**UnitedHealth Group, PA | Jan 2020 - Current**

**BUSINESS ANALYST**

* Involved in Agile - Scrum methodologies to do requirements gathering, analysis and sprint planning.
* Documenting and maintaining functional requirements Document (FRD), business requirements Document (BRD), Software Requirement Specifications (SRS), custom workflows, product enhancements.
* Used MS SharePoint for content management, and to share the information with the groups involved during the project.
* Perform GAP analysis between As-Is & To-Be process & design, risk analysis of existing system and evaluate benefits of new system.
* Created defect tracking using JIRA and reviewed them in subsequent iterations of the application development process.
* Assisted the project manager in preparing the project schedules, milestone tracking, and resource allocation using MS Project.
* Build automated reporting and dashboards for all customer metrics that can be shared and actioned organization wide.

**Cigna, PA | Aug 2018 - Dec 2019**

**BUSINESS ANALYST**

* Assigned tasks among development team, monitored and tracked progress of project following Waterfall methodology.
* Executed the test cases and test scenarios using HP Quality Center.
* Understand the real end-user needs and analyzing their requirements on different platforms performing a cost-benefit analysis, Impact Analysis, and Risk analysis.
* Performed valid and reliable digital marketing research and SWOT analysis.
* Work with teams to execute on customer-related recommendations and measure the impacts to key company and customer metrics.
* Understand the real end-user needs and analyzing their requirements on different platforms performing a cost-benefit analysis, Impact Analysis, and Risk analysis.
* Understood the business process and developed a workflow diagram using MS Visio.

**Bachelor of Business Administration**

Temple University, Philadelphia, PA

EDUCATION

**Methodologies:**

SDLC, Agile/Scrum, Waterfall

**Documentation**:

FRD, BRD, SRS

**Reporting Tools:**

MS Project, MS Excel, MS SharePoint

**Analysis:**

Cost/benefit analysis, Impact analysis, GAP analysis, Risk Analysis

**Tracking / Other Skills:**

SQL, Jira, Microsoft Visio, HP Quality Center, JAD, Rational Clear Quest, RTM

**Operating System:**

Windows, Linux

Business Analyst

KARAN PATEL

SKILL

SUMMARY

* Around 3 years of diverse experience in the Information Technology field with the ability to work independently and in a team and manage business expectations with a delivery-focused approach to work.
* Proven Working Knowledge of SDLC Methodologies like Agile/Scrum and Waterfall.
* Working knowledge of creating business requirement documents (BRD), functional requirements documents (FRD), Software Requirement Specifications (SRS), UML diagrams, and Traceability Matrix (RTM).
* Proven knowledge areas and various project management tools MS Project.
* Working knowledge of using HP Quality Center and Jira for project management.
* Proficiency in facilitating Joint Application Development JAD sessions, Rapid application development RAD sessions, conducting user interviews and acting as a liaison between the customers, development team and testing team.
* Good knowledge of using SharePoint for content management, and to share the information with the groups involved during the project.
* Adept skills in different Requirement Elicitation techniques like, JAD sessions, Prototyping, Observation, Interview, Brainstorming, Requirement workshop.

EXPERIENCE

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