

Moudud Ahmed

Status: US Citizen

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OBJECTIVE: Skilled Business Analyst with 5 years of experience in the software industry, working for both web-based and client-server applications. Seeking a Business Analyst role, which will allow me to utilize my skills and play a valuable role in helping organizations create business value and deliver quality software.

TECHNICAL HIGHLIGHTS

Requirement Management Tools/Business Modeling Tools: JIRA, Confluence, Zephyr, HP ALM, Quality Center, Salesforce, Tableau, Proof HQ, Google Analytics, Adobe Analytics, Browserstack, Ticket Management System,

Database Systems: MySQL, SQL Plus, SQL Server, Oracle, Hadoop environments

Applications/Packages: MS Excel, MS PowerPoint, MS Word, MS Teams, MS SharePoint, MS Sway, MS Outlook, MS Visio, MS Project, Lucid Charts

Operating Systems: UNIX, Microsoft Windows, IOS

Additional Skills: User Stories, RTM, Acceptance Criteria, JAD Sessions, Business Requirements Documents (BRD), Functional Testing, Back-end testing, Regression testing, Mobile testing (IOS and Android), Agile Scrum Ceremonies (Daily Stand up/Sprint Planning/Sprint Retrospective/Sprint Review, Backlog Refinement session), User-flow diagrams, Wireframes

Languages Exposure: HTML, CSS, XML, JAVA, VBA, Python, C++

EDUCATION

New Jersey Institute of Technology (Newark, NJ) (Active from 2015-2019)

GPA: 3.939

BS in Information Technology/Management Info System

PROFESSIONAL EXPERIENCE

TAG Online Inc.	May 2017 – March 2020
Business Analyst	Clifton, NJ

- Support and educate the Product Owner, especially with respect to grooming and maintaining the product backlog JIRA.

- Assisted, and corresponded with overseeing User Acceptance Testing to execute, and track defects found in Zephyr.
- Conducting monthly JAD sessions with team members to facilitate requirements gathering, data collection and data analysis.
- Created reports, dashboards, tracked project progress, developed cases and assessed case status through JIRA.
- Analyzed site traffic along with performance by using Google Analytics.
- Utilized Microsoft Excel to categorize previous budget reports into a detailed pivot table to develop an improved company financial strategy.
- Designed Pivot Charts demonstrating to the Stakeholders and the team members based on the time on the effort of the project.
- Used Zephyr for bug tracking and reporting. Also followed up the development team to verify bug fixes and update bug status.
- Developed test cases and test scenarios to evaluate requirements on Zephyr.
- Collaborated closely with developers, Product Owner and Data Team to translate requirements into implementation on JIRA.
- Worked extensively with SQL queries for Database integrity and data validation.
- Followed an internal process to organize requirements into various groups for business rules and project needs to ensure critical requirements were met.
- Developed tables for new requirements and data for user interfaces and modified existing tables in Tableau, and MS Excel based on client's needs.
- Developed test cases and test scenarios to test requirements and elaborated it on MS Excel.
- Involved in creating, analyzing reports and data models to extract business insights with Adobe Analytics.
- Manipulated SQL queries to extract data from the database for back-end testing in a Hadoop Environment.
- Collaborated with application developers, DBAs, and QAs to deliver innovative solutions to complex mapping and workflow problems.
- Created, maintained the detailed documentation of integration processes including field mapping, transformation logic, data and target sources.
- Identified client's needs by working with business partners to effectively implement change.
- Provide timely and accurate follow up on identified business Gaps, including specifications review/approval testing, documentation, and knowledge transfer
- Actively participated in review meetings, walkthroughs and prepared the defect process reports in Excel spreadsheets during defect meetings.
- Developed and verified user stories and use case specifications with activity and state diagrams.
- Effectively conduct the translation of business requirements into functional specifications to satisfy the business needs and necessary system modifications.
- Coordinated UAT testing activities and participated in Functional, Regression, Back End testing (using SQL queries) and reported bug finding through JIRA.
- Created Test Cases and Requirements Traceability Matrix by mapping Test Cases to requirements for Business Metrics for major infrastructure and enhancements projects.

- Completing all support documentation includes creating and updating all user and technical procedures, manuals, functional requirements, traceability matrices, process flows operational support documentation.
- Interacted with system testers and developers to ensure business system features are properly.

Environments: MS Office, SharePoint, Visio, JIRA, Zephyr, Oracle, SQL server, JAWS, WAVE

TAG Online Inc.	March 2015 – May 2017
Business Analyst/Tester (Intern)	Clifton, NJ

- Reported bugs on the online mobile application alert system before UAT phase by doing front end and back end testing using SQL queries.
- Utilized JIRA dashboards and charts for projects to demonstrate overall project progress and/or impediments.
- Analyzed client's business requirements and processes through document analysis, interviews, workshops, and workflow analysis.
- Created technical requirements and manipulated date, time, text, and arrays with MS Project and MS Excel.
- Conducted User Story kickoff meetings for each sprint by collaborating closely with developers and testers.
- Tracked all defects in JIRA by collaborating closely with developers and Project Manager to resolve issues during the Implementation phase.
- Developed Use Cases and System Test Cases for client applications.
- Interact with the business users and work close with them to understand their business needs and opportunities.
- Conducted Daily Scrum meetings with Project Manager and Development team to define requirements, discuss status of projects, daily agenda and discuss blockers.
- Created dynamic reports in with Pivot Tables for statistical analysis demonstrating valuable information within the team members.
- Facilitated joint application development sessions with business partners and system developers.
- Communicated updates with technical and non-technical stakeholders from different functional groups including customers, and internal users.
- Responsible for weekly and monthly statistics reports with Adobe Analytics.
- Manipulated SQL queries to extract data from the database for back-end testing.
- Collaborated with Development and QA to identify solutions for system deficiencies.
- Communicate client's business requirements by constructing easy-to- understand data and process models.
- Used Microsoft Visio software to create Use case diagram, basic flow chart, cross functional flowchart, UML activity diagram, wireframe diagram and UML sequence, ad-hoc testing.

Environments: JIRA, SQL Server, UNIX, Windows, MS Visio, Zephyra

