**Swati Khandelwal**

Skills: Business Analyst/Data Analyst

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 **PROFILE SUMMARY**

* Having 5+ years of experience in Business Analyst and understanding of the regulations, bargaining agreements, and business processes that relate to a business domain.
* 3+ years of experience in investment banking services i.e. fixed income settlements, equity, bonds, CMO’s, mortgages.
* Resourceful at maintaining relationships with clients to achieve quality product and service norms by resolving their service related critical issues.
* Demonstrated expertise in maintaining control on settlement process.
* Capabilities in coordinating with internal/external customers for running successful process operations implementing procedures and service standards for business excellence.
* An effective communicator with good relationship building & interpersonal skills.
* Experience developing standard software documents including Business Requirements, Functional Specifications, Configuration Documents and Use Cases etc.
* Experience executing and monitoring multiple projects **across domains** in Healthcare, finance as well as banking and Organizational Development.
* Successfully executed and delivered project results, meeting constraints of **Project Time, Cost and Quality and exceeding customer expectations**.
* Conducted User Acceptance Testing and Data Validation of Web applications used to provide benefits.
* Knowledge of **SDLC** and experience working in **Agile and Waterfall environments** of the Project Life Cycle.
* Hands on work experience in all aspects of Business Analysis and Project Management, including Initiating, Planning, Executing, Monitoring and Controlling as well as Closing domains.
* Implemented the Project requirements within the agreed duration and ensured smooth go live and exceeded stakeholders expectations
* Performed Stakeholder Impact Analysis, Gap Analysis, SWOT analysis and Risk Analysis.
* Proficient in analyzing and creating Activity diagrams, Sequence diagrams, Data flow diagrams, Business flow diagrams.
* Excellent analytical, organizational, problem-solving, Leadership and time management skills.
* Experience working and completing the entire SDLC (Software Development Life Cycle).
* Translated business requirements into functional requirements and approaches for developers.
* Composed, professional and a well-balanced individual with strong understanding of business and business requirements.
* Strong verbal and written communication skills.
* Result oriented, motivated and an organized team player.
* Expertise in SQL, MS Excel, PowerPoint MS Access, JIRA, Bloomberg, Tableau, Google Sheets, Oracle, smart sheet, Rally, SharePoint, Visio.

**Technical Skills:**

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| --- | --- |
| Operating Systems | Windows XP, Windows XP Pro, Windows 2000, MS DOS, LINUX. |
| Languages | Visual Basic 5.0/6.0, XML, PL/SQL. |
| Web | Web Services |
| Database | SQL Server, My SQL, MS Access.  |
| Methodologies and IDE/ Tools | MS Visio 2003/2010/2016, UML |

**Client: Cisco Systems March 2020 – July 2020**

**Role: Business Analyst**

 **Cisco Systems, Inc. is an American multinational technology conglomerate. Cisco develops,**

 **manufactures and sells networking hardware, software, telecommunications, equipment and**

 **other high-technology services and products.**

 **As a Business Analyst I was a part of data security and protection team and working on internal**

 **tool ADPI (Application Data Protection Inventory) to provide more secure environment of**

 **Cisco applications of various departments.**

* Worked with multiple teams to get the requirements like product owner, different application teams, tool enhancement ideas what different teams have to automate in ADPI tool.
* Worked on Rally, JIRA and create user stories and track the backlogs and also did the data migration and migrated the data from IBM connections to SharePoint.
* Lead the meeting with offshore dev team and had bi -weekly meetings regarding the development part, sprints, defects, deadlines, release and GO Live.
* Prepared Adhoc reports as needed.
* Prepared Mockups/ wireframes for better understanding of the stakeholders and developers.
* Worked on UAT and prepare UAT test cases, test plans to make sure all the steps has been covered before Go-live.
* Post Go-live do the sanity check and make sure the ultimate goal has been Achieved.
* Single POC to all the queries, concerns regarding the ADPI tool.
* Reviewed the access request of ADPI tool, prepare the weekly report status and send out to all the application owner and their POC.
* Educate the new people who are going to be the part of ADPI and provide them training and show how the tool works and how they can secure their data by adding different security measures.
* Also prepared the training module/ training material which end user can use as a reference.
* Worked on Change request, Planning and priorities of current quarter and track them in smartsheet.
* Handled the quarterly, monthly activity for date protection and security project.

 **Client: Macy’s Inc, CA Aug 2019 – Feb 2020**

 **Role: Business Analyst**

 **Macy’s offers a department store chain. It involves in a retail sales.**

 **As a Business Analyst I am working on Macy’s app enhancement i.e Macy’s app in store and**

 **Macy’s app anywhere.**

* Worked with the business to get the requirements for the mobile app in store and mobile app anywhere along with multiple projects.
* Works with the business stakeholders to understand the requirements, data technicalities, data sources and how we can manipulate the data to make it useful as per the business needs.
* Working on Mobile app for Android and IOS both versions, KPI like App Size, total active user in stores, total app downloads in store.
* Using JIRA and confluence to document and track the metrics/user stories and making sure we are on time for deliverables.
* Done UAT testing on multiple projects, write UAT test cases.
* Interacting with the database teams to check where the data is residing and whether coming from single or multiple sources, so we can pull the data on our dashboard.
* Assist in organizing User Acceptance Testing and documenting sign-off from stakeholders
* Working with cross functional teams to get the requirement done and provide the deliverables on time.
* Using Power BI to pull the data on dashboard and also making sure dashboard is reflecting the data as per business need.
* Analyze and manipulate large data sets.
* Using SQL queries and also making sure if the query is fetching the correct data or do we need to add/remove any filters and flags to get the desired data.
* Manage the planning and development of design and procedures for metrics reports
* Successfully interpreting data in order to draw conclusions for managerial action and strategy.
* Using statistical techniques for hypothesis testing to validate data and interpretations.
* Drafts and maintain business requirements and align with the JIRA tool.

**Client: Walmart Global Ecommerce, CA July 2018 – Oct 2018**

**Role: Business Analyst**

**The Walmart Ecommerce is rapidly innovating to evolve and define the future state of shopping.**

**Walmart ecommerce is the world's largest company and retailer.**

**As a Business Analyst, I was involved in setting up the google express for Walmart for online shopping as well as for grocery shopping.**

  **Responsibilities:**

* Participated in project review meetings and working on gathering Business Requirement Documents (BRD) and System requirement specification(SRS)
* Prepared use cases, user stories and interact with technical team to make them understand the requirement.
* Followed agile methodologies in executing the project with daily standups, discussing roadblocks, documenting issues with JIRA tickets and updating the status.
* Analyzed and manipulated large data sets
* Involved in manual testing and making sure the machine is able to understand the jargons, voice recognition and different ways of asking about the same product.
* Performed daily data queries and prepared reports on daily, weekly, monthly, and quarterly basis.
* Generated Tableau combination charts using Tableau visualization software.
* Good working knowledge of MS Excel like Pivot table, v-lookup
* Mapped existing and target state architecture, data events and data flows.
* Performed detailed data analysis in order to provide detailed business and data requirements including complex data.
* Used MS-Visio for flow-charting, process model and generate wireframes and prototype for the GUI.
* Prepared UAT test cases, conduct UAT meetings with the leads, UAT testing before GO Live.
* Created and manage Project templates, Use Case, requirement types and traceability matrix.
* Analyzed business partner’s operations to understand their strengths and weaknesses to determine opportunities to automate processes and functions.
* Understand the requirement, documented, setting the objective, evaluated them and interacted with the engineering team to understand how feasibly we can develop the requirements.
* Assisted in the business process redesign and documentation as needed for new technology.
* Translated high-level business requirements into functional specifications for the IT organization and manages changes to such specifications.
* Understanding of technological trends and uses this knowledge to bring solutions to business units supports to enhance the enterprises competitive edge.

**Client: City National Bank, CA Dec 2017 – June 2018**

**Role: Business Analyst**

**City National Bank offers a variety of checking accounts designed to meet individual financial needs. As a Business Analyst, I was involved in setting up and establishing the 24-hour telephone banking system project.**

 **Responsibilities:**

* Participated in project review meetings and gathering Business Requirement Documents (BRD).
* Used agile methodology throughout SDLC, including planning and cost estimation through requirements, translating into data design and providing oversight in development and execution.
* Knowledge of SDLC (Software Development Life Cycle), Users requirements, report defects and test results to the stakeholders
* Conducted clients' meetings, understanding and integrating their business needs into technology.
* Used SQL queries to fetch the data and for data analysis
* Generated Tableau combination charts using Tableau visualization software
* Worked on the development of Dashboard reports for the Key Performance Indicators
* Planned and defined system requirements to Wireframes with Use Case, Use Case Scenario and Use Case Narrative using the UML (Unified Modeling Language) methodologies.
* Created and managed Project templates, Use Case, requirement types and traceability relationships, UAT docs.
* Participated in regular progress reviews and meetings to discuss existing and potential bottlenecks in the systems and possible solutions with the development team.
* Performed Gap analysis by identifying existing technologies, documenting the enhancements to meet the end state requirements.
* Created and updated project status, progress and completion reports in MS Project and shared it with stakeholders.
* Assisted in the training effort for educating the end users with the new system

**Client: MetLife, Inc. Jersey City, NJ April 2017 to Nov 2017**

**Role: Business Analyst**

**MetLife, the largest life insurance company offers life insurance, annuities, auto and home insurance, retail banking and other financial services to individuals, as well as group insurance, reinsurance and retirement & saving products and services to corporations and other institutions.**

**The goal of the project was to capture Investments data from various sources into consolidated Investments Data warehouse. The Consolidated warehouse stores data from different providers and generates reports for the investments decision making. Extensively dealt with Reference Data.**

 **Responsibilities:**

* Requirement gathering and Business Impact Analysis.
* Collecting, compiling, and interpreting business data and drafting reports
* Create and update Business Requirement Documents and Functional Requirement Documents.
* Conducted BRD walk thru session with the entire finance team, business, testers and developers after the completion of the BRD. Organize meetings with the SMEs of the dependent systems. Conduct weekly issue meetings with customers.
* Participated in Bug-Review meetings with software developers, QA engineers, managers and suggested enhancements to the existed application from business perspectives, provided solutions to existing bugs.
* Designed and developed Use Cases, Activity Diagrams and Sequence Diagram.
* Developed test cases and test scripts for system and UAT testing.

 **State Street HCL Services (India) Pvt. Ltd., India July ‘2012 – Dec ‘2013**

 **Client – Alliance Bernstein**

 **Role: Business Analyst**

**As a Business Analyst, I was responsible to upgrade the internal application for fixed income and equity trades to make the smooth transaction of the trades in the market for different platform like DTC, Euroclear, Latin America, Canadian market.**

 **Responsibilities:**

* Communicated with Brokers, custodians via phone email and chat, providing superior quality service and support.
* Maintained the office database - retrieved and organized information for individual employees and clients.
* Translated business requirements to functional requirements with help of Use cases and UML diagrams for developers.
* Interacted with external and internal counterparts/colleagues to ensure that all necessary information and all other trade details are coordinated to upgrade the system.
* Interact daily with the middle office, counterparties, traders, corresponding banks, immediate supervisors, and the finance desk.
* Maintain and update the standard operating procedures, update logs and error logs.
* Knowledge of fixed income related products: corporates, municipals, treasuries, European bonds, securitized products, and mortgage backed products.
* Securities settlement experience­­­­­ including DTC, Fedwire and Euroclear markets. Understanding of trade/journal flow (EQS), Bloomberg.­­­­­
* Drive for solutions by constantly looking at reducing risk and streamlining processes such as trade completion and confirmation, verification of holdings, pre-match, and fails resolution.
* Collected and documented nonfunctional requirements related to data security, performance and data availability for the data loads as well as the reporting layer.
* Suggested solutions to the development team for the issues reported by business user group.
* Reviewed the project deadlines, schedule changes along with keeping tab on effort spent on the entire team and simultaneously communicated the same to the business community.

**AXA Business Services (India) Pvt. Ltd. Apr ‘2011 – July ‘2012 Client – Alliance Bernstein**

**As a Business Analyst, I was responsible to upgrade the internal application for fixed income and equity trades to make the smooth transaction of the trades in the market for different platform like DTC, Euroclear, Latin America, Canadian market.**

**Responsibilities:**

* Responsible for settlement of Equity trades in DTC, Latin America and Canada markets. Also involved in settlement of Fixed Income trades in DTC and EuroClear Markets.
* Worked on Pre and Post Settlement functions, which involve Pre-matching, affirmation, investigation and settlement of trades.
* Investigate trades that have failed in the market and work on settlement related issues like Buy Ins, Sell Outs and Corporate Actions like Mergers, Stock Splits, OD Charges, and Interest Claims, SPO charges etc.
* Monitoring and supervising all high risk, high net and big issue trades.
* Liaising with other global settlement teams, reconciliation teams, custodians, brokers and clients via either email or telephone to resolve all trade issues.
* Communicate with Brokers, custodians via phone, email and chat, providing superior quality service and support.
* Actively involved in making sure that the business needs are met based on requirements from each system to process claims in a cost-efficient manner.
* Represented the organization in client meetings, document-meeting outcomes, and coordinated all internal and external follow-ups to close issues in support of the project requirements.
* Fixed bugs analyzed and added new quantitative features into weekly burnup report for fixed income trading.
* Interact daily with the middle office, counterparties, traders, corresponding banks, immediate supervisors, and the finance desk.
* Liaising with global settlement & reconciliation team, custodians, brokers and clients via either email or telephone to bridge the gap in the application.
* Building and maintaining healthy business relations with major clients, ensuring maximum customer satisfaction by achieving performance parameters delivery and quality norms
* Understanding and coordinating Client’s needs / enhancements, customization, software related issues.

**Environment:** MS Visio, MS Office Suite, Agile, MS Project, Outlook, SQL

**Education:**

* B.Com From, K.R.G College, Jiwaji University, Gwalior, India
* M.com From, K.R.G College, Jiwaji University, Gwalior, India
* MBA in Finance, Institute of Commerce & Management, Jiwaji University, Gwalior, India