## Bidisha Bhattacharya

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***PROFILE SUMMARY***

Solutions-driven business analyst with 7 yrs of IT experience in leading cross-functional teams in the development, documentation and delivery of process innovations driving the attainment of business goals across multiple industries such as Healthcare, Automotive, IT and financial services. Expert in full software life cycle implementation, production support, enhancements from business analysis, testing and go-live assistance.

***KEY SKILLS***

IT Software Project Management, SDM core methodologies particularly RUP, AGILE-SCRUM, Waterfall, Creating Use Cases, Sequence Diagrams, Activity Diagrams, Collaboration Diagrams and Class Diagrams using rational tools and Microsoft Visio, MS WORD, Office, MS PowerPoint, MS Access and Excel, In depth knowledge of Test plans, Test cases and test scripts, Excellent Client relationship management, analytical, and conflict resolving skills. Experience in creating Business requirement documents (BRD), Traceability matrix, Functional Requirement Document (FRD), Use Cases, UML Diagrams, Trained in BDD (Behavior Driven Development) and Gherkin

***CERTIFICTIONS***

* Certified in SAFe for Teams, 2019
* Certified as a SAFe Product Owner, 2020
* Certificate of Mastery from Harvard Edx in Quantitative Data Analysis
* HIPPA Certified
* Certificate in Academic and Business Writing, Berkley EDX
* PMP Certificate

***PROFESSIONAL EXPERIENCE***

Delta Dental (Contractor through Dewpoint) - Okemos MI. Apil 2019- Current

Sr. IT Business Analyst

Responsibilities:

* Worked closely with Product owner, business Architects, solution architects to identify and understand the needs of business and produced detailed document for business requirements
* Helped to verify that the requirements will effectively meet the stakeholder objectives by having a clear vision of the product via user stories and charting the workflow through its development process
* Serve as a Proxy Product Owner to the team. Primary Point of contact for the Business to collect requirements, understand specs, analyze desired outcomes
* Performed extensive user acceptance Testing for UI testing and Api testing using Postman, Soap UI
* Conducted team meetings to determine that products are being developed accurately to the identified requirements, and be able to demonstrate function of final products
* Created and presented reports on a weekly basis to keep the management up to date on the progress of the projects.

Ford Motors (Contractor through Modis) – Dearborn, MI September 2018 - March 2019

Sr. IT Business Analyst

Responsibilities:

* Serve as a Primary Point of contact for the Business to collect requirements, understand specs, analyze desired outcomes and translate them into Use cases, Features and stories on Rally
* Developed detailed plan and documentation for functional changes and training documentation for changes in monitoring applications
* Performed Requirement Traceability Matrix (RTM) and Business Requirement Documents (BRD), Maintain and update Use cases with the new business requirements.
* Performed backlog story grooming, created user stories and assignment to the various sprints as per product owners requirements
* Effectively identify, research, and determine solutions to application defects as they arise
* Develop and execute test strategies and scripts to ensure quality launches, including full cycle testing, user acceptance, regression, post-launch validation and bubble support
* Involved in Beta testing of the deliverables and Develop system specifications for change requests

Oppenheimer Funds (Contractor through Nexient Consulting) – Ann Arbor, MI

Technical Business Analyst March 2017 – August 2018

Responsibilities:

* Single point of contact between Project Management and IT team from solution planning, sizing, to fullfillment
* Facilitated requirement JAD’s, root cause analysis and other requirement workshops
* Partnered with developers to automate manual processes, saving time and money while decreasing errors. Credited as a primary driving force behind a 5% increase in margins this fiscal year.

# Pressganey, INC. (Contractor through Nexient Consulting) – Ann Arbor, MI Technical Business Analyst December 2016 – March 2017

Responsibilities:

* Collaborated with stakeholder groups across the organization to ensure business and technology alignment. Proposed solutions meeting defined specifications and needs.
* Performed quality assurance, system integration and user acceptance testing facilitating on-time, on-budget and acclaimed “go-live” of enterprise implementations for up to 12,000 global users.
* Worked with Rally (PM Tool), Retroboard for Retrospectives and HP ALM for Defect Tracking an Test cases

Kronos (Contractor through Nexient Consulting) - Ann Arbor, MI July 2015 – December 2016

IT Business Analyst

Responsibilities:

* Identify root causes and corrective actions to meet short and long-term business goals
* Completed in-depth analyses for business-optimization projects, reporting tools, back-office programs and payment-processing apps. Measurable outcomes: — 9.2% revenue growth (2016)
* Analyzed Performance reports using Dynatrace for data exposed
* Worked collaboratively with External and Internal Product Delivery Heads on Blueprint Documentation
* Worked on different documents related to requirement, functional specifications, sow, crs, charter, bad (business acceptance document), cost and timeline analysis, process flow, use cases, test cases, implementation plan and lessons learned.

Nike, Inc. – Beaverton, Oregon October 2014 – March 2015  
Unpaid Intern (Java Developer)

Responsibilities:

* Involved in preparing, maintaining the defect tracking sheet.
* Actively worried on creating Technical documentation using Confluence for Non technical teams
* Created and presented reports on a weekly basis to keep the management up to date on the progress of the projects.
* Facilitated many meeting and agreements amongst many teams
* Agile: Involve in Stand-ups, Backlogs, Sprint Planning Meetings, Retrospectives, Demos, Story Board and Project architecture.
* Designed and developed Spring Rest services to consume data.
* Expose Rest services to be invoked for event change notification.
* Created Rest Controller and process the JSON and XML request
* Worked with hibernate to store data in database.
* Worked with CSV parser to parse data
* Worked data mapping module to map inbound data to outbound records.
* Worked on statistics report generation.
* Worked on HTML, JSP, JQuery to display report and statics.
* Worked with MySql database to store data
* Used Log4j1.2 for logging.
* Prepared test cases and Used JUnit for Unit Testing
* Technical Environment: HTML, CSS, JSP, Spring, Hibernate, MySQL, Log4j, Tomcat, IntelliJ, Maven 2, junit, JAXB, JQuery, FTP, CSVParser, XML, JSON, AJAX, Jackson.

Penguin E-Books – New Delhi, India September 2009 – November 2011

Jr. Front End Developer

Responsibilities:

* Develop and maintain Word Press websites using PHP, JavaScript, Node.js/grunt, and other technologies.
* Work with other internal teams (especially IT) to see that systems are properly integrated and that best practices are followed in line with the existing digital infrastructure.
* Developing web based applications using HTML5/CSS, AJAX, some developing of XML/XSD
* Designed and developed various user interface screens using JSP, HTML.
* Analyzed, Designed and developed components for the business logic.
* Sent to London for a short project of 2.5 months to understand client requirements and work closely in client setup
* Reviewed test plans and test scripts developed by development team and QA team to make sure all requirements have been covered in scripts and tested properly.
* Functional testing of the application was performed as per the ICD10 changes.
* Identified bugs during the test phase and reported them using ALM.
* Technical Environment: Windows, UNIX, Java, Spring, Hibernate, Eclipse, IntelliJ, Maven 2.2, Altova XML Spy, Oxygen XML, XML, JDBC, JAXB, HTML5/CSS, JSON, MS SQL, WordPress, Oracle, JavaScript, JQuery, XSD.

***EDUCATION***

* Master of Science in Environmental Engineering (Quantitative Analytics), Oregon Health and Science University, Portland, Oregon (2015)
* Master of Science Environmental Biology with Quantitative analytics, University of Delhi