**R. Lavanya**

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**PROFILE**

Have 10 years of professional experience as Business Analyst, System Analyst, Developer and Production Support Engineer in Banking & Financial Services domain.

As a Business Analyst, I have strong experience in Agile as well as waterfall methodologies. I have collaborated with various project stakeholders in Eliciting Requirements, System Analysis, Data analysis and System testing. I have also worked in IT Systems Development and Production Support Management. I have effectively contributed in project delivery of various sizes in different geographical locations.

**EDUCATIONAL QUALIFICATION**

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| **Qualification** | **Subject** | **Percentage/Grade** |
| Bachelor of Technology | Information and Technology | 75 |

**Role:** Business Analyst.

**Responsibilities**

• Business Analyst with systems thinking and skills to quickly package requirements into System/Functional Requirements Specifications (SRS/FRS) and enable systemic change. Is agile, dynamic and diligent.

• Recommending solutions that deliver value to stakeholders.

• Very creative and result-oriented individual having thorough understanding of SDLC that consists of Requirements Gathering, System Analysis, Design, Development, Testing, Implementation & Support.

• Over the years, have developed skills in mapping client's business requirements and mapping them into functional specifications.

• An out of box thinker with capabilities in analyzing various business issues and provide appropriate solutions for the specific project.

• Keen in developing and maintaining professional relationships with all IT team and external team members.

• Acted as a liaison between the IT and internal business units, clients, external vendors regarding solution analysis, requirements elicitation and documentation, design, testing, and implementation.

• Have always been Forward-focused and ensured appropriate business results were delivered through the designed solution.

• Proficient in managing projects and new systems implementations for streamlining operations within time cost parameters as per organizations quality standards.

• Efficient organizer, motivator, team player and a decisive leader with the ability to motivate and mentor teams.

• Have strong work experience in Unit linked and Non-unit linked Insurance and Pensions, Annuities, Customer Relationship Management (CRM).

• Excellent experience in Documentation and Process Management with an ability to effectively understand the business requirements to develop a quality product.

• Possess strong analytical thinking & troubleshooting capabilities, proactive listener with excellent interpersonal & communication skills.

• Exceptional ability to quickly master new concepts and capable of working in-group as well as independently.

• Experience in Estimation, Task Creation, Resource Allocation, Planning, Scheduling & Tracking.

• Performed gap analysis between existing and new implementation across applications.

• Authored SQL queries to perform data extraction and data manipulation based on business requirement.

**TOOLS/SKILLS**

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| **Productivity Tools** | JIRA, Planview, MS Office, SharePoint, Freshdesk, Assyst , CAR11, Remedy and Tracker tool |
| **Data Science Tools /Libraries:** | Python, SQL, Pandas, Numpy |
| **Data Analysis and Modelling:** | SAS, Microsoft Excel [Pivot Table, VLOOKUP, Functions, VBA, Macros] |
| **Data Visualization Tools/Libraries:** | Tableau, Power BI and Freshdesk dashboard  |
| **Programming Languages** | Mainframe COBOL, JCL |
| **Database** | DB2 & MS Access |
| **Operating System** | Mainframe IBM OS/390, Windows |
| **Other Tools** | QMF, SPUFI, In sync, Endeavor, IBM Debugger, Snipping Tool, Microsoft Office Suite (Word, PowerPoint), MS SharePoint |
| **Project Methodology** | Waterfall and Agile (Scrum) |

**PROFESSIONAL EXPERIENCE**

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| **Organization** | Project StepOne | **Role** | Business Data Analyst |
| **Location** | Bangalore | **Duration** | July 2020 – Till Date |

**Project StepOne**, is a non-profit Organization started at April 2020 with a collection of creative volunteers, doctors, and technology startups who came together under the umbrella of 'Startup Vs COVID' and have joined forces to augment healthcare delivery infrastructure. It mainly provides tele consultancy for COVID-19 patients in India. Principal states covered Delhi, Karnataka, Punjab, Manipur, Uttarkhand, Orissa, Nagaland and more.

**Responsibilities:**

* Participated in Business Scope & Business Requirements review sessions.
* Performed gap analysis between existing and new implementation across application and regions.
* Customized the application with the user requirements across states and conducted agile scrum meetings.
* Used Python, JSON, FQL and Excel to perform data analysis to provide data insights and solutions.
* Prepared Solution Requirements Documents.
* Drafted Business Requirement, Functional Requirement documents, User Stories.
* Identified the Key metrics, created and presented the analysis reports in an interactive dashboard using Google slides and Tableau.
* Creating Story Cards and tracking them in the Agile story board.
* Actively participated in Sprint Planning, Sprint Review meetings.
* Conducted / Participated in daily stand-up meetings.

**Tools/Environment:** Freshdesk, Python, JSON, FQL, Microsoft Office (Excel, Word, PowerPoint), Google slides, Snipping Tool, Windows

**Achievements:** Certifiedas Volunteer of the week.

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| **Employer** | Recotap | **Role** | Business Analyst  |
| **Location** | Bangalore | **Duration** | Nov 2019 – Apr 2020 |

**Recotap** an AI based start-up founded at 2018, operates at the Intersection of Data, Analytics and Artificial Intelligence with deep underpinning to personalization to bring together a Systems-of-Intelligence Software platform, purpose-built for Marketers to generate more revenue and get better ROI of their Marketing budgets.

**Responsibilities:**

* Gathering high-level requirements from clients and analyze feasibility with the technical team.
* Identifying Scope of each release with Business and Operations team.
* Preparation of Software Requirements Specifications and obtaining sign off from SMEs.
* Conduct meeting with clients and key stakeholders to gather requirements, analyze, finalize and receive formal sign -offs from stakeholders.
* Perform business and data analysis as part of the requirement support.
* Translate the Business Requirement Document (BRD) into Minor Development Document. Facilitate and drive project meetings with both business and technology teams (monthly UAT calls).
* Review test cases with business users as well as technology team.
* Authored SQL queries for automation, created daily & Ad hoc reports, built interactive dashboards in Power BI.
* Preparation of Requirement Traceability Matrix & Defects report.

**Tools/Environment:** Microsoft Office (Excel, Word, PowerPoint, Visio), MS Share Point, JIRA, Windows and SAS

**Achievements:** Worked extensively in requirements gathering and Agile methodology and using documentation techniques such as User story, Use cases, functional diagrams.

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| **Employer** | Sopra-Steria Private Limited | **Role** | Business Analyst  |
| **Client** | Aviva  | **Period** | Jan 2017 – Sep 2019 |
| **Location** | Chennai, India | **Duration** | 2 years 9 months |

**Sopra-Steria** is a European [information technology (IT) consultancy](https://en.wikipedia.org/wiki/Information_technology_consulting) and [services](https://en.wikipedia.org/wiki/IT_service_management) company. Their primary business areas include consulting services, systems integration, integration of [ERP](https://en.wikipedia.org/wiki/Enterprise_resource_planning), implementation of applications, as well as providing technical support to users and application maintenance and outsourcing services and operation of professional processes.

**Aviva** is a British [multinational](https://en.wikipedia.org/wiki/Multinational_corporation) [insurance](https://en.wikipedia.org/wiki/Insurance) company. I was working on IT projects involving Aviva's general and life insurance, long term savings products and fund management service products.

**Responsibilities:**

* Participated in Business Scope & Business Requirements review sessions.
* Identifying IT Scope and other impacted areas and preparing IT Scope document.
* Conducting JAD sessions with all the stakeholders to gather the requirements in detail.
* Coordinating with the UX (User Experience) team.
* Prepared Solution Requirements Documents.
* Creating User Stories/Product Backlog Item and obtaining sign-off from product owners.
* Conducting estimation meetings (T-Shirt, Hours & Points) with the DEV & QA team.
* Creating Story Cards and tracking them in the Agile story board.
* Actively participated in Sprint Planning, Sprint Review & Sprint Retrospective meetings
* Conducting Entry & Exit reviews to ensure that the DEV & QA team understands the requirements properly.
* Gathering high-level requirements from clients and analyze feasibility with the technical team.
* Involved in a Service Improvement on Future Business of Pensions Application (An internal initiative taken by SPOCS and business analyst of all applications.)
* Analyzed on future business scope and requirements and conducted a trend analysis to understand the business.
* Prepared IT Scope document and Solution requirement document for the Service Improvement.
* Offshore SPOC (Single point of contact) for Unit-linked Pensions application.
* Involved in estimation, project planning, task creation & resource allocation.
* Conducted / Participated in daily stand-up meetings.
* Preparation of Requirement Traceability Matrix & Defects report.
* Trained end-users by means of verbal instruction and specially designed documentation.

**Tools/Environment:** Mainframes, JIRA, JCL, DB2, QMF, Microsoft Office (Excel, Word, PowerPoint, Outlook), Endeavor, IBM OS/390, Windows, MS Share Point.

**Achievements:** Certified with a value card for the Service Improvement – Future Business of Pensions Application.

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| **Employer** | Sopra-Steria Private Limited | **Role** | Sr. System Analyst & Production Support Lead |
| **Client** | Aviva | **Period** | Jan 2015 – Dec 2016 |
| **Location** | Chennai, India | **Duration** | 2 years |

**Responsibilities:**

* Offshore Team Leader for Unit-Linked Pensions application.
* Introduced a cost saving initiative – Permanent fix to the Production Job failures.
* Proactively analyzed regular production job failures and given a permanent fix by changing code in COBOL.
* Ensure Quick data provision and help in Decision making to maintain Business continuity and system integrity during huge volumes and unexpected Batch delays.
* Take Cue points from critical situations and closely interact with the Business and IT developers for enhancing the system to manage large processing.
* Participated in strategy meeting with the Program Management and periodical business meetings to define the business requirements and scope.
* Involved in estimation, project planning, task creation & resource allocation.
* Provided Technical Support to the team and also involved in development
* Prepared the Run book & monitored each & every activity till they were taken to successful completion during production implementation.
* Monitor production issues raised by users and assign tickets to the team members.
* Offer professional and prompt resolution for all issues raised by business users or recommending workarounds that approach problems from different perspectives in a timely and efficient manner.
* Monitor day to day production issues and identify persistent problems.
* Prepared Weekly & Monthly metrics for the production issues.
* Coordinated the significant events like power downs, BCP exercises from offshore.

**Tools/Environment:** Mainframes, JCL, DB2, QMF, SPUFI, Microsoft Office (Excel, Word, PowerPoint, Outlook), Remedy , Endeavor, In sync, IBM Debugger, IBM OS/390, Windows.

**Achievements:** Cost saving initiative was identified as a Six Sigma and Lean project and awarded for the same. Analyzed and given spot permanent fixes for the production job failures and awarded as the performer of the quarter.

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| **Employer** | Sopra-Steria Private Limited | **Role** | Sr. System Analyst |
| **Client** | Aviva  | **Period** | Jun 2014 – Dec 2014 |
| **Location** | Bristol , UK  | **Duration** | 6 Months |

**Responsibilities:**

* Involved in enhancement and creation of new tools in the existing REXX application according to user’s requirement.
* Changed the look and feel to provide customers with more user-friendly tool and to improve the performance of the Mainframe application.
* Prepared Functional Specifications & Technical Design documents on the high level requirements from the business team.
* REXX codes written for new tools according to the Functional Specifications & Technical Design documents
* Reviewing test cases & making sure that they are in accordance with requirements, and assist the overall testing process by activities such as Change and Defect Management.
* Creation of Test Scenarios, Test Cases & Test Data according to the Functional Specifications & Technical Design documents approved by the business users.
* Performed System Integration Testing, Regression Testing and captured the Test Results & Defects in Quality Center.
* Conducted Reviews for Requirements, Test Cases, Test Results & Defects as part of the quality assurance.
* Provided technical assistance to the offshore team and involved in development.

**Tools/Environment:** Mainframes, REXX, JCL, DB2, QMF, SPUFI, Microsoft Office (Excel, Word, PowerPoint, Outlook), Assyst , Endeavor, In sync, IBM OS/390, Windows.

**Achievements:** Certified with Value Card for creating new REXX tools for users.

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| **Employer** | Sopra-Steria Private Limited | **Role** | Data Analyst  |
| **Client** | Friends Life  | **Period** | Apr 2012 – May 2014 |
| **Location** | Chennai, India | **Duration** | 2 years 6 months |

**Friends Life** was an London based Life insurer, offering UK Life and Pensions. It markets a range of life protection, income protection, pensions and investment products for individual customers and corporate clients throughout the UK. The International Life and Pensions business operates throughout Europe and Asia. I was involved in IT projects involving Protection and Pensions products.

**Responsibilities:**

* Created Support procedures and documents for Incident Ticketing and problem solving.
* Prepared Functional Specifications & Technical Design documents on the high level requirements from the business team.
* Solved production Queries raised to Incident and Problem Management group.
* Developed and executed ad-hoc SQL queries on DB2 for various extract requests.
* Implemented ITIL oriented procedures for Incident and Problem management.
* Proactively identified and resolved reconciliation errors within policies.
* Authored SQL queries for automation, created daily & Ad hoc reports.
* Performed data analysis using SQL and excel to identify trends and pattern in data.
* Involved in enhancement analysis to the existing systems.
* Rectified and given a permanent solution to the defects raised by Problem management team.
* Developed COBOL codes for Tax computation projects
* Analyzed and written SQL queries for user requirement documents.
* Performed data cleaning and data pre-processing on multiple external raw datasets in excel and integrated with MS SQL Server and stored them in the RDBMS. Performed data mining on the processed data.

**Tools/Environment:** Mainframes, JCL, DB2, QMF, SPUFI, Microsoft Office (Excel, Word, PowerPoint, Outlook), Assyst , Endeavor, In sync, IBM Debugger, IBM OS/390, Windows.

**Achievements:** Certified with Value Card for resolving complex issues.

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| **Employer** | Sopra-Steria Private Limited | **Role** | Developer & Production Support Engineer |
| **Client** | Axa Sun Life  | **Period** | Jun 2010 – Mar 2012 |
| **Location** | Chennai, India | **Duration** | 1 year 10 months |

**Axa** is a French multinational insurance firm. Axa Sun Life was created following the merger between Axa Equity & Law and Sun Life Assurance Society. This business focuses solely on selling protection & savings products directly to those in the UK.

**Responsibilities:**

* Understanding the Functional Requirements from the operations team.
* Preparing the Functional Specification and Technical Design documents.
* Performed impact analysis to identify the modules where code change is needed.
* Modified the impacted COBOL programs / Batch Jobs to incorporate the new business logic as per the enhancement request from operations team.
* Prepared and executed Unit test cases for the impacted functionalities.
* Deploy the code into QA & UAT/SYSTEST environments.
* Create the Change Management tickets for each implementation.
* Coordinate with the infrastructure team to implement the code changes into production.
* Generated data extracts from production database by creating & executing SQL queries/COBOL programs based on the adhoc requests from the business team.
* Offer professional and prompt resolution for all issues raised by business users or recommending workarounds that approach problems from different perspectives in a timely and efficient manner.
* Monitor day to day production issues and identify persistent problems.

**Tools/Environment:** Mainframes, JCL, DB2,DB,QMF, SPUFI, MQ Series, MSDE Tools, Microsoft Office (Excel, Word, PowerPoint, Outlook), CAR11 , Lotus Notes, Tracker tool, IBM OS/390, Windows.

**Achievements:** Certified with Value Card for higher number of issues resolved.

**Other Responsibilities:**

* Conducted Final Inspection Audit with Sopra-Steria QA Team for the client deliverables.
* To Compliance with the new GDPR ACT of UK and Europe, conducted various level trainings and internal audits within the project in Sopra-Steria.
* Conducted several domain, technical, service improvement, internal tools management, and problem management and production support trainings as a trainer in Sopra-Steria.
* Arranged all documents and helped in the CMMI level 5 Support audit for the management.
* Conducted significant events like IS (Information Security) and BCP (Business Continuity Process) exercises as a coordinator from offshore.
* Coordinated as a SPOC for C.S.R wing of Sopra-Steria and organized several events.
* Liaising with other teams to help technically and non-technically when required in Project StepOne.
* Helloing hand to Marketing team in help spreading the voluntary service to reach everyone and other developments in Project StepOne.