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| **Summary of Qualifications** | | |
| * 8 years of end-to-end business analysis experience in Transportation, Insurance and Clinical Research domains. * Good experience in business processes, contracts and change management systems of state government. * Excellent in Requirement Elicitation practices like conducting User interviews, documentation study, legacy systems, surveys, etc. * Well versed in Requirement Analysis in Terms of Identifying Personas, Requirements Classification & Management, building AS-IS and To-Be Models, Conducting and Identifying GAP Analysis etc. * Strong experience in producing project artifacts and deliverables like Business Requirement Document (BRD), Functional Requirement Document (FRD), Software Requirement Specifications (SRS), Business Case, Use Case documentation and User Stories, and Data Mapping Document, Creating and Managing Requirement Traceability Matrix. * Facilitated and participated in Joint Application Development (JAD) sessions to gather the requirements, to resolve the revolving issues, and to facilitate the coordination between the teams. * Expertise in gathering and documenting requirements from Subject Matter Experts and Business Process Managers in the Healthcare and Finance industries. * Experienced and expertise knowledge in writing SQL Queries and stored procedures on various relational databases. * Experienced with data visualization using Tableau and Power BI. * Hands-on experience in performing feasibility study, gap analysis, cost vs benefit analysis risk analysis and impact analysis to accommodate change requests and evaluate the scope of new system functionality development, based on stakeholder needs. * Proficient in creating Use-Case Diagrams, Activity Diagrams, Use Cases, UML Class Diagrams, Wireframes, Prototypes, User Stories, Epics & Themes. * Conducted impact assessments to understand business and application implications of requirement’s change requests. * Developed Wireframes, Prototypes, UI screen mockups using tools like Balsamiq, MS Visio & InVision. * Extensive working knowledge of all phases of the SDLC and methodologies such as Waterfall, Agile Scrum, SAFe and Kanban. * Participated in daily scrum meetings, sprint planning, sprint review meetings, and preparing/analyzing burn down charts. * Attended and assisted Product Owner in Product Backlog management, attending refinement sessions. * Proficient in User Acceptance Testing (UAT), Functionality Testing, Unit testing, System Testing, Integration Testing and Regression Testing. * Creative thinker and analytical problem-solver with demonstrated ability to multitask and deliver innovative projects from planning through execution under the pressure of fast-paced, time-sensitive environments. * Self-directed to meet end-user requirements, cost, and quality objectives through timely development and execution of information system functions, computer operations, and programming systems. | | |
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| **Skills** | | |
| Project Management | Jira, Trello, MS Project, MS SharePoint, Azure DevOps | |
| SDLC | Waterfall, Agile Scrum, TDD, SAFe, Kanban | |
| Modeling Tools | Balsamiq, InVision, MS Visio, Enterprise Architect Sparx Systems, Magicdraw | |
| Office Tools | MS Word, MS Excel, MS PowerPoint, MS SharePoint 2013, MS Project, MS Visio | |
| Testing Tools | HP-ALM QC, TFS (Azure DevOps Server) | |
| Database | MS Access, MySQL, Oracle 10/11g, MS SQL server | |
| BI Tools | Power BI, Tableau 2019/9x/ 10x | |
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| **Professional Experience** | | |
| **Bu Sr. Business Analyst**  **Florida Department of Transportation, Tallahassee, FL** | | August 2019- Present |
| **Project Description**  Responsible for remediating over 50+ legacy applications from on-prem server to the Azure cloud along with developing new applications. A few of the applications include: Expert Witness Tracker, working with the Legal Team helping them track the expert witnesses used on their land acquiring cases; Abstracting Services, working with FDOT internal and external abstractors in creating their application to allow title requests and title reports to be completed in reference to FDOT abstracting land for projects; Priority Projects Programming Process, an application to track the progress and documents needed of a project from beginning application to implementation to close. All these legacy applications are being developed with .Net Core with Angular front end and hosted in cloud based Azure SQL Database. | | |
| * Organized and facilitated Story Grooming, Sprint Planning, Daily Stand-ups, Sprint Reviews, Sprint Retrospectives, and other Scrum-related meetings. * Created test scripts, test scenarios and test cases with the help of BRD and FRD documents. * Worked with QA team, involved in Test Planning, Test Preparation, Test Execution, Issue Resolution and Report * Generation using HP QC/ALM to assure that all aspects of a Project adhere to Business Requirements. * Worked on DevOps for Reporting and used for bug tracking, issue tracking, and project management. * Identified and removed impediments or obstacles that prevent the team from reaching goals. * Ensured that development teams are practicing the core Agile principles of collaboration, prioritization, team accountability and progress visibility. * Ensured the user stories are complete and appropriately mapped to epics to enable automated generation of release documentation and test case creation. Assisted the Product Owner with user story writing. * Helped analyze team metrics and identify improvements to the team’s development practices and use of agile tools. * For COTS packages, created Request for Proposal (RFP) requirements documentation, project plans, implementation plans and executive project reports. * Used Team Foundation Server (TFS)/Azure DevOps Server to provide application support and requirements management. * Created Request for Proposal (RFP) document, identified the key metrics for the RFPs and defining the SLA, Organized vendor meetings and helped the stakeholders to evaluate vendors. * Initiated and facilitated release planning with the Product Owner and development team leaders. * Conducted limited releases and facilities to enable direct end user feedback on new features in advance of full release of new software. * Served as a critical liaison between Product Owners, developers, device engineers, device quality assurance, software quality assurance, DevOps, management, and other stakeholders. * Identified bugs, 508 compliance and assisted User Acceptance Testing (UAT) to verify if the system meets user requirements and get UAT Sign Off from the stakeholders. * Documented User Manual Training, Release Notes, Lessons Learnt documents, KT documents and moved them to SharePoint 2010. * Provided weekly management status reports and coordinated meetings between the testing team and development team to review defects and track them to closure. * Utilized Power BI to gather data from multiple data sources   **Environment:** Agile Scrum, Kanban, SharePoint, Enterprise Architect, Balsamiq, UAT, TFS (Azure DevOps Server), RFP, MS Access, Azure DevOps, MS Office, UX Mock-up screens, documentation. | | |
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| **Product Owner/ Sr. Business Analyst**  **Aetna, Fort Myers, FL** | | May 2016-August 2019 |
| **Project Description**  Lee County Government wanted to incorporate preventative health services into the overall care for their employees. Simple Steps is a multi-use application: employees are able to check their claims and payments within Aetna’s portal; learn about the chronic diseases they have, are susceptible to as well as other preventative health topics by linking their Biometric Screening results to this application; join health challenges such as walking challenges, eating more fruits and vegetables, etc. | | |
| * Translated business needs to create high-quality Business Requirements and Functional Specifications documentation within specified time frames to solve moderately complex problems (multiple interfaces with other systems within a business unit) considering all impacted components from an end-to-end perspective. * Ensured end-to-end traceability of requirements is complete. * Applied specific functional and/or business expertise to perform assigned tasks and develop specific project deliverables. * Conducted impact analysis of technology changes on business processes and existing technology. * Contributed to the review of Test Planning and Test Execution strategies. * Created the appropriate User-Interface Model(s) to support projects. * Developed business workflow diagrams. * Identified the ICD 9 to ICD 10 mapping process and established a To-Be process flow. * Created Balsamiq mock-ups for requirements for project planning * Assisted in the development of data models and interface design specifications. * Documented, tracked, and resolved issues related to data quality. * Contributed to the design and mapping of data conversion strategies. * Participated in collaborative system and data design sessions with the user community, technical architecture resources, and development resources. * Completed project activities on time and within budget, and proactively identified and communicated issues that may jeopardize milestones or project budget to the Project Manager. * Adhered to Agile project management methodology by utilizing internal procedures and tools and identifying areas for methodology improvement. * Developed Product Overviews, FAQs, Tool Glossaries, system training material, and system user documentation to support implementation activities. * Created appropriate communication materials and distributed appropriately. * Conducted interviews, performed fact-finding, and independent research to design creative, progressive IT solutions for business problems. * Involved in creating requirements that complied with HIPAA, HL7, and ANSI X12 format regulations to protect the privacy of the employees insured under any policy. * Understood rules and regulations of HIPAA as imposed during Electronic Data Interchange (EDI).   **Environment:** Agile Scrum, Enterprise Architect, Balsamiq, UAT, SQL, Power BI, MS Access, Jira, MS Office, UX Mock-up screens, documentation. | | |
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| **Business Analyst**  **JP Morgan Chase & Co., Tampa, FL** | | March 2015-May 2016 |
| **Project Description**  This project is part of Reference Data Technology which captures asset price requests from downstream systems throughout the enterprise and requests and validates asset level pricing from external vendors like Bloomberg, Reuters, Six, Thomson Reuters and Intraday etc. Agile methodology formed as the basis for planning the project’s progress and I acted as an interface between the business unit and technology team to ensure smooth flow of activities such as: requirement analysis; designing; and testing while shifting through the various timelines. | | |
| * Gathered requirements from Customers, Delivery team leads through a customer calls and managed Communication between key project stakeholders. * Performed GAP analysis to find and identify the opportunities between ‘As-Is’ and ‘To-Be’ process. * Have on going communication with customers and ensure they are having transparency. * Created use cases and activity diagram through the implementation of UML methodologies * Developed the test scenarios, test conditions and test plans based on business requirements, technical specifications and/or product knowledge along with the Test lead. * Used JIRA to track the activities of the project’s and tracking the team’s activities and progress. * Participated in daily scrum meetings, sprint planning and review meetings * Used MS Visio for process flow diagrams to communicate to the development team and for better understanding of the senior management teams. * Worked with the data analysts and DB team for data mappings and data discrepancies. * Coordinated with the development team & QA in creating the user stories and prioritizing them as per the infrastructure. * Assisted the testing teams to create test cases which aligned with the requirements gathered. * Worked with the QA teams to make sure the User Acceptance Testing was properly done to avoid defects in the future. * Maintained Traceability Matrix throughout the project. * Updated the business rule document when there was a need for an enhancement. * Worked with tools such as BIRST, SharePoint, Enterprise Architect. * Documented User Manual Training Release Notes & Lessons Learnt documents, KT documents and moved them to SharePoint 2010.   **Environment:** Agile-Scrum, Kanban, SQL, JIRA, BIRST, SharePoint, Enterprise Architect, MS Visio. | | |
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| **Jr. Business Analyst**  **University of South Florida, Tampa, FL** | | July 2013 – February 2015 |
| **Project Description-**  OneIRB is a web application that was created in response to an NIH mandate requiring all research studies that happen nationally receive the approval for documentation protocols etc. through a singular Institutional Review Board (IRB). This centralized application allowed the clinical research sites upload and download the documents to a portal to be sent to the designated single IRB. | | |
| * Understood the business logic, designed requirements, and communicated them to the development teams. * Generated documentation and designed Use Cases. * Maintained Traceability Matrix throughout the project. * Worked with business and technical SME’s to develop thorough understanding of Applications, Systems, relational database, Business Methods and Strategies. * Generated key statistics e.g. Defect reporting by application, performance usage, tasks estimating as well as time and task reporting. * Encouraged, implemented process improvements techniques, and ensure that there was room for change. Introduced a checklist during story time to ask the right questions while reviewing each story. * Highly proficient in writing User stories, creating Use Cases, Use case diagrams, * Workflow Diagrams, Sequence Diagrams, and Class Diagrams etc. Extensively used Rational Rose and MS Visio for UML.   **Environment:** Waterfall Methodology, MS Visio, MS Office, UML | | |
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| **Education** | | |
| **M.S. Public Health**  University of South Florida, Tampa, FL | | May 2015 |
| **B.S. Public Health**  University of South Florida, Tampa, FL | | May 2013 |