Sr. Business Systems Analyst paul.bsa001@gmail.com / 201-877-9317

Paul Crisanth

**Summary**: IT professional with over **8 years** of experience in **Demand and Supply Planning**, **Capacity Planning**, **Production Planning**, **Distribution Planning**, **Business Process Re-Engineering** domains as well as **Enterprise Resource Planning (ERP) implementation and integration** projects, namely **Oracle EBS, SAP S/4 HANA**. Sound expertise in **business requirements elicitation**, **analysis and liasoning** among business and technical stakeholders.Proficient in **lean process improvement** and **deploying analytical database tools** to identify & fulfil client requirements within the framework of organizational objectives. Adept in collaborating with senior leadership to formulate long-term business strategies & preparing insightful reports for direct knowledge transfer.

* Expertise in Supply Chain domain with a focus on **Procurement, Resource Allocation, Pricing and Invoicing, Demand Planning & Forecasting, Reverse Logistics, Warehouse Management System (WMS), Transport Management System** and baseline change requirements per contractual terms &earned value methods.
* Designed & deployed custom dynamic **workflows**, **validation rules**, **Approval Processes** & **Auto-Response Rules** for automating business logic with Sales & marketing. Good knowledge on **ANSI/ISA-95,EDI,EDIFACT,GMP,ANSI X12, NAFTA.**
* As an **Internal Auditor** advising departments like HR/Training, IT, Support, Admin, and Operations & Delivery on **Process Improvement** and **Continuous Improvement Methods** based on **ISO 9001, 27001 and CMMI** standards. Developed project plans for **lean processes improvement** that conforms to **DMAIC** project life cycle.
* Proficient in using SDLC methodologies like **Waterfall, Agile-Scrum, Kanban, Waterfall-Scrum Hybrid**& **Lean six sigma.**
* Experienced in using techniques for **requirement elicitation** such as **Brainstorming, Joint Application Development (JAD) sessions, Observations, Job shadowing, one on one interviews, prototyping, and requirements/document analysis.**
* Experience in analyzing the **AS-IS** and defining **TO-BE**systems and generating **feasibility reports** using techniques like **PESTLE&SWOT Analysis, Impact Analysis, Root Cause Analysis, Cost Benefit Analysis, Feasibility Study** and **Risk Analysis.**
* Experienced in creating **Business Requirement Document(BRD), Functional Specification Document(FSD),System Requirement Specification(SRS),Requirement Traceability Matrix (RTM)**for multiple paths of the project schema &conducted **Proof of Concept(POC)**demos and **UML diagrams** such as use cases, activity, sequence, and data flow diagrams.
* Worked with PO to document **Minimal Viable Product (MVP)** and **User Acceptance Criteria** for different system features.
* Designed **Mockups/Wireframes** for the requirements to get a visual understanding of the application under development, providing **a Functional/Technical** consulting for the application with a holistic view.
* Used **JIRA** for managing **User stories, defect lifecycle** management and contributed in **Scrum Ceremonies** like **Release Planning**, **Daily standup**, **Backlog grooming**, **Sprint Planning**, **Sprint Review** and **Retrospective** while assisting Product owner in choosing prioritization techniques like **Moscow, Kano** and estimating techniques like **Agile Poker**, **T-shirt Sizing**.
* Sound familiarity with development techniques in Agile such as **TDD** (Test Driven Development), **BDD** (Behavior Driven Development) and **ATDD** (Acceptance Test Driven Development) based on the specific business needs.
* Solid understanding of **Data modeling** concepts including knowledge of **conceptual**, **logical** and **physical** models, **E-R modeling**, **Data warehousing** concepts such as **Facts and Dimensions**(**dimensional modeling)**,**Star** and **Snowflake Schemas** and **OLAP cube** operations including **roll up**, **drill down**, **Slice**, **Dice** and **pivot operations**.
* Extracted data using **SQL** from various sources and interpreted data and analyzed results using statistical techniques like identifying, analyzing, and implementing trends & patterns in complex data sets using **data visualization**.
* Implemented **data cleansing, data analysis, data profiling**, **database assessment, transformation scripts**, **stored procedures/triggers** and Created **Data mapping** specification documents for ETL developers.
* Generated useful dashboards and reports – **Regular** and **Adhoc reports**. Assisted management in strategic data driven decision making by setting up and maintaining automated data processes.
* Leveraged **JIRA Zephyr** and **Cucumber** for **reviewing test cases, test plans, bug reports** and **Test reports**.
* Cultivated experience in working with web services using **WSDL, SOAP, REST, JSON** under various architectures such as **Three-Tier Architecture, Service Oriented Architecture** (SOA)with knowledge of **Micro-services, Dockers, Containers**.
* Extensive experience in creating **interactive dashboards** and **data visualization** reports using **Tableau**.
* Created **API specification document** and assisted in **API testing** using **POSTMAN** to check if the API's are returning the data in JSON or XML format as defined in the **API documentation** created using **SWAGGER Tool**.
* Assisted QA team in **test plan** preparation and also participated extensively in**User Acceptance Testing, Black-Box, Smoke, Sanity, Load/Stress, Unit, Regression, End-to-End**, and**Integration testing**.

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| **Methodologies** | Agile- Scrum, Waterfall, Kanban, Scrum Water Fall Hybrid, DMAIC |
| **Database & Data Analysis tools** | Tableau, MS SQL server, Oracle, MS Access, Informatica Power Center |
| **Programming Languages** | MY SQL |
| **Requirements, Test & Defect Management** | JIRA, Quality Center/ HP ALM, Confluence |
| **Modeling Designing** | MS Visio, Balsamiq |
| **Tools** | MS SharePoint, MS Word, MS PowerPoint, MS Excel, MS Access |
| **Operating Systems** | Windows XP, Windows 8, Windows 10, LINUX, IOS |
| **Web Services API** | SOAP, REST, JSON, XML, WSDL, Postman, Swagger |
| **Integration tools** | MuleSoft, Informatica DQ |

**Professional Experience**:

**Estee Lauder, Melville, NY** *February 2019 - Present*

Sr. Business System Analyst

Project: Due to the recent unprecedented fluctuations in the industry the Company undertook an enhancement project, implementation and integration of Oracle EBS with Informatica Master Data Management, using Informatica Data Quality, bringing predictive and prescriptive capabilities to the operations.

Roles & Responsibilities

* **Gathered business requirements** by driving user-group meetings and working with various global, cross-functional and virtual teams. Facilitated and lead JAD and RAD sessions and Prototyping sessions.
* Worked closely with business users and PO to prioritize & scope out the **Product Backlog Items** (PBI) based on priority. Lead and participated in multiple ongoing **project meetings** using Agile project methodologies.
* Documented **User Stories** and facilitated Story Point discussions to analyze the level of effort on project specifications.
* **Tracked project management progress**; provided feedback to project management with overviews of progress.
* Engaged at all stages of **processing information**, **performing analysis** in accordance with needs.
* **Mapped process flow** assess as-is processes through user interviews, data collection and analysis; design and evaluation of to-be process solutions.
* Facilitated workshops for establishing **Trust** and **Validation** requirements in MDM. Documented and reported status reports and meeting minutes for the same.
* Created **Use Case Diagrams, Data Flow Diagrams** and **Business Flow Diagrams** using **MS Visio**.
* Created **Business Requirements Documents**(BRD) for MDM Business and Data Quality Requirements.
* Responsible for mapping and modeling the **Conceptual model** using INFORMATICA
* Create MDM mappings using **best practices** to capture the errors and have a clean load. Performed mappings & ran sessions and workflows to execute the Land Process of loading the customer data Set into Informatica MDM Hub.
* Experience **in integrating external application with Informatica MDM hub**. Involved in **Data Extraction**, **Transformation** and **Loading** (ETL process) from Source to target systems using **Informatica Data Quality** using different **ETL methodologies**, expertise in documenting the ETL process.
* Coordinate **Master Data synchronization** requirements during the migration timeframe to ensure accuracy of **data transfer**. Worked on the **Data Governance** and **Data Quality** approach, created **Traceability metric**.
* Experience in **error handling**, **performance tuning** and **problem fixing** in Informatica MDM.
* Worked with **Informatica MDM Hub Match and Merge Rules**, **Batch Jobs** and **Batch Groups**. Converted Data from different legacy systems with respect to the organization's business rules into the Informatica MDM.
* **Configuring Informatica Data Director** (IDD) to meet Data Governance objectives in project life cycles.
* **Managing the User Access Levels** and roles for the MDM Application through **Security Access Manager**. Verify security testing to make sure which authentication is required.
* Collected and assembled data from data sources as input to run research spikes to identify visualization solutions.
* Perform **Data investigation** as part of **UAT** and **Standardized Data Quality Processes** like **Data Profiling, Cleansing**
* **Prioritizing API function call** for testers and **documenting the API according** to system, Performance & experience.

Environment: Oracle Cloud, Oracle EBS, Informatica MDM, Informatica Data Quality, MS Visio, JIRA 7.0, MS Office Suite, Postman, Agile SCRUM

**CMC Steels, Sayreville, NJ** *May 2017–January 2019*

Sr. Business System Analyst

Project: The scope of the project was to implement and integrate **Salesforce** with **SAP ERP** to enhance the **order management**, **marketing strategies** and **customer relationship management (CRM).** The project was also focused on reducing the **trading partner on boarding time** in **B2B e-commerce** by changing **B2B integration** from **EDI VANs** to **API led connectivity** through **MuleSoft Any point** platform.

Roles & Responsibilities

* Interviewed **Subject Matter Experts (SMEs)** and performed an extensive document review to develop a thorough understanding of the business processes and analyzed the supply chain to aid **Business Process Improvements.**
* Performed **GAP analysis** to identify the deficiencies of the current business systems and to implement the required changes in the new system.
* Created formal Business Requirement Documentation in appropriate format for the **Salesforce Administrator** to implement and helped in writing various business analysis documents based on the requirements gathered.
* Participated in Scrum ceremonies, extensively used **Jira** for converting the requirements to **user stories**, assisted the Product Owner in writing the **Acceptance criteria** and framing the **Definition of Done (DOD)** for the **PSPI.**
* Worked closely with the technical team in converting the **functional requirements** into **technical specifications** like **Prototypes**, **Graphical User Interface (GUI)** and **User Interface (UI)mock-ups** using **Balsamiq tool.**
* Created **Use Case diagrams, Use Case Templates** and **process flow diagrams** using **MS Visio** for the systems.
* Integrated **social studio** and **service cloud** to enable tracking consumer feedback on social media to understand their opinion about products on the **CRM** system**.**
* Used **Data Management Platform (DMP)** to collect, manage and analyze pseudo consumer data from digital platforms.
* Performed **SELECT, JOIN and CRUD** operations to pull data from ERP databases and producing delimited files to create sample dataset framework to be used for testing batch processing of **Salesforce Bulk API V1**
* Assisted **MuleSoft integration** for **B2B/EDI** through **API’s** and validated the transaction sets by onboarding vendors.
* Assisted in the API documentation using **Swagger** and communicated it with the developers to serve as a **POC.**
* Assisted creation of **Test Cases, Test Plans**, **Test Scenarios,** and updated the **Requirements Traceability Matrix.**
* Conducted **User Acceptance Testing (UAT)** and actively participated and facilitated the testing of the system during **Smoke Testing, Integration Testing, Black Box Testing** and **Regression Testing** with the help of QA.
* Assisted the testing team in UI testing using **HP ALM** and documented the defects in **Jira.**

Environment**:** Agile-Scrum, SAP S/4 HANA, Salesforce (sales, service, marketing clouds and Einstein Analytics), JIRA (v7.10.2), Confluence (v6.10), Balsamiq, MySQL, Bulk API, REST API, MS Office Suite, MS Visio (v16.0), HP ALM, MuleSoft, Postman, Swagger.

**MARS, Burr Ridge, IL** *November 2015–April 2017*

Business System Analyst

Project: This project focused on implementing a **data warehousing** solution to maintain the historical data on order processing, inventory control, procurement, sales, returns, billing records from Operational and Transactional Systems via an **ETL pipeline** for improved forecasting, planning and operational efficiency. A **HOLAP** based reporting system was implemented to deliver a fine balance between complex querying and faster multi-dimensional analysis.

Roles & Responsibilities

* **Interviewed** Product Owner, business users, technical leads, database engineer, data architects and other stakeholders to understand their **Business & Functional Requirements** and gathered their future needs.
* Created a Macro Document incorporating components of Business Requirement Document (BRD) and **System Requirement Specification (SRS)** incorporating business, functional, non-functional, data and GUI requirements which would in turn serve as the centerpiece of the project.
* Created **Release Planning document** and **Pre-defined release schedule**, to deliver the documentation part in the project.
* Participated in story writing session with an aim of decomposing the scope into epics and user stories using **INVEST criteria**. Also, worked on the acceptance criteria for the above developed user stories.
* Helped the Product Owner to **Prioritize** the **Product Backlog items** for developing Sprint tasks by taking technical suggestions from the cross-functional development team.
* Assisted Data architect in creating **Staging Area, Source, Target Databases** for ETL and data mapping using Informatica.
* Created Datamapping specification document template to map elements/files with tables and columns in database by constantly interacting with the developers.
* Created ER diagrams- **conceptual**. Identifying the dimensions, facts and the schema of the centralized data warehouse with the team.
* Helped the data architects and data base engineer in the data transformation when the data was sitting in the staging area.
* Aided in designing data models and conducted normalization and de-normalization of data to fit OLAP frameworks, slicing and dicing of data marts for analytical decision-making
* Assisted in the creation of deployment flow chart in conjunction with development, infrastructure, and network teams containing information for maintaining application.
* Logged and tracked the defects using **HP ALM** and assisted the data architect in the testing process with the QA team.
* Involved heavily in **Sprint Planning, Issue Tracking** and **Impediment Management** using JIRA tool.
* Created interactive reports and detailed dashboards using Tableau for forecasting and marketing needs.

Environment**:** Water Scrumfall (Hybrid), JIRA, Confluence, Oracle, MS Visio, MS Office, MySQL, Tableau, Informatica Power Center, Balsamiq, HP ALM

**Mahindra Logistics - Bangalore, India** *May 2014 –July 2015*

Business System Analyst

Project: The scope of the project was to establish a **JIT Inventory management and order management**, which involved preparing and analyzing multiple standard and ADHOC reports for the Order Management and Forecasting demands. Also used **six sigma analysis** for uncovering core issues which would lead to better business performance and process improvements.

Roles & Responsibilities

* Performed **Gap Analysis** to identify the deficiencies of the current business systems and to identify the **Just in Time** requirements to conduct **Change Management** effectively
* Assisted Project Manager in **creating Project Charter, Work Breakdown Structure (WBS) and Scope statements.**
* Facilitated **reverse engineering and conducted focus groups and document analysis** to elicit requirements with stakeholders, business users and SME’s for understanding requirements.
* Played key role in developing and driving **KAIZEN** and lean initiatives in SCM functions.
* Drafted **Business Requirement Document (BRD) for the specific business requirements and Functional Requirements Document (FRD)** capture the functional and Non-functional requirements.
* Worked with development team for handling **Spikes** of order cart management, payment gateways and accounts management.
* Actively involved in creating and monitoring new tasks on the **Kanban** board in order to gain a better visualization of workflow as well as breaking those tasks into user stories.
* Used **JIRA extensively for issue tracking, user story management (writing user stories,** owning **user stories, acceptance criteria and definition of done) and requirement traceability.**
* Responsible for creating **UML diagrams specifically activity diagrams & use case diagrams** for reports.
* Documented and tested **REST APIs and SOAP web services** with the XML format and other formats using Swagger and used plugins for integrating it with Java-based Application as well as .net using **Visual Studio**
* Assisted the testing team in **developing the Test Plan, Test Conditions, and Test Cases based on business requirements and technical specifications in UAT**with assistance in **Requirement Traceability Matrix**

Environment**:** Scrum, Java, XML, REST, SAP ERP, SOAP, SharePoint, MS Visio, JIRA 6.6.51, Swagger, Informatica Power Center9.5.X,Tableau V8.0

**EUtech Cybernetics, Chennai, India** *July 2013–April 2014*

Business Analyst

Project: Client was using different legacy systems for sales, warehouse and third party logistics (3PL). Integration of WMS and TMS can give live updates to warehouse operators about the order & delivery details. This Real-time integration of the systems allowed operators to prepare for receiving inventory on delivery dates, and improve warehouse operations and optimize warehouse floor utilization.

Roles & Responsibilities

* Participated in business requirement review sessions, interacted with business users and SME team to understand requirements and convert them to detailed business requirements. Identified and documented business critical activities in the process.
* Analyzed Functional design documents and prepared requirement matrix by mapping business requirements, functional requirements and business uses cases.
* Developed **As-Is** and **To-Be** business processes diagrams across all dependent systems involved.
* Mapped EDI to Oracle Transport Management (OTM) invoice. Integrate 3PL Carriers to OTM. Helped in setting up the carriers, contacts, notifications for different protocols (HTTP, email).
* Configured Bulk plan Saved quires using different grouping & filtering logic. Assisted in testing the bulk planning; familiar with Planning Parameter setup. Modeled the carrier, distribution center and consignee information in transportation management systems.
* Modeled the carrier tariffs and cost structure. Setup the system for Automatic freight matching and payments. Developed tools to automatically upload vouchers. Involved in B2B system testing between OTM and WMS application and carriers, created sample XML and EDI files for test integration.
* Created master data templates to load customer specific master data to load in to OTM as part of UAT and Production migration. Closely worked with Business Users to complete UAT testing, involved in UAT data setup and evaluate test results.

Environment**:** Waterfall, Java, XML, REST, SAP ERP, SOAP, SharePoint, MS Visio, MS Project, JIRA 6.6.51, Swagger, Informatica Power Center9.5.X,Tableau V8.0

**OG software solutions, Chennai, India** *October 2012–June 2013*

QA Tester

Project: The company wanted to have their vendors and Third-party logistics providers on a common platform. This project focused on the UI/UX part of the platform and harness the data insights from the end-customers.

Roles & Responsibilities

* Conduct a **brainstorming/concept-mapping session** to test on **Visual Design, Functionality,** and **Usability.**
* Collaborated with the team in creating a **test charter** for exploratory testing, and test cases for **scripted testing.**
* Teamed with Business Analyst for **smoke testing** to ensure basic fulfillment of the functionality.
* **Sanity testing** was performed when code has been modified to ensure no major defects and meets specifications.
* Performed Manual Testing of the Web applications.
* **Tested compatibility** of software under various Internet Browsers.
* Performed **Integration**testing**, Regression**testing and **System** Testing.
* Identified software defects and interacted with developers to resolve them and provided full support to the Test team using the **Test Director**.
* Participated in various meetings, discussed Enhancement and Modification Request issues.
* Performed **GUI, Functionality**and**Backend** Testing.
* Reported the bugs using an in house made bug-reporting system, which was developed using MS Excel sheets.

Environment**:** Waterfall, TestDirector, Java, HTML, Oracle, Windows.

**Education**: Master of Science in Mechanical Engineering, The University of Texas at Arlington