**Professional Summary :**

* Qualified professional with **8+ years** of extensive experience in the field of **Business Analysis** in **Retail** and **Ecommerce Industry**, with solid experience working with the technical staff to implement management and staff's business requirements into the software application in retail and e-commerce and digital marketing environments.
* In depth knowledge of the **Software Development Life Cycle (SDLC) using Agile and other methodologies** such as **Rational Unified Process (RUP) and Waterfall.**
* Knowledge of **e-commerce, social networking suites like Hybris, Bazaar voice, Curam etc.**
* Experience in **B2B, B2C and Ecommerce portals** web application developments.
* Experienced in conducting **JAD** sessions meeting reviews and walkthroughs.
* Developed and executed **Test Plan, Test Cases, and Test scripts for various applications.**
* Excellent work experience in **Functional, Integration, Regression, System, Compatibility, Performance, Acceptance, Smoke, Security, Stress, Black Box, GUI, Ad hoc, Incident, Recovery, Cross Browserand User acceptance Testing (UAT).**
* Strong experience as a Solutions Analyst with solid understanding of **Business Requirements Gathering, Evaluating Data Sources, Translating Requirements into Specifications, Application Design.**
* Proficient at drawing **Business Process Diagram, Workflow Diagram, Swim Lanes using Visio.**
* Performed data mapping between source and target systems to better understand the **XML schema.**
* Strong experience in writing test cases and test scripts for the **User Acceptance Testing UAT.**
* Author and continually updated various project related documents like **Requirements Traceability Matrix (RTM), Business Requirements Document (BRD),** Minutes of Meeting, Quality Metrics etc
* Author User Stories and maintain Product Backlog, **Sprint Backlog, Burn-down** chart and velocity chart
* Extensive understanding & experience of migrating insurance suite solutions to **Guidewire** solutions
* Experience working on **Guidewire** Claim Center, Policy Center and Billing Center
* Analyze the feasibility of and develop requirements for enhancements and defects related to the current **Guidewire** claims system
* Developed **Training Strategies, Training Manuals**, Process flows and Job aides on **Guidewire** projects
* Prepare presentations for business to explain plans, architecture and alternatives
* Conduct requirement-gathering sessions, interviews and **Joint application Development (JAD)** sessions among a diverse group of cross-functional stakeholders in a lead capacity
* Experience with Fixed Income instruments, Bonds and Derivatives. Conversant with the front, middle and back office of the **trade order management systems (TOMS)**
* Work on database marketing engagements and enhancements including loyalty programs, marketing campaigns and **CRM** systems
* Experience with **Agile (Scrum), Rational Unified Process (RUP),** **Test Driven Development (TDD)** and Waterfall. Conversant with other **SDLC's** such as **Rapid Application Development (RAD), Spiral, etc**
* Identified and understand the business problem and the impact of the proposed solution for Enterprise operations.
* Provided executable solutions/alternatives on improving the processes and implementing standardization across all the different streams.
* Worked on requirements gathering by conducting workshops with many work streams.
* Documented & articulated the requirements on Story cards.

**Technical Skills:**

|  |  |
| --- | --- |
| **Operating Systems**  | Red Hat Linux and Windows |
| **MS Office Tools**  | MS Word, MS Excel, MS PowerPoint, MS Office, MS Visio, MS Project, MS SharePoint, MS Blueprint Requirement Center. |
| **Database Tools** | Database Studio, Toad, SQL Developer, SQL (MS SQL Server), Omniture Site Catalyst, Tableau,  |
| **Methodologies** | Waterfall, Incremental build model, Prototype model, OOP, OOD, Agile, RUP |
| **Testing & Reporting Tools** | HP Quality Center, Business Objects |
| **Languages** | C, C++, SQL, Java, PL/SQL |
| **Databases** | MS SQL Server, Oracle, MYSQL |
| **Scripting & Markup**  | Java Script, CSS, XML, HTML, XML SPY |

**Bed Bath & Beyond, New Jersey Apr 2020 to till date**

**Sr. Business Analyst**

**Project Description**: Bed Bath & Beyond Corporation is a department store chain. It has 1,024 stores in the United States; Puerto Rico, Canada and Mexico. Research analysts could not remotely access the application to add research content or the editorial and the compliance staffs have remote approval capabilities, as there was no common platform for staff to share information. I was involved in development of a web front-end application for remote access for research, editorial and compliance teams.

**Responsibilities:**

* Identifying business needs, requirements, constraints and business problems of current systems along with the stakeholders
* Followed Agile Software Development Methodology and gathered the requirement and interviewed stakeholders and end users.
* Partner with Product Owner to understand and/or create the vision and business value for the project
* As part of a Scrum Team, actively participates in Story **Creation, Backlog** and **PBI** **Refinement** and **Scrum Events (Sprint Planning, Daily Scrum, Retrospective, and Reviews)**
* Gathered Business Requirements through constant interaction and conducting JAD sessions with the Users, **Designers** and **Developers**, Project Manager and SMEs to get a better understanding of the Business Processes.
* While using base **SAS**; Analyzed and optimized the process, prepared **Business Requirement Document (BRD) and Functional Specifications.**
* Created Use Case Diagrams, **Activity Diagrams, Sequence Diagrams**, Collaboration Diagrams, **Data Flow Diagrams (DFDs),** **ER Diagrams** and Web Page Mock-Ups using Rational Rose thus defining the Business Process Model and Data Process Model.
* Collaborate with **Product Owners, Business Partners, Scrum Masters** and Architects to build and define the Product Backlogs and in Release Planning
* Developing and writing user stories that directly support the primary objective of the project and are appropriate size for iterative development including **RESTful** **webservice** for both front and back end supporting JSON formatted details.
* Mentor **Scrum** Team members on proper slicing of **User Stories/Product Backlog Items**
* Support the Scrum Master as needed and help identify potential issues as they arise to ensure the team is working as efficiently as possible
* At an individual project level worked cross functionally to define plans and schedule timelines to meet project objectives.
* Assisted **QA team** in designing tests plans, test scenarios and test case for integration with **SQL** queries to improve overall quality of the application.
* Performed successful **UAT** to make sure the optimum level of satisfaction attained by end users on the requirements expectation.

**Environment:** MS Visio, Windows XP, GAP Analysis, SAS, Rest API, Tableau Desktop, Clear case, JIRA, Test Director, SQL, Use Case, CRM, MS Project, MS Excel

**Met Life (Investments IT), NJ Apr 2019 to Mar 2020**

**Business Analyst**

**Project Description**: Met life is the largest life insurance company offers life insurance, 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 project was to develop the ability to utilize Point-of- Sale data, transactional, and Market Basket data to better understand business trends and help develop plans to meet requirements.

**Responsibilities:**

* Analyzed and prioritized user and business requirements and system requirements through **Agile** **Scrum** Methodology while developing the software.
* Works with stakeholders and the **Scrum** Team to manage the Product, Release, and Sprint Backlogs, clarify and refine Backlog Items so that user goals and required outcomes are well understood, and make sure the Scrum Team has a steady flow of well-defined work for each release and each sprint in the release.
* Created **UML Diagrams** **like Sequence Diagrams, Activity Diagrams** and Process flow diagrams to elaborate the new processes using Rational Rose.
* Conducted **JAD** sessions with management, **SME (Subject Matter Expertise),** vendors, users and other stakeholders for open and pending issues to develop specifications.
* Created the **USER STORIES** to defines operations, security and integration tool requirements to allow users to evaluate and **analysis** their network resources for performance and scalability in test- bed and modeled environments.
* Experience in analyzing and documenting the impact and design to APIs **using REST webservices and SOAP.**
* An analytical problem solver with strong attention to details and while working closely with the PMO group in defining timelines & schedules for the project.
* Coordinated daily activities with the IT **Developers, QA** and Product teams along with the project management group.
* Assigned problems to the appropriate software development team for fixes.
* Created and managed project templates, use case project templates, requirement types and traceability relationships in Requisite Pro to perform excellence in **UAT**.
* Wrote Test Cases and developed strategies using **SQL** with **Quality Assurance** group to implement them.
* Collaborated with **Quality Assurance Analyst** in **Rational Clear Quest** to track defects and used **Rational Clear Case to maintain** consistency in the builds.
* Conducted training sessions to familiarize users with system.
* Processed and analyzed insurance claims and benefits packages
* Processed payments and billing information
* Integrated system management
* Managed national strategic accounts for high profile clients
* Provided customer service to insurance holders to ensure complete understanding of claims processed

**Environment:** Windows XP, JAVA, Clear case, JIRA, Rest API, PEGA, Test Director, SQL, AWS, Use Case, Rational Clear Quest, Rational Suite, MS Project, MS Excel

**Cigna Healthcare, Richmond, VA Jan 2018 to Apr 2019**

**Business Analyst**

**Project Description**: Cigna is one of the oldest American insurance company, have full range of managed healthcare, life and disability insurance, and retirement savings products and services. The focus of this project was to enhance the efficiency of insurance claim processing and claim management.

**Responsibilities:**

* Worked with the account managers, managements, and report requestors to gather requirements, get report requests.
* Wrote **Business Requirements, analyzed** them and validate them.
* Designed report templates based on the requests by account managers.
* Designed **Functional Specification Documents** for the reports.
* Analyzed trading partner specifications and created **EDI** mapping guidelines.
* Extensive use of **Excel** to create **Functional Specification Documents & Templates.**
* Designed the process flow diagrams for flow of information and report creation process.
* Conducted **JAD** sessions for the **report users, requestors, and the developers**.
* Prepared Need Analysis Documents of the requirements gathered through **JAD sessions.**
* Documented all the changes in the initial templates and was responsible for Release Management.
* Reviewed Requirements & deliverables for delivery timeline.
* Used **MS Visio** to **create Flow diagrams** and **Use Case Diagrams.**
* Created presentations explaining the entire report development process, while drawing a comparison between the legacy & the new report.
* Coordinated with the developer, on day-to-day basis, during the development process.
* Worked on Report Re-engineering Project and made enhancements to the system flow.
* Worked with **ETL** team during the upload process.
* Helped with **Data Mapping** between the **data mart and the Source Systems.**
* Worked as a liaison between the **Business and Technology Department.**
* Enhanced communication lines between executives, managers, and peers

**Environment:** Mainframes, Db2, Visual Basic, XML, UNIX, Rose, MS office, Cognos, MS Word, MS Excel, MS Visio, LoadRunner, WinRunner

**Anthem Inc. MN Aug 2016 to Dec 2017**

**Business Analyst**

**Project Description**: The project overall goal is to migrate Crystal reports from 2008 version to 2013 version and making changes and enhancements required for the reports used by business on daily basis and other ongoing routine tasks. The background of the project is that Anthem which is a medical insurance company acquired Dental insurance company called Delta dental. Delta Dental was on older version of crystal reports 2008 and anthem was on 2013 version.

**Responsibilities:**

* Worked in Migration Projects with **ERP tools like SAP Business Objects** and **Business Intelligence including Design** and implementing Business Applications.
* Used **JIRA** to create the work flow and manage daily task and track the progress of the work done by team.
* We create project, create sprints inside those projects, manage it by creating stories and total spent hours verses the estimation hours to understand the budget for the projects.
* Created **project plans, requirements documents, release notes, road -maps** and upload all documentation that helps in sharing knowledge to all the team by using Confluence .
* Created training materials and conducted training both in person and online to various teams who are not familiar with the newer versions of crystal reports.
* Analyzed and implemented new change requests.
* Worked closely with **Design, develop** and implement reporting and dashboard solutions using **SSRS** and also **migrating a Visual Studio Crystal Reports project to SSRS.**
* Facilitated JAD sessions for Requirements gathering between the various departments dealing with claims processes for the upgraded system.
* Interacted with Business users to gather requirements and goals and Gap Analysis.
* Handled the development of **business requirement documents (BRD)** resulting from **JAD** sessions.
* Reviewed and presented project information to key **stakeholders, identifying** key messages, risks and opportunities of migration.
* Continuously forecasted the progress and momentum in key operations against planned objectives.
* Scheduled meetings with developers, System Analysts and testers to collaborate resource allocation and project completion.
* Interacted with users for verifying User Requirements, managing Change Control Process, updating existing Documentation.
* Developed Test Plan and Test cases based on the Use cases and Functional specifications and performed manual testing of the functionality of the application by inserting varying data on different test runs.
* Analyzed, defined and interpreted business needs and issues by gathering, analyzing, documenting and validating the **Business area(s) and user(s) technical (functional/non-functional)** requirements.
* Planned & managed day-to-day activities for the team.
* Used ServiceNow for Procurement, Incident, problem, Request and change management.
* Assisted Business users at the time of Application testing and **User Acceptance testing (UAT).**

**Environment:** Windows XP, Oracle/SQL Server, SQL,PL/SQL MS officeOOAD, .Net, Test Director, Clear Case, XML, UML, MS Visio, MS Project.

**State Auto Insurance, Columbus, OH Dec 2014 to Jul 2016**

**Business Analyst**

**Project Description**: State Auto Insurance is a property and casualty insurance company with their CHQ in Columbus, OH & providing insurance including 22 other states. I worked on the project crunch which was to implement Guidewire for their Auto & Property LOBs. Our goal was to enhance the entire legacy system by integrating the Guidewire suite to the Insurance business at State Auto by upgrading the Policy center, billing center & Claim center.

**Responsibilities:**

* Primary requirements engineer for **Personal Lines Auto, Home, Umbrella** and Commercial Lines Business owner’s, and Umbrella Policies for **Agent Portal and Policy Center.**
* Analysis of the new requests specified by the end users for future releases and discussion with the functional and technical teams in Production (**RUN**) Support.
* Fostered team dynamics with changing team size to align with Agile Standards with practices as Stand ups, retrospectives, backlog grooming and product owner review.
* Facilitated requirements gathering by having meeting with **SMEs** and other work streams.
* Actively took responsibilities of business requirements by providing functional support to **Dev & QA teams.**
* Worked as primary contact person for managing changes to project requirements by administering the change management processes.
* Responsible to track document, capture, manage and communicate the requirements using **Requirement Traceability Matrix (RTM)** which helped in controlling numerous artifacts produced by the teams across the deliverables for the project.
* Helped **QA’s** by conducting the requirements testing.
* Provided support on adding functional requirement scope to product backlog
* Tracked bugs & defects to meet project's quality and contractual requirements.
* Worked on validating test cases based of requirements.
* Constantly worked as great team player & support by providing assistance on work efforts.
* Provided support to off - **shore design, development and QA teams** to meet business needs.
* Facilitated product demo to agents & executives.
* Created Jira stories and bugs.

**Environment:** UML, SQL,PL/SQL Informatica, ClearCase, IAM, Oracle, Agile/Scrum, Teradata, MS-Visio and MS-Excel

**Commerce Insurance Group, Webster, MA Mar 2013 to Nov 2014**

**Business Analyst**

**Project Description**: Commerce Insurance Group is an American company that provides personal insurance, commercial property insurance, and casualty insurance in Massachusetts and New Hampshire. Their core product lines include personal automobile, homeowners, and commercial automobile insurance. The project was aimed at developing the UI for insurance claims and also ETL processes to load the target databases to populate the insurance claim's transactions like automobile coverage and personal losses. Further, Business Intelligence reports were also generated.

**Responsibilities**:

* Conducted **SWOT** **Analysis** for better market understanding and project implementation.
* Documented user stories and modeled Use Case diagrams by utilizing **MS Visio.**
* Performed **Gap** Analysis to check the compatibility of the existing system with the new business requirements.
* Participated and facilitated meetings with business and **Subject Matter Experts (SMEs)** to capture the high-level function points and business practices.
* Interacted with Claims team for analysis and documentation.
* Created a product roadmap for the various stages and releases throughout the project lifecycle.
* Provided analytical support in the Design, Development and Implementation of Project.
* Created Use Case diagrams, Activity diagrams, and Sequence diagrams by using **MS Visio.**
* Documented **Requirement Traceability Matrix (RTM)** to check the completion of current project requirements.
* Created wireframes for the user interface and provided the same to **GUI design team.**
* Verified the Business Scenarios on new builds to allow testing by the QA team.
* Reviewed and approved Test Scenarios and Test Cases based on user stories.
* Actively conducted and participated in weekly meetings to analyze the progress and to maintain status reports.
* Prepared **UAT** Test Plan for various Test Scenarios and assisted in User Acceptance Testing.

**Environment:** Windows XP professional, MS Office, MS Excel, MS Access, Business Objects, Crystal Reports, UNIX/Oracle Platform, XML, Oracle Pl/SQL, HTML, MS Visio.

**Education:**

Bachelor’s in Arts from Mumbai Hindi Vidyapeeth, Pune, India – 2011.