**Radhika Desai**

**Business Analyst**

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| **Summary** |

* **5+ years** of Industry experience as a **Business Analyst** with solid understanding of **Business Requirements Gathering,** Translating Requirements into Specifications and Application Design.
* Working expertise in Software Development Life cycle (**SDLC**) and Software Development Methodologies including Rational Unified Process (**RUP**), **Waterfall** and **Agile**.
* Experience seeks a business process position that incorporates business analysis, **technical documentation**, **training, management, consulting, and project management skills.**
* Solid Experience in Business Requirement Management (**Elicitation, Validation, Specification, Verification**), Gap Analysis, Business Process Modelling, Process Management, Change Management and Application Development.
* Proficient in Business writing skills in writing project documentation such as: Business Requirements Document (**BRD**), Functional Requirement Document (**FRD**) and **Use Case** **Specifications**.
* Proficient in understanding stakeholder requirements & expert in translating them into various documentation deliverables such as **functional specifications, use case diagrams, workflow process diagrams, data flow/ data model diagrams.**
* Skilled at performing **Risk analysis**, **GAP** **analysis** and **Cost/Benefit** **analysis** to better understand the mechanics of the existing & proposed systems.
* Good working experience with development team and Scrum Master for successful **sprint completion**.
* Extensive experience in producing documents like Business Requirements Documents (**BRD**), Functional Requirement Specifications (**FRS**), Software Requirement Specifications (**SRS**), Creating Request for Proposals (**RFP**) and creating **Raci Matrix.**
* Known for emphasizing staff and **resource accountability**, firm but fair, completing projects on **time** and within **budget**, saving **costs** through consolidation, leveraging existing infrastructure and negotiating contracts.
* Proficient in developing Use case scenarios to enable design and development of applications using tools like **Rational Requisite Pro** and **JIRA**.
* Hands on experience in design, management and visualization of databases using **MySQL** and **SQL** **Server.**
* Experience in creating **Business Process Models**, Use Case Design and Analysis, Use Case specifications, Business Processes documentation, **Workflow diagrams using Unified Modelling Language (UML), Wireframes and Mockups** for Prototypes.
* Designed and developed **Use Cases, Activity Diagrams, Sequence Diagrams and Business Process** using **MS Visio** or **Rational Rose**.
* Active participation in User Acceptance Testing (**UAT**), before application release.
* Track and maintain Stakeholder requested enhancements and changes using **SharePoint.**
* Well-versed with leading industry tools like **MS Word, MS Excel** and **MS PowerPoint** to develop various project deliverables.
* Detailed knowledge of preparing reports by using **crystal report** and **SSRS** from and ability to clearly articulate this information into various level of business management.
* Financial modeling and analysis, feasibility and cost benefit analysis, version and training program design and delivery, risk based financial controls.
* Excellent **organizational**, **interpersonal skills**, **written skills** and **leadership skills**.

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| **Education** |

**Bachelor in Business Administration**

Franklin University, Columbus, OH

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| **Skills** |

Agile/Scrum, Waterfall, SDLC, RUP, RAD, JAD, BRD, FRD, UML, MS Visio, Rational Rose, Requisite Pro, ClearCase, ClearQuest, HP Quality Centre, **Share Point,** SRS, FRS, TRS, RTM, Rational Clear Case, JIRA, SQL Server, MySQL, SQL Server, MS Word, MS Excel, LoadRunner, WinRunner, MS PowerPoint, MS Word, MS Excel

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| **Experience** |

**Humana, NJ| June 2018 – Current**

**Business Analyst**

**Responsibilities:**

* Designed the business requirement collection approach based on the project scope, Created Business Analysis using **agile** methodology.
* Gathered high level **requirements** from stake holders located and developed scope along with the Project manager of the project for the implementation.
* Adept with different **Requirement Elicitation** techniques like, **JAD** sessions, Document analysis, Reverse engineering, Observation, Role playing, Market Survey, Interview, Brainstorming, Requirement workshop.
* Created project plans, style sheets and templates to analyze and **estimate** **feasibility**, **cost**, **time** and general guidelines for project team.
* Delivered hands on training and provided user **documentation** for business practices.
* Performed extensive **Gap Analysis** between different client channels identifying the functional gap between AS-IS and TO-BE processes.
* Conducted **Sprint Planning, Sprint Review** and **Sprint Retrospective** meetings.
* Documented requirement dependencies to create the **Requirements Traceability Matrix** and used in the Sprint Review meetings to identify the backlogs for the subsequent Sprint cycles in consultation with the Settlements product owner.
* Serve as thought leader for technical business processes, developing forward-thinking systems **prototypes** that promote increased efficiency and productivity on multiple levels
* Used Rational **Rose/MS Office Suite** for creating use cases, workflows and sequence diagrams according to **UML** methodology thus defining the **Data Process Models**.
* Tested application database utilizing in-house tools including Microsoft **SQL** **queries** tool and **WinRunner** and **LoadRunner.**
* Well-versed with leading industry tools like **Jira, Version, MS Visio, MS Word, MS Excel, MS Project** and **MS** **PowerPoint** to develop various project deliverables.
* Worked heavily on **SQL** Server database to extract data and build Business reports
* Implemented project upgrade and worked with substantial cost savings on time and well under **budget**.
* Created defect tracking using **JIRA** and reviewed them in subsequent iterations of the application development process.
* Stays up-to-date on pertinent regulations and report specifications via conference attendance, webinars, newsletters, training guides, etc.
* Ability to work both independently and in cross-functional team environments manages and prioritizes multiple projects, quick learner.

**Lamda, India | May 2012 – Feb 2016**

**Business Analyst**

**Responsibilities:**

* Utilized the **Waterfall** methodology of development for Requirements, Planning, Design, and Deployment.
* Conducted detailed and comprehensive Business Analysis by working with end users and other stake holders to identify the system, operational requirements, and proposed enhancements.
* Created and managed project templates, use-case project templates, requirement types and trace-ability relationships in **Requisite Pro.**
* Conducted **JAD** sessions with management, SME, vendors, users and other stakeholders for open and pending issues.
* Gather, review and edit business, **functional and non-functional requirements**. Product offering strategies.
* **Gathered** **business requirements** from business users and drafted business requirement document (**BRD**).
* Performed the **Risk Assessment**, **requirement analysis**, **impact analysis** and documented the requirements using **Rational Requisite Pro**.
* Identified all necessary Business and System Narrative Use Cases from requirements, created UML diagrams including Use Case Diagrams, Activity Diagrams, Wireframes and Sequence Diagrams using **Microsoft Visio**.
* Coordinated with the development and testing team to conduct white-box testing on the new application and database systems using **HP QC** and **LoadRunner**.
* Developed Report in **Crystal Reports** or **SSRS**.
* Designing and modeling advanced **linear referencing systems (LRS)**, including both core components and event datasets
* Worked as BI analyst in mapping the source tables with the target tables and creating **graphical representations** of complex business processes for **Property Causality** modules.
* Liaising between developers and business people making sure there is understanding in the end result and no clash between the stake holders.
* **Follow up** with finance, supply chain, marketing and other groups to ensure proper execution of deals.