**Professional Summary:**

* 9+ years of professional experience in Financial/Banking domain as a Business Analyst and Scrum Master.
* Facilitated/Participated Agile ceremonies like Sprint Planning, Sprint Execution and Daily Stand up, Sprint Review and the Sprint Retrospective with PO and the team.
* Extensive knowledge and working experience in converting business requirements into UML diagrams using Rational Rose and MS Visio and also managing and tracking those requirements.
* Experience in process modeling using Use Cases, Sequence Diagrams, Collaboration diagrams, Activity Diagrams, Class Diagrams.
* Extensive experience in producing documents like Business Requirements Documents (BRD), Functional Requirement Specifications (FRS), Software Requirement Specifications (SRS), Creating Request for Proposals (RFP), creating Requirements Traceability Matrix (RTM).
* Experience in developing and imparting pre and post implementation training, conducting GAP Analysis, User Acceptance Testing (UAT), SWOT Analysis and ROI analysis.
* Driven by creative ideas and backed by strong Analytical and methodical solution skills, identifying causes, corrective actions and providing innovative solutions, building strategic partnerships with senior business leaders and getting commitments to actions from individuals at all levels.
* Experience in creating Key performance indicators (KPI), Enterprise Risk Management, Risk Mitigation and Business Continuity Planning (BCP).
* Extensive experience in Investment Banking, Retail/Commercial Banking, Financial Services, Portfolio Management, and Cash/Transaction Management.
* Proficient in documentation for business & technical complexity Request for Proposal (RFP), Statement of Work (SOW), Project Initiation Document (PID).
* Experience in creating interactive, analytical Business Intelligence (BI) dashboards using Tableau and Excel. Proficient in SQL queries like Joins, Subqueries, and Aggregate functions to ensure Integrity between DB and UI.
* Experience in writing SQL queries using SQL Server Management Studio to validate data integrity after Extract, Transform, and Load (ETL) processes in Enterprise Data Warehouse (EDW). Knowledge of Informatica PowerCenter - Data Quality. Exposure to other functionalities like metadata reporting, advanced transformations, & partitioning.
* Conducted JAD session with users, Functional Lead & SMEs to understand and articulate business requirements, creating Functional Requirement Specifications (FRS).
* Created Product Backlog, Sprint backlog and created/managed User stories.
* Created relationships in requirement traceability matrix linking User stories to functional/non-functional business/technical requirements.
* Strong project management skills and proficient in using MS Project.
* Worked/created clarity for project management, MS Office applications (MS Word, MS Excel, MS Access, MS PowerPoint, and MS Project).
* Involved in project management, developing project plans, setting project schedules and milestones, scheduling tasks and activities using MS Project.
* Experienced in conducting Joint Application Development (JAD) and Rapid Application Development (RAD) sessions.
* Conducted Requirement Gathering Sessions and interviewed Subject Matter Experts, gathered detailed functionality aspects of business process, and updated the information to the requirements in an easily comprehensible format.
* Conducted UAT at times with the cross-functional business teams to ensure the system was aligned with the vision of the business teams.
* Develop an easy to use system with the ability to make secure funds transfers directly from the customer's account.
* Created the Business Flow diagrams of Investment Banking, and extensively involved in Portfolio management and analyses, of Global Funds trading.
* Good understanding and exposure with key Financial tools and trades, including securities, stocks, mutual funds, foreign exchange, and investment banking.

**Sr Business Analyst / Scrum Master**

**Chicago, IL**

**Discover Financial Services June 2017 – Present**

* Defining the scope of the project and identifying the major actors, using various elicitation techniques to gather requirements.
* Conducted several focus group sessions, group interviews, brainstorming sessions with the business to identify the business requirements.
* Responsible for decomposing High Level Business requirement into functional specifications.
* Responsible for creating and reviewing business requirements, functional specifications, System Requirement Specification and project schedules.
* Continuous delivery using Jenkins, JIRA, and SharePoint in an agile environment.
* Extensively done GAP analysis in the project as there were numerous 'As-Is' and 'To-Be' conditions.
* Authored various UML diagrams, Activity flow diagrams, Use-case diagrams, Use-case Narratives, Data flow diagrams, Communication Diagrams, Sequence Diagrams and static prototypes using MS-Visio.
* Developed necessary dynamic prototypes to defined end-to-end Process/Product/Project.
* Involved in generating Cost-Benefit analysis document in collaboration with the Project Manager.
* Liaise with all the stakeholders at all levels and worked closely with teams of BAs, developers, testers and product control throughout the entire development life cycle to ensure a quality product is delivered.
* Involved in enhancing the Service Oriented Architecture (SOA) by implementing Web Services into the system.
* Responsible for analyzing the potential Risks that are involved and providing the necessary documentation and Risk mitigation plans for the same and describing the possible Impact Analysis.
* Utilized Team Foundation Server for the regular project management activities and agile project management.
* Extensively involved in Data mapping, Data Validation and Data modeling.
* Responsible for conducting the testing and defect analysis and facilitated triage calls during Testing.
* Collaborated with the off-shore & on-shore development team along with the Testing team during the triage calls.
* Validating the Test cases using Traceability Matrix.
* Facilitated User Acceptance Testing (UAT) with the stakeholders and conducted extensive testing sessions.
* Used Kanban board to simplify the workflow of sprint tasks and encourage self-organization in the team.
* Providing clarification to team on functional and business-related questions.
* Created test cases and performed demo for the applications.
* Extensive use of JIRA to create user stories.
* Involved in gathering the Business Requirements, Functional Requirements, Design Specifications document and the Use Case document.
* Gathered product requirements in order to describe the business needs in terms of the main deliverables or products that are created.
* Created Product Backlog, Sprint Backlog and created/managed User stories.

**Sr Business Analyst**

**Chicago, IL**

**JP Morgan Chase June 2016 – May 2017**

* Worked as a liaison between IT and the business Groups (Commercial/Consumer and Private Banking)
* Worked with enterprise sponsors and stakeholders to initiate and manage several medium and large projects.
* Created project plan baseline by analyzing current documents and set up benchmarks on achieving deliverable.
* Developed comprehensive communication plan and oversaw transition to support to ensure a seamless deployment.
* Directly responsible for the recruiting, management, and career development of project staff.
* Analyzed project risks, developed risk management plan and mitigated subsequent issues.
* Continually seek opportunities to increase customer satisfaction and deepen client relationships.
* Worked closely with internal and external customers to develop software solutions using Agile methodologies, and oversee the design, development, and testing, and troubleshooting of applications.
* Worked with product owners as a Scrum Master in agile methodology for the Software as a Service offering during development phases.
* Coordinated across all departments and disciplines to ensure timely and quality product and service deliverables to the project.
* Standardized policies and process documents related to Software Development Life Cycle SDLC project management.
* Create Use Case using Process Analysis, business process flow chart. Referring to as-is cases and working to convert them To-be cases with driving results.
* Documented current state and proposed architectures and workflows using Visio and PowerPoint to communicate with business owners and Developers.
* Strong Business document writing skills for developing Requirements Document & User Stories.
* Gathered business requirements in order to describe the business needs in terms of the main deliverables or products that are created.
* Analyzed business requirements, functional specification, and the required documents for testing.
* Functioned as the bridge between functional business groups and IT.

**Sr Business Analyst**

**Chicago, IL**

**American Express June 2014 – June 2016**

* Created writing Business Requirements Document, User Stories and Use Case Specifications, Functional Specifications, System Design Specification (SDS), System Requirements Specification (SRS), Business Continuity Plan (BCP), and Workflows.
* Followed agile software development methodology and developed UML (Unified Modeling Language) diagrams, such as Use Case Diagrams, Activity Diagrams and Flow Charts.
* Participated in meetings, walkthrough sessions with the Project Manager, SME, and the team.
* Performed the task of a Scribe during meetings.
* Served as a liaison between business users, testers and the technical team to keep all in the same page and understand business needs.
* Created DTS and SSIS Packages to vendors in which records were loaded Daily, also to other data resources such as Excel, Access, flat file, and XML in order to Create and maintain a centralized data warehouse
* Develop technical documentation for client distribution
* Organize requirements into high level Use Cases and low-level Use Case Specifications and modeled them into UC, Activity and Sequence Diagrams using Rational Rose and MS Visio.
* Maintained regular interaction with the development team, database designer and the higher management authorities to meet the project deadline.
* Designed and developed Use Cases, Activity Diagrams, Sequence Diagrams, OOAD using UML and Business Process Modeling.
* Prepared FAQs (Frequently Asked Questions) and troubleshooting guide for the support team.
* Ensure that IT Systems and Services are aligned with business and stakeholder needs. Train User groups; prepare materials, user guides/manuals.
* Build and plan technological capability within the team to serve needs as per business requirements.
* Worked closely with product owners to write user stories and define the acceptance criteria.
* Facilitated and participated in Bi-weekly estimation meeting to provide high-level estimates (story points) on user stories for forthcoming sprint.
* Participated/facilitated backlog grooming, sprint planning and retrospective meetings.
* Hands-on experience in analyzing and documenting Business Requirements Documents (BRD), Functional Requirements Documents (FRD), Use Cases and Requirements Traceability Matrix.
* Strong analytical skills in understanding the business process (AS - IS and TO-BE), understanding the functional requirements and translating them to system requirement specifications.
* Proficient in Technical and Business Writing, Business Process Flow, Business Process Modelling, Business Analysis and testing various methodologies.

**Sr Business Analyst**

**Chicago, IL**

**Citibank April 2011 – May 2014**

* Initiate analysis of the requirements and provide an estimate of the project.
* Involved in the analysis and changes of the Fiserv scripts to cater to the business requirements.
* Analyze and solve complex call tickets raised by the business users, which involves expertise in the Loan SERV system.
* Design, code and test enhancements as a part of product customization, which involves the knowledge of the technologies mentioned below.
* Developed crucial functional requirement specifications, creating detailed use cases and process flow diagrams to support functional specifications.
* Conducted meticulous GAP analysis while successfully reengineering key business processes to increase operational efficiency and alignment of business unit objectives.
* Facilitated Daily Scrum Meetings and Monthly Reviews meetings. Conducted sprint retrospective and followed up on action items for continuous improvement.
* Prepared extensive cost - benefit analysis to support system and process changes.
* Meticulously analyzed complex data, staffing plans and variances to recommend solutions to improve revenue per call and customer satisfaction/retention.
* Data formatting was done using various COBOL programs, Easytrieve and QuickJobs.
* Developed NDM process to send the reports from mainframe to various outside systems like UNIX, Windows etc.
* Write user stories and maintain product backlog to commit and develop the functionalities during sprint period.
* Prioritized user stories and assigned to different iterations.
* Participated/facilitated daily stand ups and monitored task board with user stories and tasks.
* Analyzed business requirements and segregated them into high level and low-level use cases, activity diagrams, and sequence diagrams using Rational Rose according to UML methodology.
* Designed the business requirement collection approach based on the project scope and SDLC methodology.
* Defined program and project goals, objectives, products, services, constraints, assumptions, risks and facilitated processes by working with the project team, sponsor, and stakeholders to baseline the scope of the work and enable development of the plan.
* Documented the High level and low-level design documents from the BRD provided by the client.

**Certifications:**

PSM Professional Scrum Master

ITIL Foundation (EXIN) Certificate IT Service Management

**Education:**

Bachelor of Science (Computer Science)

University of Karachi