Black Box Testing and Regression Testing.
* Created deployment flowchart in conjunction with the development, infrastructure, and network teams containing instructions for maintaining the application.
* Created training scripts, training module and training curriculum.

**U.S Bank Jan 2012 – May 2014**

[**Minneapolis, MN**](https://www.google.com/search?sxsrf=ALeKk03oeovzfQQGKkETLJgUTtVjB-gYAA:1595489131568&q=Minneapolis&stick=H4sIAAAAAAAAAONgVuLUz9U3SCuoKk97xGjCLfDyxz1hKe1Ja05eY1Tl4grOyC93zSvJLKkUEudig7J4pbi5ELp4FrFy-2bm5aUmFuTnZBYDAKii6LdSAAAA)

**Business Analyst**

* Performed GAP analysis between the "As-Is" model of the legacy system and the "To-Be" model to identify the gaps logged issues relating to the identified gaps and worked with the SME to get clarifications.
* Interviewed clients, SMEs and business users to understand their Business Requirement Document (BRD), Functional Requirements (FRD), gathering their future needs and also transforming them to Functional Specifications.
* Practiced Agile Scrum development through user stories, standup meetings and close interaction with the clients.
* Involved in the JAD (Joint Application Design) session with existing project SMEs to understand and document device capability, front-end functionalities, and back end process flow from order capture to fulfillment.
* Used MS-Visio for flow-charting, use-case process models and architectural design of the application.
* Prepared data mapping document during the process of data migration from various sources like OLTP systems, RDBMS that has third party service provider's data, supplier data, vendor data to target OLAP system.
* Collaborated with UI/UX, API and System teams to support development initiatives Knowledge of JSON involved.
* Prepared and maintained Requirements Traceability Matrix (RTM) to keep a trace of all the requirements.
* Analyzed requirements and involved in preparation of Test Plans, Test case and test scenarios for different modules and documented test cases for various screens of the application.
* Documented test scripts and conducted User Acceptance meetings with users and stakeholders to identify problems, resolve issues and improve the process to ensure a stable and accurate solution.