# Nafees Siddiqui, MS, CSM, SAFe

**Sr. Technical Business System Analyst/Certified Scrum Master**

 **Nafees.Siddiqi@gmail.com** **630-779-3440**

**PROFESSIONAL SUMMARY**

* Technical BSA and Certified Scrum Master having 14+yrs of experience in handling Implementation, Upgrade, Enhancements, M&A, Divestiture projects with IT and business coordination skills and have experience working in **Healthcare, Pharma, E-Com with Digital Marketing, Retail, Banking and Manufacturing, Supply Chain,** domain using Waterfall and Agile (Scrum & Kanban) Methodologies.
* Facilitator between Business teams and I.T in the field of **Project Management** using JIRA, Confluence, VISIO, SAP, Oracle, SQL Server, Java, SharePoint, Dot.Net for **Web & E-Commerce applications, Mobile apps and business processes.**
* Specialize in implementing and enhance Mobile apps (responsive and ADA compliant) with integrating data analytics and Kiosk management.
* Implemented PMLC tool Clarity PPM, Office 365 and Windows OS upgrades.
* Specialize in Agile Ceremonies (Daily scrum stand up, Product backlog grooming, Sprint planning, Sprint Review, Sprint Retrospective)
* Experience implementing Salesforce as SaaS and PaaS along with its features.
* Experience transforming application to AWS (Amazon web services) cloud computing.
* Experience with SAP - SCM – Techno-Functional with EDI/IDOC Management.
* Implemented/Integrated Service Now application for Ticketing and Process flow improvement
* **Certified Scrum Master (Professional)**

**AREAS OF EXPERTISE**

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| **Languages** | Dot.Net , Java ; PL-SQL, Python  |
| **Databases** | **Oracle**, **SQL** server, SSIS, MS Access  |
| **Tools** | AWS, JIRA, Confluence, PlanView, Ms Project, AutoTask, ServiceNow Clarity PPM |
| **Industry Standards** | Agile, Waterfall, HIPAA, ISO, Six Sigma |
| **ERP Tool**  | SAP, Salesforce, PeopleSoft, JD Edwards, Oracle Suite |
| **Reporting Tools** | Tableau , Informatica, Cognos , Crystal Reports, SQL Server |
| **Documentation Tools** | JIRA Confluence, SharePoint, Box |
| **Design Tools**  | UXPIN, Balsamic  |
| **CMS Tools**  | Adobe AEM, Oracle Endecca  |
| **Data Analytics** | Google Analytics, Adobe Omniture Data Analytics.  |
| **CRM** | Salesforce, SAP CRM |

**Education & Certifications :**

* Master Degree in Computer Science Engineering - Governors State University, Chicago, IL (2007)
* Certified Professional Scrum Master

**PROFESSIONAL PROFILE**

**IMS Retail, Morton Grove, IL Aug’19 – Current**

**Digital Marketing SCM– Sr. Business Analyst**

* Gather Business Requirements from Product Owners/Stakeholders for various projects.
* Document AS-IS and To-Be business processes
* Facilitated JAD sessions with various teams (Business, Development Team, QA Team, etc.)
* Implement Clarity PPM tool for Project Manager and PfM’s in modern UX
* Manage and maintain Clarity Plan Plus PPM for PMLC life cycle envision, design, build & activate stage.
* Manage multi-hierarchy planning, portfolio optimization and advanced decision management.
* Financial Management & Budgeting, planning, forecasting with resource management.
* Created Epic, Features, User Stories with Acceptance criteria, Task and Defect in JIRA for desktop and mobile apps with responsive designs.
* Maintain Product backlogs and Sprint backlogs.
* Direct requirements to UX team to create wireframes to meet/exceed business needs and get business approvals.
* Work with onsite and off-shore Python development team intensively.
* Work with solution architect to ensure solution meets business needs/ requirements
* Work with PO to prioritize business needs (Features, User stories)
* Provide clarification and answers to Python development team to meet business requirements.
* Provide additional technical solutions to their design and implementation process to meet and exceed business requirements.
* Perform Daily scrum stand up, Product backlog grooming, Sprint planning, Sprint Review, Sprint Retrospectives.
* Support business process flows for OTC, P2P and FI process.
* Create Test plans, perform Testing (UAT and regression) as needed.
* Manage DevOps process & QA team “functional testing, Automation testing Performance Testing planning and execution meetings and follow through execution.
* Monitored/Coordinated built and releases for different environments & Production Support
* Created Test plan, Performed testing, assisted UAT and regression testing.

**AON Insurance, Lincolnshire, IL Jan’19 – Aug’19**

**E-Com – Sr. Business Analyst/Scrum Master**

* Understands and supports prioritized Portfolio and Value Stream work by collaborating with Solution Architect, Business Architect, Product Manager and stakeholders to breakdown features into user stories.
* Manages the delivery of business value by owning the team backlog, defining stories, establishing story acceptance criteria and leading story refinement for preparation of iteration planning and program increment planning.
* Gather and prioritize business requirements from Product Owners/Managers.
* Design and Document Healthcare and Medical State Enrolments forms for Client Patient and customers.
* Implemented HL7 interface with other 3rd party systems.
* Create stream wise Process flow documents using Ms Visio
* Document Epics, User stories, and tasks are entered, maintained, and tracked using JIRA
* Perform Daily scrum, Product backlog grooming, Sprint planning, Sprint Review, Sprint Retrospective.
* Provides input and feedback to Epic Owners on new and existing epics, understands stakeholder and customer needs.
* Perform Testing (SIT, UAT, Regression)

**McDonalds Corp, Oak Brook, IL Apr’17 – Jan’19**

**Sr. Business Analyst/ Delivery Lead (US Market)**

* Understand new requirements and provide cost/time estimates to business for McDonalds.com and McDonald’s mobile app development.
* Create statement of work and business proposals.
* Responsible for all aspects of IT program/project management for all services impacting IT (scope, schedule, budget, resource, risks, issue management)
* Manage CMS team to make updates to components in AEM for Promotions/Maintenance
* Manage complex multi-faceted / interrelated projects that span across multiple departments and 3rd party agency/vendors by following the SDLC guidelines.
* Create business Process flow improvement in ServiceNow.
* Customize and Maintain user dashboards in ServiceNow.
* Create Ticketing workflow process by meeting business requirements in ServiceNow.
* Documented and implemented requirements for Office 365 and Windows upgrade.
* Drive the Python development team to meet the project plan, business requirements and goals.
* Assist other BA’s on writing User stories with Acceptance criteria, Dev team on provide clarification of requirements, testing team on creation of test plan and execution.
* Implemented AWS (Amazon web services) using API’s.
* Creates and maintains dashboards to track projects
* Identifies project risks and implements a risk management plan.
* Created Test plan, performed UAT and regression Testing.
* Monitor/coordinate built and releases for different environments & Production Support.

**Hyatt Hotels Corp, Chicago, IL Nov ‘16 – Apr’17**

**E-Com –Sr. Business Analyst**

* Gather Business Requirements from Product Owner/Stakeholders.
* Initiated a complete re-design of World of Hyatt loyalty program using sketch
* Coordinate Sprint Planning meetings and Prioritize Issues
* Work with UX team to get design changes and business approvals.
* Worked on AEM (Adobe) to get Components and Content updated to meet requirements.
* Managed daily scrum, Product backlog grooming, Sprint planning, Sprint Review, Sprint Retrospective.
* Create Epic, User Stories with Acceptance criteria, Task and Defect in JIRA for desktop and mobile apps with responsive designs.
* Work intensively onsite- offshore Python development team to provide clarifications.
* Perform Testing in different Environments based on releases.
* Closely work with Product Owner to document and manage changes to requirements.

**Columbia Pipe & Supply Co. Chicago, IL May’13 – Nov’16**

**Salesforce & E-Com - Project Lead/ Sr. Business Analyst.**

* Interviewed Sales, Marketing and Support teams for current business process and gather high level requirements.
* Documented detail requirements and wrote user stories for configuration features such as page layout, custom fields, validation rules, Workflow and approval process.
* Create and Document SQL Saas Reports based on business defined criteria.
* Assisted Scrum Master to organize and prioritize Sprint Cycles/Tasks.
* Created wireframes for Salesforce Custom pages and Tableau reports using UXPIN
* Creation of wireframes/mocks for desktop and mobile apps with responsive designs.
* Created mock-ups and layout for IOS, Android and Windows
* Prepared Product backlogs and Sprint backlogs for HLR.
* Work with the Product Owner to improve their effectiveness by helping them find ways to maintain the Product Backlog and release plan
* Implemented salesforce user features (Chatter, Search, Reports & Dashboards, Social, Mobile and Email integration).
* Created Apps, Tabs, Objects, Fields, Page layout, Validation rules, Formula fields, Validation rules, Profiles, Users Permissions, Workflow in Salesforce.
* Developed custom pages and logics using Visualforce/Apex.
* Develop API’s to interact with Salesforce data and publish on web using Sites.
* Intensively worked in explaining & validating development with Developers offshore
* Closely worked with Product owner to manage Changes (Change Control)
* Guided Stakeholder to make decisions to meet and surpass the business requirements.
* Guide Product Owner to define a User friendly efficient Shopping Cart process.
* Created Test Plans for each Sprint Cycles and Created Test Case for each Use Case.
* Develop software quality engineering procedures and strategies including functional, performance, regression.
* Managed static content managed web layout in Oracle E-business suite/Endecca
* Created Sign off documents and obtain Client Approvals

**AbbVie Pharmaceutical – Chicago, IL Aug’12 – May’13**

**Business System Analyst**

* Function as the primary liaison between the business client, operations, and technical areas throughout the project life cycle.
* Collect and document requirements from internal staff and client subject matter experts.
* Document High Level Requirements for divestiture of process and user profiles.
* Created user role mapping documents for SAP GRC Security team.
* Created training documents in ISO Train
* Understand, Collect and document business requirement.
* Re-Defining the existing business users role mapping process
* Perform heavy data cleansing for 80+ Countries User Data.
* Define SAP Security Roles based on user requirement.
* Maintain SAP Security Position, Role &amp; Tcode data for users.
* Assign SAP GRC security roles for user access to appropriate systems for Global Split.
* Wrote complex MS ACCESS queries as per business requirement to generate multiple daily and weekly reports.
* Build complex formulas, functions and pivot tables to create financial and operational management reports.
* Perform user SOD analysis and Mitigate issues to each country coordinators
* Implemented HL7 interface with other 3rd party systems.
* Maintain project plans for OCM and Cross Function Teams.

**Halliburton- Multi-Chem Houston, Tx Oct’11 – June’12**

**SAP/Tableau Reporting - Sr. Business Analyst**

* Gather business requirements for custom tableau reports from business in JIRA
* Convert BRD to Functional & Non-Functional Specifications.
* Report GAPS between AS-IS and TO-BE business process.
* Create Process & Data Flow Diagrams and wireframes when needed.
* Experienced in handling requirements, changes, and preparing traceability matrix.
* Ensure all core business requirements are maintained, new business needs are proactively supported, and new functionality are delivered using ERP JDE/SAP systems.
* Used SSIS queries/ function to perform data analysis and cleansing.
* Have experience in writing complex queries and formulas needed to extract data

**OfficeMax, Naperville, IL Aug’10 – Apr 2011**

**E-Com Sr. Business Analyst**

* Document High level Requirements in JIRA from Product Owners/ SME’s.
* Facilitate JAD sessions with various teams (Business, Development Team, QA Team, etc.)
* Create Product Backlog for HLR, Write User Stories with Acceptance Criteria.
* Create Wireframes for business & e-commerce process team
* Create design for User Interfaces against Web Pricing engine “Vendavo”
* Assist the Scrum Master/Product Owner in managing the backlog and ensure that continuous refinement session is taking place.
* Assisted Scrum Master in Prioritizing task for each Sprint iteration.
* Create Test plan for UAT and regression testing.

**Magellan Health Services, Chicago, IL Feb’07 – Apr’10**

**Web App & E-Com Business Analyst**

* Created Use Cases diagram and Activity diagram to depict the interaction between the various actors and the system in for business/system use cases.
* Used HIPAA 4010 transactions to support the analysis of current business processes and work with management to improve and implement enterprise solutions to ensure compliance and got involved in designing future state processes for HIPAA 5010 transaction processing EDI’s 837,835, 270, and 271.
* Implemented HL7 interface with other 3rd party systems.
* Analyzed HIPAA 5010 related to 837,835, 270, and 271 transactions and performed gap analysis between the 4010 and 5010.
* Responsible for GAP analysis of ICD9-ICD10.
* Streamlined existing Health Claims and Enrollment processes.
* Implemented HL7 interface with other 3rd party systems.