**Rahul Shrestha**

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**Sr. Business System Analyst**

**Summary:**

* **Excellent team player with9+ years of professional experience in Supply Chain Management, E-commerce and Retail domain and strong understanding of critical supply chain management functions such as warehouse management, vendor management, transportation management, CRM and processes such as source to pay, order to cash.**
* **Extensive working knowledge of all the phases of Software Development Life Cycle (SDLC) and have hands on experience working waterfall; AGILE methodologies Scrum, Kanban; hybrid methodologies Water-scrum-fall, Scrum ban. Knowledge of Extreme programming (XP), Spiral methodologies.**
* **Efficiently collaborated with Business Owners, Business Users, third party vendors and senior stakeholders.**
* **Specialization in developing and executing IT and business strategies for Lean manufacturing, Value chain streamlining, SKU Rationalization, Demand Forecasting and supply chain optimization processes like warehouse-slotting, route planning and vendor analysis and Customer Relationship Management.**
* **Elicited requirement using various techniques such as Joint Application Development (JAD) sessions, Interview sessions, Document analysis, Focus Groups, Requirement workshops and Questionnaire over the years.**
* **Collaborated with Project Manager in developing/assessing Project Management Plan, Project Charter and WBS.**
* **Familiarity in writing Business Requirement Document (BRD), Functional Requirement Document (FRD), System Requirement Specification (SRS), Requirement Traceability Matrix (RTM) as per company requirement.**
* **Extensively used JIRA for managing User stories and contributed to Scrum Ceremonies like Release Planning, Backlog grooming, Sprint Planning, Sprint Review and Retrospective while assisting Product owner in choosing prioritizing techniques like Moscow, KANO and scrum team with estimating techniques like Agile Poker, T-shirt sizing and RMV.**
* Expertise in creating **UML diagrams like Use Cases, Activity, Sequence, and Class diagrams using MS Visio** and worked on both High Fidelity and Low Fidelity Mockup Screens and wireframes using Lucid Chart and Balsamiq.
* Hands on experience in retrieving data and data validation using **SQL queries like Joins, views, Sub queries** and Aggregate functions like max, min, sum and average with good understanding of Procedures, Functions and Triggers, also used Informatica Transformations (Filter, Source, Aggregate, Joiner etc.) for Data Modification.
* In-depth knowledge of implementing Databases, Data Table Structures, Data marts, Data Analysis, Data Integration, Data Modeling, Schemas, OLAP operations and Slice, Dice, Pivot, Roll-up and Drill-down.
* **Actively worked with the development team implementing MuleSoft** for integrating SAP ERP and Salesforce CRM system.
* Widespread knowledge of extraction of data from source systems, transformation and load process (ETL) for a Data Warehouse using (Informatica, Mule soft) and gave technical support in the use of Informatica for testing.
* Proficient in creating **Data Modeling, E-R Model, and Dimensional Model** in the form of entities and relationships to capture the user requirements properly in the underlying database.
* Understanding of Business Intelligence tools (SQL2005, Einstein analytics) and experienced in creating interactive dashboards **with heat maps, bar graphs, pie charts and pivot tables using Tableau and Excel** for reports.
* Skilled in working with different web services such as RESTful Web Services and SOAP Web Services.
* **Strong understanding of web service concepts & architectures** like HTML, CSS, WSDL, WADL, SOAP, UDDI, REST, JSON, Parsers – SAX, DOM, Three-Tier Architecture, Service Oriented Architecture (SOA), Micro Services Architecture (MSA).
* Involved in scripting business logic in the web methods of the web services and documenting the Web Service Level Agreement (WSLA) document using Extensible Markup Language (XML) to serve as a contract between the front-end & the back-end team for efficient building of application, resolving ambiguities & speedup design.
* Assisted in **API testing using Postman** to check if the API are returning the data in JSON, XML format as defined in the API documentation (Using Swagger Tool) and as required by workflow.
* Extensive knowledge of **Continuous Integration and Continuous Deployment** (CICD) using Jenkins and Bamboo.
* Experienced in defect tracking, defect analysis and ability to organize, document & track changes using JIRA.
* **Assisted the QA team to design Test plans and Test Cases** for User Acceptance Testing, Black box Testing, Functional Testing, various System Testing, Integration Testing, Regression Testing, Security Testing, Load/Stress Testing, and Performance Testing in both manual and automation testing environment and creation of Test plans, Test cases and Test scenarios for validating it against business requirements document.

**Skill set:**

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| **Project Management Tools** | JIRA, Confluence, MS Project, MS Share Point, Microsoft Office Packages |
| **SDLC Methodologies** | Agile (SCRUM/ SAFe/ Kanban/ XP), Waterfall, Spiral |
| **Databases** | DB2, Oracle, SQL Server 2012, PL/ SQL, SQL Server 2000, MS Access, Flat files |
| **Testing Tools** | HP ALM/ QC, Swagger, SOAP UI, HP Load Runner, Cucumber, Postman |
| **Programming Languages** | MySQL, JAVA, HTML5, CSS3, C, C++, JavaScript, DWL(Data Weave Language) |
| **Web Services API** | JSON, REST, SOAP, XML, FIX, STML, AJAX |
| **Technologies** | MULESOFT - Anypoint Studio, SALESFORCE, AWS Redshift, Amazon S3, Amazon EC2, Kinesis |
| **ETL & Reporting tools** | Informatica Power Center, SSIS, SSRS, Tableau, Power BI |
| **Operating Systems** | Windows XP/ 7/ 8/ 10, Mac OS X/ Sierra/ High Sierra/ Mojave |
| **Design & Version Control** | MS VISIO, Smart Draw, CA Erwin, Rational Rose, Jenkins, Balsamiq |

**Sr. Salesforce/Business Systems Analyst**

**Flex Ltd. | Austin, TX**  Feb 2020 – Present

**Responsibilities:**

* Worked as a member of the **Integration Factory in designing and implementing integration interfaces in MuleSoft**.
* Worked with Technical Analyst in detailing the technical specifications & converting these specifications into design & code.
* **Unit test** the interfaces prior to releasing to QA.
* Worked with QA and Technical Analysts in fixing any identified bugs and releasing the code to production.
* **Document** the code as per the Integration Factory standards.
* Analysis, design, coding and interface development of various software applications using Anypoint Studio with Mule Server 3.8X, Anypoint Cloudhub, Salesforce, database, ActiveMQ 5.3, JSP, JSTL, XML, HTML, CSS.
* **Understand the client’s business process** and translating the functionality into Mule ESB.
* Assisted in integrating Salesforce with 3rdparty systems using web services and App exchange for greater usability.
* **Used MuleSoft ESB template for Salesforce integration** to simplify the process of merging data, updating Salesforce with ERP data in real time, ensuring data consistency across Salesforce instances.
* Assisted Data modeling process by **creating conceptual and logical ER diagrams**.
* **Performed Data Cleansing, normalization of data, Created Mapping Documents**& further responsible to migrate the Data into the Sales cloud Production environment via Data loader & Data import wizard based on Business Logic.
* Assisted Salesforce team in mapping the application & data stored in the legacy back-office system with Salesforce, where the SF team used MuleSoft Anypoint Data Gateway (ESB) for Lightning Connect.
* Assisted in creating UI Documents to express component design, navigation and **created wireframes and mock-ups**.
* **Guided QA team in reviewing Test Strategies**, State Transition, Test Plans, Test Cases & performed testing as needed.
* **Conducted walkthroughs and sprint demo sessions with End Users**. Worked with geographically located teams which included offshore teams.

**Environment:**

MuleSoft Integration Factory/ MuleSoft Center of Excellence, Anypoint Studio with Mule Server 3.8X, Anypoint Cloudhub, Salesforce, database, ActiveMQ 5.3, JSP, JSTL, XML, HTML, CSS, COBOL-CPYBOOK

**Sr. Business Systems Analyst**

Foot locker, Inc. | Bradenton, FL Nov2018 – Jan 2020

**Responsibilities:**

* Elicited SFDC requirements and **coached Jr. Business analyst in converting business requirements to technical specifications**, designing & solution. Worked closely with stakeholders, architects, developers & deployment teams.
* Performed **Document Analysis and created process flow diagrams to understand the AS-IS process** and collaborated with the team to design the TO-BE process based on the gathered requirements.
* Implemented the requirements for users and customers on Salesforce’s Force.com IDE Plug-in using Eclipse.
* **Managed users, Public Groups, Profiles, and Roles within the Salesforce CRM**, this involved designating access to the applicable user within the user hierarchy.
* Participated in Scrum ceremonies, extensively used JIRA for converting requirements to User stories, assisted the Product Owner in writing acceptance criteria and framing Definition of Done (DOD) for the PSPI.
* Worked closely with the technical team **to convert the functional requirements into technical specifications** like Prototypes, Graphical User Interface (GUI) and User Interface (UI)mock-ups using Balsamiq.
* Created Formula Fields, Validation Rules, Workflows and approvals, Process builders for the flexibility and functionality of force platform application & to help automate the different types of actions based on organization processes.
* **Facilitated meetings with Salesforce Admin, Developers and Architect** to determine the data that should be integrated into Salesforce platform, as it was used for powerful data integration to have improvised CRM.
* Assisted in integrating Salesforce with 3rdparty systems using web services and App exchange for greater usability.
* **Used MuleSoft’s Anypoint template for Salesforce integration** to simplify the process of merging data, updating Salesforce with ERP data in real time, ensuring data consistency across Salesforce instances.
* Assisted with integration platforms, API integrations SOAP, REST with other systems for extracting the data from the home-grown applications by using the home-grown web services and integrating API’s that pulled from multiple system.
* Worked closely with Java development team in Agile environment to **build & support current dashboards & portals**.
* Supported the Sales cloud implementation, Service cloud modules, Salesforce SF1, Client interfacing & chatter.
* **Designed and created reports** to determine most popular items by age range, geography and profession and other parameters to make informed decisions on inventory.
* Hands on experience on Salesforce lightning for customizing Reports and dashboards for business use.
* **Used Data loader for insert, update and bulk import or export of data** from Salesforce S-Objects used it to read, extract and load data from a comma-separated value (CSV) file.
* Worked with the Salesforce developers where they used Force.com developer toolkit including Apex classes, Apex Triggers, Visualforce pages to help in the development of custom business logic.
* Worked closely with development team for Behavior Driven Development using CUCUMBER and created feature files.
* **Conducted User Acceptance Testing (UAT)** and actively participated and facilitated testing of the system during Smoke Testing, Integration Testing, Black Box Testing and Regression Testing with the help of QA.

**Environment:**

Agile-Scrum, Eclipse (v 4.7, 4.8), Force.com IDE, Workbench, SOQLxplorer, Jenkins, JIRA/Confluence, Oracle DB server 12c, .Net Framework 4.7, Maven 3.5, Custom Import Wizard, Apex Data loader, MS Windows, Salesforce integration tools, MuleSoft, Connect offline, Apex Explorer, Cucumber, Apex Classes/ Controllers, Test Classes, Apex Triggers, Visualforce (pages, Component &Controllers), Standard objects, Workflow & Approvals, Custom objects, S-Controls, Analytic Snapshots, SOAPUI, Sandbox environments

**Business Systems Analyst**

Staples Inc. | Framingham, MA Aug 2017 – Oct 2018

**Responsibilities:**

* **Participating in Global SAP Business Blueprinting** - Creating Process Definition Document, User Requirements Specifications, Key Design Decision Description and GAP Analysis and Testing Strategy documents.
* Analyzing customer**AS- IS**business process and mapping **TO-BE** business processes.
* **Prepared Business Requirement Document (BRD)** from the elucidated requirements and helped the Product Owner and Development Team in making User Stories by using Three C’s and make stories to meet invest criteria.
* **SAP Configuration of MM-IM requirements**, including Plants, Storage Locations, MRP and Forecasting data. As well, the Purchasing requirements for internal sources (Stock Transfer Orders), including Purchasing Groups. Developed mock-ups and wireframes along with the screen designs to make better UI designs.
* Helped the team to split user stories into tasks meeting the SMART criteria. Values of collaboration and agile principles and explained the team how important was to operate as a self-organizing entity.
* **Gathering MM, TM, FM and WM** business process procedures (BPP) documentation for preparing Test Plan.
* Designed and implemented basic SQL queries for QA Testing and Report / Data Validation.
* Assisted Data modeling process by **creating conceptual and logical ER diagrams** and designing database schemas like snowflake schema and galaxy schema to help development of an accurate Data Warehouse Structure.
* Assisted core team members for designing and configuration of SAP MM, WM and SRM modules- Warehouse goods receipts and issues, cycle counting process, warehouse replenishment, WM interface to QM and configuration of master data including material master, and bins/warehouses/storage locations.
* Guided large development teams, including **Backlog Refinement, Sprint Planning, Daily Stand Up, Retrospectives**, Management Reporting, and presentation of Sprint results to the Client.
* Actively involved in the **Testing functionality of Purchase Requisitions, Shopping Carts and Purchase Orders** in DEV/ QA instances before Migrating to UAT and PROD Instances.
* Working with integration testing teamin developing testing scenarios; String testing, Integration Cycle Testing and Interface Testing for Make to Deploy (QM/PP), Procure to Pay (MM/SRM), Plan to Schedule, Order to Cash (SD), Hire to Retire (HR), Record to Report (FI) and Lead to Customer (CRM) business processes (BPs).
* **Used Postman to test and document** SOAP& RESTful using GET/POST/UPDATE/DELETE methods.
* Involved in providing Production Support, User Training, and problem resolution in almost all areas of SD, MM, PP, ME, FICO Modules and Cross-Functional Applications.

**Environment:**

Scrum Hybrid, ASAP Methodology, SAP systems, SD, MM, PP, ME, FICO, SAP ERP S/4, ERP 6.0 / HANA cloud, SAP Solution Manager, HP Quality Centre, Quick Test Pro, IBM Rational Functional Tester, Load Runner, JIRA, Database SQL testing

**Business Analyst**

Shoppers Stop | Bangalore, India Aug 2014 – Nov 2016

**Responsibilities:**

* Conducted **JAD (Joint Application Development)**& RAD (Rapid Application Development) with stakeholder.
* **Assisted the PM in managing the Agile Scrum process** to ensure smooth delivery of projects.
* Identified internal and external system requirements, design and configuration set-up, also created **User Documentation** and conducted training class.
* Performed **Data Analysis for deploying reports** & performed Data Profiling of current state of data in the Data Warehouse by doing Data Analysis using SQL queries & Microsoft Excel, finding Gaps in Data & formulating solutions for the same.
* Maintained targeted inventory levels for customers while addressing shortage situation, SKU at Warehouse.
* Checked to **make sure orders from customers are accurate** and free of any variance by working closely with the sales, shipping department and warehouse.
* **Collected customer requirement** for managing supply and delivery translating the requirements into documentation for effective process flow mapping.
* Conducted **interview with key business users** to collect requirement and business process information.
* **Designed the business requirement collection** approach based on the project scope and SDLC methodology.
* Designed and developed **Use Cases, Activity diagram, Sequence Diagrams, and OOD** using UML.
* Experienced with content management, e-commerce and order management.
* Participated in **requirements analysis using a Use Case driven approach** and produced detailed Use Cases and functional specifications for all the interfaces.

**Environment:**

Microsoft Visio, Microsoft Word, Microsoft Excel, Rational Requisite Pro, Google Docs and Microsoft PowerPoint, Confluence, JIRA, Rally

**Jr. Business Analyst**

Future Group | Bangalore, India Aug 2012 – Jul 2014

**Responsibilities:**

* Assisted in the **development of business enterprise website using struts framework**.
* **Gathered requirement using one on one interview**, document analysis and introspection methods.
* Provided **user requirements analysis** and programming support for enhancement of Web applications.
* Was involved in creating the **Project Initiation document (PID), Project charters and project planning document**.
* Was responsible for **Cost benefit analysis, Risk assessment, and SWOT analysis**.
* Conducted **GAP Analysis** by understanding the AS-IS business process and TO-BE business process.
* Was responsible for creating **UML diagrams like use case, activity diagrams and sequence diagrams**.
* Used Web services to connect the shipping services to the existing system with SOAP API
* Conducted **Unit tests, Smoke test, Regression test and User acceptance test**.

**Environment:**

Waterfall, Oracle, Java, XML, Java Script, Oracle Warehouse Builder, JIRA5.6.1, MS Access, MS EXCEL, MS Word, MS Visio