**SAMPATH RACHOTI**

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**Objective:**

To take a challenging role of a Business Analyst and provide efficient and effective solutions that will help organizations achieve the best in class solutions in the industry and ultimately increase its productivity & revenue.

**Professional Summary:**

* Comprehensive experience as a Business Analyst, understanding business processes, business problems and developing high quality solutions.
* Good understanding of software development life cycle phases including planning, analysis, design, development, testing, deployment and post deployment.
* Well versed in different software development methodologies Agile, and Waterfall methodology.
* Experience in analysis, requirements gathering, documentation and leading application development projects.
* Transformed business needs of users and stakeholders into functional requirements.
* Experience in conducting JAD sessions, Scrum sessions, brainstorming sessions and conducting interviews.
* Conversant in designing and defining user interface requirements prototypes, screen mockups, and defining elements and business rules around the same.
* Communicated effectively and in a timely manner to the project lead, technical lead, business partners/stakeholders, clients and management throughout the life of the project.
* Worked with teams to examine and solve business problems by accurately analyzing the needs of the clients and helping them achieve improved quality and value to the customers.
* Handled projects in extremely challenging situations and delivered a good quality product.
* Good team player with strong analytical, reasoning, communication, research and problem-solving skills.
* Exceptional listener and communicator who effectively conveys information verbally and in writing.
* Ability to handle simultaneous projects, meet critical deadlines and timely execution of several projects.

**Work Experience**

**Fidelity Investments**

**Senior Business Analyst**

* Working on Net Benefits and PSW applications used by Fidelity clients, participants, and internal fidelity users for enrolling, managing health and other benefits for the participants.
* Created and managed Product Backlog, Sprint Backlog and prioritized the stories based on the business need.
* Created User Stories, Acceptance Criteria, Epics, Spike and Test cases.
* Led daily stand-up meetings, Sprint planning meetings, Backlog Refinement meetings, and Backlog Prioritization meetings.
* Worked with the project team to conduct impact analysis, documented the impacts in Confluence.
* Worked with the business team and development team in identifying the production issues, performed root cause analysis and resolved the issues.

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| **NTT Data Inc** | August 2019 - April 2020 |
| **Client: New York State Department of Health** |

* Interviewed business stakeholders to analyze the business requirements, recommended and designed technological improvements to their business processes and operational procedures.
* Developed process mapping of current and future business processes.
* Translated business concepts and ideas into comprehensive business requirements and design documents.
* Created use case documentation, Requirements traceability Matrix and Business Requirements Documents.
* Worked with the business and technical teams in designing the solution, created the screen mockups with Balsamiq.
* Performed functional and regression testing, used Redmine to create defects and enhancement requests, and created UAT test cases.

**Client: North Carolina State Department of Health and Human Services** January 2018 - August 2019

**Senior Business Analyst**

**Project:** ​Supporting ​​North Carolina Families Accessing Services through Technology (NCFAST) application.

**Responsibilities:**

* Worked on NCFAST application used by citizens of North Carolina, social workers and NCFAST employees to enroll in benefits, manage benefits and make automatic payments to eligible clients.
* Acted as a liaison between the cross functional business and technical teams.
* Developed the product backlog along with Product Owners. Gathered requirements from Product Owners.
* Participated in sprint planning, daily scrums, testing, retrospectives and sprint reviews.
* Participated extensively in backlog grooming, creating epics and user stories.
* Created Product Backlog, Sprint Backlog and created/managed User stories.
* Led daily stand-up meetings in the absence of Scrum Master.
* Understood the data lineage, reporting requirements, creating report mock ups, test data needed and validated the reports.
* Worked with the business team and development team in identifying the production issues, performed root cause analysis and resolved the issues.

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| **Metanoia Solutions** |   |
| **Client: North Carolina Department of Transportation** July 2015 – December 2017 |
| **Senior Business Systems Analyst** |  |

**Project:** ​ Driver360 – The scope of the project is to replace the current License issuing system at NCDOT with anew vendor product.

* Acted as a liaison between the business team, stakeholders, development team and production support team.
* Produced deliverables such as Business Requirements Documents, functional specifications documents, Wireframes, Prototypes, workflows and narratives to articulate detail requirements for a technical solution
* Researched/Analyzed various steps involved in understanding business processes and business rules.
* Conducting GAP Analysis to understand what the vendor product offers and what additional requirements should be worked on to meet the needs of NCDOT.
* Developing high level business requirements document by conducting interviews and JAD sessions with the business teams.
* Updating the project status to the business team, project team and senior management.
* Coordinated vendor selection process for projects, created RFP documentation and scoring model for evaluation of vendor responses.
* Communicating with the business team to understand what enhancements, changes were to be made to the application, drafting change request documents, and updating functional requirements documents.

**MetLife – Metropolitan Life Insurance Company,** ​Cary, NC October 2013 – May 2015

**Senior Business Systems Analyst/Business Systems Analyst** ​

**Responsibilities**

* Conducted and facilitated workshops to capture AS-IS and design TO-BE business processes. Supported discovery efforts, feasibility study.
* Accountable for ensuring user stories to have acceptance criteria.
* Proficiently helped development teams to break down large user stories for execution.
* Advised product owners, scrum masters and teams to improve their ability to create good product backlogs.
* Actively assisted in the acceptance and validation of the stories by testing the delivered stories.
* Created mock up screens using iRise and demonstrated the screens to business and development teams.
* Created mapping documents needed for creating the new system. Understand the data in the current system and transform the data to improve the new system.
* Responsible for managing outstanding risks, issues and defects, and ensuring that these were successfully addressed and closed.
* Managed future implementations and system enhancements by collaborating with various business areas and system owners.
* Investigated defects and interacted with developers to resolve technical issues using HP Quality Center.
* Ran SQL queries for running reports, to perform impact analysis, and to execute test cases.

UNCG Bryan School of Business & Economics, Greensboro, NC January 2011 – May 2013

**Business Analyst/Graduate Assistant**

**Responsibilities:**

* Worked as an interface between the users and the different teams involved in application development for better understanding of the business and IT processes.
* Work with business units and other stakeholders to gather information. Using techniques like interviews, work sessions, storyboarding, and prototyping.
* Created Jira stories and managed their work flow from grooming to development until deployment for future references.
* Modeling process using various nation (use cases, activity diagram) business processes modeling nation, workflows.
* Maintained proper communication with the developers so that they addressed the modifications and requirements and also monitored these revisions.
* Conducted UAT to assess if the system is sufficient and correct for business usage.
* Facilitated daily scrum meetings to check on teams’ progress and updated the project team with necessary updates.
* Created user stories with use cases in JIRA to have enhanced traceability and visibility to the entire team.

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| **Technical Skills:** |  |  |
| Applications: |  | Microsoft Office (Word, Excel, Access, Visio, PowerPoint, Project), SharePoint, |
|  |  | MicroStrategy, Tableau |  |
| DBMS / RDBMS: | MySql Server, DB2, Oracle |  |
| BA tools: | Caliber, BluePrint, iRise. HP Quality Center, TFS, Axure Pro, JIRA, Balsamiq |  |
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| The University of North Carolina at Greensboro (UNCG), Greensboro, NC**Master of Science in Information Technology and Management** | May 2013 |
| Osmania University (OU), Hyderabad, India May 2009 |  |
| **Bachelor of Engineering in Computer Science** |  |