**Sr. Business Analyst AVINASH M**

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**PROFESSIONAL SUMMARY:**

* 9+ years of experience as a **Business Analyst and Scrum master** focusing on all phases of the Software Development Life Cycle (SDLC) and working experience on software development methodologies **like Water Fall model, Agile model, Iterative model and Rational Unified Process (RUP).**
* 7 + years of experience in **GAP analysis, SWOT analysis, Cost benefit analysis** and **ROI analysis.**
* 9+ years of experience in business requirement elicitation/gathering using techniques like interviews, questionnaires, brainstorming, and focus groups; conducting JAD sessions and project meetings coordinating various technical, Managerial, Executive Teams and Stakeholders
* Experience in **facilitating Agile Scrum Ceremonies** - Product Backlog grooming, Sprint Planning, Daily Stand-ups, Sprint Reviews and Sprint Retrospective
* Expertise in data analysis and visualizations in QlikView, Looker and Cognos for business reporting, Dashboard creation, Cross-Tab reports, Drill Through Reports, Master-Detail Reports and Cascading Reports
* Expertise in developing Test Cases, Test Plans, Test Reports, Traceability Matrix and documenting defects using HP QC and HP ALM. Collaborated and monitored Black-Box Testing, Smoke Testing**, System Integration Testing (SIT), User Acceptance Testing (UAT) and Regression Testing.**
* Experience in content management - **Business Requirement Documents (BRDs),** Functional Requirement Documents **FRD, SRS, use cases, wireframes, activity diagrams, logical Diagrams and User Story Mapping**
* Proficient in business process modeling, documentation, and testing using Quality Center, **iRise, Rational Suite, MS Office Suite, MS Visio, MS SharePoint, EDM etc. in combination with UML diagramming techniques.**
* Excellent skills in writing stored procedures, SQL queries, functions, triggers, views and schemas in SQL. Proficient in Business Objects and hands on experience in Windows and UNIX environments
* Well experienced with Web Analytics tools like **Google Analytics, Adobe Analytics** for making reports and recommendations. Well versed with **Adobe Experience Manager** (AEM) and its products.

**TECHNICAL SKILLS:**

* **Methodologies**: Agile Scrum, Waterfall, Iterative models and Rational Unified Process (RUP)
* **Agile Requirement Management Tools:** RALLY, JIRA, TFS, KANBAN, VSTS
* **Software Tools**: Microsoft Office Suite (Word, Excel, PowerPoint, Access, Visio), MS Project, GitHUB, TFS
* **Database**: MS Access, Oracle 9i, VSTS ,SQL Server 2008/2012
* **Tools**: UML, SharePoint, HP Quality Centre, Rational Suite, Looker, Big Data tools - Hive and Spark
* **Modeling & Designing Tools**: IBM Rational Rose, MS Visio, CSS, HTML, Flash, Action Script.
* **Testing Tools**: Win Runner, Load Runner 9.1, Quick Test Pro (QTP)
* **Defect Tracking**: IBM Rational Clear Quest, Bugzilla, Mercury Quality Centre, Jira
* **Business Intelligence and Visualization Tools**: Quick View, Congos, Micro Strategy, SSRS, SSIS, QlikView and Tableau
* **Version Control Tools**: MS Visual Source Safe (VSS), Team Foundation Server (TFS)
* **Web Analytics**: Google Analytics, Adobe Analytics, HTML

**EDUCATION:**

* 1. Bachelor of Technology: Computer Science and Engineering.

**PROFESSIONAL EXPERIENCE:**

**Company: Walmart**

**Duration: November 2018 - Present**

**Role: Scrum Master / Senior IT** **Business Analyst**

**Roles & Responsibilities:**

**Financial Planning Application:**

* Interacting with various Stakeholders and Clients through interviews, surveys and facilitated JAD sessions for better understanding and adaptability and perform user research and document the findings to be incorporated into design discussions.
* Perform feasibility analysis of system with benchmarks and data points and Work with stakeholders to develop project/program roadmap.
* Enable Design development and Implementation of Financial Planning and Budgeting solutions for Walmart.
* Establish data quality checks for daily refresh of data on the application.
* Define metrics and develop reports to capture the productivity of the development team. Drive Implementation of the solutions in accordance with Project/Program roadmap.
* Responsible for management of JIRA, a product development tool to effectively manage the work allocations and delivery by the development team. Monitor the work completion, generate reports and publish to business and relevant stakeholders on productivity and deliverables.
* System and solution analysis of other applications to determine overlaps and replicate existing processes. Integrate the solutions developed by the team with other systems as needed.
* Drive team in delivering sprint functionalities, facilitate discussions, remove impediments & resolve conflicts.
* Provide and maintain project dashboards, send status reports, risks, dependencies and milestone for leadership review.
* Update project Sprint Tracker with accurate information to identify the Risk and Issues proactively at the sprint level. Document the best practices to be followed by the teams.

**Pricing Application:**

* Interact with Business owners and technical SMEs to gather business and operational requirements
* Third party data analysis to map external data with Walmart pricing data – Amazon Price Gap data, NPD market share data and Nielsen data
* Prioritize and document stories in the product backlog for new development, defects, and enhancements.
* Worked with development teams to provide business context of deliverables
* Collaborated in coaching employees, leading business process management initiatives in their process areas, Value Stream Mapping and supporting site's in the BPMS model and metric building
* Implemented a highly efficient process for on boarding technical resources, allowing the project to grow with reduced onboarding time by 50%
* Worked with the Solution Architect to develop a paperless automation process that sped up the processing by 30%.
* Lead Change Management tasks while minimizing impact to Client’s business
* Completed a full risk analysis with a mitigation plan which was updated and reported to Executive leadership with full transparency.

**International Transportation:**

* Played a key role in the team to open the first retail location in Mexico, administered an RFP for transportation   services, implemented the new shipping process, and collaborated with cross-functional partners across the Business to ensure successful store opening
* Implemented a new tool for retail locations to create shipments and print labels for anything going outbound from their store, saving the company approximately $75,000 during the first year
* Prioritize and document stories in the product backlog for new development, defects, and enhancements. Worked with development teams to provide business context of deliverables
* Managed an outbound network distribution to approximately 1000 retail locations, then implemented an additional 800 stores as Business grew through a merger
* Point of contact for Suppliers, Store Associates and third parties to address their questions related to billing disputes and Supplier Claims.
* Research issues for Suppliers and Customers to help with the Supplier Claims and Billing and Recovery – Convert potential enhancements into new requirements for technical teams
* Facilitated requirements definition and elaboration sessions with the Business for major, Business transformation initiatives and Developed Business and project use cases, user stories and project documentation

**Company: Apple, Hyderabad, India**

**Duration: May 2017- April 2018**

**Role: SR. BUSINESS ANALYST**

**Roles & Responsibilities:**

* As an application Subject Matter Expert (SME), I provided support for internal operations and created documentation and piloted procedural workflows for project scaling
* Performed QA/QC within a multi-user enterprise geo database environment
* Managed and prepared results tracking/reporting/metrics for partner’s campaigns.
* Analyzed results, Conducted Gap analysis and identified areas for improvement. Prepared and presented key findings, conclusions and recommendations to the leadership
* Creating dynamic SQL in Stored Procedures to support the dynamic nature of the front-end application.
* Plan, track issues, identify and manage risks and regularly communicate with Project Manager and other Team Leads.
* Created weekly pipeline, forecasting, and marketing reports from CRM or corporate and regional management; ad-hoc reports as needed.
* Provided ongoing application support to end users including technical guidance and training (via webinars, in person, or telephone) in both the CRM and estimating tool.
* Collaborate with Project Manager to develop and administer training on process, policies, and procedures.

**Company: Wipro/UBER, Bangalore, India**

**Duration: June 2016 - May 2017**

**Role: Business Analyst**

**Responsibilities:**

* Interacted with various stakeholders through interviews, surveys and facilitated JAD sessions for better understanding and adaptability.
* Conducted GAP analysis to enhance the current application platform as and when required.
* Assisted in providing with cross-functional knowledge to developers and Business users.
* Closely worked with developers on Business and technical aspect of application, helping in designing the application.
* Ensured all the specified requirements are correctly translated and assessed by testers using appropriate test cases and test scripts.
* Conducted front end tool testing to verify requirements are effectively mapped with Business application.
* Developed plans for verification and validation of requirements at all levels so that developed software successfully fulfilled user expectations and Business needs.

**Company: Global Logic/Google, Inc, Hyderabad, India**

**Duration: April 2011 – May 2016**

**Role: Senior System Content Engineering/ Business Analyst**

**Responsibilities:**

* Experience in utilizing SAS Procedures, Macros, and other SAS applications for data extraction, data cleansing, data loading and reporting.
* Developed plans for verification and validation of requirements at all levels so that developed software successfully fulfilled user expectations and Business needs.
* Develop and deliver dynamic reporting solutions using SQL Server Reporting Services (SSRS) and Created Business Requirement Documents (BRD)/Functional Requirement Documents (FRD).
* Mapped Business Analysis process flows on Microsoft tools like MS Visio and MS project
* Work with Test Architect to create an initial Performance and UAT Test Strategy and conduct initial Performance platform related research, data gathering and analysis.
* Status reporting on a daily, weekly and Fortnightly basis to keep the executive management up to date on the progress of the projects.
* Effectively communicated project requirements, timelines and expectations to team members and stakeholders in a timely and clear fashion.
* Involved in System Integration Testing (SIT), Users Acceptance Testing (UAT) and prioritized outstanding defect fixes and writing Business requirements to resolve them.