**Udap Karki**

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**PROFESSIONAL SUMMARY**

* Business System Analyst with 5 years of total experience in Banking, Finance, Insurance, and E-commerce sectors.
* Expertise in implementing the full Software Development Life Cycle (Agile-Scrum, Rational Unified Process, Waterfall SDLC methodologies).
* Expertise in defining Business Process Analysis, Business Process Mapping, Requirements Elicitation, Data Analysis, and Process Modeling.
* Expertise in Agile methodology (Scrum)- creating user stories, facilitating planning meetings, sprint retrospective, backlog grooming, sprint reviews, and maintaining the product backlog.
* Strong analytical, excellent interpersonal and communication skills, quick-learner, detail-oriented, committed, technically competent, and result-oriented with the ability to meet deadlines. Ability to work independently and with a team in a dynamic work environment for the enhancement of the product.
* Experience in Feasibility studies, SWOT Analysis, Porter’s Five Forces Analysis, Gap Analysis, and Risk analysis.
* Extensive experience in Business Requirements gathering and documenting Business Requirements Document (BRD), Functional Requirement Document (FRD), Software/Technical Requirement Specification (SRS) across the deliverables of a project.
* Extracted sources from flat-files, Oracle, SQL Server, and load them into Oracle.
* Expertise in preparing use case documents and utilized MS Visio to create UML diagrams including use case, activity, sequence, and class diagrams to extract business process flows and workflows, thereby assisting the development and quality assurance teams in understanding the requirements.
* Expertise in facilitating Joint Application Development (JAD) sessions, Requirements Workshop sessions, conducting user interviews, and acting as a liaison between the clients, Managers, Consultants, End users, developers, QA, and all other stakeholders of the project.
* Enforced Change Management policies and procedures for all IT associates, Organized and conducted weekly PM, RM, and CM enterprise meetings.
* Presentation, Analytical, Communication (Written and Verbal) skills, Interpersonal Skills, and the ability to work independently, work with cross-functional teams and with different business units.
* Worked with the project team to determine appropriate Test/Deployment Plans and supported the product launch.

**Core Competencies**

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| * Implementing the SDLC * Writing User Stories * Business Process Analysis * Business Process Mapping * Gap and Risk Analysis | * Requirements Gathering * Data Warehousing * Maintenance for ETL * Creating UML diagrams * Facilitating JAD Sessions |

**EXPERIENCE**

**RCIS Anoka, MN June 2019 – Present Sr. Business System Analyst**

RCIS helps crop insurance agents deliver an outstanding customer experience. This project was developed for internal employees of RCIS. The employees can access customer account information to validate the demographic information of the customers and generate quotes based on their selected insurance plan.

**Roles and Responsibilities:**

* Initiated work sessions, which helped synchronize the different stakeholders on their objectives and helped the developers to have a clear-cut picture of the project.
* Created VFQ (Value, Function and Quality) document along with the BRD/PPT for the Product Management team.
* Involved in Feasibility, GAP, and Risk Analysis to identify the business-critical and high-risk areas of the application.
* Helped the team with the agile delivery concepts and business analysis tools and techniques.
* Gathered and documented business requirements for existing and future business systems.
* Participated in Daily Sprint sessions with 3-week iterations.
* Developed User Stories and maintained Story Boards for the Quotation project.
* Worked closely with the business users to prioritize user stories and prioritize the PBI in Jira.
* Participated in all Scrum ceremonies (Backlog grooming, Release/Sprint Planning, Estimations, Retrospectives).
* Performed completeness and accuracy checks and reconciliation on the data and evidence received.
* Created different Experienced in User experience (UX) definition and User Interface (UI) design for project.
* Acted as a liaison between business staff and technical staff to articulate needs, issues, and concerns.
* Interacted with the end-users to define and document data warehouse business requirements as the foundation for database design, data extraction, and analysis.
* Created Data Stage jobs to extract, transform, and load data into data warehouses from various sources like relational databases, application systems, temp tables, flat files, etc.
* Worked closely with the Enterprise Data Warehouse team and Business Intelligence Architecture team to understand repository objects that support the business requirement and process.
* Created and maintained the Requirement Traceability Matrix between the requirements and other products such as design documents and test plans.
* Participated in User Acceptance Testing (UAT) and created a user manual for the easy transition of Business Users from everyday manual processing to the newly established automated system.

**Fidelity Investments, Dallas, TX Oct 2018- May 2019 Sr. Business System Analyst**

Fidelity Investments is a finance brokerage firm that manages a large family of mutual funds, provides fund distribution and investment advice, retirement services, wealth management, securities execution and clearance, and life insurance. The goal of the project was to enhance the CRM software to help marketing team and salesforce.

**Roles and Responsibilities:**

* Created Business Requirement Documents and Functional requirement document on the requirements gathered from the business team and product owners
* Followed Software Development Life Cycle using Agile (SCRUM)Methodology which is based on iterative and incremental development.
* Participated in work sessions with management, SME, brokers, users, and other stakeholders for gathering requirements and to discuss open and pending issues.
* Participated in SCRUM meeting, Sprint Planning meeting, and Sprint demo meeting.
* Prepared Sprint backlogs and product backlogs for the Customer Service team.
* Created and maintained product backlog to ensure each sprint cycle was thoroughly utilized.
* Used T-shirt sizing method to size every user story with the Agile team.
* Created Reporting Requirement Specifications so that the reports are created and saved to the correct in-house folder for the finance team.
* Facilitated in the design process to plan intuitive workflows, created detailed GUI wireframes and mockups, and designed process models, specifications, diagrams, and charts to provide direction to developers.
* Worked intensively on the PL/SQL for creating and working on the database for multiple projects.
* Conducted Functional Requirement reviews and walkthroughs with the designers, developers, and stakeholders
* Mapped requirements with Test Cases using Requirements Traceability Matrix to ensure that all functionalities are implemented
* Facilitated User Acceptance Testing (UAT) by setting up test data and staging accounts in the QA environment and by defining the approach to handle defects found in each category as well as the final acceptance criteria.

**Sanford Health, Fargo,ND Nov 2016 - Sep 2018**

**Business System Analyst**

The goal of the project was to enhance the Claims Management and Reconciliation (CMR) Health Information Management/Enterprise Document Management System which included changes and fixes to the Claim Engine with the various Business Owners. Claims Management and Reconciliation (CMR) system included functionality related to the Patient's information and history about disease and medication administered.

**Roles and Responsibilities:**

* Gathered Requirements from various Business Areas like Claims, Provider Relations, Enrollment, Finance, and Benefits Administration for their updates to the Claim Processing Engine.
* Responsible for the requirement-gathering phase and project plan.
* Experienced in CMS and MMA (Medicare Modernization Act) Guidelines. Collaborated on the development of user requirements and design specifications using standard UML techniques such as use case, activity, sequence, and class diagrams.
* Performed in depth analysis of the CMS backend system to enable sharing of digital data between subsystems.
* Participated in joint discussion sessions (JAD) with business users, stakeholders to understand the requirements in more detail.
* Responsible for requirements analysis, design, and developing technical requirements.
* Designed and defined User Interface requirements and visual patterns by creating wire frames and screen mockups.
* Developed user guides, provides user training, and supports the user in development of work processes.
* Worked as liaison between software developers and users of EMR systems to create better electronic medical record systems.
* Assisted with implementing modifications to the EMR application as requested by management or required by vendors.
* Responsible for analyzing transaction EDI’s 837,820 and 835 for creating and document business rules on high risk members.
* Created business workflows and processes, design documentation, project plan documentation, and creating management reports based on the analysis.
* Created and tested Scripts for the premium calculations and Claims limits and deductibles (Claims calculations).
* Maintained Test Matrix with the test results obtained.
* Created test scenarios for EMR systems executed those test cases and evaluated the results.
* Checked the data flow through the front end to backend and used SQL Queries to extract the data from database.
* Created test plan, test case and test script for the different functionality of application and actively involved with User Acceptance Testing (UAT) with technical staff and business users and report bugs on ALM/Quality Center.

**MetLife Health Insurance,** **New Delhi, India**  **Sept 2015 - Oct 2016**

**Business Analyst**

MetLife Health Insurance Company is a leading insurance provider in India, the company offers a wide range of health insurance products at affordable prices to make health insurance every human being right. And as a company, single-mindedly dedicated to health insurance. The system was developed to provide information about claims, issuance, renewal, and cancellation of health insurance policies along with the due payment of the deductibles by the policyholders. This system could generate reports based on various criteria.

**Roles and Responsibilities**

* Assisted in developing a detailed project plan.
* Conducted one to one meeting with Regional and General Managers for food information wasted or returned.
* Wrote detailed system requirements specification using user stories to meet a level where developers can interpret, design, and develop the application with minimum guidance.
* Participated in Sprint Kick-off meetings, organized PBI for each sprint, and actively participated in JAD sessions.
* Performed GAP analysis and designed a single automated user interface to serve the system.
* Developed Use Cases using UML for new product functionality after conducting requirements elaboration sessions with client teams.
* Identified Critical path, created activity list, activity sequencing.
* Provided support services as they pertained to daily workflow and reported on critical issues and service levels to management to ensure resources were effectively utilized.
* Documented Requirement Traceability Matrix for tracking of requirements.
* Assisted the project manager in creating detailed project plans and scheduling and tracking project timelines.

**Education**

Bachelor’s in Science of Accounting, Minnesota State University Moorhead, MN