**Vanathi K** 

**Business System Analyst**

**Email-** vanathik33(at)gmail(com)

**Phone-** 7328130481



**Professional Summary**

* IT professional with over 8 **years** of experience in understanding **Application Development, Manual Testing, Process Improvement, Requirement gathering and elicitation**. As a **Business Systems Analyst**, worked closely with business users, developers, and subject matter experts through all phases of the **SDLC** in domains like **Capital Markets, Investment Banking, Insurance, Retail and Compliance Operations and E-commerce.**
* Worked in environment like **Agile-Scrum, SAFe4.0**, **Waterfall, Kanban, Waterfall-Scrum hybrid.**
* In-depth knowledge in **Mortgage Underwriting,** **Brokerage Services,** **Commercial Banking, Retail Banking, Asset Management, Cash Management, Capital Market and Credit Risk Fundamentals.**
* Assisted Project manager in **Planning, Scheduling, Monitoring** and strong experience in **requirement elicitation techniques like Brainstorming, JAD Sessions, Job shadowing and other analysis like GAP and risk analysis, effort estimation, Cost-Benefit Analysis reports.**
* Supported the Project Manager in developing **Project Charter** and **Work breakdown structure** for managing work.
* Proficient at creating and transforming Business requirements into **BRD, FRD/FSD**, Technical Specifications document, **Software Requirement Specification (SRS)** using UML diagrams such as **use case diagrams**, **Business Process models, activity diagrams, data flow diagrams, Sequence diagrams on Lucid Charts and MS Visio.**
* Facilitated meetings like sprint planning meeting, sprint retrospective meeting, daily scrum, huddle meeting and backlog refinement meeting.
* Constructed **Requirement Traceability Matrix (RTM)** to determine the source of the requirement, to ensure all requirements are easy to locate without affecting the system components when there is a requirement change.
* Designed **Mockups and Wireframes** for the requirements to get a visual understanding of the application under development, provided Functional/Technical Consulting for the application with a holistic view.
* Worked closely within a multidisciplinary team, including web developers, business users, programmers and management, to develop and capture user centered requirements specifically as they pertain to UI/UX needs of the project, **Communicated and validated UI/UX specifications.**
* Encouraged the development team to follow best practices -Naming Conventions, **version control,** better exceptions handling, **unit testing, source control, continuous integration, continuous deployment,** error/exception logging.
* Experience with system integrations such as **SDFC integrated with an LMS**, **event management system**, **Marketing Cloud**, and a **text-to-donate platform**.**Manage and enhance** the enterprise-wide **Salesforce.com (SFDC) customer relationship management** (CRM) information system to better drive adoption.
* Responsible for performing administrative tasks in Salesforce CRM such as create/modify pick lists and lookup fields.
* Experience with CRM processes like Sales, Marketing, Customer Service and Customer Support, Business Processes, Campaign Management, and recommended solutions to improve their processes using SFDC.
* Cultivated experience in **Salesforce.com Sales and Service Cloud, Marketing cloud, Operations cloud, Salesforce CPQ, Salesforce Communities, and Einstein Data Analytics.**
* Worked closely with **SFDC APIs** such as **Salesforce Web Services API,Salesforce Bulk API ,Salesforce Rest API.**
* Experience in **SFDC Administrative tasks** like creating **Profiles, Roles, Users, Page Layouts, Approvals, Workflows, Processes, Flows, Validation rules, Reports and Dashboards** and **Custom configuration.**
* Assisted in performing automated test scripts for testing **API** using **Postman** and **SoapUI** to check if the API’s are returning the data in **JSON, XML** format as defined in the **API documentation** using **Swagger** Tool
* Cultivated experience in working with web services using **SOAP, REST, JSON, XML** under various architectures - Three-Tier Architecture, Service Oriented Architecture (SOA), n-Tier architecture.
* Developed **Standard Operating Procedure, Training Manual and required documents** for the Organizationand created **User stories** with the help of **Product Managers/SMEs** in an Iterative **model environment.**
* Detailed understanding on **Data integration, Data Migration**, Data table structures, **Data Analysis.**
* Proven experience in **creating Project plans, Requirements documentation, Test planning documentation.**
* Strong experience in creating **Test** **planning, Test scenarios, Test cases** for **validating Business requirements** during **User Acceptance Testing** **(UAT).** Apply ultimate test automation tools such as **QTP (VB scripting).**
* **Proficient in functional testing, negative testing, regression testing, System integration testing (SIT), User acceptance Test (UAT), load/performance, security, browser compatibility, and performance testing. Generated** multiple **reports** using different BI tools like **Tableau**, **QlikView** and in-house reporting tools.
* **Creative and aggressive self-starter** with integrative thinking skills, capable of forming and **maintaining positive** and productive working relationships in internal, external, independent, and team environments.

|  |  |
| --- | --- |
| **Skills** | |
| **SDLC Methodologies** | Waterfall, Scrum, Custom- Agile /Waterfall- Scrum Hybrid, XP, RUP, SAFe 4.0 |
| **Requirements, Project Management tools.** | Atlassian-JIRA (v.6.3,7.0), HP-ALM (v.11.5), MS Project (2010,2013,2016), MS SharePoint Server (2010,2013) |
| **Business Skills** | Change Management, Risk Management, Impact Analysis, JAD Sessions, SWOT Analysis, Conflict Management, Effort and Impact analysis, Regression analysis, Why-Why analysis, Problem & Incident Management. |
| **Testing, Modelling and Web services** | HPQC (v.11,12), Selenium (v.3.3,3.4,3.5,3.6), Load Runner (v.11.5,12.02), Cucumber (v.2.0,3.0), Manual – Excel, MS Visio, Draw.io, Google Drawings, SOAP, REST, AJAX, XML, JSON, Salesforce CRM. |
| **Development IDE,**  **Reporting Tools** | Visual Studio, SQL Management Studio, R- Studio, Macro Editor, Eclipse, PowerShell, SSAS, Tableau, IBM Cognos, MS office suite. |
| **Languages** | Java, JavaScript, Entity Framework, HTML5, CSS3, Bootstrap, UML, Python |
| **Databases/ETL** | Teradata, MySQL Server, Oracle, SQL Server Management Studio, Informatica Power Center 8.x/9.x, SSIS, Force.com Platform |
| **Technologies** | Salesforce CRM and Cloud |

**Client: Sedgwick**

**Location: Memphis,TN Mar 2020 - Present**

**System Analyst / System Integration Analyst**

Worked on multiple Audit and claims management applications like iAE(internal Audit Expert),pAE(premium Audit Expert),LPPS to generate reports and maintain the CRM data. Worked with multiple risk, claims, pooling teams to collect requirements.

**Responsibilities:**

* Conducted various working sessions with teams like risk analyses, Claims management and Polling teams to know the feedback of the current internal Audit Application and clarity application to write Requirements for Enhancements.
* Did As-is and To-be process as a part of GAP Analysis and Risk Analysis on existing applications to map the features of use and no longer needed so that a new system can be built on top of the existing platform.
* Collect requirements for the new system from various stakeholders and create BRD, get approval for the BRD from business owners and then convert the BRD to FRD and process flow diagrams.
* I prepared various reporting documents, data mapping documents when the data is being sent to various downstream systems.
* Created various mapping documents to map the data fields on the application to the CRM database.
* Customized CRM layout to accommodate the sent data and generate reports according to the clients request.
* Created various backlog items in the SVN Smartsheet application and groomed them alongside the developers and QA.
* Created UML, use case diagram, Activity diagrams, Sequence diagrams and Prototypes (wireframes, mockups) to show the developing team and testing team the workflow and the replica of how the system has to work, in **MS Visio.**
* Maintained defects by prioritizing it against the backlog items and tracked them till completion using **Smartsheet.**
* Written various request and response APIs in JSON and XML for the Generic Importer feature.
* Wrote stories for dev and created various tasks for data and for QA.
* Hands on experience working with web service file formats, including XML and JSON.
* I ran both manual and automated test-scripts and test-cases for end to end testing.

**Environment: Agile-scrum**, Smartsheet, CRM, Clarity, SVN, MS Office Suite**, Eclipse IDE, MySQL, REST API,** MS Project, DB2, MS Visio.

**Client: Silicon Valley Bank**

**Location: Tempe, AZ. Jan 2019 - Mar 2020**

**System Analyst / System Integration Analyst**

Built a Client On-Boarding Application with UI, Appian and Integrated databases like Client-Master, CBS, UBS, and CRM.

**Responsibilities:**

* Conducted Joint Application development (JAD) sessions,interviews and Brainstorming sessions with stakeholders to gather requirements from end user perspectives to identify the functional and nonfunctional requirements.
* Identified As-is and To-be process maps as part of **Gap Analysis and Risk Analysis** for new functionality requirements, and thereafter prioritized them to align with the Project scope, Project goals and Objectives.
* Worked on PI planning, creating a healthy backlog, creating a Jira Structure board and issue navigator.
* As a System analyst, I helped in managing changes to our business application and reporting structure.
* I prepared various reporting documents, data mapping documents when the data is being sent to various downstream systems.
* I wrote technical requirements for front end (UI) data element fields and APPIAN workflow.
* I created various flow diagram and story mapping flows for better understanding of the workflow.
* I ran basic sanity test and check test to identify technical requirement gaps, story bugs or defects.
* Engaged in **UI/UX issue triage**, troubleshooting and defect resolution and checked responsiveness of the web pages.
* I created and managed system integration requirements to integrate the user interface with downstream databases like Client Master, Flexcube and CRM.
* I did various analysis on problems, their causes and effects on business operations by removing unnecessary data and implementing changes and modification to the current flow.
* Created UML, use case diagram, Activity diagrams, Sequence diagrams and Prototypes (wireframes, mockups) to show the developing team and testing team the workflow and the replica of how the system has to work, in **MS Visio.**
* Designed and developed static and dynamic web pages for the application.
* Used **SQL scripts/queries** extensively for data verification at the back-end as per the requirements.
* Maintained defects by prioritizing it against the backlog items and tracked them till completion using **JIRA**.
* Ensured the team addresses the Cross-site Scripting (XSS) injection attacks by enforcing OWASP practices.
* Hands on experience working with web service file formats, including XML and JSON.
* I ran both manual and automated test-scripts and test-cases for end to end testing.
* Was involved in the creating **Test Plan, Test Scenario and Test Cases** to provide a holistic view of the system
* Conducted **Systems Integration Testing** (SIT), **Smoke Testing, Regression Testing, White Box Testing, Black Box Testing, Sanity Testing, and User Acceptance Testing (UAT)** in both manual and automation test environment.

**Environment: Agile-scrum**, Jira 7.0, CRM, Flexcube, Client Master, MS Office Suite**, Eclipse IDE, MySQL, REST API,** MS Project, DB2, MS Visio.

**Client: Citizens Bank**

**Location: San Antonio , TX Aug 2017 - Dec 2018**

**Salesforce Business Analyst**

Due to the new rule in the already existing plan of US government called the HARP (home affordable refinance Program) which dictates from the total loans that is disbursed by the bank, 5% of the loans has to come from the HARP program and this was a compliance issue , to solve this and to make it profitable to the organization we incorporated Dead Lead Rejuvenation process and also build an application to enable refinancing for homeowners via HARP, The application uses SFDC CRM and deployed in AWS cloud .

**Responsibilities:**

* Conducted Joint Application development (**JAD**) session, **Interviews and Brainstorming** Sessions with stakeholders to gather requirements from end user perspectives to identify the functional and nonfunctional Requirements.
* Identified As-is and To-be process maps as part of **Gap Analysis and Risk Analysis** for new functionality requirements, and thereafter prioritized them to align them Project Scope, Project goals and Objectives.
* Worked closely as part of a large agile development team involved in development of **Cloud based application, e**xperienced in working with **Salesforce Classic** and **Lightning UI** for custom theming, branding **Wave** and **Einstein Analytics** for predictive analysis.**Provided training and coaching in the use of CPQ CRM systems. Identify training and development gaps and create plans to address.**
* Identified all the dead leads i.e the data sources and helped others understand the **Dead Lead Rejuvenation** process and the new and improved **HARP Guidelines** which the main aspects are in building the application.
* Created UML, use case, Activity diagram, Sequence diagrams and Prototypes (wireframes, mockups) to show the developing team and testing team the workflow and the replica of how the system has to work, in **MS Visio.**
* **Designed and developed** **static and dynamic web pages** for the application.
* Assisted the ETL process by mapping data from source to destination and also helped in various transformation process using **Informatica Power center,** worked closely with **Data Migration** and **Integration process**.
* Used **SQL scripts/queries** extensively for data verification at the back-end as per the requirements.
* Good understanding of application development in **AJAX, MVC and JAVA** and **Hybrid environment**.
* Analyzed the extracted data in AWS analytical services (e.g. Data Pipeline, Machine Learning)
* Maintained defects by prioritizing it against the backlog items and tracked them till completion using **JIRA**.
* Ensured the team addresses the Cross-site Scripting (XSS) injection attacks by enforcing OWASP practices.
* Used **Bulk API, SQS Receive Message API, Amazon API Gateway, REST API (**mainly RESTful API**)** for the applications in the organization’s private cloud on the **AWS** platform using **AWS CloudTrail.**
* Integrated Data Sets with **salesforce CRM** for building the holistic 360 view for any data source for typical dashboard view.
* Hands on experience working with web service file formats, including **XML and JSON.**
* Maintained one on one customer relationship and their recent updates in the **sales cloud CRM.**
* Actively monitor tasks and efforts on **Amazon CloudWatch**, perform UAT assisted in Systems Integration Testing and route the test cases to test suite making sure the Requirements are matched and meets the acceptance criteria.
* Was involved in the creating **Test Plan, Test Scenario and Test Cases** to provide a holistic view of the system
* Conducted **Systems Integration Testing** (SIT), **Smoke Testing, Regression Testing, White Box Testing, Black Box Testing, Sanity Testing, and User Acceptance Testing (UAT)** in both manual and automation test environment.

**Environment: Agile-scrum,** AWS, Jira 7.0, Informatica Power center, MS Office Suite**, Eclipse IDE, MySQL, REST API, Informatica Power center** Selenium v3, MS Project, DB2, MS Visio, SSRS.

**Client: JPMorgan Chase**

**Location: Wilmington, DE May 2016 - July 2017**

**Business System Analyst**

The project was to reduce the time taken to disburse the loan to the end customer. It usually takes close to 45 days to 3 months to disburse and close and the cost is $7500 to disburse the loan. The goal of the project would be achieved by moving to **Salesforce cloud** and utilizing all the tools provided by **Salesforce** like **CRM, Marketing** etc. and deploying the createdapplication for process streamlining.

**Responsibilities:**

* Understood the existing system by understanding the POS system on Test Environment to perform **GAP analysis** and documented the results in As-Is and To-Be categories to generate the business requirements from the clients.
* Responsible for budgeting and forecasting, expense reporting, **risk management**, **status reporting**, and execution. Conducted **JAD** sessions, **focus group**, **Interviews** and **Brainstorming Sessions** with stakeholders to gather requirements and end user perspectives to identify deficiencies and areas for improvement.
* Introduced Salesforce CRM application for the company and customized it according to business requirements.
* Deployed the **Salesforce Data Analytics Cloud** for the intelligent flagging of exceptions as per the business requirement by using **Machine Learning** and **Deep Learning** and use of **streaming API** for the **Einstein App**.
* Provided **Business Rules** for the exceptions flagging in **the Data Analytics Einstein App in SFDC** from the application center (app store) for the mortgage Underwriters and to produce various kind of reports when needed.
* Provided **technical strategy and direction** to ensure that our **SaaS business applications** remain aligned with business requirements.Developed project plans with **forecasts, estimates, resource assignments**, **strategy and architecture** for clients in alignment with business plans.Created WBS , identified & managed risks in MS Project.
* Extended help to developers in building the front-end (HTML5, JavaScript, jQuery, CSS3,) of the application.
* Engaged in **UI/UX issue triage**, troubleshooting and defect resolution and checked responsiveness of the web pages.
* Designed and Created **engaging, interactive user interface components, iterate wireframes, task flows, use cases, mock-ups, and prototypes** to communicate designs effectively to the developers and designers.
* Map projects for **budget tracking**. Created **Risk mitigation plans**. Collaborated with participants to determine product timeline. Managed **end-to-end delivery**. Managed the technical team, which consisted of 15 members.
* Conducted **Agile Scrum** Meetings to review the day to day progress when Scrum Master was out of office.
* Coordinated with the other business analysts and assisted in **Data modeling**, **Data mapping** and **Data extraction & Integration** in the data mart by using the Informatica Power center from the legacy systems.
* Maintained defects by prioritizing it against the backlog items and tracked them till completion using **JIRA**.
* Used CRM to **improve agility**, re-image your business and reduce TCO, tailored the user experience for organization.
* Participated in requirement walkthroughs with the Development teams and **Quality Assurance** teams with the aim to develop **testing strategies, test scenarios and test plans** such that test cases reflect user needs.
* Analyzed Requirements from **Black Box testing** perspective. Reviewed **Test Strategy and Test Plans** to ensure that test cases reflect user needs for the **functional, UI, Performance, Usability and Security requirements**

**Environment:** Agile Scrum, Salesforce: Marketing and Data Analytics cloud, Einstein Application, Sandbox, Jira 7.0, Confluence 6.0, MS Project, Oracle SQL Server, Informatica Power center, Postman, MS Office Suite**,**Tableau.

**Client: American Express**

**Location: Phoenix, AZ Feb 2015 - Apr 2016**

**Business System Analyst / Salesforce Administrator**

American Express offers a range of services that include the origination and servicing of commercial and multifamily real estate loans, and single-family construction loans.

**Responsibilities:**

* Used SDLC (System Development Life Cycle) methodologies like Waterfall.
* Functioned closely with the Corporate business team, control teams and technology teams to understand the end to end process, data security and Federal regulatory documents and compliance related procedures.
* Excelled the **AS-IS** and **TO-BE** business process and developed the **GAP Analysis and Impact Analysis.**
* Documented and presented them in **Vision** and **BRDs**, **FRD** using Rational Requisite pro and Power Designer.
* Facilitated the “**Change Discussions**” with each impacted group long before the training begins.
* Provided **Salesforce.com System administrative, custom config** and **technical support** for the company.
* Manage **Users** and **Security profiles** in accordance with corporate policy via setting various permission sets.
* Maintain and create **custom objects, fields, Profiles, Roles, Workflows, Page Layouts** in Salesforce.
* Responsible for sandbox environments and change management deployments also maintained and Created standard, **ad-hoc reports/dashboards** and the **accuracy of the data** is ensured in Salesforce.
* Worked on **tailoring the user experience** exactly to your business needs with Salesforce CRM UI.
* Responsible for maintenance and administration of multiple Salesforce environments built on classic and lightning platforms. Configuration and management of 3rd party **AppExchange** applicationswas also done.
* Interacted thoroughly with a set of stakeholders and **Subject Matter Experts (SME)** for requirements.
* Assisted Testing teams to build test plans and involved **in Progression testing and Regression testing**. Approved test cases for requirement verification and to check the functionality of the application.

**Environment: Waterfall,** Requisite Pro, Power Designer, Rational Rose, Salesforce CRM: Marketing and sales cloud, ClearQuest, Test Manager, MS Visio, MS Project, UML-Rational Rose, AppExchange

**Client: Kotak Mahindra Bank**

**Location: Mumbai, India Aug 2013 - Dec 2014**

**Business Analyst / UI Developer**

The goal of the project was to streamline the mortgage process with Web-based tools and integration capabilities, enabling both best-practice business rules and third-party technologies into their processes.

**Responsibilities:**

* Interacted with client groups to determine user requirements and goals which align with the business scope. Utilized **Rational Unified Process (RUP)** to configure, develop process, standards and procedures.
* Created Need Analysis Documents of the requirements gathered through JAD, Brainstorming, Observations, Interviewing and individual elicitation sessions using Rational Requisite Pro.
* Analyzed business requirements into high level and low-level Use Cases, Activity Diagrams / Sate chart Diagrams, sequence diagrams, using Rational Rose following UML methodology.
* Worked closely with global Microsoft Dynamics CRM team analyzing business requirements, procedures and process re-engineering.
* Created Microsoft Dynamics CRM dynamic views and dashboards for all departments, and management levels.
* Assisted in preparation of **Request for Proposal** (RFP). Followed RUP quality Assurance and Testing Process. Interfacing with program management and executive teams regarding quality assurance goals.
* Created and maintained style **guides for user interfaces**.
* To solidify the success of the project volunteered to receive inbound prospect calls, qualified leads, forwarding leads via Microsoft Dynamics CRM. Generated reports through CRM for follow up with leads passed on to distributors.
* Design and enhance User Interfaces for Applications as well as understand how the users will want to instinctively interact with the UI, and provide them with the ability to perform their tasks intuitively.
* Queried databases using **SQL scripts** for validating the data generated by the UATs.
* Set up definitions and process for test phases including Product test, integration test, system test and user acceptance test (UAT). Participated in entering, tracking system defects in Rational ClearQuest.

**Environment:** SQL, IBM Cognos, MS Office, DB2, SharePoint, MS Visio, UML, Microsoft Dynamics CRM, Rational Rose, Jira, Windows XP

**Academic Details and Certifications**:

* **Salesforce ADM 201 certification**
* **SMAC-Scrum Master Accredited Certification.**