**TANGUTURU**

**SR. BUSINESS SYSTEM ANALYST**

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| **OBJECTIVE:**  Over 8+ years of experience as a Scrum Master, Senior Business Analyst with extensive experience in banking domain. Facilitating various scrum ceremonies and prioritization, estimation and retrospective techniques and solving impediments. Particularly effective at requirement gathering, Technical writing and documentation, Process flows, GAP analysis, feasibility study, Risk Management, RTM, change Management, Data analysis, Data mapping, Unit Testing, Regression Testing and User Acceptance Testing.  **SUMMARY**: |

* **Methodologies**- worked in various environments like waterfall, extreme programming, RUP, agile- scrum, Kanban, SAFe, waterfall-agile hybrid model and System Development Life Cycle (SDLC).
* **Scrum** **Ceremonies**- facilitated various scrum meeting like sprint planning, daily standup, sprint review, sprint retrospective, release planning, sprint grooming and performing pair programming and conducting agile book camps and knowledge transfer sessions.
* **Prioritization** **and** **Estimation** **Techniques**- participated in various prioritization techniques such as MoSCoW, KaNo, Value Stream Mapping, Business Value, Technical Risk and elicitation techniques like planning poker, T-shirt sizing, bucket system, relative mass valuation and conducted various retrospective techniques such as happiness histogram, silent writing, ORID, the wheel, guess who, sail boating.
* **Scrum** **Artifacts**- assisted product owner in prioritizing product backlog, sprint backlog and preparing sprint burndown and burnup charts, release burndown charts, impediment log and defining acceptance criteria and Definition of Done for the Potentially Shippable Product Increment (PSPI).
* **Analysis**- performed risk analysis, impact analysis, data analysis, gap analysis, SWOT analysis.
* **Elicitation** **Techniques**- conducted interviews, JAD, brain storming, focus groups to elicit the requirements.
* **Documentations**- documented various requirements in FRD, BRD, SRS, risk register, requirement traceability matrix (RTM), AS-IS, TO-BE, change request, Disaster recovery plan, user manual, API documentation, XML documentation, test plans, test cases, test scenarios, test objective.
* **Testing**- performed unit testing, functional testing, regression testing, UAT and API testing by checking the response of the given request in XML and JSON format and performed TDD, ATDD, BDD testing.
* **Data** **Modelling**- created UML diagrams like use case, activity, sequence diagram, BPMN for process flow.
* **Data** **Warehousing**- performed data mapping, data cleansing, data analytics, data visualization, data validation and reporting in data warehousing.
* **Data** **Base**- wrote various SQL DDL, DML, DCL queries, stored procedures, views, joins, triggers.
* **Schemas**- designed various schemas, dimensional tables, fact tables, using ER diagrams like conceptual, logical, physical diagrams and schemas like snow-flake and star schema, Excel pivot tables and macros.
* **Programming**- experience in writing java code for database connectivity, unit testing and designing the front-end application which is user friendly.
* **Designing**- designed various prototypes, mockup screens, wireframes for the front-end applications.
* **Regulation and** **Compliance**- knowledge in various regulations and compliance such as Anti Money Laundering (AML), Automated Clearing House (ACH), Know Your Customer (KYC), CDD, FTS, Basel Accords, Bank Secrecy Act (BSA), Dodd-Frank Act, SOX, PEP, OFAC, SWIFT, PCI-DSS, credit risk.
* Experience in helping the lead user adoption and change management activities during inception, UAT and post implementation phases. Excellent verbal and written communication skills, and comfortable interacting with employees ranging from entry-level to senior vice presidents. Ability to explain complicated or technical information in a simple way to non-technical audiences by using various system metaphors.

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| **ETS, Princeton, NJ Jan 2020- Till Date**  **Business Analyst IV**    Working with multiple teams on enhancing the tools and making them more user friendly. Tools like Open canvas, OIW, CRT, TAA are very helpful in creating, testing, and reviewing various items that are created based on multiple programs and tests as per client’s request.  **Roles and Responsibilities:**   * Interviewing stakeholders to identify problem to be solved and build use cases. * Conducting various requirement gathering session to gather the client requirements and refine them to feature and user story level. * Conducting operational trial session to provide hands on experience to the users who are willing to use the tool in future and get their feedback on how the tool can be improved or enhanced. * Conduct demos to demonstrate on the new tool by various presentations, process flows, metrics analysis calculations and SIPOC process. * Developing test plans and scenarios for Smoke and User Acceptance Testing and performing Alpha testing, Beta testing using Zephyr. * Working on requirements traceability process which includes GAP analysis, use case documentation, use case diagram which helps in understanding the requirements, fill the Gaps and to understand the user interaction with the system and great reference to write the user stories. * Working on writing user documentation which include user manual on how to use the tool and save to in the IRL (Internal Reference Library) which helps the internal users to refer while using the tool. * Working as liaison between IT and business users and make sure to get approval on the user stories and get an IT solutions or suggestions needed from the IT team. * Writing user stories in JIRA and write any bugs that are raised while performing the unit testing and UAT testing with the business users. * Write Test Cases using Gherkins format for the User Acceptance Testing and perform the UAT sessions with the business team and gather their response on Go, No-Go on the production. * Identifying software challenges from the user perspective, get an approval with selected users on how user friendly the tool is being built and any challenges mentioned are captured and worked on it as a part of project enhancement. * Conducting/Participating in various scrum ceremonies like standup, review, retrospective * Conducting various surveys using MS Forms to capture information on the current system process to perform metrics analysis, feedback on any session or tool. * Gather the notes from the Sprint retrospective and write them on the Confluence.   **Environment:** Jira, Confluence, Zephyr, MS office suite.  **Vanguard, Malvern, PA July 2018 – Dec 2019**  **Business Systems Analyst**  Roles and responsibilities:  Streamline the performance analysis process and enable greater performance attribution accuracy, precision and transparency in order to demonstrate the value add of Vanguard investment process both internally and for external clients.   * Conduct GetSmart sessions with the Project Manager, Sr.BSA and other business and technical team to gain knowledge on the project goals and **One** **Big** **Thing** (**OBT**) using **IBM** **Lotus** **Sametime**. * Participate in various meetings for current state analysis, future state analysis and performed **GAP**- **analysis** along with the team to differentiate the **AS-IS** system from **TO-BE** system by creating various workflows using **MS** **VISIO**, **MS** **Word**. * Referred to various requirements and test scenarios that have been gathered in the previous projects using tools like **Top Team** and **Quality Center**. * Create various **SIPOC** templates (Suppliers, Inputs, Processes, Outputs, and Clients) based on the various business areas and processes and gathered various pain points for each process using **MS** **Power** **Point** and shared the documents with the team using **MS** **Share** **point**. * Create various documents like **stakeholder** **document** which includes point of contact from various business teams and action item tracker using **MS** **Excel** during the initiation phase of the project. * Create various **flow** **diagrams** using **MS** **VISIO** for **future** **state** **analysis**, **ABOR** **IBOR** **reconciliation**, **ABOR** **Excess** **Returns**, **Active** **Equity** and for other **Target** **Operating** **Model** (**TOM**) to define the flow of data on both happy and unhappy scenario from source to end user. * Gather various **business** and **technical** **user** **stories** during the **sprint** **planning** **meeting** and created story cards on **JIRA** board under respective epics and assigned them to the team for the upcoming sprint. * Act as a scribe during the **deep** **dive** **demo** **meetings**, **sprint** **planning** **meeting** and **status** **meetings** and gathered the **meeting** **minutes** using **MS** **OneNote**. * Create a **prototype** for the **SharePoint** **page** for the team based on team requirements and designed accordingly by creating **various** **libraries**, **sub**-**categories**, **titles**. * Gather various responses from the business team, capture them in a word document and upload all the documents, meeting minutes, **process** **flows** on **SharePoint** for further reference. * Participate in discussing and finalizing the **use**-**case** **templates** and the requirements in form of use-cases using **MS** **Excel** before providing it with the vendor team. * Perform various operations including **VLOOKUP** on the **cutter** **capability** documents in **MS** **Excel** provided by various business teams in order to consolidate the responses on the **prioritization**. * Create various **Business** **Unit** **Metrics** using **MS** **Excel** in order to **measure** the **people**, **process** and **time** **considerations** for each Business unit and conducted a survey among the teams using **MS** **Outlook**. * Raise multiple **tickets** and requests using **Sail** **Point** and **ServiceNow** like requesting for **user** **access** for **JIRA** board, **raising** **a** **ticket** when there is an issue in accessing any document on **SharePoint**. * Participate in various Vendor evaluation meetings in order to rank the vendors based on how well they are meeting the **acceptance** **criteria** defined by the Vanguard. * Create user stories which keeps track of the multiple systems needed for **Proof** **of** **Concept**, **installation** of various tools such as **MSI** **Package**, **JIRA**. * Write **feature** **files** using **Gherkin** **format** using **Cucumber** on **Spring** **Tool** **suite** (**STS**) **IDE**. * Review the feature files along with the Sr. BSA and the team as the development is based on **Acceptance Test Driven Development (ATDD)** and provide it for the team to generate the code in **JAVA** on **STS IDE.** * Participate in the **User Performance Testing (UAT) in STS IDE** and perform it along with the Sr. BSA. * Participate in **deep dive demos** with various vendors to get to know about the various software they use and how it performs calculations for **Performance and Attribution Measurement** and to generate reports.   **Environment:** JAVA, STS, AWS, Jenkins, Cucumber, JIRA, SharePoint, Sail Point, ServiceNow, MS Word, MS Excel, MS Power Point, MS Project plan, Bit Bucket, GIT Hub, Confluence, Maven, MS OneNote, WebEx, Adobe Connect, Top Team, Quality Center, Postman.  **Barclays, Wilmington, DE March 2018 – July 2018**  **Business Systems Analyst**  Adding a new domain called “rewards domain” on to the platform so that it could be added on both the vendor portal and customer portal where the user can be able to see his rewards life cycle, total number of rewards, rewards redemption feature and many other.  Roles and responsibilities:   * Participated in inception workshop along with the project lead, scrum master and product owners in order to gather their requirements. * Scheduled multiple Knowledge Transfer Sessions with Scrum Master and the Project Lead in order to gain knowledge on the project and other organization defines terms used with in the project. * Conducted JAD sessions with the product owners in order to elicit the requirements at epic and feature level. * Conducted Journey Map session with both business and technical team and created a physical board listing all the stories in order to prioritize them at high level using KaNo technique. * Define the Acceptance Criteria and Definition of Done and add them on Rally board for each user story in the description field. * Conduct the sprint planning meeting for the IT team in order to estimate the user stories using Planning Poker technique and resolve any consensus in estimating. * Participated in All-Hands meeting and provided an update regarding the teams’ progress on the project. * Conducted Pre-PI planning meeting with Scrum Master, Project Manager and the lead in order to write the technical tasks at high level and move the stories from product backlog to sprint backlog. * Conducted Daily stand-ups using WebEx along with the other offshore teams asking for the update from the day before and what they would be working for today. * Conducted code review session on weekly basis in order discuss the status on the code developed and any issues that an individual team has worked on. * Conducted sprint review session to review the work done during the sprint and product owner to decide if the story has met their acceptance criteria. * Participated in the Sprint Retrospective meeting in order to gather feedback from the team on what went well during the sprint and what can be improved for the upcoming sprint. * Prepared various flow diagrams for current state data flow using Gliffy diagrams on confluence and shared with the team. * Created various stories on Rally and prioritized them at high level with the help of product owners on a One-on-One meeting.   **Environment:** JAVA, JIRA, Sail Point, ServiceNow, MS Word, MS Excel, MS Power Point, MS Project plan, Bit Bucket, GIT Hub, Confluence, MS OneNote, WebEx, Adobe Connect, Top Team, Quality Center, Postman.    **Bank of America, Pennington, NJ: April 2016 – March2018**  **Scrum Master/Sr. Business System Analyst** |

The scope of the project revolved around increasing filtering efficiency of the sanction screening system by replacing the current/existing filtering system for the business by providing various options and to build a real-time transaction screening component and develop a centralized sanction screening system across various banking applications which helps in improving the system efficiency.

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| **Roles and Responsibilities:** |

* Well versed in Scrum Ceremonies from **PI planning meeting, Scrum of Scrums, Backlog refinement meeting, Planning meeting, Daily Scrum meeting, Review meeting and Sprint Retrospective meeting**.
* Conducted **GAP** analysis by creating **AS-IS** and **TO-BE** workflow using **MS VISIO** and **SWOT** analysis to find the strengths and weakness of the new system and generated in-depth **root cause analysis** reports.
* Conducted **JAD** **sessions, brain storming, interviews** to gather requirements.
* Documented the requirements as **FRD** and **BRD** and worked on **RACI** matrix for the team.
* Conducted Story writing sessions to convert **FRD** into user stories determine **acceptance criteria** and **Definition of Done** for and assisted Product owner in prioritizing by **MoSCoW, KaNo** techniques**.**
* Identified risks and registered in the **risk register** document using **MS excel**.
* Managed the **versioning** of documents using **confluence** and access of the team.
* Documented any changes raised in form of **Change Request** document and submit it to CCB/CAB members.

**Environment:** SCRUM-Waterfall Hybrid, Version One, MS office suite, Eclipse, SQL, HPQC, UML, JAVA8, HTML5, CSS3, SOAP, SOAP UI, Swagger, XML, JavaScript, HADOOP, Hive, HDFS, HBase, Big Data, FircoSoft Continuity, Confluence, SWIFT, Informatica, Tableau, Alliance Access, Cucumber, FircoSoft Trust.

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| **State Street Project, Boston, MA April 2015 – March 2016**  **Scrum Master/Sr. Business System Analyst** |

The scope of the project is mainly integrating access information from multiple customer service channels, while servicing the customers. Consolidating the information, trying to reduce the customer interaction and lowering the time for interaction were various challenges included in the project.

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| **Roles and Responsibilities:** |

* Extensively practiced all phases of **SDLC** with responsibility of carrying out root cause analysis, delivery of system and business process, gathered business requirements by conducting **Interviews, JAD sessions, Brain Storming with stakeholders.**
* Gathered various information and maintained a document for the **Restful** **APIs** in order to keep track of the request data and the response from the target system.
* Involved in defining the scope of the project,
* Maintained documents like **FRD**, **BRD, Work Breakdown Structure** using **MS** **Sharepoint**, **MS** **Project**.
* Worked with the Scrum Team and PO to negotiate delivery of **MVP** and **prioritizing the user stories.**
* Tracked sprint progress by **burndown charts, task boards and defect matrix.**
* Worked with QA team to design and develop **Test** **Plan, Test Scenarios** and **Test** **Cases** to perform **UAT** using **Cucumber** and keeping a track of it with the help of **RTM.**
* Designed and managed **Jira** queries, dashboards for metrics reporting for teams.

**Environment:** Waterfall-Scrum hybrid, share point, MS project, MS Visio, Winrunner8.2, Jira6.x, MS Excel, MS SQL, SSIS, SSAS, SSRS, REST, JSON.

**Silicon Valley Bank, Santa Clara, CA Jan 2014 – Mar 2015**

**Sr. Business System Analyst**

The project was initiated with the intent to advance and improve existing version of the online banking application currently in use. Subsequent releases added new features and functionalities with the final aim of improve customer satisfaction and derive benefits from a service-oriented architecture which helped expose individual business processes across multiple channels as per business demands to their customers.

**Roles and Responsibilities:**

* Acted as a **Liaison** between the business and IT development teams to resolve functional and technical issues.
* Performed risk assessment using methods to identify **Risk**, **Probability**, **Impact** and how to **Mitigate** those risks and maintaining all the risks identified in a **Risk Register Document.**
* **Identify, Research, Investigate, Analyze, Define**, **document** business processes and **Use Case Scenarios**.
* Created **Mock-Up** **Screens** and **Wireframes** using **User Interface components** for client verification.
* Designed new computer programs by analyzing **Requirements**, constructing **Workflow** **Charts** and **UML** **(Unified Modelling Language)** **Diagrams**, studying **System** **Capabilities**, **Writing** **Specifications**.
* Created Test Automation Framework with **Cucumber** by using **Gherkin** format and maintained track of it.
* Developed and modified **Share point** user privileges as directed and in compliance with all standard operating procedures and documented the configurations and architectures.
* Wrote **User** **Documentation** for further referral, training users and providing help desk support.

**Environment**: MS Office suite, Agile Scrum, Selenium, JAVA, HTML, SOAP, REST, XML, API, CSS, AJAX, Web Services, SOAPUI, SQL, XML, HP ALM.

**Axis Bank, Hyderabad, India Sep 2012– Dec 2013**

**Business Analyst**

The project aims at providing SMS service to its customers to perform various operations by sending a single SMS. It helps in paying bills, recharging prepaid bills and avail banking services by sending a SMS. It also helps in improving the security by sending alerts and reminders for credit payments.

**Roles and Responsibilities:**

* Tracked and reported timely performance against plans and forecast analyzed **GAPS** and recommended corrective measures to improve productivity by conducting **GAP Analysis** with the help of Sr.BSA.
* Assisted and worked with Project manager in creating and assigned task through **WBS** using **MS Project.**
* Interacted with stakeholders to gather requirements and created documents such as **BRD**, **FRD** and **SRS**.
* Assisted with reviewing test scripts ensuring functional requirements are tested, helped in prioritizing defects.
* Extensively involved in the **UAT** phase to ensure the requirements, functionality of the system was in accordance to the users and their feedback was incorporated.

**Environment:** Waterfall methodology**,** MS word, MS project, MS Visio, ClearQuest, MS Excel, JIRA, JAVA, SQL, SOAP, API, SOAPUI, XML, HTML, CSS, AJAX, JavaScript.

**EDUCATION**:

Master of Science in Electrical Engineering, New Jersey Institute of Technology. Dec 2015