**Shazia Fatima**

**Cell: 773-701-9065 Email:** [**shaziawrk@gmail.com**](mailto:shaziawrk@gmail.com)

**Professional Summary**

* Senior Business Analyst with 7 years’ experience including an understanding of Business Process Flows, Case Tools and Business Analysis in traditional, hybrid, Agile and Scrum environments
* Proven ability in delivering global based IT platforms Integration projects, Client management, inter-team dependency management, Business requirements management, monitoring onshore and offshore technical team’s progress and interfacing with Subject Matter Experts (SME)
* Experience working with programming concepts in a mainframe environment including with DB2 database, SQL and CICS with application testing phases and methods
* Expertise in using the testing tools such as Mercury Quality Center (QC) / Test Director and Quick Test Pro (QTP)
* Extensively worked on creation of Narrative Use-Cases, Data Flow Diagrams, Activity diagrams, Workflow Diagrams and Sequence Diagrams to define the Business Process Model and Data Process Model using UML Rational tools or MS Visio
* IBM Cognos TM1 Financial Planning tool implementation and maintenance
* Solid experience in Business Analysis, Design and Development on large-scale Enterprise Service Bus (ESB) with high transaction volume and high-performance requirement
* Strong knowledge in Application Development Methodologies, Service-Oriented Architecture (SOA), Object-Oriented Analysis and design, Java EE Implementation, Web Service Development, Message-oriented Middleware, etc.
* Excellent verbal and written communication skills, Technology Operations Management, Monitored Process Compliance and recommended process improvements and resolving project roadblocks
* Maintained Burn-Down Charts, Sprint backlog and product backlog sheets used in all SCRUM rituals such a stand-up meeting, Sprint planning, Sprint review and Sprint retrospective
* Proven track record for creating dashboards, metrics, pivot tables, charts and trend reports
* Prepared project budgets, financial reports, analyzed actual versus estimates, created and maintained project development plans, helped in establishing an integrated Change Management Process, created document templates, Work Breakdown structures, Resource allocation plans and mentored junior project managers and project coordinators
* Have excellent knowledge in various application like Core, Customer, Account, Financial Accounting and Reporting, Teller, Funds Transfer, Data Capture, Loans and Deposits, Limits, etc.
* Formulated regular and on-demand executive reports on project status, risks and issues, scope, defects and resources for senior management
* Proficient in technical writing and documentation such as Business Plan, Vision and Scope document, User Requirements, Business Requirement and Functional and Non-Functional Requirements
* Driven by creative ideas and backed by strong analytical and methodological problem-solving skills, identifying causes, corrective actions and providing innovative solutions, building strategic partnerships with senior business leaders and getting commitments to actions from individual at all levels
* Actively worked with the architects to define Business Architecture and Software team and Data Analysis and Data Mapping
* Being a leader or mentor to new and existing team member
* Communicating the ideas, challenges and improvements throughout the team
* Knowledge transfer and onboarding sessions with new team members
* Create an understanding of the business owner or stakeholder vision to the team
* Clarifying any queries related to the project processes and tasks
* Communicating long and short-term strategic goals
* Guiding and inspiring the team and their focus on meeting the expected schedule and deliverables
* Helping a team identify their potential quality points which might help in meeting the project goals
* Constantly maintaining weekly communications to build relationships
* Creating the importance of listening, negotiating and communicating to avoid and overcome any team dysfunctions
* Always highlighting the team efforts in success

**Education**

Master’s in Information Systems

Bachelor’s in Technology – Electronics and Communication Engineer

**Certification**

Professional Scrum Master (PSM)

**Work Experience**

**Senior Business Technical Analyst / Product Owner**

**McDonald’s Corporation**

**April 2019 – Current**

**Project –** Global IT Transformation which involved a new Microservices Architecture and Segmentation of Offers and Loyalty.

**Role and Responsibilities**

* Knowledge of different components in the Offers and Loyalty Transformation Architecture i.e. AWS, Microservices, Middleware (MuleSoft), ACS (Adobe Campaign Standard) / CIM, SessionM, Lambda, S3, GMA, GDAP, POS, Kiosk, etc.
* Understanding of architectural changes and impacts of different components for Offers and Loyalty Phase II
* Understanding of Technical and Business decision impacts on McDonalds Global Markets
* Participating in Solutioning and Estimation Workshops with McDonalds Business Teams
* Participating in Triage Meetings and working sessions for multiple markets
* Interaction with QA teams to triage and prioritize defects
* Collaborate across cross-functional teams
* Working closing with other Business Technical Analysts, SMEs and Product / Capability Owners
* Working with 3rd party and vendor development teams
* Facilitating and Participating in Scrum Ceremonies
* Single Point of Contact for all Single Capability Non-Functional Intakes
* Working as a Product Lead and working on Prioritizing and Escalation
* Participation in Grooming tickets, defining acceptance criteria and user stories
* Collaborating with Solution Architects and discuss technology solutions
* Estimation, Projection and Solutioning of Business Needs

**Senior Business Systems Analyst**

**City of Chicago**

**September 2018- April**

**Project-** Implementation of a new CRM Platform, web portal and mobile application for the CHI 311 Program. Business and System Analysis on Stakeholder Applications.

The project involved modernization of CRM on the Salesforce cloud platform for the constituents to submit, track and close service requests for and from different departments. Detailed Business and System Analysis on CDoT, e-procurement (Oracle - iSupplier), e-Plan applications for implementing an IT Service Desk

**Responsibilities**

* Creating multiple role-specific workflow diagram
* Creating integration mapping and data mapping between web portal and mobile application
* Documenting migration plans for data and content migration
* Gathering Salesforce requirements from the Stakeholder Departments and Application Owners
* ServiceNow and Salesforce Implementation for multiple application support
* Gathering business requirements from multiple stakeholders (users)
* Creating Business Requirement Documents
* Communicating and interpreting the gathered technical and business requirements to the implementation partner
* Creating training documents for end-users
* Collaborating with the UI/UX team for approvals and designs
* Monitoring and Tracking defects in ServiceNow
* Extensive cross functional communication
* Client Environment Document
* Work Breakdown Structure for Business and System Analysis
* Facilitating and participating in Quality Assurance (QA) and User Acceptance Testing (UAT)
* Identifying multiple processes within Stakeholder Departments
* Knowledge Acquisition and Due Diligence
* Current State – Future State Analysis
* IT Service Desk Requirements

**Senior Business Analyst**

**Metropolitan Water Reclamation District**

**Project**- Website and Integrated Applications Re-design

The project involved implementing a completely new website for the general public to access information and use the platform as ‘Website as a Service’ for different audience groups. The website on the new platform Drupal which also included re-designing of multiple existing applications integrated with the website.

**Responsibilities**

* Recognizing the vision, goal and audience groups
* Creating Process Flow Diagrams for the new platform
* Creating customized Analytics report for analysis for IT and key stakeholder groups
* Consolidated Market Analysis Report on other government entities
* Benchmark Analysis to identify key services
* Prioritizing and categorizing the business requirements according to MVPs
* Wireframes and UI/UX Reviews
* Content and Data Migration
* Creating detailed content and data mapping and migration documents
* Facilitating and participating in Migration Triage Meetings
* Data mapping, migration and integration from legacy to new platform
* Creating dashboards to view project progress
* Creating WBS (Work Breakdown Structure)
* Facilitating Defect Triage Meetings
* Discussion on other project dependencies
* Working closely with the capture manager in order to discuss various business development methodologies and effort to capture the best contracting opportunities
* Participated in discussion of quotes for the RFQs (Request of Quotes)
* Collaborating with the Proposals Manager to review procedures of proposal development
* Collating best practices to help the organization make strategic decisions
* Collaborating with the review team members for compliance, solution optimization, graphics themes, layout and quality assurance
* Writing, slicing and prioritizing user stories using JIRA
* Working with offshore development teams
* Working with multiple projects simultaneously

**Business Analyst / Scrum Master**

**JPMorgan Chase & Co. | Chicago, IL**

**October 2012 – April 2018**

JPMC is a leader in investment banking, financial services for retail, small business and commercial banking, financial transaction processing, credit cards, asset management and private equity.

**Project (CC)**

* Implementing the new federal credit card regulation
* Related to fee, over-limit and over-limit fee, suspending and un-suspending DDA numbers directly from the customer care advisor screen to facilitate the credit card payments
* Created a new workflow to accommodate the new Federal Credit Card Regulation related to fee, over limit and over limit fee
* Created a workflow for suspending and un-suspending DDA numbers directly from the customer care advisor screen to facilitate the credit card payments

**Project (OBTM)**

* Conducted reverse engineering of the existing vendor system (OBTM)
* Developed the solution in-house for better integration with existing Chase systems.
* Porting the existing system from the vendor to in-house development and enhance the current functionality.

**Project (Loan):**

* Implementing Automatic Work Flow for loan system – AFS (Automated Financial Systems)
* Used primarily for commercial construction loans
* Extracted data from company’s current software using SQL to build queries for new loan system – AFS (Automated Financial Systems) used primarily for commercial construction loans

**Responsibilities**

* Acted as a liaison for projects with other corporate departments, including Executive, Legal and Information Services as well as vendor relationships
* Ensured all artifacts complied with corporate SDLC Policies and guidelines
* Defined and documented functional and business requirements using use-cases and Unified Modeling Language (UML)
* Worked as an interface between the users and the different development teams involved in the application development for the better understanding of the business and IT process
* Conducted Joint Application Development (JAD) sessions with stakeholders
* Conducted Impact and GAP Analysis on the business requirements
* Implementation and /or enhancements for existing website and mobile applications
* Modified existing workflow to accommodate change request from the client
* Updated Impact and Trace Matrix
* Using information gathered from the stakeholders and produced various artifacts such as Use-Case Specifications, Software Requirements Specifications, screen mock-ups, workflow, Functional Specification Documents, use-case diagrams and Activity Diagrams as per JPMC SDLC methodology
* Maintained ongoing communication with back-end developers ensuring that modifications and requirements were addressed in a time manner and monitored all revisions
* Created Release Specific Scope Document, Detailed Business Requirement Document (BRD), Detailed Functional Requirements Documents (FRD) and Software Requirements Specification Document (SRS)
* Developed test cases to be used in UAT testing based on business requirements, technical specifications and/or product knowledge
* Assisted in development of training materials for innovative technology and process improvements
* Writing, slicing and prioritizing user stories using multiple project management tools like JIRA, TFS, HP ALM etc
* Working with multiple projects simultaneously
* Working with multiple off shore vendors and development & testing teams

**Business Associate / Technical Support**

**Virgin Australia | Australia**

**October 2007 – November 2010**

Carlson Marketing, the rewards implementation partner for Virgin Australia, provides business with data-driven marketing and loyalty analytics and provides loyalty strategies and management services by providing technology platforms. The role involved participating in web, email and phone technical support team. Escalating major issues and solving tier 1 issues by logging them in a timely manner. Provide business support to multiple

**Responsibilities**

* Working as a Business/Technical Support for ‘Velocity’, the Rewards program of Virgin Blue / Virgin Australia Airlines
* Communicating with Velocity Partners
* Adjusting reward points or manually process the miles from airline partners
* Handling Tier 1 technical issues and Escalating the major through ticket system
* Velocity and Partner Website support and training
* Conveying any internal errors found on the software for customer support to Technical Tier 2 team
* Resolving Technical issues
* Setting Priorities for Issues
* Escalating Technical Issues to Technical Support Tier 2
* Handling high volume inbound calls
* Accurate and fast Data entry
* Maintaining accurate, clear and relevant logs
* Manage Customer Queries and Complaints
* Working According to SLAs and KPIs
* Attending weekly progress meetings
* Participating in training sessions required for new Velocity partners joining onboard
* Creating presentations and documents related to existing or new partners for new members on team
* Day to day tracking of new or existing sales order request with Velocity Partners through tracking portal
* Making new members
* Taking inbound calls regarding accounts of Velocity Members
* Booking flights for all tiers of members
* Taking credit card payments for existing and new members for various partner products
* Sending out new membership cards

**Technical Skills:**

* Business Areas: Government / Public, Retail / Corporate Banking (Digital/Internet and Mobile Banking) and Financial Services
* Business Skills: Resource Management, Requirements Gathering and Analysis, Strategic Planning
* Business Tools- JIRA, Confluence, TFS, IBM Cognos, HP ALM, QTP, SharePoint, TeamWork, SalesForce, ServiceNow
* Web Technologies’ Knowledge: HTML, JavaScript, XML, CSS, RIA
* Operating Systems: Win […] XP/ Vista, Unix, Linux
* Tools: MS Word, MS Excel, MS Project, MS Visio, Rational suite of applications, SharePoint.
* Languages: C, C++, SQL, PL/ SQL, SOA
* Databases: SQL, MS Access, Oracle v 7.x, 8.x, 9x
* Methodologies: Rational Unified Process (RUP), USDP (Unified Software Development Process), SDLC
* Miscellaneous: Unified Modeling Language (UML), Lotus Notes, Dreamweaver, TOAD for Oracle, Adobe Photoshop
* ETL Tools: DT Studio, Informatics, Ab Initio, and Data Stage