**Radhika Desai**

**Business Analyst**

**Location: Columbus, OH| Mobile: 913-390-3515| Email: radhika@thesoftmail.com**

|  |
| --- |
| **Summary** |

* **5+ years** of Industry experience as a **Business Analyst** with solid understanding of **Business Requirements Gathering,** Translating Requirements into Specifications and Application Design.
* Working expertise in Software Development Life cycle (**SDLC**) and Software Development Methodologies including Rational Unified Process (**RUP**), **Waterfall** and **Agile**.
* Experience seeks a business process position that incorporates business analysis, **technical documentation**, **training, management, consulting, and project management skills.**
* Solid Experience in Business Requirement Management (**Elicitation, Validation, Specification, Verification**), Gap Analysis, Business Process Modelling, Process Management, Change Management and Application Development.
* Created and developed **Microsoft Dynamics CRM** Custom parts (workflow, data migration, data integration, ISV functions and site-map) to plug into out-of-the box Microsoft Dynamics CRM Solution.
* Involved in **Dynamics CRM** data capture, integration, auditing, data mapping, importing data and creation of interfaces.
* Proficient in Business writing skills in writing project documentation such as: Business Requirements Document (**BRD**), Functional Requirement Document (**FRD**) and **Use Case** **Specifications**.
* Proficient in understanding stakeholder requirements & expert in translating them into various documentation deliverables such as **functional specifications, use case diagrams, workflow process diagrams, data flow/ data model diagrams.**
* Skilled at performing **Risk analysis**, **GAP** **analysis** and **Cost/Benefit** **analysis** to better understand the mechanics of the existing & proposed systems.
* Good working experience with development team and Scrum Master for successful **sprint completion**.
* Extensive experience in producing documents like Business Requirements Documents (**BRD**), Functional Requirement Specifications (**FRS**), Software Requirement Specifications (**SRS**), Creating Request for Proposals (**RFP**) and creating **Raci Matrix.**
* Known for emphasizing staff and **resource accountability**, firm but fair, completing projects on **time** and within **budget**, saving **costs** through consolidation, leveraging existing infrastructure and negotiating contracts.
* Proficient in developing Use case scenarios to enable design and development of applications using tools like **Rational Requisite Pro** and **JIRA**.
* Hands on experience in design, management and visualization of databases using **MySQL** and **SQL** **Server.**
* Experience in creating **Business Process Models**, Use Case Design and Analysis, Use Case specifications, Business Processes documentation, **Workflow diagrams using Unified Modelling Language (UML), Wireframes and Mockups** for Prototypes.
* Designed and developed **Use Cases, Activity Diagrams, Sequence Diagrams and Business Process** using **MS Visio** or **Rational Rose**.
* Active participation in User Acceptance Testing (**UAT**), before application release.
* Track and maintain Stakeholder requested enhancements and changes using **SharePoint.**
* Well-versed with leading industry tools like **MS Word, MS Excel** and **MS PowerPoint** to develop various project deliverables.
* Detailed knowledge of preparing reports by using **crystal report** and **SSRS** from and ability to clearly articulate this information into various level of business management.
* Financial modeling and analysis, feasibility and cost benefit analysis, version and training program design and delivery, risk based financial controls.
* Excellent **organizational**, **interpersonal skills**, **written skills** and **leadership skills**.

|  |
| --- |
| **Education** |

**Bachelor in Business Administration**

Franklin University, Columbus, OH

|  |
| --- |
| **Skills** |

Agile/Scrum, Waterfall, SDLC, RUP, RAD, JAD, BRD, FRD, UML, MS Visio, Rational Rose, Requisite Pro, ClearCase, ClearQuest, HP Quality Centre, **Share Point,** SRS, FRS, TRS, RTM, Rational Clear Case, JIRA, SQL Server, MySQL, SQL Server, MS Word, MS Excel, LoadRunner, WinRunner, MS PowerPoint, MS Word, MS Excel

|  |
| --- |
| **Experience** |

**Humana, NJ| June 2018 – Current**

**Business Analyst**

**Responsibilities:**

* Utilized **Agile methodology** to configure and develop process, standards and procedures and created a **Business Requirement Document**.
* **Gathered** and **identified business requirements** from the business stakeholders and translated them to system specifications.
* Conducted **Sprint Planning, Sprint Review** and **Sprint Retrospective** meetings.
* The Web reporting application is being built in **Java**.
* Designed and developed Use Cases, Activity Diagrams and Sequence Diagrams using **MS Visio.**
* Responsible for requirements elicitation understanding, analysing, optimizing, process reengineering, and system solution design, and documenting all the **Key Performance Indicators KPI.**
* Worked closely with Project Manager to create feasible schedule for the project using **MS Project**.
* Derived functional specifications document based on the User Requirement Specification and used **JIRA**for documenting requirements.
* Developed **requirement traceability matrix** and **attribute traceability matrix** to manage changing requirements.
* Performed Load Testing on the application using the tool **Load Runner**and monitored the various statistics at database server side.
* Created defect tracking using **JIRA** and reviewed them in subsequent iterations of the application development process.
* Performed **gap analysis** on requirements and provided feedback to users.
* Bugs that would enhance the usability of the application were logged using **Rational** **ClearQuest.**
* Provided suggestions regarding system improvements.

**Lamda, India | May 2012 – Feb 2016**

**Business Analyst**

**Responsibilities:**

* Used **Waterfall** methodology for all of the projects under development.
* Created and managed project templates, use-case project templates, requirement types and trace-ability relationships in **Requisite Pro.**
* Conducted **Surveys and Brainstorming sessions** with SMEs for requirement gathering.
* Prepared **Business Requirement Document BRD**and used**Quality Center**to manage, analyse and convert business requirements into functional specifications.
* Various versions of the documents generated during the project were maintained and managed using **Rational Clear Case.**
* Used **Rational Rose** to create, analysed and implement Use Case Diagrams, Activity diagrams, Sequence diagrams, Collaboration diagrams and Deployment diagrams.
* Identify research, realize, investigate, analysed, define and document business processes and **Use Case scenarios**.
* Mapped the old requirements with the new requirements and communicated it with the business groups for the **Gap Analysis.**
* Performed a **cost-benefit analysis** to indicate the benefits from the ongoing consolidation in the future.
* Maintained a **RACI Matrix** to ensure that all Functional Requirements are addressed at the **Use Case** Level as well as the **Test Case** Level.
* Contributed in **Sprint Planning, Review**and**Retrospective meetings** to guide the project along its development process.
* Worked on **JIRA** for defect tracking.
* Prepared monthly **Status Reports** for Enhancement Requests to the project team that was used in efficient tracking and monitoring of open issues of the project.