**Silpa Shreshta**

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**Senior Business Analyst**

**Around 7+ years** of professional experience as a **Business Systems Analyst** / **Data Analyst** in **Financial Services, Healthcare and Telecom** domains with a strong understanding of **Trading Life Cycle, Asset and Wealth management, Portfolio Management,** using different **Asset Classes**, **Finance Products and instruments, Financial Reporting Analysis.**

**Professional Summary:**

* Experienced in **Business Planning Consolidation, Data Business Analysis and Project Management** with projects involved in **Investment Management, Equities Trading, FX Trading, Fixed-Income Securities, Derivatives** with sound knowledge of financial concepts like  **Portfolio Management, Asset Management,** Financial Statement Analysis.
* Strong understanding of the **Trade Life Cycle** of financial securities in front, middle and back office.
* Experience in working with different **Software Development Life Cycle (SDLC)** methodologies like **Waterfall** and **Agile methodologies** such as **Scrum-Waterfall (Hybrid**), and **Scrum** with knowledge of **Scaled Agile Framework** (**SAFe)**
* Good Understanding of **IFRS, SEC, GAAP, SOX, FINRA, CFTC, Dodd Frank** and **MiFiD II** compliance and integration.
* Mastered the art of eliciting requirements using techniques strategically such as **survey/questionnaires, Interview sessions, Brainstorming sessions, Joint Application Development** (**JAD**) **sessions**, **Focus group sessions, Requirement workshops, Interface analysis, Document analysis**, **GAP** Analysis.
* Prepared Request for Information (**RFI**)**,**Request for Proposal (**RFP**)**,** Statement of Work (**SOW**).
* Excellence in documenting requirements using **BRD, FRD, FRS, SRS, RTM** artifacts.
* Proficient in writing User stories and handling the Requirements Churn. Participated in Sprint Ceremonies (**Backlog grooming, Sprint Planning, Sprint Review and Sprint Retrospective**) for Agile Scrum Methodology.
* Efficient in performing, prioritizing techniques, **MoSCoW, KANO Business value based**. Experienced in using Estimation techniques, **Planning Poker, T-shirt sizing, Relative mass evaluation.**
* Expertise in creating Unified Modeling Language (UML) diagrams like **Use Cases, Activity diagrams, Sequence Diagrams, Data Flow Diagrams, ER diagrams** using tools such as **MS VISIO, SMART DRAW,** and **LUCID CHARTS.**
* Experienced in **Graphic User Interface Design** (GUI), **Wireframes** and UI **mock up screens** using **Balsamiq tool**
* Proficient in **SQL** using **DDL, DML & DQL** statements to perform CRUD operations on database queries like **Joins**, **Subqueries**, and **Aggregate** functions toensure **Integrity** between **DB** and **UI**
* Experienced inimplementing **Data warehousing, Data Migration** with knowledge of **Data Profiling, Conceptual and Logical Modeling, Schemas, OLTP, and OLAP Operations**, such as **Roll-Up, Drill-Down, Slice, Dice, and Pivot.**
* **DBA and reporting analyst for short-term project to prepare data for world-wide corporate helpdesk system. Developed and programmed (VB) all required reports in MS ACCESS, MS EXCEL, and BRIO**
* Created **Source to stage** and **Stage to Target** **Data mapping documents** indicating the source tables, columns, data types, transformations required and **business rules** to be applied using **Informatica.**
* Experience in creating interactive, analytical Business Intelligence **(BI)** **dashboards** using **Tableau** and Excel.
* Assisted Automation Test Engineers in preparing **Test Plans,** **Test Cases Test Scenarios** using **Selenium Web Driver** to perform **manual** and **functional** **testing** of web-based applications. Formulated **Test Strategy** and **Test Plans**.
* **As a business analyst, worked closely with senior management and department heads, created a compliance database in MS ACCESS to facilitate FDA/GMP issue resolution and activity tracking for 200 users across seven sites**
* Collaborated with QA team in User Acceptance testing (**UAT**), system testing, regression testing, load testing, Functional Testing.In-depth knowledge of Test Driven Development (**TDD**) and Behavior Driven Development (**BDD**) and **ATDD.**
* Undertook a comprehensive review of test cases to ensure their integrity and assist the **Quality Analyst** and **Testing team** to perform **system testing, integration testing, grey box and black box** testing.
* Involved in M**anual Testing** using selenium to check whether the system gives desired outcomes.
* Worked on identification of **Defect types**, maintaining **Defect log** and performing **Defect Management** using **Jira** in SDLC.
* For an internal equipment preparation unit, created a real-time production tracking system and all production reports.� Designed and programmed reports in MS Access and Excel
* Excellent **Analytical**, Problem solving, **Communication** and **Documentation** skills. Self- motivated, Proven leadership capabilities and Time management skills.
* Strong **presentation skills** and ability to tailor presentations towards different functional areas of business

# **Skill Set**

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| --- | --- |
| SDLC Methodologies | Waterfall, Agile-Scrum, SAFe, Waterfall-Scrum Hybrid, Scrumban |
| Requirement, Defect Management and tracking | JIRA, Confluence, Version One, Rally, HP ALM, Rational Clear Quest, Rational ClearCase, MS Office, |
| Modeling & Designing | MS Visio, Smart Draw, Lucid Charts |
| Financial Tools | Bloomberg Terminal, Thomson Reuters, Morningstar. |
| Reporting and Data Analysis tools | MS SQL server, Tableau, Informatica Power Center 9.6.1, Power BI, IBM Cognos, MS Access, SPSS, MS SSRS, Click View |
| Project Management | MS Office, MS Project, MS SharePoint  |
| Testing Tools | HP QC, Selenium, Cucumber, SOAP UI, POSTMAN |
| Financial aspects and instruments | Trading life cycle front office back office and middle office, Capital Markets, Equities, Fixed Income (Bonds, Convertibles, T-Notes, T-Bonds), Derivatives (Options, Futures, Forwards), Portfolio Management |
| Compliance and Regulations | SEC, Sarbanes-Oxley (SOX), Dodd-Frank, MiFID, FINRA OATS, Basel III, Bank Secrecy Act, Investment Company Act, IFRS, US-GAAP |

# **Professional Experience**

**DIRECTV , El Segundo CA March 2018 – Till Date**

**Sr. Business Systems Analyst**

**Description:** DirecTV is an American direct broadcast satellite service provider based in El Segundo, California and is a subsidiary of AT&T. Its satellite service, launched on June 17, 1994, transmits digital satellite television and audio to households in the United States, Latin America, and the Caribbean

**Responsibilities:**

* Updated my domain knowledge with the latest trends in **Trading Platform**, **Trade Life cycle, Capital Markets.**
* Functioned closely with the corporate business team, control teams and technology team to understand the end to end process, data security and Financial Compliance documents **MiFID II**, **IFRS, SEC** and **GAAP.**
* Strategized elicitation techniques for gathering requirements efficiently from **stakeholders** which include **Structured Interviews and Questions/ Surveys, Requirement workshops, Focus groups, JAD sessions.**
* Implemented numerous automated data collection systems utilizing MS ACCESS and Excel
* Identified requirements for different types of risks involved in the trades considering **GREEKs metrics.**
* Elicited requirements for multiple **financial instruments** that were allowed on our trading platform such as **Equities, securities, mutual funds, exchange-traded funds (ETFs), exchange-traded products (ETPs), Derivatives**
* Documented all functional, non-functional, business, technical, data and GUI requirements as user stories using **Jira.**  Also, managed User stories, documented and tracked issues, performed requirement traceability using **JIRA.** Co-ordinated with the team to document plans and product knowledge in **Confluence.**
* Assisted Product Owner in prioritization of **Product Backlog Items (PBIs)** using **MOSCOW, KANO, Business Value Based** Techniques, defining the **Acceptance criteria (AC),** and **Definition of Done (DOD).**
* **Designed UML diagrams like Use Cases, Activity Diagrams, Sequence Diagrams using MS VISIO and LUCID CHARTs.**
* **ransitioned major hospitality/entertainment organization to CRM software and
methodology, providing documentation and training.� Targeted MS Access, SharePoint, PHP**
* Analyzed the **Key Performance Indicators (KPIs)** such as **Sprint Burn-Up and Burn-Down Chart**, and assisted Scrum Master in calculating their **velocity** totrack progress and prepare the status reports.
* Handled **requirement churn** by assisting **Subject Matter Experts(SMEs)** in Risk and Impact Analysis
* Wrote **SQL** queries to ensure there are no anomalies and did **data analysis, data validation and data manipulation**.
* Develop requirements and evaluation methods for **artificial intelligence** technologies and benchmark vendor technologies
* **Artificial Intelligence** enthusiasts - flexible/quick learners comfortable with variety of platforms - conversant with new age development frameworks
* Prior experience in **artificial intelligence** applications like virtual agent, RPA, video or image analytics, text analytics
* Extensive knowledge in **machine learning, artificial intelligence, statistics and data mining**
* Identified Data types, Data Format, Data Dimensions of **source and target**. Identified **Business rules** and **transformation logic** when data is received from the exchanges in **Apache Kafka**. Prepared **Source to Target Mapping document** for the same.
* Assisted Database Admin in **Normalizing Data** received from **Apache** **KAFKA** to **3NF** and store in **Oracle 12g.**
* Assisted in various **ETL** transformations on extracted data such as **Lookups, Routers, Joiners, Filters, Aggregators, Union on flat files** using **Informatica** power center.
* Worked on service-oriented architecture **(SOA)** to connect compliance regulatory engine to various compliance web services using **REST API**s, **XML and FIX Protocols**.
* Analyzed, Documented **REST APIs** in a multiple tier architecture. Documented **JSON** request and responses and **FIX protocol**. Tested the APIs using **SWAGGER**
* Customized **Tableau dashboards** depending on customer requirements consisting of Waterfall charts, Bubble charts, Heat Maps, and Histograms for portfolio managers viewing their investments in the front office and senior management viewing risk exposures.
* Assisted the team with **continuous integration** and promoted best engineering practices like **Test Driven Development (TDD), Acceptance Test Driven Development (ATDD) and Behavior Test Driven Development (BTDD)** Validated the scripts to make sure they meet the scenario description and have been executed correctly.
* Upgraded dozens of MS ACCESS reports in conversion from legacy Human Resources system (HRIS) to SHPS and SAP-HR. Performed all data-mapping and report testing.
* Used **HP QC** to write **test plans, test cases, log defects** and create an **error repository** to support QA/testing team in testing, tracking bugs and systematically manage defects and bugs.
* Assisted QA team in **manual testing** using **Selenium**, **Automation testing** and r**egression testing**. Also performed **monkey testing** on **automated unit tests** by providing random inputs and seeing whether the system crashes.
* Collaborated with **QA** team to create and review **test plan, test cases** for **UAT** after integration of **Complex Event Processing (CEP) engine** with **Risk management and Order Management System** **(RMS and OMS).** **Exchange Trade Management Systems** and conforming to financial compliances.
* Maintained **Defect log** for different **Defect Types** and performed **Defect Management** using **Jira** throughout the SDLC.

**Environment**: Scrum environment, SOA, JAVA, Apache Tomcat servers, Oracle servers, Machine learning libraries, Microsoft Office Suite, Microsoft Visio, UML, Tableau v9.0, SQL Server, Informatica PowerCenter 9.6.1, Selenium, JIRA, Swagger, FIX, HP QC

**AT&T , El Segundo CA Oct 2017 – March 2018**

**Sr. Business Systems Analyst**

**Description: AT&T** is the world's largest telecommunications company, the largest provider of mobile telephone services, and the largest provider of fixed telephone services in the United States through AT&T Communications. The project was aimed at creating Enterprise Data Warehouse to provide Budget Allocation, expenditure tracking and enhanced financial reporting by integrating different data sources.

**Responsibilities:**

* Interacted with users and stakeholders to **Identify business needs**, evaluated **solutions** for business problems.
* Developed a departmental budgeting tool.� Utilized MS ACCESS for data entry and storage, and MS EXCEL for analysis and reporting
* Implemented numerous automated data collection systems utilizing MS ACCESS, SharePoint, Outlook, and Adobe Acrobat fillable electronic forms for reporting and analytics
* Gathered business requirements by participating in **JAD sessions**, **interviewing** business users and stakeholders, conducting one to one sessions and consulting existing systems documents.
* Identified and elicited requirements at various levels using traditional techniques while organizing, conducting and facilitating **elicitation** sessions such as **survey/questionnaires, Interviews, Brainstorming, Focus group, Requirement workshops, Interface analysis, Document analysis** and **JAD sessions.**
* Market research and business reporting analyst.� Using MS ACCESS, BUSINESS OBJECTS, and EXCEL, tracked, analyzed, and reported on sales of Zetia and Vytorin.
* Understand the **Software Development Life Cycle** and experience in system architecture mapping.
* Used MS Visio for **Process modeling**, **Process mapping** and **Business Process flow diagrams**. Understood the AS-IS system, developed the TO- BE system concepts and prepared the System Process Maps.
* Proficient in creating **Use Cases, Sequence Diagrams, Collaboration Diagrams, Activity Diagrams, and Class Diagrams.** Designed **Use Cases and UML models using MS Visio and Lucid Charts.**
* Prepared **Business Requirement Document** **(BRD/HLD)** and Drafted **Systems Requirement Specification (SRS).** Analyzed, modified and validated these documents.
* Developed **Conceptual and Logical ER diagrams for the database**. Created **Data Dictionary** for the data models.
* Identified **Source systems** for Financial **data profiling** for trading processes. Ensured the data is in the right format in concern with target tables.
* Collaborated with the Data Analyst in **Data Profiling**. Assisted the development team **Informatica Power Center’s Data Quality** **for Data Cleansing** and **Data Analysis** before loading the data into the Enterprise Data warehouse.
* Facilitated a meeting between development and technical team in deciding the **batch processing** method for extracting, transforming and loading **(ETL)** the data into target database using **Informatica Power Center**.
* Worked with the ETL developer to create **Source to stage** and **Stage to Target** **(S2T)** **Data mapping documents** indicating the source tables, columns, data types, transformations required and **business rules** and **logic** to be applied. Rigorously **reviewed** the **data mapping** and transformation logic applied to data to check if requirements are met.
* Integrated various **OLTP to the OLAP** by using **SSIS/SSAS** as an ETL tool and used **SSRS** as reporting tool.
* Assisted in increasing **Data Integrity** by performing **Data Normalization** and adding **Data Verification** and Validity to maintain accuracy and effectiveness of data.
* Performed **SQL CRUD Operations** such as **Create, Read, Update and Delete** to check anomalies in the existing tables
* Building and implementing architecture roadmaps for next generation **Artificial Intelligence** solutions for our clients
* Executing proof of concepts to assess the value of **Artificial Intelligence** use cases
* Actively participate in related **Artificial Intelligence** communities and technology forums
* Maintain state-of-the-art technical expertise in **artificial intelligence**, machine learning and software programming
* Maintain state-of-the-art technical expertise in **artificial intelligence**, machine learning and software programming. Generate intellectual property
* Involved in performing **SQL** **Queries** like **Select, Order by, Group by** and **Joins like Inner join, outer join, Left join, Right Join, Cross Joins** to identify the **Data Redundancy, verification and Validation.**
* Collaborated with Database team in loading the data from various sources in batches using different transformations such as **Source qualifier, Look up (connected and unconnected), Expression, Aggregate, Update strategy, Sequence generator, Joiner, Filter, Rank, and Router transformations.**
* Assisted Data Modelers with **logical and physical data modeling**, reviewed and validated **Relational and Fact/Dimensional (Star - Schema, Snowflake, slowly changing type 1 and type 2** Data models.
* Assisted in increasing **Data Integrity** by performing **Data Normalization** and adding **Data Verification** and **Validity**.
* Used **Tableau** as a **reporting** tool for viewing data in combination of different **dimensions**.
* Worked with QA team to design and develop **Test Plan** and **Test Cases** to perform **User Acceptance Testing (UAT**), **Functional Testing** and **Regression Testing.**
* Developed **timelines for project delivery, and managed projects and resources** to successful completion.

**Environment**: SDLC, AGILE scrum, MS project, MS office Tools (Word, Excel, PowerPoint and Visio), MS Project, MS SQL 2008, SSIS, SSRS, SSAS.

**Bank of America, Pennington, NJ January 2017 – September 2017**

**Sr. Business Systems Analyst**

**Description:**

This project was to migrate existing CRM platform for Asset management to SALESFORCE CRM platform. This migration effort uses SALESFORCE DMP (KRUX) and salesforce EINSTEIN for artificial intelligence to get better data analytics, forecasting, real time visibility, dashboards, improving our existing client’s relationships and to attract newer potential clients.

**Responsibilities:**

* Gathering requirements, functional and technical, for several projects and involved in the design of prototypes.
* Measured the effectiveness of **multi-channel marketing campaigns** including TV, Online and direct marketing
* Identified requirements for different types of clients
* Elicited requirements for multiple **financial instruments** that were allowed on our trading platform Interviewed with **SME** to understand usage of **Salesforce DMP (Krux)** and **Salesforce Einstein** in our system. Experience working with **salesforce** mobile integration resolving cases on the go and deployed applications from **Sandbox** to production. Used the **salesforce Integration** to extend the business logic with another business process
* Collaborated with the Compliance team, and the Business management team to enumerate the **compliances** and **regulations** enforced by **SEC**, **FINRA** for **data reliability** and **data** **security** of investors and their information.
* Involved in creating **Gap Analysis document** identifying the data, business process and work flows of the organization with respect to salesforce implementation.
* Assisted the **Product Owner** in writing **user stories** from functional requirements documented in **FRD** and in prioritizing the product backlog using **MOSCOW** and **User story mapping** technique.
* Designed business workflow models via **UML** techniques such as **Use Case diagrams, Activity diagrams, and Sequence diagrams** using **MS-VISIO.**
* Prepared pictorial **Use Cases Diagram, Swim Lane Diagram, and High-level Process Flow Diagram** using **MS Visio** and MS Word. In addition, have strong exposure and ability to analyses **Activity Diagrams, Sequence Diagrams**.
* Maintained the **Requirements Traceability Matrix (RTM)** across the deliverables of a project.
* Queried databases using **SQL Queries**, performed data extract requests, list pulls and Statistical Analysis. Checked **redundancies** of data and ensured **data migrated** from source to target completely using **SQL**.
* Developed salesforce **ETL processes** using **Informatica Power Center 9.6.1, and salesforce** Web Services Java API.
* Used Data Loader for insert, update, and bulk import or export of data from (**SFDC**) **salesforce** subjects.

extract and load data from comma separated values (**CSV**) files.

* Analyzed API’s used in the architecture and **documented** of requests and responses of **REST, SOAP** using **POSTMAN.**
* Procedure documentation control system (Technologies: VBA, MS Word, Visual Basic, Visual C++)
* EasyPay: Multimedia software application installed in public kiosks for the purpose of allowing bank customers to scan and pay their bills using debit/credit cards (Technologies: Visual Basic, BASE24 with Crystal Reports, UDTP, DLL, C++, Oracle, MS Access, TCP/IP ActiveX controls for RAS)
* Used **MuleSoft Anypoint** for testing **API** requests and expected responses within the architecture.
* Created **dashboard reports** to track overall business results as well as lead efforts using **Tableau**.
* Customized **Tableau dashboards** depending on customer requirements consisting of Bar charts, Pie charts Histograms for portfolio managers.
* Developed **reports**-based **Wealth Advisory dashboards** incorporating **Waterfall charts, Heat Maps,** and **Histograms** for Relationship managers to effectively advise clients on planning strategies.
* Tested **Web Services**, Validated **Request** **SOAP** and **Response** **XML, SOAP Calls and WSDL** using **SOAPUI** tool. Added data related assertions to validate response XML in Web Services.
* Assisted Automation Test Engineers in preparing **Test plans, Test Strategy,** **Test Suites, Test Cases** using **Selenium Web Driver** to perform **Manual Testing, Functional Testing,** **Regression, System** and **Load Testing**.
* Performed **Defect Management** in **JIRA** by identifying Defect source, impact, cost, origin, severity, date and time.

**Environment**:  **Salesforce platform,** Salesforce UI, ACTIMIZE (compliance regulatory tool), Apache Tomcat, oracle app server, SCRUM, JAVA, MS Visio, Web Services REST JSON, MuleSoft Anypoint, Google Analytics, HTML, CSS, salesforce custom cloud.

**Bank of Asia Nepal Ltd, Newroad, Kathmandu September 2015 – August 2016**

**Sr. Business Systems Analyst**

**Description:**

**NIC ASIA Bank** has its antecedents in NIC Bank which was established on 21st July 1998. The Bank was rechristened as NIC ASIA Bank after the merger of NIC Bank with Bank of Asia Nepal on 30th June 2013. This was a historic merger in the annals of the Nepalese financial landscape as the first of its kind merger between two successful commercial banks in the country. Today, NIC ASIA has established itself as one of the most successful commercial banks in Nepal.

**Responsibilities:**

* Elicited and analyzed requirements from business users through one-on-one structured and unstructured **interviews**, **document analysis and JAD sessions** Documented requirements in business requirement document **(BRD)** and **System Requirement Specification (SRS).**
* Created an exhaustive **Gap Analysis** by formulating a process model for the **As-Is and To-Be** **processes**.
* Assisted PM in developing **project scope document**, concept statement, **risk analysis document**, mitigation plan and proposal statement. Performed **feasibility study**, **SWOT analysis** and **cost benefit** analysis.
* Prepared the **Requirement Traceability Matrix** and interacted with QA team to ensure the quality of the platform.
* Participated in **Product Backlog Grooming**, **Sprint Planning, and Sprint Review.** Analyzed the Sprint **Burn-down Charts** to monitor the completion of work within time-boxes.
* Designed workflow models via **UML** such as **Use Case diagrams, Activity diagrams, and Sequence diagrams.**
* Worked closely with the database development team to assist in constructing **data models** to interpret the flow of data, also constructed **ER Diagrams** to distinguish the relationships between entities
* Mapped **source data** to **target wealth management advisory platform** applicationby specifying **source data fields** that will be queried and **target data layer mapping transformations** required for view.
* Used SQL queries such as **Inner Joins, Left Joins, Right Join, Union, Union All,** to validate data.
* Documented the Service Oriented Architecture by documenting web services and API request and responses
* Assisted the development team in the **technical documentation** of requests and responses from web service **APIs**.
* Designed **Test Plans, Test Strategy and Test Cases** for functional testing by analyzing the Business requirements specification document.
* Assisted the testing team in writing **test cases, logging defects** and creating an **error repository** to support them in testing, tracking defects and systematically manage defects. Assisted the team during **continuous integration.**
* Used **Tableau** for data reporting, studying the **trends and patterns** for **data forecasting**.
* Manually tested web service and assisted the Quality Analyst team in **automation testing**.
* Assisted the QA team in conducting, **System** testing, **Integration** testing and **Regression** Testing using the **Selenium** testing tool. Involved in **Smoke** testing and **Sanity** testing to ensure proper functioning of the **critical functionalities** of the **software builds** developed by the development team in a time-boxed agile environment.
* Performed User Acceptance Testing **(UAT)** using **CUCUMBER**. Involved in making **feature files** for different existing test cases.

**Environment**: Waterfall-Hybrid, SOA, MS Office 365, HTML, JavaScript, Java, JIRA, Selenium, Cucumber, Jenkins v2.4, Tableau, Oracle 11g, XML, SOAP UI

**Kumari Bank Private Limited , Nepal Aug 2012 – Aug 2015**

**Senior Business System Analyst**

**Description :**

**Kumari Bank** Limited has been providing wide-range of modern banking services through 153 points of representation located in various urban, semi urban part and rural parts of the country, with 96 outside valley branches, 30 inside valley branches, 6 extension counters and 21 Branchless Banking Units.

**Responsibilities**:

* Assisted as a SME for 3 Teams comprising a total of 3 Technical Product Managers, 4 Technical Leads and 3 Program Managers for maintaining **backlogs**, timelines, services, backend & frontend, and API Support.
* Responsible for defining Product Requirement Documents (**PRD**) from Business & Technical standpoint, by identifying impacts with cross-functional stakeholders and Business Issues.
* Lead market research, competitive analysis, search analysis for Asian market through data extraction, modeling and analyzing large datasets from Teradata to assess the Business impact.
* Worked as a liaison between Business and Engineering teams, and lead Technical Requirements, Documentation, maintaining Project Agile **JIRA** Board and Confluence / Wiki Page.
* Collaboration of requirements from various stakeholders through statistical analysis by creating user prototype interfaces to identify and validate business process and functional requirements.
* Translated Business Requirements into Technical User Stories for the Engineering Development teams by creating the Backlog in JIRA and leading the Backlog Grooming Sessions.
* Wrote test cases, use cases and performed Regression Testing and User Acceptance Testing (UAT) with Business Applications on identifying the key Customer focus needs.
* Prioritize Business Requirements for Supply Chain Order Management, Contract Management, by drafting detail process mappings and flow diagrams as when the order is placed on the Portal till Checkout.
* Co-ordinated with Cross-functional teams such as Finance, Logistics, PMO, Project Risks, etc. to understand the upcoming launches and be the supply chain POC to provide updates and take actions.
* Performed Data visualization, building dashboards, reporting KPI’s Metrics & Business Metrics, and data modeling by data mining through ETL process, through SQL for Oracle 9i and Teradata.
* Conduct regular incident reviews, manage major incidents through ServiceNow, and Service Outage Management process by coordinating resources and management getting affected by the platform or services.
* Lead the Development team from explaining requirements to release in production from various stages, Development, QA, Demo, UAT, and production with proper integration of the services and systems.
* Expertise in defining requirements for additional z-reports in **SAP HCM**, and leading technical team for complete product development.
* Drafted detailed workflow from Order Management Perspective, including interaction with Siebel, TIBCO, SAP, UCM and Operations team in assisting the development process impacting cross-functional teams.
* Participating in UAT, UAT Test Plans, Test Cases, Usability Application Testing, UAT Requirements, making systems ready for UAT, identifying key Services to have the UAT to be performed successfully.
* Identified issues and Bug troubleshoot found during UAT or after UAT in Production, creating Bugs and reporting to the respective teams to have the solutions in place.

**Environment**: Waterfall-Hybrid, SOA,HTML, JavaScript, Java, JIRA, Selenium, Cucumber, Jenkins v2.4, Tableau, Oracle 11g, XML, SOAP UI