**Priya Sharma**

**Business Systems Analyst**

**Professional Summary**

* Versatile and result oriented Business Analyst/Project Manager with 8+ years of experience in business requirement gathering and analysis, business process re-engineering, object-oriented design, data modeling, Integration, ETL as part of data warehouse
* In-depth understanding of Software Development Life Cycle (SDLC) using Waterfall, Rational Unified Process (RUP) and Agile methodologies including Scrum and Kanban.
* Extensive experience in diversified industry sectors including Telecommunications, credit cards, Mortgage, Finance, E-commerce, and Investment Banking regulations.
* Dexterous in documenting Business Requirements Document (BRD), Use Cases, Feature Requirement Document, Functional Specification, Unified Modeling Language (Use case, Process Flow, Class, Activity and Sequence), QA Methodology including test cases.
* Adept in team management, problem-resolving skills, conflict management skills, people management skills and excellent knowledge of soft skills, writing skills and oral communication.
* Highly experienced in leading and satisfying business needs with different groups within different levels of management in the company.
* Recognized as a hands-on, pro-active troubleshooter, who can rapidly identify business problems, formulate strategic plans, initiate change and assist to implement new process in challenging and diverse environments.
* Experienced in conducting Joint Application Development (JAD) and Rapid Application Development (RAD) sessions to converge early toward a design acceptable to the customer.
* Creative and aggressive self-starter with integrative thinking skills, capable of forming and maintaining positive and productive working relationships.
* Excellent in performing Cost-Benefit Analysis, Gap Analysis, SWOT Analysis to check the compatibility of the existing system infrastructure with new Business Requirements.
* Designed and executed test plans, test scripts, tracking defects and getting them resolved to ensure that business requirements and functional specifications are tested and fulfilled.
* Experience in document sharing applications including (MS SharePoint, Confluence, SDLC tool, JIRA), UML tools (Axure Application, MS Visio), data sharing using (Toad for Oracle, PeopleSoft Finance).

**Technical Skills**

* SDLC tool, Axure Application, SQL Server 2008, Six Sigma, JIRA, Sprint Backlog, MS Office Suite 2010(Excel, Word, PowerPoint, Access, Outlook, Project, Visio), MS SharePoint, Confluence, Swift Messaging (MT 199, MT 103 and MT 320), HP Quality Center, TIBCO, IBM Lotus Notes, Rational Requisite Pro, Clarity ITPM tool, TFS

**Professional Experience**

**Department of Design and Construction, New York, NY Feb 2019 - Present**

**Business Systems Analyst**

Department of Design and Construction addresses construction activities across five boroughs in New York. The project initiatives relate to Public Building and Infrastructure related projects. As part of the project initiative create highly automated solutions for DDC as part of Request for Services by creating a new application called as Safety and Site Support and by streamlining interaction with existing application.

* Conduct Requirement Gathering Sessions with Business Stakeholders to understand high level business requirements for requirement implementation.
* Worked with business users across the different applications to understand the gap analysis related to as-is and to-be state and get feedback for application development.
* Analyzed Form Analysis for the manual forms as it related to automation for the project initiatives to create data dictionary for the application and KPI report’s needs.
* Worked with UX team for prototype creation to showcase visual representation of the new application and assists the development team to showcase interaction between the applications.
* Creation of the process workflows utilizing MS Visio to depict the business processing modeling for Safety and Site Support and providing visual representation for data flow between the applications.
* Worked on creating Functional Requirement Document to translate business requirement into system requirements by providing data inputs and business rules and working with DEV team for understanding of the functional specification.
* Worked on creating data dictionary, business requirement document and user training manuals as it relates to creating updates for automation and integration with different applications including Benchmark, Services and Site Support and Contractor Access Portal.
* Assisting Quality Assurance Team to assist in creation of test scenarios by creating user stories in JIRA which would allow testing of the individual functionality as it relates to the SST app.
* Provided defect triage using TFS and scenario implementation of main scenarios and exception scenarios.
* Provide user training sessions to showcase application delivery and feature specification documentation for the understanding of the tools and implementation needed for client agencies and internal DDC users.

**Environment:** Microsoft Office (Excel, Word, PowerPoint, Outlook), TFS (Team Foundation Server), MS VISIO, One Drive, Benchmark Extension (BMX)

**Department of Buildings, New York, NY August 2018-Jan 2019**

**Business Systems Analyst**

Worked on **DOB NOW initiative** as the Department of Buildings self-service online tool that will enable industry users to interact with DOB online.  It will be an interactive, web-based portal that will enable industry users to move from the current paper-based system to a highly automated online system which is a long-term breakthrough initiative for Department of Buildings to revamp its entire user experience.

* Utilizing working as a Business Systems Analyst by contributing to the analysis, design, build and implementation of automation solution with understanding of the Business Requirements and workflow process for User Interface utilized by users utilizing the application.
* Analyzing the high-level requirements of the application by reviewing Key Decision Document to assist in the documentation of Business Requirement Document to determine feasibility, time required, computability with the current system and computing capabilities to design application to display goals of the user request.
* The project initiatives utilized the Software Development Lifecycle Approach (SDLC) including Waterfall Methodology to break down the project requirements into manageable segments from start of the project till execution and consulting with user to identify current operating procedures and clarify program objectives.
* Assisting in the analysis by working with Business Stakeholders and IT team by designing application user interface to accomplish goals of user request by understanding of the as-is (Current State) and To-Be (Future State) for the project ask in relation to project plan.
* Assisting in the creation of Data Dictionary by analyzing the form analysis provided by business to translate the business requirements into data requirements accompanying business rules to assist the development team in the program development, logic, coding and corrections.
* Collaborating with the System Testing team in performing testing for the different projects within the DOB NOW initiative by utilizing test strategy documentation to perform functional, user interface and end to end testing.
* Supporting project execution by addressing any bugs/fixes and root cause analysis for System Testing using Defect Tracking tool as TFS by recreating steps taken by user to locate source problem and working with development team to correct errors as part of defect triage.
* Assisting in the smoke testing as part of deployments carried out as part of specific iterations to perform testing on the development of components carried out by development team to address the designing, implementation of the application customized to meet business requirements for business signoff.
* Collaborating with the Development and Integration team to understand the field level validations as part of data requirements to identify data sources and assisting in the design of the user interface required for the application development.
* Working on the DOBNOW launch initiative with sub-projects under it wherein the initiative allows members of the public from New York City to interact with Department of Buildings online by providing a highly automated solution by redesigning the current manual process to streamline the process and improve efficiency.
* As part of the requirement gathering process utilizing the creation of process workflows using MS VISIO as the prototyping tool to outline the process steps from the application initiation by Industry User through the DOB NOW Modules via Portal and approvals as carries out in each step through CRM.
* Understanding and analyzing the DOB NOW Module specific requirements to also do validations as needed for email triggers, fee calculations, error message validations, initial, amendment and subsequent scenarios, payment processing before hand-off to the User Acceptance Testing team.
* Working with the Project Management Team before the Go-Live for the sub-projects to ensure testing completion is addressed as part of the pre-release implementation carried out as part of weekend support.
* Utilized working on Portal and CRM user interface with .NET as backend framework for integration services as the application used by industry users and DOB employees.
* Collaborating with the Project Team to address any queries as part of post-release implementation for the different projects within the DOB NOW initiative.

**Environment:** Microsoft Office (Excel, Word, PowerPoint, Outlook), CRM (Customer Relationship Management), TFS (Team Foundation Server), .NET framework applications, MS VISIO, DOB Portal

**Verizon Wireless, Warren NJ June 2016 – July 2018**

**IT Project Manager & Business Systems Analyst**

Verizon Wireless is a leading telecommunication service provider. As part of my tenure at Verizon I worked on Agile and Waterfall projects where the applications I worked on included customer service applications including ACSS (Automated Customer Service System) when customers call in the rep for questions pertaining to their device; One Message (alerts sent to customer through Email and SMS) and POS (Point of sale application used when interacting with customers) with channels including B2B, Retail, Telesales, CARE and Indirect from an e-commerce standpoint.

**Key Business Transformation projects I was leading:**

**B2B Simplified Ordering**- As part of this initiative worked on POS application specifically for the B2B channel. The project looked into revamping the B2B experience for the B2B sales rep which looked into improving the process from a front-end (UI) standpoint ranging from the customer order initiation till the order completion as well backend process to reduce build times through Bulk API; improve code quality (microservice implementation) and improving resilience (Test driven development) for business process automation.

**EZ Tracker:** Omni B2B users will have the ability for access to a new tool that will consolidate and show reps available business promotions across markets as well as nationally.  The new tool known as EZ Tracker is now integrated into Point of Sale by providing users a confirmation ID of eligible offers that can be automatically applied to an order and tracked against market offer allocations. By addressing the work undertaken as project manager this implementation initiative addressed projected savings of $12 million for business for the next three years.

**Paper-Free project:** This project delivery had One Message dependency and due to the work aligned so far the customer base is now 60% paper-free billing. I worked on understanding the eCRM dependency by analyzing the copy docs for email, SMS and PUSH notification, understand any upstream application impacts by validating the xml or the HTTP response and facilitating till the delivery by working with One Message Creative, DEV and ST and other app teams impacted for the initiative for E-commerce scenarios.

**Travel-Pass Expansion:** As part of this project worked on successful initiative for expanding the service to 12 new destination countries and updating the daily rates which pertained to sending Travel Pass Welcome Message, Confirmation Message for the impacted customers.

**OCC controls:**  Streamlining the OCC request process to route through POS channel (Omni B2B) where B2B rep submits through Omni instead of submitting through WFM web. By streamlining this process business decreased the processing steps from 8 down to 3. It allowed for turn-around time on OCC requests from an average of 4 days to <1 day to complete and enhanced customer experience by reducing the amount of time to apply a credit to a business customer’s account. I received business recognition for leading the effort and for a successful launch in relation to e-commerce capabilities.

**CLEU: DP signature:** This solved for a top priority audit item from business where timestamp needed to be captures for Business Customers for retail desktop orders. The initiative required through testing for IPAD and Desktop scenarios for all customer types and required me to run scenarios with the UAT, ST and Compliance team to ensure we have done thorough validation. Out of the 7000 transactions processed so far, there were no prod issues reported for not adequately capturing or retaining the signature. This audit fix helped to close the inability to legally enforce contractual terms and reducing average handling time.

**Responsibilities for agile and waterfall initiatives mentioned above:**

* Utilizing working as an IT Project Manager/ Business Systems Analyst by contributing to the analysis, design, build and implementation of products with understanding of the Telecommunication Domain for the multiple initiatives being addressed to meet Business Requirements.
* Analyzing the project budget and ROI/Metrics in evaluating users request for application enhancement to determine feasibility, cost and time required, computability with the current system and computing capabilities to design application to display goals of the user request in relation to mitigation risk and meet milestones.
* Applying the Software Development Lifecycle Approach (SDLC) including Agile and Waterfall Methodology to break down the project requirements into manageable segments from start of the project till execution and consulting with user to identify current operating procedures and clarify program objectives.
* Working with offshore team and onsite team to contribute to design of the UI screens by creating Wireframes (prototypes) and HTMLs before developing screens for design requirements.
* Documenting the product initiative by creating Feature Specification documents, approach document to convert the business requirements into system requirements.
* Assisting in the creation of user stories in JIRA by following Agile Methodology and leading core- grooming sessions with the utilization of additional process workflows using MS VISIO as the prototyping tool.
* Leading project execution by addressing any bugs/fixes and root cause analysis for System Testing using Defect Tracking tool as JIRA.
* Managing release and sprint planning processes by conducting daily touchpoint calls to track project execution, conducting iteration planning calls to align user stories to a particular sprint by ensuring release deliverables are submitted and status reports created for the same.
* Leading User Training Sessions by creating user training manuals identifying the current operating procedures by designing and implementing software applications customized to meet specific client needs.

**Environment:** MS Office Suite 2010(Excel, Word, PowerPoint, Outlook), HP Quality Center, JIRA (user stories and defect tracking), CISCO jabber, CISCO WebEx, Adobe Suite and front end applications (POS and ACSS), ASYS, Confluence.

**JPMorgan Chase, Wilmington DE Dec 2014 - May 2016**

**IT Project Manager & Business Systems Analyst**

JPMorgan Chase is a leader in financial services for consumers, retail/mortgage banking and asset management. Worked in the mortgage division of Chase and handled regulatory and compliance related projects in an agile related environment in a team focused specifically on application and closing documents as part of the mortgage loan lifecycle.

* Worked in an Agile Team (Transformers) which dealt with the documents that are given to customers/clients for review as part of the approval process for a loan.
* Interacted with offshore team and onsite developers and testers by working on user stories using JIRA and organized grooming calls using adobe connect to get the estimated story points on the work involved.
* Worked with developers to create data flow diagrams and reviewing code before put to implementation if it’s following the user story logic. Based on that sign-off itself from ITBA was when the developer would put the pertaining to the stored procedure. Used a data dictionary tool to ascertain the logic to be utilized for individual interfacing documents.
* The research on stories involved pre-grooming with business; underwriting and closing SMEs to understand the business requirements as stated in the business requirements matrix and translating those in an IT standpoint to explain the work to the team.
* While story execution would undertake I worked with DEV, QA and BCS (configuration) team and answered any queries that would help them close the user story including reviewing the existing code put into place if the data is manipulated accurately and stored in a database for any sql query for data validation.
* Also worked on defects which ranged from lower environmental defects IST; UAT & prod issues by using the tool called HP Quality Center (ALM) to track the defects and communicate with the mortgage group on progress of each.
* Discussion around stories and defects involved working with other agile teams who dealt with originating loans, fees and User Interface related application queries which ultimately get printed on the documents.

**Project**

* RESPA/TILA (Jan 2015- Nov 2015): RESPA/TILA is a compliance intensive project where work involved focus on mapping related queries on two new documents LE and CD which replaced GFE and HUD respectively as part of the Dodd Frank Wall Street Reform.
* POWER OF ATTORNEY (Sep 2015- Jan 2016): Handled Power of Attorney project as a solo initiative project which lead to successful transition of closing documents with minimal prod issues which was done by closely monitoring the documents being given to clients.
* FHA (Oct 2015-Feb 2016):Federal Housing Administration (FHA) mortgage loans origination done as part of this project to work on Underwriting Documents (such as FHA Loan Underwriting and Transmittal Summary; HUD/VA Addendum) to work on queries related to mapping questions and any defects before passing for FHA loans.
* NYCEMA &VA (Nov 2015- April 2016): Worked on user stories groomed simultaneously for both these loan origination projects New York Consolidation, Extension &Modification (NYCEMA) loans and Veteran Affairs (VA) and undertaking any IST/UAT defects/queries related to each.
* Other project undertakings included AML/KYC and Expere Base Release project. Through these initiatives worked with third party vendor Expere by creating Expere tracker and analyzing Expere code with Data dictionary viewer (DDV) to help resolve any document related errors.
* Worked on Loan Origination System MAX (Mortgage Application Express) which is a web-based system with platform details as Adobe Flash 2.1 and Oracle Database where the users of this application are brokers and correspondents for any loan origination e-commerce scenarios.
* Worked on Loan Origination System MPX (Mortgage Processing Express) which has platform details with Progress, Oracle DB, windows, and IE where the users are chase loan officers.

**Environment:** MS Office Suite 2010(Excel, Word, PowerPoint, Outlook, Lync), Notepad++, HP Quality Center, Expere Test Tool, Adobe Connect, Data Dictionary Viewer tool, JIRA

**Barclaycard, Wilmington DE July 2013 – Oct 2014**

**Finance Business Analyst**

Barclays is a major multinational banking and financial services firm headquartered in London. It is a universal bank with operations in retail, investment banking, wealth management and credit cards. The project dealt with reporting credit card portfolio at an intermediate holding level. The project dealt with various workstreams with a common goal to follow S165 DFA (regulations).

* Interacted with users from Treasury and Finance to gather what were the program-wide gaps and how they can comply with Fed Related Requirements.
* Interacted closely with the PeopleSoft Dev Team for PeopleSoft to RBB enhancements, new feed from PeopleSoft to Galaxy and ensuring user stories are ready for release.
* Created documentation in relation to user stories, functional specification document, implementation plans, feature requirement doc and tracking overall status of the backlog.
* Used Agile methodology for PeopleSoft Finance enhancements and transition from Waterfall to Agile (Scrumban) for other updates in relation to the project.
* Conducted stand-up meetings with the PeopleSoft Team and conducted other grooming sessions to ascertain the meeting minutes and communicate it to the larger group.
* Utilized SDLC as the tool to get approvals and sign off from the business and the tech leads as well as used that to track the overall status for the various items in relation to technical development.
* Workstreams included CCAR, Infrastructure and Data in relation to creating Regulatory Data Mart, 5G app for Treasury data in relation to credit cards and deposits in relation to AML, DFS requirements.
* Involved in UAT process and coordinated with the UAT team to get the feedback to make change requirements document for successful release of stories and tasks associated with it.

**Discovery Phase Project**

* Worked in relation to identify program wide gaps across Finance, SA, Collections, and Customer Care to assess gaps in relation to Business Cards
* Interacted with the business and users to identify those gaps and capture it through documentation in relation to that by monitoring and accessing budget requirements and prioritization of the project.

**Environment:** PeopleSoft Finance, SDLC, MS Office Suite 2010/2007/2003 (Excel, Word, PowerPoint, Access, Outlook, Project, Visio).

**M&T Bank, Buffalo, NY July 2012 – May 2013**

**Business Systems Analyst**

M&T bank is a major global financial services provider engaged in personal banking, credit cards, corporate and investment banking and wealth management. In order to offer faster and cheaper services, a web based system called e-Remittance, an e-commerce platform that provides an option for customers to remit funds globally using SWIFT, routing numbers and destination codes of financial and non-financial institutes was designed and developed. The system provides users to track their remittances online and there is also a provision to track courier details of Check/Demand Draft (DD) or Cashier's Check dispatches. The product had to be platform independent, robust and scalable to achieve the business goals in regard to credit card services.

* Defined various processes for Banking Domain such as Account Opening for Savings Bank, Credit card Services including overdraft protection, minimum payment, rewards program and available leverage.
* Participated actively in BRD inspections to satisfy the defined standards and methodologies from the policy Software Development Life Cycle.
* Included building the reconciliation reports for the OPS portal for ecommerce platform for system to system reconciliation.
* Developed a wire transfer capability for making payments using SWIFT message format MT 103.
* Developed a chat message functionality using SWIFT message format MT199.
* DST vs. Supermarket Data reconciliation to test the causes for the break between the two systems and update the logic accordingly to generate the reconciliation reports.
* Utilized ETL based Data warehouse (Extraction, transformation and loading the data) for staging, data integration and combination of dimensions using Star Schema by creating data flow diagrams and reviewing existing logic for existing queries put forth for the stored procedure.
* Conducted interviews and workshops with Subject matter experts and business user working groups to gather requirements.
* Creating RTM (Requirements traceability matrix), mapping Requirements to Design Artifacts and UAT Cases.
* Incorporated Agile methodology (Scrum) to create Business Requirement Document Specifications using MS Visio and MS Word.
* Conducted Business requirement documents review with project team and stake holders to get sign offs; published and communicated them to various other IT and business teams to follow up on project dependencies
* Involved in UAT process and coordinated with the UAT team to get the feedback to make change requirements document.
* Actively supported the goals and activities of the Business Analysis Center of Excellence.

**Environment:** Rational Rose, Erwin, IBM Clear Case, MS Office Suite 2010 (Excel, Word, PowerPoint, Access, Outlook, FrontPage, Project, Visio), Visual Basic.

**Morgan Stanley, NYC, NY Aug 2010 – June 2012**

**Business Analyst**

Morgan Stanley provides services to corporations, governments, and individuals. Top management at Morgan Stanley and designated employees used consolidated Business Intelligence Dashboards for consolidated reports of Wealth Management. Morgan Stanley's main business segments include their Consumer Retail Banking, which includes Wealth Management and Credit card division. With a dashboard the end user had just to click on the business subject of interest, select in the appropriate parameters for the desired report and view report. This dashboard contained numerous reports classified as Dashboard/Key Performance Indicators reports (KPI).

* Interacted with the Business Owners, Subject Matter Experts and other stakeholders of various fields such as Risk Managers and Project Architects to gather client specific business requirements and translate them in a proper manner for the developers.
* The data gathered from Bloomberg is transformed to universal values (core values) which are then provided to the User Interface for the dashboard application
* As part of the ICC Team utilized the data from various brokers (publishers) which is integrated through the usage of TIBCO bus (Datawarehouse) that translates the data from the source specific values to the universal (core values).
* Integration model utilized to analyze the data coming from the source and going to the down systems (subscribers).
* Utilized basic SQL queries and Toad as the Oracle tool to check the data coming in from the business and utilizing translations for that data including data decomposition diagrams for data analysis for data sources.
* Developed Use Cases and Activity Diagrams for the application using Rational Rose and assigned to prepare the detailed Workflow diagram based on the proposed enhancement for the system.
* Understanding in relation to credit card receivables (Options, Swaps and Futures), commodities (metal and agricultural) as part of the Commodities Futures Trading App and Portfolio Management.
* Gathered the Business requirements and according to the process flow developed User Requirements Specification (URS), Functional Requirement Specification (FRS) and BRD.
* Conducted user interviews and JAD sessions to reduce the Scope Creep and document analysis in requirements elicitation.
* Facilitated weekly meetings with the review teams to continuously improve the Quality Assurance (QA) process for the application development.
* Collaborated with the QA Group to ensure adequate testing of application both before and after completion, maintained quality procedures, conducted UAT Testing, and ensured that the documentation is in place.

**Environment:** Rational Suite, Visio, Microsoft Outlook, SharePoint, JIRA Quick Test Pro, RTD2, RUP Methodology, Oracle 8i

**Education**

* Master of Business Administration – Chatham University, Pittsburgh, PA 2012