**MOULISHREE T**

**Sr. Business Systems Analyst**

 Self-Intro: <https://youtu.be/rgagRZHi64s>

Sr. Business System Analyst with 8+ years of extensive exposure in eliciting & evaluating requirements for business processes in functional and technical roles across banking domain. Proven track record of working in self-organized & cross functional teams, interacting with stakeholders and clients to deliver quality software systems and enhancing business processes. Experienced in various projects involving regulations and compliances such as **Bank Secrecy Act**, **USA Patriot Act**, **AML**, **KYC**, **CDD** and **OFAC**.

* Experienced working in various **SDLC** (**Software Development Life Cycle**) methodologies such as **Waterfall**, **Agile-Scrum**, **Waterfall-scrum** (hybrid) and **Scaled agile framework** (**SAFe**). In depth understanding of other industry standard methodologies like **Kanban**, **Scrumban**, **Spiral model**, **Extreme programming** (**XP**), **Rational unified process** (**RUP**).
* Exposure to various regulatory acts and compliances such as **Bank secrecy act**, **Dodd frank act**, **Sarbanes Oxley act**, **Basel norms** **I,II,III**, **Financial crimes Enforcement Network** (**FinCEN)**, **Financial Industry Regulatory Authority** (**FINRA)**, **FATCA**, **Financial intelligence center** (**FIC**), **Office of foreign assets control** (**OFAC**), **Anti Money Laundering** (**AML**), **Know your Customer** (**KYC**), **Customer due diligence** (**CDD**), **Customer identification program** (**CIP**), **Financial action task force** (**FATF**).
* Acted as a liaison between technical and business stakeholders to **elicit**, **analyze**, **communicate** and **validate** requirements through various techniques such as **Brainstorming**, **JAD & RAD** sessions, **Requirement workshop**, **Document Analysis**, **Questionnaire**, **Focus groups**, **Interviews**. Worked with SMEs’ to understand **Key performance indicators** (KPI’s).
* Performed various **Feasibility studies**, **Risk analysis**, **Cost-benefit analysis**, **Impact analysis**, **Cause and effect analysis** (root cause analysis), maintenance of **Risk register** and **SWOT** analysis to analyze the needs of the project and its execution.
* Conducted extensive Gap analysis by identifying **AS-IS** and **TO-BE** process model and process flow.
* Proficiency in documenting artifacts such as **Business Requirements Document** (**BRD**), **System Requirement specification** (**SRS**), **Functional Requirement document** (**FRD**), **Requirement traceability matrix** (**RTM**), **Project charter** and **Project plan.**
* Plan, schedule, track and improve team competency by creating **Work breakdown structure** (**WBS**), **Critical path analysis** (**CPA**), **End to End task** and **Milestone tracking**. Managed **Requirement churn** and efficiently documented **Change management plan**.
* Highly skilled in creating Unified modeling language (UML) diagrams such as **Activity diagram**, **Sequence diagram**, **Use case** **diagram**, **Use case document**, also created wireframes and mockups using different versions of **Lucid charts** and **Balsamiq**.
* Extensive knowledge of agile (scrum) framework including ceremonies like **Backlog grooming**, **Sprint planning meeting**, **Daily scrum meeting**, **Sprint review meeting** and **Sprint retrospective meeting**. Documented and maintained the scrum artifacts such as **Product backlog**, **Sprint backlog**, **Information radiators** (burn-up and burn-down charts).
* Efficient in handling change requests and assessing change through impact assessment on **Triple Constraints** (**Scope**, **Resources** and **Time**). Assisted the product owner in elaborating requirement and acted as a **Proxy product owner** if necessary.
* Adept in breaking down epics into user stories satisfying **INVEST** criteria and helped in various grooming techniques like **slicing**, **prioritizing** and **estimating** such as **MoSCoW**, **Kano**, **dot voting,** **Planning poker**, **T-shirt sizing, relative mass valuation** etc.
* Closely assisted the Product owner to define the **Minimum viable product** (**MVP**), **Minimum marketable feature** (**MMF**), **Definition of done** (**DOD**) and writing **Acceptance criteria** for user stories and tasks. Also helped in slicing the user stories using various slicing techniques such as horizontal and vertical slicing and imparting domain knowledge.
* Experienced in **Conceptual** and **Logical data modeling**, **data integration**, **data migration** and **data conversion**. Comprehensive knowledge of **source data identification**, **data profiling** and **data mapping**.
* Detailed understanding of **Continuous Integration** and **Continuous deployment** (**CICD**) using **GIT** and **JENKINS**.
* Explicit knowledge of reporting tools like **Informatica**, **JIRA**, **Confluence**, **Tableau** and **SSRS** (**SQL server reporting service**).
* Experienced in creating analytical **Business intelligence (BI) dashboards using Tableau**.
* Extensively worked with complex mappings using various transformations like **Filter**, **Joiner**, **Source Qualifier**, **Expression**, **Union**, **Aggregator**, **Normalize**, **Sequence generator** etc using Informatica tool.
* Thorough knowledge of Data Warehouse concepts like **Online analytical processing** (**OLAP**) and its operations (**Roll-up**, **drill**-**down**, **slice**-**dice**, **pivot**), **Online transaction processing** (**OLTP**), **ETL** (**extract**, **transform** and **load**) process, **Star schema**, **Snowflake schema** and architecture (**Global**, **Independent Data Mart**, **Hub** and **Spoke**, **Centralized** and **Federated**).
* Experienced in performing **SQL** queries for **data analysis**, **retrieval**, **validation**, **modification** and **viewing** them by using commands such as **Select**, **Insert**, **Update**, **Delete**, **Create**, **Drop**, **Truncate**, **Joins**, **Stored procedures** and **Aggregate functions** such as **count**, **min**, **and max**.
* Sound knowledge of **SOAP** (**Simple object access protocol**) and **REST** (**Representational State transfer**) API’s with good knowledge of **JSON** (**JavaScript Object Notation**) , **XML** (**Extensive markup language**) syntaxes, **WSDL** (**Web service description** **language**) for **API documentation** and **API testing** scripts using tools like **Postman** and **Swagger**.
* Working knowledge of cloudera distribution for **Hadoop eco-system** and its various libraries like Apache Hive, Pig, Spark, (Hadoop distributed file system) HDFS etc.
* Solid understanding of **Unit testing**, **Integration testing**, **White box testing**, **Black box testing**, **Smoke testing**, **Sanity testing**, **Regression testing**, **UAT** (**User acceptance testing**) and **System testing** of applications with knowledge on **STLC** (**software testing** **lifecycle**).
* Assisted QA team to prepare **test plan**, **test scenarios**, **test strategies**, **issue logs** and monitored the creation of **test cases** using RTM (Requirement traceability matrix).
* Knowledge in **Test Driven Development** (**TDD**), **Behavioral Driven Development** (**BDD**) and **Acceptance Test Driven Development** (**ATDD**).
* Analyzed the requirements of the project and assisted in creating various **Static**, **Ad-Hoc**, **Tabular** and **Technical reports.**
* Ability to manage multiple project tasks with changing priorities. Flexible and versatile to adapt to any new environment with a strong desire to keep pace with the latest technologies.

**Technical Skills**

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| SDLC methodologies | Waterfall, Agile-Scrum, waterfall-scrum hybrid, Scrumban, Kanban, XP, Safe |
| Project management and & business tools | MS Project (2010, 2013, 2016) , MS office, Office 365 (MS Word, MS Excel, MS PowerPoint,  MS Access, MS OneNote), SharePoint, JIRA, Confluence, HP ALM |
| Business Modeling tools | Balsamiq, Lucid Charts, MS VISIO |
| Testing | HP QC, HP ALM, POSTMAN, Load Runner, cucumber |
| Web Services | SOAP API, REST API, XML, JSON, Swagger, Soap UI |
| Reporting/BI | Tableau, Microsoft Power BI, IBM Cognos, SSRS |
| ETL Tools | Informatica Cloud, Informatica Power Center, SSIS & SSAS |
| Languages | HTML, CSS3, XML and SQL |

**Professional Experience**

**Position- Business analyst/scrum master (Mar 2020- Present)**

**Toyota North America, Texas**

**Scope**- The goal of the project was to enhance the mobile phone application used by Toyota and Lexus end customers also known as OneApp by introducing new products such as Safety, Remote, Destination, Navigation and globalizing them.

**Responsibilities:**

* Worked on creating and documenting the functional spec document for **21MM OneApp** (Toyota and Lexus). Acted as a liaison between the business and the technical teams for connected technology division. Analyzed the requirements and made sure they were understood by the developers.
* Actively involved in **product strategy**, **product definition**, **roadmap planning** and creation, launch of different vehicle centric/ mobile/ B2C/ B2B products.
* Responsible for **uploading** and **approving** product details in the **CTP** (Connected Technology Platform) portals in different environments (**QA, Stg, Dev and Prod**) so that they can be used for testing purposes.
* Worked with the product owner to gather requirements for creating CTP Admin portal UI and created a training material document for the same elaborating the specifications.
* Acted as a point of contact between the **CTP** and several other teams such as **CT-CPS** (Connected technology consumer privacy system), **Zuora**, **F&A** (finance and accounting) and **SOX** compliance, that were responsible for several different functionalities.
* Reviewed and documented the customer’s information that should be identified under **RTK** (Right to know), **RTD** (Right to delete) and **RTO** (Right to opt-out) according to **CCPA** (California consumer privacy act). Also, created process flow diagrams using **Lucid chart** to depict the **DSAR** request and response between CCPA and several other downstream systems.
* Assisted in mapping **As-Is** and **To-Be** processes for **GAP** analysis to identify the action steps to be implemented.
* Helped the Product Owner to create user stories in **JIRA**.
* Actively participated in all the meetings for globalization of the applications with Australian team.
* Created roadmaps using **Roadmunk** tool. Served as a Peer review member to verify, validate and modify necessary changes made considering technical and business aspects, in the deliverable documents and thereby consolidating them on **Confluence**.
* Created **sequence flows** for OneApp in **Visio** and created **mock ups** for its features.
* Examined Source Data using **SQL** queries as part of Data Profiling to configure and compute the profile data.
* Used **BDD** framework to develop Cucumber step definitions, scenarios and features to perform **UAT testing**.
* Also acted as a **Scrum master** and facilitated scrum ceremonies such as **daily stand ups**, **sprint planning**, **backlog refinement**, **sprint retrospective** and **sprint demos** at the end of each sprint.
* Worked with Product Owner to groom product backlog and prioritize the product backlog items for developing sprint tasks by taking suggestions from the cross-functional development team.
* Actively involved in maintaining the **agility board** to track the different **issues and bugs** using **JIRA.**
* Effectively created and documented deliverables like **Information Radiators (Burn-up – Burn-down charts)** to transparently communicate with all the Stakeholders and **track the teams’ progress**
* Assisted the Program Delivery Manager to Scale Agile from Team level to Program level using Scrum.
* Removed **Roadblocks** and **Dependencies** for successful development of **Potentially Shippable Product Increment (PSPI)** in an iteration, which led to the successful **transition** of the product releases on time

**Environment- Agile-Scrum environment, JIRA (v.7.3), Confluence (v.6.4), Lucid Chart, MongoDB and SQL database, Excel, Micro services and API, Swagger, AWS, XL Release, CloudBees.**

**Position: Sr. Business Systems Analyst (Oct 2018- Feb 2020)**

**Deutsche Bank, New York Responsibilities:**

**Scope:** We enhanced an existing online banking application by implementing E-wallet, which was an electronic money processing platform that used near- field communication (NFC) chip, a technology that uses contactless payment to pay with a physical card.

* Created **User Stories** by eliciting information from **SMEs’**, business owners and referred to previous project artifacts to analyze the **As-Is System** and **To-Be System**. Designed the workflow using **Lucid Charts**.
* Acted as a liaison between business stakeholders, clients, managers and technical teams.
* Interacted with the SME’s and stakeholders to get a better understanding of business requirements, elicited requirements for mobile/web applications by facilitating **Interviews**, **Brainstorming** and conducted **JAD** sessions.
* Conducted **feasibility analysis**, **Cost benefit analysis**, **Gap analysis** and analyzed risk with risk management plan.
* Worked on **JIRA** for running scrum-boards, maintaining backlogs, grooming user stories and organizing sprints.
* Created **Story mapping** and identified **Minimum Viable Product** (**MVP**) features and assisted PO with release planning.
* Assisted the Product Owner in prioritizing and maintaining the product backlog through **deep**-**dive** principles. Helped in decomposing the epics into user stories and also writing acceptance criteria.
* Helped the Product Owner in presenting **live demo** and framing the **Definition of Done** (**DOD**) for the features based on the acceptance criteria and assisted the team in conducting sprint review meeting.
* Created **Wireframes**, **Graphical user interface** (**GUI**) **mockups** using **Balsamiq** and **Adobe XD**. Created evolutionary and throwaway prototypes to explain the end to end system using **Invision Studio**.
* Performed **CRUD** operations in SQL & stored procedures using **SELECT** & **JOIN** for drill downs to extract data while being actively involved in reading data from varied file types.
* Applied the top-down approach of system design based on various functional requirements, non functional requirements & data requirements and assisted the technical team to design an **In-house Service Oriented Architecture** (**SOA**) by mainly considering the services and utilities revolving around our system.
* Collaborated with **UI**/**UX** designers, system teams and involved in validation of **HTTP** requests in UI by using HTTP as primary transfer protocol to display the data and HTTPS to protect the transmitted data.
* To simplify key-value paired **JSON** language, implemented a **java script parser**. Communicated the requirement of capturing real-time data and eventually implementing **web sockets** (**WSS**) to serve the purpose.
* Implemented the **Web application firewall** (**WAF**) to authorize as well as deny certain systems/users to have access to the customer’s account details and to protect it from fraudulent users.
* Assisted the architects in selecting the various API’s which can be efficient based on the service requirements.
* Reviewed, baselined and documented the **API’s** required for efficient functioning of the system. Implemented **RESTful API**, **streaming API** and **Kafka** API for effective communication between the systems.
* Further stored data in **Hadoop distributed file system** (clustered storage) and performed analytics through **HIVE** built on Hadoop platform and loading the replicated structured data in secondary storage areas.
* Responsible for documenting **RESTful API** calls from external and internal data sources using **swagger** for data ingestion into Hadoop clusters through **apache Sqoop**. Also, tested the functionality of **API endpoints** using **POSTMAN**.
* Conducted **User Acceptance Testing** (**UAT**), assisted the team in **UI testing** and documented the defects in **ALM**. Actively participated and supported end to end testing of the system using Runtime manager with the help of QA and entire testing team and delivered the product.
* Involved in integrating visualization and reporting tools such as **tableau** and **SQL server reporting service** (**SSRS**) to create **static reports**, **ad-hoc** **reports** as well as **customized dashboards**.

**Environment – Agile-Scrum environment, JIRA (v.7.3), Confluence (v.6.4), Lucid Chart, KAFKA, Hadoop, HDFS, HIVE, SQL, SSRS, Apache Sqoop, MS office, Service Oriented Architecture, Postman, Swagger (v.3.5).**

**Sr. Business System Analyst (Nov 2017 – Sep 2018) Santander Bank || Boston, Massachusetts**

**Scope**: **AML Enhancement**: The project was to enhance the existing Anti-Money Laundering (AML) control life cycle which Prevents, Detects and Report, with KYC program. We were using Transaction Monitoring to identify fraud or suspicious transactions and implemented robust AML investigations to provide complete reviews of both new and existing client.

**Responsibilities –**

* Strong understanding of the **Dodd-Frank Act**, **Bank Secrecy Act**, **Know Your Customer** (**KYC**), **Financial Crimes Enforcement** **Network** (**FinCEN**), **Office of Foreign Asset Controls** (**OFAC**) regulations and **Sarbanes-Oxley Act**.
* Captured the high-level requirements in **Confluence** and **JIRA** to trace epics and user stories.
* Performed KYC assessments on customers and documenting the information obtained on the client.
* Ensured compliance with all AML laws and regulations including OFAC, CIP, KYC, transaction monitoring.
* Coordinated with banking team to collect, organize KYC information for new and existing accounts, review supporting documentation. Involved in walkthroughs and meetings with development team to discuss issues.
* Analyzed the company’s financial statements and business model to develop business strategies.
* Efficiently interacted with designers and software developers to understand application functionality and navigational flow and keep them updated about business user’s specifications.
* Managed all the requirements effectively and communicated them to all team members. Presented testing defects and resolution in the project review meetings. Analyzed workflows and documented the UML diagrams like Activity, Sequence, Data Flow using **ER Win Data Modeler** and created page mockups using Balsamiq.
* Assisted the PO in creating clear and concise epics and further breaking them into user stories. Actively participated in backlog grooming sessions throughout the sprint and ensured granularity of user stories.
* Involved in **API documentation** for **REST**/**SOAP** using **Swagger** and documented **XML** request and responses.
* Wrote SQL queries to perform various analyses such as data analysis, data validation and data manipulation using joins, sub queries and aggregate functions. Used **minus query** to make sure there is no redundant data and the unnecessary columns are removed as per the business requirements.
* Created solution driven dashboards using different chart types like Pie/Bar charts, Circle views, Line/Area charts, Scatter Plots, Bullet Graphs and Histograms in tableau and generated KPI reports using Excel.
* Handled Requirement Churn during the project by performing **IMPACT analysis** in order to understand the need and severity.

**Environment – Scrum, MS Visio, MS Project, MS SQL server 2012, JIRA, Tableau, MS Office Suite (MS Word, MS Excel, Power Point), Swagger**

**Business System Analyst (Sep 2016- Oct 2017)**

**JPMC || Wilmington, Delaware**

**Scope:** The aim of the project was to migrate to Salesforce from the current fragmented CRM systems for enhanced customer relationship capabilities, accommodate the growing number of customers, streamline its operations and improve its business processes. The new system provided a centralized dashboard to provide a unified view of customer information and increased security to sensitive client information.

**Responsibilities:**

* Conducted requirement walkthrough to understand the benefits of the new system being implemented.
* Assisted in developing an implementation approach with the business and technology teams to enable the clients to move to new CRM technology within required timeframes.
* Coordinated and collaborated with Salesforce implementation partners throughout the project lifecycle for implementation of business requirements.
* Assisted the PO in writing user stories; slicing and prioritizing them and updating the Product Backlog.
* Helped PO in defining the Acceptance Criteria and Definition of Done for the user stories.
* Created UML diagrams to define processes and workflows using MS Visio and created Mockups using Balsamiq.
* Conducted source system exploration using SQL queries to identify data elements and perform data profiling.
* Worked on various Salesforce.com objects like Accounts, Opportunities, Leads, Campaigns and Reports.
* Assisted with data imports, exports, updates to Salesforce using Data loader.
* Involved in defining Users, Roles, Public Groups, role hierarchies and permissions for internal user profile.
* Assisted Salesforce admin in development of Workflows rules, triggers, naming conventions and validation rules.
* Created test cases, test plan and test scenarios and performed UAT testing and tracked the defects using JIRA.
* Facilitated training for users of the new Salesforce system.

**Environment** – **Scrum, Salesforce.com, Force.com, Apex, Data loader, Import Wizard, Visualforce Pages, XML, Triggers, Balsamiq, MS Visio, Postman, Swagger**

**Business System Analyst (Feb 2015- July 2016)**

**Kotak Mahindra || Noida, India**

**Scope**: The project was to define, design and develop the data integration processes needed to populate Mortgage Data Warehouse and its associated customer loan reporting Data Mart tables to understand its overall Mortgage portfolio exposure. The data generated was then used to improve data quality and reduce overall Risks and costs.

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**Responsibility-**

* Involved in identifying the problem definition as part of continuous process improvement using Define, Measure, Analyze and Improve to support the business continuity of the organization.
* Conducted requirements gathering session using Elicitation Techniques like Observation, Brainstorming, Client Interviewing, Document Analysis and JAD Sessions with various stakeholders and project team.
* Prepared Requirements Traceability Matrix (RTM) to trace the completeness of requirements.
* Developed high-level and low-level documents like BRD (Business requirements documents) and SRS (system requirements specification.
* Defined frameworks for Operational data store (ODS), Brokerage data warehouse (BDW), Central file distribution (CFD) and Data Quality (DQ) and created Functional data requirement (FDR).
* Proficient in Data Analysis, Data Validation, Data Lineage, Data cleansing and Data Verification.
* Coordinated with the Business Objects developers in building universes and developed various reports like Cross Tab, Master Detail and different charts including Line, Column, Area and Pie Charts for analysis.
* Extensively interacted with data analysts during the ETL operations in identifying the source files/databases from OLTP systems and implementing the transformation logic for achieving data uniformity in operational data store (ODS).
* Defined target load order plan and constraint based loading for loading data correctly into different target tables.
* Designed and created Data Quality baseline flow diagram, which includes error handling and test plan flow data.
* Involved in the design of Star-Schema methodology and converted data from various sources to oracle tables.
* Involved in Data Mining, dimensional Modeling, ETL process, OLAP operations like rollup, drill down, slicing/dicing, pivoting using BI tools and Business Intelligence Reporting using Tableau.
* Used SQL commands to update database and retrieve data for analysis and validation.
* Coordinated with QA to create test plan & test cases for testing the system, find bugs and defects.
* Developed the training schedules, user manuals and trained the business/end users.

**Environment** – **Waterfall, Windows 7/Vista/8, MS Office suite (Word, PowerPoint, Excel, Outlook), MS Project 2010, MS Visio, SharePoint 2010, SQL, HPALM, HPQC, SQL Server services.**

**Business Analyst (Dec 2013- Jan 2015)**

**HSBC|| Gurugram, India**

**Scope**: This project is about enhancement of commercial banking products like Real estate financing.

**Responsibilities –**

* Gathered requirements from business experts asking detailed questions and carefully recording the requirements in a format that is reviewed and easily understood by both business and technical people.
* Participated in interacting sessions with investment experts and accountants to collect and understand the needs of business for successful completion of project.
* Assisted in drafting project plan, resource scheduling/budgeting, portfolio reporting, status reporting, risk and issues reports, change management and identification of missing roles, resources and resolution of the same.
* Produced visual models for the application using UML MS Visio to create use cases, sequence diagram and activity diagram.
* Created requirement traceability matrix (RTM) as a roadmap for the ‘to-be’ system.
* Conducted JAD sessions to resolve open issues so that the application meets the business requirements and deadlines.
* Helped the product owner in backlog grooming by prioritizing the PBI’s (Product backlog items). Assisted the Scrum Master in conducting sprint planning meeting, daily stand ups, sprint review meeting and sprint retrospective meeting.
* Helped the team in performing live demos and deciding which user stories have satisfied the acceptance criteria and are considered done.
* Worked with annuity net trading platform, various carriers and distributors to set up products, commission tables, xml forms and forms on the annuity net trading platform.
* Worked on creation of corporate compliance program related to bank Secrecy Act and anti-money laundering efforts, including new accounts and customer policies and procedures.
* Performed Parameterization for the QTP Scripts and created output values in the QTP scripts.

**Environment** – **Agile-Scrum, JIRA 7.0, MS Visio, MS Word, MS Excel, MS PowerPoint, MS Outlook**.

**Position: QA Analyst (Aug 2012- Oct 2013)**

**HDFC Bank|| New Delhi, India**

**Scope:** The goal of the project was to provide SMS service to customers to perform various operations by sending a single SMS. It helped in paying bills, avail banking services through SMS and improves security by sending alerts for credit payments.

**Responsibilities –**

* Involved in Design and development of test plans based on high level documents.
* Documented and executed test cases and test scripts as per the system requirements.
* Performed integration and regression testing, documented bugs and worked with development team to resolve issues.
* Exported test cases into the quality center, ran manual test cases from the test lab and logged defects from defect module.
* Performed all aspects of validation & verification, including functional, structural, regression, load and system testing to ensure hardware/software meets or exceeds standards and end user requirements.
* Used HP QC for creating and documenting Test Scenarios and Test cases and registered the expected results.
* Responded to user requests for service, troubleshooted problems and helped develop solutions.
* Experience in writing and executing SQL queries to perform data validation and back end testing of databases to check the integrity of data.