**YAASSH R  IT Business Systems Analyst**

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Thorough and meticulous IT professional with over 8 years of experience in **Finance, Investment Management, Retirement Solutions, Payment Gateway and E-Commerce** domains, who loves to automate and streamline processes in a fast-paced environment. Aiming to utilize my strong prioritization skills and analytical ability to achieve the goals of your company.

**PROFESSIONAL SUMMARY:**

* Experienced working in various phases of the **Software Development Life Cycles (SDLC)** including traditional methodologies like **Waterfall, Spiral** and Agile methodologies such as **Scrum, Scrum-Waterfall Hybrid**, **Kanban**, **Extreme Programming,** and **Scaled Agile Framework (4.0)**.
* Experience working in **finance, banking and insurance** segments with specializations in governance policies.
* Possesses a comprehensive understanding of **fixed income** and **multi-asset** instruments such as **derivatives, stocks, bonds, futures, retirement, e-commerce and data governance**.
* Excellent business writing skills in drafting **Business Requirements Document (BRD), Functional Requirements Specification (FRS)** and **Systems Requirements Specifications (SRS)** documents.
* Diverse experience utilizing tools in **N-tier** and **Microservices** architecture applications using **Spring Boot, Kafka, Zookeeper, Cassandra, MySQL, Restful Web Services** and creating Software AG **ARIS process flows**.
* Experience in both **COTS** Commercial Off-the-shelf and **FOSS** Free and Open Source products.
* Involved in reviewing and approving the high level and low-level design documents. Created data point **GAP analysis** documents, meeting with system users, business and key people from cross functional applications.
* Translated stakeholder requirements into over 10 different tangible deliverables such as f**unctional specifications, user cases, user stories, workflow/process diagrams, data flow/data model diagrams.**
* Experience in process modeling using **use cases** and the associated **UML Diagrams**, such as Sequence Diagrams, Collaboration diagrams, Activity Diagrams, Class Diagrams and Data Modeling.
* Developed **mockups and wireframes** for digital applications (mobile and web), during stakeholder interactions.
* Authored **user stories** with process flow, mockups, MRF, MMF, MVP & acceptance criteria.
* Expertise in facilitating workshops as a Scrum Master for estimation of efforts in a sprint, using advanced estimation models such as **Relative Mass Valuation, T-shirt sizing and Planning Poker**.
* Significant experience of business analysis in agile environments with Behaviour Driven Development (BDD), Test-Driven Development (TDD) and Acceptance Test-Driven Development (ATDD).
* Strong implementation knowledge in creating **conceptual & logical data models,** in the form of **E-R diagrams & EER diagrams** to capture user requirements properly in the underlying database.
* Adept in RDBMS such as Oracle, MS SQL Server & also skilled at writing SQL queries and Stored Procedures.
* Extensive implementation and deployment knowledge of **OLAP operations (Slice & Dice, Rollup, Drill Down) and Data Warehouse design** using Kimball architecture and Inmon’s Corporate Information Factory.
* Strong implementation knowledge of advanced SQL concepts, including **stored procedures (PL/SQL), T-SQL,** basic & advanced **JOINS** and **aggregation** queries to extract, wrangle and clean data.
* Practical knowledge of data warehousing architecture, implementation approaches, dimensional modeling and translating the business requirements into schemas, such as **Star Schema**, **Snowflake Schema** and **Galaxy Schema**.
* Highly proficient in performing in **ETL** (Extract, Transform, Load) of data into **data warehouse/data mart**, **data mapping** and **data profiling**. Utilized ETL tools like **Informatica Powercenter and SSIS/SSRS**.
* Strong understanding of **XML, JSON**, loosely coupled Web Services, APIs (**REST & SOAP**) and system architecture like **3 tier, N-tier** and **Service Oriented Architectures** (SOA) and implementing the same.
* Documented requirements for **API development,** i.e. responsible for technical writing of both XML and JSON formats.Used SOAP UI and POSTMAN for **API Testing**. Used SWAGGER tool for **API documentation**.
* Maintained test case repositories with updated test cases for **Manual Testing, Automated Testing, Functional Testing, System Testing, End-to-end Testing, Regression Testing and Ad-Hoc Testing**.
* Adept in developing automated test scripts, with the help of test engineers, using tools such as **Cucumber**.

**TECHNICAL SKILLS:**

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| --- | --- |
| Domain Expertise | Capital Markets, Derivatives, Currency Swaps, Currency Forwards, Commodities, Mutual Funds, Portfolio Management, Payment Gateways / Electronic Funds Transfer |
| Regulation Policies | AML, AFC, Dodd-Frank, Basel II and III, CCAR, GDPR, Sarbanes-Oxley (SOX) |
| Business Modeling tools/CRM | MS Visio, Guidewire Studio, Guidewire Applications (Claim Center, Policy Center, Billing Center), Balsamiq, Salesforce CRM, Apttus CLM, Pega (v7.1) |
| Technical Writing | Audience Analysis, CMS, SOP creation, Drupal, APA format, DITA |
| Project Management Tools | JIRA, Confluence, Trello, ServiceNow, HP ALM, SharePoint Server, Office 360 |
| Databases/Big Data | Mainframe, SSRS/SSIS, DB2, PostgreSQL, MySQL, Oracle, HDFS |
| ETL/Cloud Computing Tools | Informatica (PowerCenter, MDM), AWS Stack (EC2, RDS, S3, ELB) |
| Programming Languages | Python, R, SAS, Java, PHP, ASP.NET, VB.NET, Javascript, WSDL, EDIFACT |
| Business Intelligence | Azure ML, Google Analytics (Clickstream) |
| Reporting Tools | Tableau, IBM Cognos, Power BI, SAP Business Objects |
| Testing tools | Postman, Swagger, Load-Runner, SoapUI, Selenium, Cucumber |

**CERTIFICATIONS**

* Certified Scrum Master by **International Scrum Institute**
* Certified Six Sigma **Green Belt** (CSSGB)
* Analytics & Business Intelligence Certification by **SAS**

# RELATED PROJECTS:

**The Hertz Corporation (Payments Department), Estero, FL**  **September 2019 – June 2020**

**Financial Business Analyst**

## Hertz was moving from a traditional infrastructure architecture with Global Data Centers housing over 1800 global applications & multiple assets to a new Global Hybrid cloud environment (Azure/AWS-M4/Bluemix/Salesforce). I was on boarded as a shared resource: as a Financial Business Analyst in one team and a Technical Writer in the other, both within Hertz’s Integration factory/ MuleSoft Center of Excellence (COE).

**Environment:** Agile-Waterfall Hybrid

**Responsibilities:**

* Performed **Requirements Elicitation, Requirements Management** & Communication and Requirements Analysis for the **COTS product**, by gathering functional and non-functional requirements based on interaction with internal and external stakeholders, subject matter experts or IT Teams, as required by the Integration Factory/ MuleSoft COE.
* Helped support **key upstream and downstream processe**s maintained by the ESB team for API orchestration.
* Responsible for Business, Functional, and Data Requirements for the customization and integration of the COTS Product: ResRent. Coordinated with multiple teams working towards integrating ResRent within Hertz’s universe of applications.
* Researched system functionality and created technical documentation, analyzed **COBOL, DB2 programs, JCLs, PROCs, Copybooks** and other **web services to extract** the business logic.
* Worked to integrate legacy features of Rates, Rentals and Location (MDM) modules within new hybrid cloud environment.
* Involved in synthesizing BRD, FRD and Software Requirements Specification (SRS) documents, by mapping requirements and creating associated UML diagrams, such as Use Case Diagrams and State Diagrams **using Visio.**
* Curated a repository of context diagramming, including **Data Flow Diagrams, Use Case Diagrams, Control Flow Diagrams (Flowcharts), Entity Relationship Diagrams** and **State Transitions Diagrams.**
* Designed **wireframes, mockups and prototypes** of new functionalities for improved understanding within documentation.
* Spearheaded the creation of an **enterprise-level documentation system**, responsible for uniquely tailoring franchisee connectivity guides for each GDS partner, OTA partner or franchisee.
* Created a **data dictionary** for often used retail and technical terminology for the benefit of developers and customers respectively and worked for Request for Proposal (RFP) & Request for Information (RFI).
* Authored and published a **master implementation guide, which serves 20 external partners,** using SharePoint.
* Developed and Modified **Stylesheet (XSL) and DTD files** for the XML requests and responses for multiple APIs.
* Worked with ETL developers to create data stage jobs to **extract, transform and load** data into data warehouses from various sources like relational databases, application systems, temp tables and flat files, using **Informatica.**
* Acted as an **internal SME** for any franchisee integrations, to ensure compliance with **PII & OTA standards**.
* Developed **test plans and test cases** for data migrations as per Hertz standards and templates.
* Worked with SMEs to develop **40+ standard operating procedures (SOPs)** for different departments.
* Participated in identifying test scenarios for **ATDD/BDD** and developed good understanding on API led connectivity.
* Developed test automation artifacts (test scripts & test scenarios for automated testing situations, for happy path and alternative paths, using various tools like **Selenium & Cucumber.**
* Assisted in **CRM migration activities from legacy systems** (CMDR) to **SFDC (Salesforce)** environment.
* Assisted in troubleshooting of **System Integration Testing (SIT)** and **User Acceptance Testing (UAT).**
* Involved in conducting **User Acceptance testing (UAT)** with business users and involved in discussion about user stories.
* Extensively involved in tracking **development issues** and **digital (web) applications**’ user stories using JIRA.

**Software:** Mulesoft (Anypoint Studio v5.0), MUnit, Java, Copybook, Web Services, XMLspy, ADO.NET, Informatica PC, Orchestra EBX 5 (MDM), TOAD Data Modeler, JIRA v7.1, Confluence v6.2, Sharepoint, Postman, Apttus CLM, Apttus CPQ, Salesforce CRM.

**PricewaterhouseCoopers (PWC), Tampa, FL**

**Sr. Business Analyst /Scrum Master April 2018 – July 2019**

The focus of the project was towards the development of a business intelligence (BI) reporting tool aimed at correlating seemingly independent events & to gauge their combined effect on the S&P 500 Index. The predictions were driven by six major business units: Mergers & Acquisitions (M&A), Stock Splits, Consumer Price Index (CPI), FOREX rates, Geopolitical events & Energy sector price fluctuations. These services work in cohesion with the other services within this project, by utilizing SOAP web services. I was also tasked with drafting mapping documents for migration from legacy systems to the new AWS hybrid cloud system.

**Environment:** SAFe (Scaled Agile Framework)

**Responsibilities:**

* Leveraged knowledge about **Sarbanes-Oxley (SOX) & PII** compliance and Capital Assets Pricing Model **(CAPM)** to analyze changes to beta values and subsequent fluctuations for securities’ risk, within the finance domain.
* Developed extensive clarity of **Market Basket analysis**, **Consumer Price Index (CPI)**, **GICS sectors, Stock Splits, Mergers, Acquisitions** and **Consolidation Drivers**, in terms of capital market variations.
* Implemented change management strategy depending on a situational awareness of the detailed change and the groups being affected by the change.
* Ensured compliance with GDPR policies and for PCI & PII data, by actively coordinating with the data steward’s office.
* Involved in synthesizing BRD, FRD and **Software Requirements Specification (SRS)** documents, by mapping requirements and creating associated **UML** diagrams, such as Use Case Diagrams and State Diagrams using Visio.
* Collaborated with business owners and stakeholders to lead requirements gathering and analysis.
* Facilitated the **Pre-PI Planning & PI Planning** sessions along with Release Train Engineer (RTE) to **identify dependencies** and **foster cross-team collaboration** to maintain the Plan-Do-Check-Actcycleof the Agile Release Train**.**
* Extensively documented and updated user stories and profiles on JIRA and Confluence, in tandem with the Scrum Master.
* Captained the efficient integration of **Potentially Shippable Product Increments** into **Value Streams**.
* Coordinated bug fixing activities related to issues raised during end - User Acceptance Testing (UAT).
* Created and executed both **load and functional tests for web services** through SOAP UI/XML.
* Assisted development teams in ensuring efficient integration of NLP modules, via **RESTful APIs** in the initial architecture & then on a **Spark cluster,** accessed using PySpark, in the later stages of the project.
* Used Swagger to document **RESTful APIs,** used to facilitate seamless communication between the **Enterprise Data Warehouse (EDW), Tableau server** and **Python module** in the business intelligence (BI) layer.
* Ensured compliance through **API Service Level Agreements (SLAs)** at every stage of the project.
* Responsible for working with the business owners and technical teams to facilitate defect management and prioritization as well as customer technical support for the digital properties.
* Developed **test automation artifacts (test scripts & test scenarios)** for automated testing situations, for happy paths and alternative paths, using various tools like Selenium & Cucumber.
* Extensively involved in **tracking issues & defects** and overall user stories’ management, using JIRA.

**Software:** ARIS, AWS EC2, AWS S3, Sharepoint, Spark v2.2, Informatica Powercenter, Javascript, Docker, Tableau, Python 3, JIRA v7.4, Confluence v6.2, Swagger

**The Charles Schwab Corporation, Phoenix, AZ October 2017 – March 2018 Business Systems Analyst (Finance)**

The scope of this project was to propose new changes to Retirement Business Services (RBS). I was required to analyze data using PL/SQL, identify and propose alternative questions, and design a data model and application data flow to deliver the business capability. The goal was to optimize enhancements to help meet the needs and better serve retirement and HSA plan service providers within Schwab Retirement Center.

**Environment**: Hybrid Scrum

**Responsibilities:**

* Worked with AxiomSL to ensure compliance of **Basel II & III regulations** & **SOX compliance** policies.
* Involved in synthesizing BRD, FRD and **Software Requirements Specification (SRS)** documents, by mapping requirements and creating associated **UML** diagrams, such as Use Case Diagrams and State Diagrams using Visio.
* Developed extensive experience with all aspects of 401K analysis, retention, and transition.
* Participated in designing a module to rollover member refunds to qualified retirement plans such as 401(k), 403(b), IRA, Roth IRA, etc. Created input/output data requirements of Defined Contribution (401-K / 403-B/457 B).
* Analyzed source system data, profiling data (using SQL and Hive QL) and arranging SLAs with data providers.
* Edited proposals to ensure content clarity, consistency, and compliance with Request For Proposal (RFP) instructions.
* Analyze Risks, documented Risk Logs and created a Requirement Traceability Matrix (RTM) for the ‘To Be’ system.
* Effectively coordinated with different scrum teams to assess upstream & downstream effect of system changes or upgrades on existing integrations within the microservices infrastructure.
* Designed and implemented data aggregations and Tableau dashboards and report designs to meet evolving requirements.
* Participated in identifying test scenarios for ATDD/BDD and ensuring that each user story meets the Definition of Done.
* Responsible for creating UI designs, UI mockups and writing business rules for IT and QA Team.
* Assisted in development of global reports using client based Business Objects and Servicenow data sources to assist regional managers on how to better serve the client.
* **Supported integration testing** & **UAT** to ensure conformance to design and accuracy of implementation.

**Software:** JIRA v7.1, Confluence v6.2, PL/SQL, DB2, Web Services, Pega, Javascript, Informatica Powercenter, Sharepoint, Tableau, ServiceNow, Swagger.

**T. Rowe Price, Owing Mills, MD January 2016 - July 2017**   
**Business Process Analyst**

The goal of the project was to migrate the ClaimCenter v8.0.x from the legacy software Genius to new Guidewire application. The new system was designed to support the Genius application and integrate with the other systems within T. Rowe Price’s infrastructure. The newly proposed system aimed at providing full support for all types of claims processing.

**Environment:** Water-scrum-Fall (Agile-Waterfall Hybrid)

**Responsibilities:**

* Utilized techno-commercial acumen in **bridging the business gap** with incisive knowledge of **Basel II & III** and **Regulatory Reporting** (**CCAR**, **FDIC** and **COREP)** between business users and IT team.
* Supported ARIS synchronization activities with SAP enterprise management.
* Involved in synthesizing BRD, FRD and **Software Requirements Specification (SRS)** documents, by mapping requirements and creating associated **UML** diagrams, such as Use Case Diagrams and State Diagrams using Visio.
* Worked closely with onsite coordinator for Guidewire suites (Policy Center 7.x, Claim Center 7.x & Billing Center 7.x) to re-engineer the business processes to leverage Policy Center, Claim Center and Billing Center capabilities.
* Conducted business analysis sessions with the space management team to create a "current state" process model in ARIS.
* Validated requirements and wrote the Business Processes Model notations (BPM), Procedures,Technical Documentation.
* Involved in all phases of SDLC including requirements gathering & elicitation, specifications synthesis, conceptual and logical design, analysis and testing, utilizing **Water-Scrum-Fall methodology**.
* Created a Matrix of Compliance addressing every RFP section. Responsible for creating a proposal plan and schedule.
* Containerized all the Ticketing related applications - SpringBoot Java and Node.Js applications using Docker.
* Involved in XSLT development for WebSphere Message Broker implementation of various interfaces to transform client XMLs to vendor service XMLs and vice versa for Web Services Integration projects.
* Conducted audience analysis. Collaborated with IT Managers and stakeholders to generate instructional and user guides
* Assisted in formulating **Requirements Traceability Matrix (RTM)** to map functional requirements to test cases.
* Create automation test scripts in HP Unified Functional Tester, Rational Functional Tester 8.2
* Assisted in system and **user acceptance testing (UAT)** and in tracking defects through the defect lifecycle.

**Software:** Agile-Waterfall Hybrid, Guidewire Studio, Guidewire Application (Policy Center, Claim Center, Billing Center), ARIS, Java, Python, Docker, ServiceNow, Postman.

**Amit Nalin Securities Pvt. Ltd., Mumbai, India February 2014 - November 2015**

**Data Analyst**

The goal of the project was to streamline existing systems, so as to facilitate efficient execution of trades via client platforms. The platform enables institutions to leverage their pending invoices, in order to raise capital for continued growth. I was also responsible for meeting clients in the insurance and mortgage domains to negotiate terms for SLAs to optimize integration with client systems, with my main account being LIC (Life Insurance Corporation of India).

**Environment:** Waterfall

**Responsibilities:**

* **Interviewed internal and external stakeholders**, SMEs and business users to understand and gauge their requirements, gathered their future needs and **transformed** them in **Functional Specifications**.
* Formulated **RACI matrix** to **eliminate effort duplication.**
* Ensured that proposal responses complied with RFP requirements, contained win strategies and themes, and complied with ANSec’s format and style criteria.
* Setup and customized COTS integrated business information systems for clients in various industries.
* Developed several internal reporting tools for business teams using HTML, CSS, JSON and JavaScript (React JS) for view layer and SQL queries to retrieve/update the data.
* Involved in enterprise web analytics support and support for web sites traffic collection, integration and reporting.
* Managed purchase budget for department and reporting to management directly with respect to budget related issues.
* Processed weekly reports to visualize client count using Power BI and DAX.
* Shouldered additional responsibilities to evaluate cost benefit measures, initiated buddy training programmes to groom IT employees on Insurance Domain knowledge and products of Life Insurance Corporation of India (LIC).
* **Reduced process completion time by 15%** by modifying long running IT programs & revising their data.

**Software:** SAP, JD Edwards, C#, .NET, Javascript, MS SQL Server, PL/SQL, HP Quality Center, Power BI.

**Mswipe**, **Mumbai, India** **August 2012 - December 2013**

**Telecom Systems Analyst**

The primary goals of the project were to implement a **capital** **leasing information system** for a captive leasing company, in order to help the admin to operate the business with efficiency. The system would generate the Master Lease Agreement (MLA), Lease Proposal, Delivery & Acceptance documents, using InfoLease v7.1. I was also responsible to

**Environment:** Waterfall

**Responsibilities:**

* Drove **customer account** and **data migration** from legacy to new Lease Accounting platform.
* Worked with project managers to gather requirements, prioritize functionality and communication with customers to define business needs and identify the **Just in Time (JIT)** requirements, to perform change management.
* Provided **ballpark estimates** and **ROM estimates** upon request, for new development efforts.
* Responsible for implementation, development & support for platform technologies with a critical focus on DocuSign CLM.
* Assisted in **integrating third party software** such as DocuSign CLM within the system.
* Prepared and managed UAT test scripts and cases.
* Created test plans and test scenarios to **validate the intended implementation** of business requirements.

**Software:** Office 360, C#, .NET, SSIS, DocuSign CLM, InfoLease v7.1, Swagger.

**EDUCATION**

* **Executive MBA (with a concentration in Cybersecurity)** from New England College
* **Master of Science (M.S.)** in **Business Analytics & Information Systems** from University of South Florida
* **Bachelor of Engineering (B.E.)** in **Electronics & Telecommunications Engineering** from University of Mumbai