**Venkata Abhilash Putta**

**Senior Business Analyst**

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**SUMMARY:**

* Senior Business Analyst with 12 years of experience across many industries (Banking & Financial Services, Pharmaceuticals & Healthcare, Food & Beverage, Telecommunications, Retail, Transportation Management, Medical Transport, Mortgage, Brokerage, Federal & State clients)
* Experience working in the application development initiatives, gathering requirements, creating business and system documentation, and serving as a leader as an IT Business Analyst on various clients contributing to a major go live
* 5+ years of experience working within the Cash Management and Collection applications: Core Banking, Digital Channel platforms such as Payments & Channels, Commercial Cards or Corporate Products, Online Banking and Business Online, Mobile Banking, Loan service, Collections platform projects in support of JPMC Treasury & Securities, Chase Card Services, Huntington National Bank, First Horizon Bank & Master Card. Experience working within the Online Banking and Business Online projects in support of Huntington National Bank
* Over 3+ years of experience working within the Content Management or eCommerce or Analytics domain: projects in support of American Express Phoenix & New York, Motorola, Bed, Bath & Beyond, M&T Bank & AT&T
* Over 2+ years of experience working within the Division of Enterprise Architecture and Data Administration (DEADA), Enterprise Data Management, Enterprise Information Management, Information Delivery – Data Sources & Data Quality organization domain: Social Security Administration, PepsiCo & First Horizon Bank
* Experience working with various Enterprise Applications such as Web Content Management Systems (CMS), Customer Relationship Management (CRM), Mobile Applications, Identity Access Management (IAM), ERP-SAP, Fiserv Corrollian, Custom Built Commercial Card applications such as myProvider, PaymentNet4; Criminal Justice Information Security Services Management Systems; Social Security Administration Global Reference Table Application; Western Union Point of Sale (POS) Application; Walgreens OTC ScriptMed, PARS & CVS RxCLaims Application; Transportation Matrix – Financial Settlement Systems; Mortgage Equity Business Systems Application (EBMS)
* Personal Attributes - Ability to adapt to change, Ability to work in a fast-paced environment, Ability to work with cross-functional teams, Assessment, Attention to detail, Creative thinking, Critical thinking, defining problems, Detail oriented, Decision making, Diplomatic, Innovative, Instructing, Strong leadership, Meets deadlines, Organizational skills, Planning/prioritizing. Interpersonal communication Skills: Builds consensus, Client relations, Collaborative/ team Player, Effective communication, Conflict management, Customer service, Influential/executes change, facilitating meeting, Influential, Inquisitive, Listening, navigating a matrix reporting relationship, Negotiation skills, Effective Presenter, Verbal communication, Written communication; Problem Solving; Client Support, Prioritization
* Key Qualitiesinclude effective written and verbal communication skills utilized in interfacing with key stakeholders, including product owners from the business side and systems development groups/systems integration groups.

**EDUCATION:**

CUNY - THE CITY COLLEGE OF NEW YORK, New York City, New York

Master of Science in Computer Science

SOUTHERN METHODIST UNIVERSITY, Dallas, Texas

Master of Science in Software Engineering (Fall Semester only)

JAWAHARLAL NEHRU TECHNOLOGICAL UNIVERSITY, HYDERABAD, INDIA

Bachelor of Technology in Computer Science

**CERTIFICATIONS & TRAININGS:**

* Bharat Heavy Electricals Limited (BHEL) Research and Development has certified that the project work entitled “MODELING OF A SUPERHEATER” using ‘C’ programming language as a great contribution to the Energy Systems department.
* Trained in ERP SAP SD R/3 4.7, SAP MM, DM, HR, BO, BA
* Participated in Agile Scrum training organized by Northrop Grumman

**TECHNICAL SKILLS:**

* **Microsoft Office Suite Software:** Word, Excel, PowerPoint, Visio, One Note
* **Business Process Modelling**: Visio, Draw io
* **Project Management Tools:** MS Project, EPIC, HP & Clarity PPM, Clarity, SDLC, Capacity, Agile Rally
* **Requirements Tools:** ClearCase, ClearQuest, Requisite Pro, HP ALM, CaliberRM, Rally, Wiki
* **Agile Framework:** User stories/Sprint/Agile/Scrum
* **IAM suite:** CA Product Suite
* **Fiserv Voyager Corrillian**: Online Banking and Business Online
* **Mobile Banking**: Android and iPhone
* **E-Mail Communication Tools:** MS Outlook, IBM Lotus Notes
* **SDLC Methodologies:** Waterfall, Agile SCRUM
* **Atlassian Tools:** JIRA (Project Tracking & Defect Management tool), Confluence
* **Test Case Management Tools:** Mercury/HP Quality Center/ALM
* **Data Modelling Tools:** CA Erwin
* **Databases:** Oracle 11g, MS SQL Server
* **Programming Languages:** SQL, C, C++, C#, Java, Visual Basic
* **Web Development Tools:** JavaScript, J2ee, CSS, HTML, XML, Ajax
* **Enterprise Content Management Systems:** FileNet, Vignette, Open Text, TeamSite, ATG/BCC, Document Management Systems
* **ERP Planning SAP Products:** SD, MM, DM, FICO,
* **BI Reporting Tools:** Business Objects, SAP BW
* **CRM Software:** MarketBright CRM, Sales Force CRM, SAP CRM
* **Ecommerce Software:** BayNODE
* **Change Management Tools:** PPM
* **Webservices:** SOAP, RESTful
* **Client Server Application and Web Application concepts**

**SKILLS:**

**Project Management Skills:**

* Identify the project tasks and build a work breakdown structure, develop the project schedules, assess project risks, monitor and control project deliverables and milestones, verify the quality of project deliverables, report the project’s status and progress to top management.
* Created SOW & utilized various project management tools such as EPIC, PPM, SDLC

**Business/Systems Analysis/Business Process Analysis/Organization Development Skills:**

* Identifying all the list of stakeholders that includes business users, clients, and technical users.
* Requirements gathering techniques for waterfall and agile methodologies include – Meeting Facilitation, Conduct interviews and discussions with users, Observe and document business processes, workflows with activity diagrams, swim lane diagrams, conduct joint application design (JAD) sessions, distribute and collect questionnaires, build prototypes.
* Elicitation Skills include Stakeholder analysis, Interviewing, Observation, Document Studies, Task Demonstration, Brainstorming, Conducting Workshops, Goal-Domain Analysis, and Domain-Requirements Analysis.
* Define system requirements such as – functional requirements, non-functional requirements, technical requirements, performance requirements, usability requirements, reliability, and security requirements.
* Modeling system requirements – Identify user goals, events, use cases, use case scenarios,
* Create requirements models: context diagrams, data flow diagrams, use case diagrams, activity diagrams, sequence diagrams, event lists and process descriptions.

**Data Mapping Skills:**

* Created data mapping documents for commercial card files, GL files, AML, speed pay etc. by looking into the source & target file layouts, data dictionary, file specification documents provided by processors such as TSYS and FDR.
* Defined source & target record names, field names, field length, field description & list of rules.
* Familiar working with various types of financial data such as commercial cards/card holder/corporate products/accounts/customer/financial /addendum data.
* Experience creating various inbound and outbound data mapping documents for various Interfaces by looking into file layouts, data dictionaries, source code by comparing the data elements of each record in various TSYS supported, FDR supported, MasterCard supported Common Data Format (CDF 3.0) files, various custom files like SAP, PeopleSoft, VCF4, IBM Tea, DTR, EMR, Oracle financials, EMR-Citi Bank Fleet etc.

**Testing/QA Skills:**

* Adept in developing test strategy, test plan, test conditions, test cases, test scripts, test data based on the functional and technical requirements.
* Performed user acceptance testing along with other business owners to determine whether the system fulfills user requirements.
* Coordinated all the testing efforts with QA teams during regression and systems integration testing effort.

**Documentation Skills:**

* Developed a project charter, business requirements document (BRD), process flows, entitlements, functional requirements document (FRD), page specification document (PSD), use case documents, design documents, report specifications, Mockup creation for UI experience, test reports, release notes and implementation plans.
* Training/Operational Support Skill’s:
* Provided training and operational support to business units, existing staff on and off site.

**Change Management Tools:**

* Utilized Portfolio Project Management (PPM) tool to manage Change Management requests from user
* Organizational Change Management (OCM) experience including experience with user adoption strategies and techniques

**PROFESSIONAL EXPERIENCE:**

**PPL Utilities, Allentown, PA (Budget Cuts) November 2019 – December 2019**

**IT Analyst Contractor**

* Interfaced with Identity Management team, in order to work on Role Owner worksheets for Distribution Operations, Engineer Supervising and Transmission & Construction Coordination Role
* Represented the Requirements Team at project status and planning meeting
* Partnered with scrum master to ensure Requirements Team stays on target for the upcoming Iteration; proactively identifies and communicates risks and concerns on meeting commitments
* Escalated as necessary to the scrum master to resolve requirements blockers for the team. Coordinated with Scrum Master and resource managers to identify requirements team resource capacity gaps, risks, and issues
* Ensured line standard requirements processes, and practices are followed, including adherence to Requirements Management approach
* Ensured successful coordination between the Reporters, IT translators, Scrum Masters
* Tools: Agile, SharePoint, Azure DevOps, MS Excel, Outlook Exchange, MS Word, SQL

**Butler Medical Transport, Towson, MD Mar 2019 - June 2019**

**Lead Functional Analyst**

**Employer - 1099 Independent contractor**

**Worked for Butler Medical Transport group.**

**Key Projects: Build new Butler Medical Transport Dispatch Billing application**

* Areas of focus include operations management, improve billing or collections processes, new business development, strategic business plans-development and execution, Lean Six Sigma training, quality, and cost improvements.
* Interfaced with Customer Solution Center team – Call Takers, Dispatchers, Communicators to understand the ZOLL Rescue Net Dispatch Billing system functionality
* Created project templates to gather business objectives, business goals, business needs, project description, project scope, high level design, data dictionary, data definitions
* Gathered business needs from CEO, COO & Technical Project Managers. Developed a business requirements document & functional requirements document
* Simplified existing applications & integration architecture & build for scalability utilizing SOA as framework and Applied the "As Is" and "To Be" process designs to identify any potential process gaps and as well as improvement opportunities
* Became a key link between the CEO, COO, Customer Solution Delivery team, Qterra IT company, Billing & Accounting, Ambulance Crew Members (staff of 20+)
* Spearheaded problem solving and the smoothing out of billing issues, travelling salesperson problem or route optimization, managing medical documents from facilities, building a new product
* Consulted with business and clinical stakeholders to extract and document requirements, and validate reporting content
* Data analysis to support organization and client improvement

**Environment:** ZOLL Rescue Net Dispatch Billing Collections System, MS Word, Excel, Draw.io prototyping tool, Basic SQL

**Year of 2017 – 2018 employment gap – On medical leave**

**TD Bank, Mount Laurel, NJ Oct 2016 – Dec 2016**

**Business Systems Analyst**

**Employer – Info-Tek Consulting**

**Worked for IT Infrastructure/Virtualization TD Data Center group.**

**Key Projects: Data Center migration from College Park to Mount Laurel.**

* Authored Opportunity Assessment, Project Charter, and Scope document along with the Program Manager.
* Led Business Stakeholders via conference phone calls, and webinars where project goals, business objectives, business goals, key project milestones, high level timelines were discussed.
* Working closely with the teams through agile events coaching on performing the activities, playing the roles and generating artifacts based on **SAFe and Agile best practices**

**Environment:**  MS Outlook, MS Word, MS Excel, MS One Note, Data Centers (LAN Modernization, Asset Modernization, Server Consolidation, Network Upgrade, Distribution Center Overhaul, Server Decommissioning), Disaster Recovery,

**MD Department of Public Safety and Correctional Services, Reisterstown, MD Aug 2016 – Sep 2016**

**Systems Analyst/Technical Analyst**

**Employer – KPG99 Inc.**

**Worked for Information Technology & Juvenile Criminal Justice Information Systems group.**

**Key Projects: Re-write the SSMS (Security Services Management Systems) application. This core application was designed to automate the process of obtaining a CJIS login account and DPSCS Network login account.**

* Identified and documented all the securable in relation to SSMS application
* Pulled together System requirements that includes both Functional, Non-Functional (performance, security and usability) and Technical requirements for Security Services Management System application.
* Created screen mockups of Security Services Management System (SSMS) application along with the functional level use cases (flow of events), list of actors.
* Identified all necessary Business and System Use Cases from requirements, created UML diagrams including **Use Case Diagrams, Activity Diagrams, and Sequence Diagrams** using Microsoft Visio.
* Identified correct File Formats along with Record Layouts which consists of Data Elements/Field Names/Field Descriptions/Field Lengths/Data Types and finally documented them in a Data Dictionary
* Identified list of report mock-ups, figured out if reports are automated or manual, output report formats such as Excel, PDF
* Facilitated meetings with Business & Technology stakeholders to walkthrough the project deliverables.

**Environment:** SSMS Application, Mainframe application, MS Word, MS Excel, MS PowerPoint, Google Mail, MS SQL Server, ASP.Net, SharePoint

**M&T Bank, Buffalo, NY Apr 2016 – Jun 2016**

**Business Systems Analyst**

**Employer – SLK America**

**Worked for Kofax Content Management platform group.**

* Participated in kick off meeting of newly proposed projects to discuss the overall scope, business objectives & goals, requirements
* Reviewed Functional Design Specifications documentation in order to author new six workflow diagrams utilizing MS Visio tool.
* Conducted Gap Analysis for the system considering AS IS and TO BE features.

**Environment:** Kofax Content Management platform. MS Word, MS Excel, MS PowerPoint, MS Outlook

**Bank of America, Charlotte, NC Jan 2016 – Feb 2016**

**IT Business Analyst**

**Employer – Queen Associates**

**Worked for Workspace Services Employee Mobile Applications group. Collaborate across mobile product, engineering, operations and security teams to develop repeatable processes for enablement of business and enterprise employee mobile apps.**

**Key Projects: Migrate 40,000 Blackberry mobile users to Good Work app on iPhone 6 mobile users.**

* Reviewed existing Project Charter, Analyze/Requirements phase templates with Project Managers on Changes cape to create new Project Charter templates, Business Requirements Document (BRD) templates.
* Conducted **change management and process improvement** methodologies
* Worked closely with Project Managers to review the Business Requirements and updated the BRD accordingly. Attended daily project meetings to report the status on the project work.

**Environment:** MS Word, MS Excel, MS PowerPoint, MS Outlook

**Northrop Grumman/Social Security Administration, Woodlawn, MD Feb 2015 – Sept 2015**

**IT Functional Technical Analyst/QA Manual Tester,**

**Employer – IT Concepts Inc.**

**Worked for Division of Enterprise Architecture and Data Administration (DEADA) group.**

**Key Projects: Work on new product enhancements of Global Reference Table (GRT) application and perform daily Data Model cleanups for Logical and Physical Data Models utilizing CA Erwin tool**

* Responsible for interacting with disability benefits eligibility teams, disbursement systems and broad knowledge on government revenue systems
* Elicited Business Requirements from Business Stakeholders and later translated them into Functional Requirements
* Wrote Test Cases for Global Reference Table (GRT) application. Uploaded Functional Requirements, Test Cases, Test Data to HP ALM defect tracking tool. Utilized HP ALM tool for to execute test cases and for defect triaging
* Performed Logical and Physical Data Model cleanups on daily basis utilizing CA Erwin modelling tool.
* Responsible for creating Individual Weekly Status Reports for Top Management.

**Environment:** Disability Eligibility, Global Reference Table (GRT) Application, DB2, CA Erwin Data Modeling tool, HP ALM Testing tool, MS Excel, MS Word, MS Outlook, MS Power Point

**First Niagara Bank, Buffalo, NY Sept 2014 – Nov 2014**

**Sr. IT IAM Business Analyst**

**Employer - TCS**

**Worked for the Identity Access Management (IAM) group.**

**Key Project: Launch Single Sign on (SSO) for all Treasury Management products across First Niagara Bank**

* Facilitated JAR/JAD sessions with various Treasury Management Line of Business (LOB) stakeholders, CA product team & TCS Systems Development groups to gather Business and Technical requirements. Maintained Meeting Minutes, Lessons Learned, Action Items and Issue Logs
* Served as a business enabler via systems development support, clear planning and design documentation for properly secured, policy compliant, high-performance IAM integrations. Researched problems and recommended solutions to improve security and processes by providing security IAM options and Privileged User Management
* Effectively communicated with senior Technology and Business leadership across the enterprise infrastructure to document Business, Functional & Non-Functional (performance, security and usability) and Technical requirements.
* Derived IAM solution requirements or development requirements by working closely with Systems Development group and Business stakeholders. Performed coarse and fine grain entitlement roles & groups definition and mapping within CA product suite. Improved IAM domain security architecture knowledge from CA product teams.
* Developed knowledge of Identity and Access Management controls.
* Created Single Sign On (SSO) Process Flow Diagram’s (AS IS & TO BE), Swim Lane Diagram’s utilizing Microsoft Visio tool by having a discussion with Technical Leads and Lead Business Analyst’s from Business teams.

**Environment:** CA Products-Site Minder, CA-Auth Minder, MS Word, MS Excel, MS Visio, MS Outlook, Agile Methodology

**AT&T, Red Bank, NJ Jun 2014 – Aug 2014**

**Ecommerce Business Analyst**

**Employer – Iconma**

**Worked for the Ecommerce Consumer Digital Experience (CDE) group. Launch several Rapid Deployments for both Waterfall and Agile DevOps scoped projects for AT& T Home Solutions (U-Verse & DSL) Functional Areas**

* Worked closely with CDE internal Business Interaction Managers (BIM’s) to gather and document Business Requirements in BIRD (Business Interaction Requirements Document).
* Participated in all agile ceremonies. Facilitated pre-grooming and grooming sessions during agile ceremonies for spring planning.
* Facilitated User Acceptance Testing (UAT) with QA team, stakeholders and business users. Errors discovered during testing were fixed and then verified via regression testing. Engaged with several units from project manager and technical teams to business end users with extensive coordination and communication throughout testing, participated in daily meetings to follow up on error logs, ensured fixes were in line with requirements and per deliverable time lines.
* Facilitated elaboration sessions with BIM’s, Content Producers, Content Writers, Information Architects to define Product backlog requirements, agile User Stories, EPICs and acceptance criteria documentation.
* Acted as a liaison between the Business and Technical teams. Assisted product managers in creating a product roadmap. Conducted meetings with client Business teams to understand and document Business Requirements
* Generated EPICs and user stories; Groomed product backlog and worked with product managers to prioritize the user stories during daily stand up meetings
* Worked with scrum master and scrum team on story grooming. Performed reviews of the deliverables based on acceptance criteria. Assisted QA and Business teams with defect triage
* Participated in scrum ceremonies like sprint retrospective, showcases, daily stand up meeting etc.
* Provided recommendations for addressing and resolving business issues, for CDE business group.
* Created CMX entries for all page elements in order to generate Content ID’s.

Environment: TeamSite Content Management systems (CMS), SharePoint, Rally, JIRA, MS Word, Excel, Outlook, Agile, Scrum, Sprint Planning, AngularJS, JavaScript, JQuery, HTML5, GitHub, CSS3

**Fannie Mae, Herndon, VA Feb 2014 - Mar 2014**

**Business Systems Analyst**

**Employer – Mastech Inc.**

**Worked for the Fannie Mae – Multi Family group.**

**Key Projects: Project was to re-engineer LOS/Equity Business Management Systems/Loan Origination System/Collections application.**

* Ability to lead, Influence and manage teams – prioritization, quality of delivery, budget, cost, conflict resolution.
* Engaged with several units from project manager and technical teams to business end users with extensive coordination and communication throughout testing, participated in daily meetings to follow up on error logs, ensured fixes were in line with requirements and per deliverable time lines.
* Work with internal and external team members and offshore team for project deliverable deadline.
* Create designs for technical solutions to resolve business problems.
* Facilitated Joint Application Design sessions in order to speed up the process of defining requirements for Landing Page, Admin Page and Reporting pages of EBMS application by Eliciting requirements from business stakeholders in Alabama.
* Performed and created test plan and UAT.
* Experienced in forecasting, invoicing, status reporting and risk/issue mitigation.
* Managed Team and Global delivery model using interpersonal skills.
* Created some documentation updates and utilized DOORS, Clear Case & Clear Quest tools to track requirements.

**Environment:** EBMS/Loan Origination and Collections Systems, Oracle DB, Java, DOORS, Clear Case, Clear Quest, MS Word, PowerPoint, Excel, MS Outlook

**Bed, Bath & Beyond, Union, NJ Sept 2013 – Nov 2013**

**Ecommerce Content Management Business Analyst/QA Manual Tester**

**Employer - Modulant**

**Worked for the Store Systems Ecommerce Marketing application group.**

**Key Projects: Launch Form Factor (42” Touch screen) and Form Factor 2 (iPad3) in BBBY stores.**

**Responsibilities/Tasks & Accomplishments:**

* Performed Business Analysis functions along with the Project Managers with focus on SDLC methodology for Store Systems E-Commerce application group.
* Performed current solution assessment, current system assessment, and third party vendor product assessment and map it to IT / Business solutions that comply with Client's IT technical roadmap, Client's IT strategic roadmap, Industry best practices and various project constraints.
* Performed JAD session, documented business requirements, functional specifications, use cases/user stories, UML
* Present various solution options - and build consensus from diverse groups with different perspectives including executives, Operations, System analysts and Project Managers.
* Coordinated closely with Product/Content Managers, Business Owners to develop Business Process Documents such as Business/Functional Requirements, Business Rules, and finally documented them in Business Requirements/Functional Requirements Document (BRD/FRD).
* Created Wireframes, developed Business Process Flows utilizing MS Visio tool
* Created business analysis diagrams, such as workflow diagrams, process flow diagrams and swim lanes, to describe business processes.
* Performed Systems Integration Testing (SIT)/Regression Testing by executing the Test Cases, quality cut over and delivery. Logged all defects in RMTracking defect tracking tool and reduced defects by working with QA team to fix the issues.

**Environment:** Waterfall Methodology, Ecommerce Store Systems Application (Item Entry/PIM), ATG/BCC Content Management, AngularJS, JavaScript, JQuery, HTML5, CSS3, and Bootstrap, MS Word, Excel, IBM Lotus Notes, RMTrack Defect Tracking Tool

**ObjectSoft Group Inc. (Port Jefferson, NY) merger with 3i Infotech Inc. (Edison, NJ) April 2008 - July 2013**

**American Express, World Financial Center (WFC), NY;**

**Ecommerce Web Content Management Business Systems Analyst**

**Worked for Mobile Engineering & Marketing Operations/Content Management group.**

**Key Projects: Aim of the project was to launch Plenti app and its related content in mobile banking android and iPhone for B2C websites**

**Environment:** Agile SCRUM Methodology, Sprint Planning, First Spirit Ecommerce Content Management Application, Word, PowerPoint, Excel, MS Outlook, AngularJS, JavaScript, jQuery, Webservices – SOAP, RESTful, HTML5, CSS3, and Bootstrap, Rally

**Chase Card Services, Wilmington, DE Scrum Master/ Quality Assurance Manual Tester**

* Worked for the Chase Card Services - Strategy and Planning/Marketing tool application group. Key Projects: Launch Mobile Initiative Iteration 1, 5 Tier Source Code Iteration 2 and Planning Tool Enhancements

**Environment:** Strategy and Marketing tool/CRM Application, Content Management, HP ALM, MS Word, Excel, MS Outlook, Agile

**Western Union, Montvale, NJ**

**Business Systems Analyst**

* Worked for the Western Union Point of Sale application group. Aim of the project was to launch WUPOS Single Sign On & WUPOS Quick Checker & Helper project.

**Key Projects:** WUPOS Single Sign On, WUPOS Quick Checker & Helper project;

**Environment:** WUPOS Application, Java, Oracle, SQL, MS Office Suite, HP Quality Center, Clarity

**CVS Caremark, Somerset, NJ**

**Business Systems Analyst**

Worked for the Prescription’s Claims/RX Claims group.

**Key Projects:** Perform data migration from Aetna to CVS Claims Engine.

**Environment:** RxClaim Mainframe healthcare Application, MS Office Suite, MS Visio, DB2

**First Horizon Bank, Memphis, TN**

**Business Systems Analyst**

Worked for the Core Banking: Enterprise Information Management, Information Delivery – Data Sources & Data Quality organization.

**Key Projects:** Data Conversion Project from TSYS Processor to FDR Processor

**Environment:** MS Office Suite, TSYS, FDR, All Bank applications, Data Stage, ACH, Swift, Fedwire

**Huntington National Bank, Easton, OH**

**Business Systems Analyst**

**Key Projects: Commercial Cards CARM Product Milestone 1, Equipment Finance Phase 1 & Phase 2**

Line of Business Overview: Core Banking: Treasury Management Services – Payments & Channels, Billing and Collections Organization. Digital Channels:Business Online – Fiserv Voyager is the Internet application for our business customers (small, middle, and large). Business Online provides the businesses with access to accounts and services all from a single site. With up-to-the minute account information and transaction capability, customized reporting and round-the-clock access, Business Online will help our businesses run their business smarter, faster and more efficiently. All business customers who get access to Business Online will automatically get Core Services which includes the following: Information Reporting (Account Balances, Transaction History, Transaction Search, Deposit Account Statement, Account Analysis Statement (Detail of Charges), Account Transfer, Check Inquiry, Stop Payments, Photocopy, Check/Deposit Ticket Orders and Administration.

**Environment:** Fiserv Voyager Corrilian application, J2ee, Oracle, HP ALM, MS Word, MS Excel, Outlook

**Walgreens Specialty Pharmacy, Deerfield IL & Carnegie, PA**

**Business Systems Analyst**

**Key Projects - Worked for the Scripted OTC (Order to Cash) specialty group.**

Aim of the project was to Goal of the project is to migrate Billing & Reimbursement of Script Med (Order to Cash) to PARS (Pharmacy Accounts Receivables System) or Collections System – Waterfall Methodology; Key competencies

**Environment:** ScriptMed Order to Cash application, PARS (Pharmacy Accounts Receivables), Healthcare Claims & Adjudication, ETL Data Stage, Teradata, SQL, Oracle, MS Word, MS Excel, Outlook, MS Visio

**JP Morgan Treasury & Securities, Chicago, IL**

**Business Systems Analyst**

**Key Projects - Worked for Payments : Treasury & Securities Services Line of Business/Commercial Cards group, which is responsible for delivering Commercial Card services to various customers through PaymentNet4 product.**

This is a web-based Commercial Card system, to manage to all Commercial Cards Accounts, Financial Transactions, Merchants Information, Card Holder Information, Collections Recovery, Card Entry and Reporting Application for various customers of JPMC. Aim of the project was to work on enhancements requests for PaymentNet4 product.

**Environment:** PaymentNet4 Application, ClearCase, ClearQuest, MS Word, MS PowerPoint, MS Excel, MS Project, SQL, Oracle, .Net/C#, Outlook Exchange, Business Objects, SharePoint, ACH, Swift. Fedwire

**Motorola Inc, Schaumburg, IL**

**Ecommerce Web Content Management Business Systems Analyst/UAT Tester**

**Key Projects - Worked for Global Interactive Marketing/Content Management Organization.**

Aim of the project was to have Content Recommendation and Content Targeting on B2C (internet), B2B (intranet) Motorola Websites. Participated in POC (Proof of Concept)

**Environment:** Waterfall Methodology, Vignette/Open Text Content Management V7/SharePoint, Render for Delivery, Market Bright CRM, Bay NODE Cloud Hosting Services, WebSphere 5.1, JSP’s, Java, J2EE, XML, XSLs, DB2, SAP CRM, SOA, SOAP, WebServices, Windows XP, Oracle, JSP, J2EE, CSS, XML, HTML, MS Office Suite, MS Visio, HP Quality Center, Outlook, SharePoint, PPM, Webservices – SOAP, RESTful

**CEVA Logistics, Jacksonville, FL**

**Business Systems Analyst/QA Tester**

**Key Projects - Worked for the Financial Settlement Systems (FSS) or Collections group, which is responsible for new development as well as software support of in-house developed Matrix Transportation platform or Financial Reconciliation application**

This product supports the entire OMS (Order Management System), Rating, TMS (Transportation Management System), Rating, Billing and Settlement process. Key projects include working on various regular and ad-hoc projects related to Transportation Management/FSS system. Vehicle Supply Chain Domain

**Environment:** FSS Platform, .Net Environment, MS SQL Server, T-SQL, IBM Lotus Notes, Oracle Supply Chain, i2 Transportation Management, MS Word, MS Excel, MS Power Point, MS Visio

**Wachovia Securities/Wells Fargo, St. Louis, MO**

**Business Systems Analyst**

**Key Projects - Worked for Managed Money Portfolio Organization.**

**Key Projects: Aim of the project was to perform Data Migration between legacy Wachovia APL to new Wells APL organization.**

Utilized Fiserv APL/TTS Beta application/Financial Advisors platform.

**Environment:** Fiserv APL, TTS Beta, Outlook Exchange, Mainframe, COBOL, MS Office Suite

**MasterCard Worldwide, O’Fallon, MO**

**Business Systems Analyst**

**Key Projects - Worked for Corporate Products Technology Organization.**

Utilized Smart Data product platform. This product, the core of the Corporate Payment Solutions Business Unit, has been very successful as an issuer co-branded tool to capture Corporate Credit Card, Fleet Card, etc. accounts, Collections recovery - worldwide. Aim of the project was to build a new MasterCard Common Data Format XML Schema (3.0), Enhanced Data Usability and Infrastructure and Global Data Repository Custom Projects.

**Environment:** Smart Data Platform - my Provider Application/Global Data Repository (GDR), SOA, C++, Oracle, SQL, TOAD, MS Office Suite, MS Visio, Mercury Quality Center, IBM Lotus Notes, ACH

**American Express Technologies (AET), Phoenix, AZ April 2007-Mar 2008**

**Ecommerce Web Content Management Business Systems Analyst**

**Employer – Hallmark Global Tech Inc (Newark, DE)/Object soft Group Inc (Port Jefferson, NY)**

**Key Projects – Worked for Interactive Marketing Operations/Content Management/Re-design of American Express web pages for B2C(internet) and B2B (intranet) websites for 14 international markets (large initiative) and few other small to medium projects.**

**Environment:** Vignette/Open Text Content Management V7/SharePoint, Render for Delivery, Web sphere 5.1, JSP’s, Java, J2EE, XML, XSL’s, DB2, Sales Force CRM, SOA, Windows XP, Oracle, JSP, J2EE, CSS, XML, HTML, MS Office Suite, MS Visio, HP Quality Center, Outlook, Webservices – SOAP, RESTful