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| * 6 Years of Total IT experience as Business Analyst, Project Manager with emphasis on identifying implementation requirements and resolving solutions to business processes based on complex software projects, that includes system development module, business process improvement, tactical planning. * Compiled project status reports, coordinates project schedules, manages project meetings, and identifies and resolves technical problems. * Extensive experience in Agile and Waterfall methodologies. * Proficient in coordinating project activities and ensures all project phases are documented appropriately * Familiar with standard concepts, practices, and procedures as per **PMI** * Proficient in identifying and analyzes systems requirements and defines project scope, requirements, and deliverables. * Experience with documenting mapping requirements for upstream and downstream systems using integration. * Actively involved in developing required documents and managing User Acceptance Testing (UAT). This included documenting clear requirements of user acceptance criteria. * Extensive experience in Full Life Cycle Implementation of Data warehouses i.e. analysis, design, development, support and implementation of Data Mart / Data Warehouse applications using Informatica PowerCenter, Power Exchange, Informatica Cloud, Informatica Data Quality(IDQ) like Designer, Workflow manager, Workflow monitor, Repository manager, Data Maps, Mapplets, Analyst tool, Developer tool, Scheduling. knowledge on Informatica Master Data Management(MDM)). * Proficient in tracking, analyzing and communicating project risks and opportunities. * Involved in coordinating projects from inception to completion. * Experience in working with Veeva CRM. * Gathered, maintained, and prioritized system requests to including documenting them as requirements to help the team with bug fixes and enhancements for Veeva CRM and related systems. * Articulated business rules, developed process diagrams, and authored user requirements specification for HCP address verification and overall sample eligibility validation to ensure Veeva CRM and related systems meet the compliance requirements. * Mapped different data sources and validation * Well versed in project management tools - **MS Project** for project planning, work break down structure, Project cost and scheduling. * Good Understanding of Full Software Development Life Cycle (**SDLC**) experience including Analysis, Design and Review of Business and Software Requirement Specifications and Agile software development methodology for Health Care. * Introduced the Agile SCRUM process for the Risk Data team and utilized Microsoft Team Foundation Server (TFS) to manage the team and software development lifecycle including deriving product backlog items, assigning sprint work items to developers and conducting sprint review meetings. Experience in business requirements gathering and documentation. Worked on Enterprise Architect in order to prepare use cases. * Experience with Client handling on Business requirements, UAT and Post Go-Live support. * Proficient in Creating and Renovating Business Requirement Documents (**BRD**), Functional Specification Documents (**FSD**), and converting business requirement into Software Design Document (**SDD**) using MS Word and Rational Requisite Pro. * Conducted JAD sessions, created Use Cases, workflows, screen shots and Power Point presentations for the Web Applications. * Experience in Unified Modeling Language (UML) modeling, including Use Cases, Activity diagramming with swim lanes, and Context diagrams using tools such as MS Visio * Strong communication, business understanding, critical thinking and analytical skills. * Actively included in creating, executing and managing User Acceptance Testing. * Assisted Quality Assurance (QA) team in composing test plans, characterizing test cases, test situation and data sets. * Ensured that GxP systems that are used to create, modify, or maintain electronic records and/or electronic signatures are maintained in a validated state in accordance to Customer’s Software Development Life Cycle (SDLC) * Ability to handle pressure and meet deadlines coordinating multiple tasks in project environment * Highly motivated team player with excellent communication, presentation and interpersonal skills, continually willing to work in challenging and cross-platform environment. |
| Professional Experience \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| **Tesla, California Aug’18 to Present**  **Project Manager/Business Analyst**  **Responsibilities:**   * Oversaw large portfolio of projects to support teams, report progress and influence positive outcomes for key stakeholders. * Managed 4 project teams in Agile environment, realizing success through application of SDLC methodologies and exceptional leadership skills. * Applied existing strategies to balance the elements of time, cost, quality, scope, risk and resources. * Gathered and documented requirements for new IT systems and enhancements to existing systems through JAD sessions, interviews, use cases, user story, prototyping and white boarding etc. * Extensively interacted with technical teams to understand and document system workflows, data flows, trust/ survivorship rules, functional specifications, and data integration specifications. * Making sure MDM input is aligned accurately using the alignment tool to ensure smooth flow of data into CRM. * Developed business process models, business requirements/user stories (functional and non-functional) and product backlogs. * Partnered with business to ensure comprehensive user acceptance testing/training plans are developed/executed and application is successfully transitioned to production. * Actively participated in the building process of inhouse CRM for Tesla and supported transition from Salesforce. * Served as the SharePoint project lead responsible for organizing, directing, and managing all aspects of requirements support functions across multiple projects. * Worked with client departments to configure and maintain SharePoint site collections, document libraries, lists, and site pages. * Promoted user adoption through user and site manager training, consultation, and support of existing SharePoint functionality. * Coordinated with Testing Validation team in developing and documenting requirements for testing scenarios and solving deviations. * Built IT request submission form and tracking workflow on SharePoint to manage change requests for commercial IT systems. * Designed, documented and maintained requirements for CLM integrations. Worked with digital factory and DCM team to make sure desired results were achieved. * Defined project success criteria and disseminate them to involved parties throughout project life cycle * Created and delivered full sign-off project documentation starting from Development and ending at post-Production deliverables by working with Key Stakeholders to elicit information and gain agreement. * Develop project plans that conform to Software Development Life Cycle (SDLC) standards and provide comprehensive status reporting for ongoing programs of work. * Assisted the Change Manager to ensure consistency between new organization set-up and processes implemented. * Communicate project status to internal and external stakeholders. * Ensured project outputs are consistently high-quality deliverables, on time and within budget to all business objectives. * Developed executive presentations and reports to facilitate project evaluation and process improvement. * Facilitated sessions with end users, asking probing questions to elicit business process discussion and capture process flow diagrams. * Established effective stakeholder management with business and front-line organizations * Identified, negotiated and supported the resolution to issues within and between various project teams. * Developed implementation methodologies to rein in project costs while meeting key milestones. * Increased savings by initiating and fostering relationships with vendors to communicate on problem-areas and work closely to resolve. * Analyzed architecture design, scoping, implementation, testing, and deployment needs to define project requirements. * Created workflow diagrams and Gantt charts to clearly demonstrate processes and timelines. * Mapped current business and operational processes and recommended areas for improvement. * Worked closely with software development and testing team members to design and develop robust solutions to meet client requirements for functionality, scalability and performance. * Analyzed key aspects of business to evaluate factors driving results and summarized into presentations. * Built library of models and reusable knowledge-based assets to produce consistent and streamlined business intelligence results.   **Environment:**  MS Office Word, Excel, PowerPoint, Outlook, MS SharePoint, MS Visio, MS Project, Tesla Sales Management portal, Tesla Acquisition management portal, Tesla Delivery portal, Salesforce, Data Warehouse, Master Data Management System, Validated Share Point, Tableau, Scaled Agile Framework (SAFe).  **Celgene, Summit, NJ May’17 – Aug’18**  **Veeva Business Analyst**  **Responsibilities:**   * Worked extensively on Project Release Implementation activities, Client Management Meetings, Joint Application Development / Review Meetings, Project Timeline Developments, Account, Management, and Functional Requirements documentation activities for proposed solutions. Assisted in creating the scope and timeline for the project. * Assisting and supporting the Project Manager in their daily duties. * Act as the point of contact and communicate project status adequately to the stakeholders * Used project management tool MS project to monitor working hours, budget, plans and money spend * Worked with creating and maintain comprehensive project documentation, plans and reports * Gathered, maintained, and prioritized system requests, including bug fixes and enhancements for Veeva CRM and related systems. * Documented all business analysis processes and controls and reviewed all the master list of product and pharma hierarchy changes as requested and performed quarterly reviews of product and pharma line hierarchy for consistency among all reporting platforms. Analyzed the business requirements, technical specifications, design documents and structure of the business. * Monitored Change Control Requests and documented requirements, integrating them with existing Business Requirement Document. * Articulated business rules, developed process diagrams, and authored user requirements specification for HCP address verification and overall sample eligibility validation to ensure Veeva CRM and related systems meet the compliance requirements. * Mapped different data sources and validation rules for HCP/HCI information, change requests and sample eligibility for CBP and MDM. * Involved in JAD sessions to resolve conflict arising from ambiguous requirements. * Created Functional and Non-Functional Requirements by Analyzing Legacy Code and holding meetings with various SME’s and Technical Architects. * Ensured that GxP systems that are used to create, modify, or maintain electronic records and/or electronic signatures are maintained in a validated state in accordance to Customer’s Software Development Life Cycle (SDLC) on Veeva Quality Docs. * Gathered business requirements and documented to achieve desired results for successful data migration to Veeva Vault Quality Docs. * Supported processes to meet 21CFR Part 11 and Annex 11 standards that will allow the customer to effectively manage information flow and data collection, and review activities of multiple systems. * Applied agile methodology with its various workflows, artifacts, and activities to manage life cycle from Inception to Transition phase. * Performed typical SharePoint administrative activities such as new site creation and managing user/group permissions. * Provided end-user support for SharePoint; monitoring the overall health and functionality. * Supported the review, clean-up (moving/copying sites), management and configuration of SharePoint accounts and sites. * Gathered requirements for digital content management integration with Veeva CRM. Provided required business requirement documents and functional requirement documents to Veeva vault team. * Gathered requirements on mapping for both CRM and CLM for integration purposes. Actively participated in providing functional input to Veeva Vault team to ensure mapping is completed accurately. * Involved in participating in daily Scrum meeting with technical design team and architects, which required all team-members to give a quick 5-minute update on daily activities. * Acted as liaison between development team, business and testing team and standardize product requirements specification documents such as PRD, FSD, and Mapping document. * Created flow diagram for existing use case and presented to the management with a proposed changed summary. * Coordinated Defect/Issue Resolution among Developers, Engineers, DBAs and other teams. * Provided quality metrics using software quality assurance standard for determining software release readiness. * Environment: Agile methodology,SharePoint, MS Office (MS Word, MS Excel, MS PowerPoint, MS Visio), VVault, VALIGN, Veeva CRM.   Bayer, Whippany, NJ  **Dec ’15 – May ’17**  **Veeva Business Analyst**  **Responsibilities:**   * Created Business Requirements Gathering sessions in the form of questionnaires and business scenarios with the end users, subject matter experts (SME) and the developers. Gathered user and business requirements through interviews, surveys and prototyping. * Analyzed and prioritized user and business requirements as system requirements that must be included while developing the software. Planned and defined system requirements to Use Case, Use Case Scenario and Use Case Narrative using the UML methodologies. * Created Use Case Diagrams, Data Flow Diagrams, Activity Diagrams and Sequence Diagrams in MS Visio. * Created Business Requirements Gathering sessions in the form of questionnaires and business scenarios with the end users, subject matter experts (SME) and the developers. Gathered user and business requirements through interviews, surveys and prototyping. * Gathered and documented requirements for new IT systems and enhancements to existing systems through JAD sessions, interviews, use cases, user story, prototyping and white boarding etc. Helped prepare Logical Data Models that contains set of diagrams and supporting documents containing the essential business elements, detailed definitions, and descriptions of the relationships between the data elements to analyze and document business data requirements. * Documented user and functional requirements for a healthcare professional HCP look-up tool between Veeva CRM and the third-party HCP database. * Gathered, maintained and prioritized system requests, including bug fixes and enhancements for Veeva CRM and related systems. * Performed initial data load into Veeva for HCP &amp; HCO Accounts, Addresses, Products and User and Territory Assignment which helped commercial operations group roll out their first sales team on Veeva platform. Assisted developers to create a platform for compliance reporting tie-out process and to review note valuation reports prepared by CDO corporate trusts on a monthly/quarterly basis. * Created various documents to integrate Veeva with MDM, Territory Management System (Javelin) and Timelink. * Gathered requirements for adding promotional items including samples, vouchers, co-pay cards and demo kits etc. into the systems and tracking/ reporting distribution of promotional items. Regular discussions with developers to make them understand the use cases and function requirements of the client. Excellent Ecommerce applications / websites experience. * Responsible for supervising work activities (Development, Testing) to ensure that they are well-performed, coordinated among team members and consistent with the approved work plan. * Coordinated the design phase with the architects in improving the efficiency of the project. * Worked with QA team in identifying test cases/test data and lead the business team for UAT. * Worked with Veeva Vault Quality Docs team for successful integration of data according to regulatory standards for training purposes. * Documented all custom and system modification. Assigned problems to appropriate software development team for fixes. Tracked problems from start to correction and test. * Interacted with technical team in allowing them to make a better navigational plan for the project flow which would further make a better user interactivity tool for the application. * Signed off progress and completion report which were then submitted to project management on a weekly basis.   **Environment:**  Agile methodology, MS Office (MS Word, MS Excel, MS PowerPoint, MS Visio), VVault, VALIGN, Veeva CRM.    \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  **Education** |
| Bachelor’s in Engineering from JNTU University (INDIA)  Master of Business Administration in Aviation Management- Lynn University Florida  Master of Business Administration in Entrepreneurial Management- Lynn University Florida  Master of Science in Global Business with blockchain technology- University of the Cumberlands Kentucky  Master of Science in Project Management - University of the Cumberlands Kentucky |