**KRISHNA R Phone: 480-508-0111**

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**Sr. Business Analyst**

**PROFESSIONAL SUMMARY:**

* 8 years of Industry experience as a **Business Analyst** with solid understanding of **Business Requirements Gathering, Evaluating Data Sources, Translating Requirements into Specifications, Application Design**.
* Experience in **elicitation, evaluation, analysis** & **management of User and System Requirements, Business Process Modeling** and **Business Process Improvement**.
* Worked with Business on **Technical and Business Writing, Business Process Flow, Business Process Modeling, Business Analysis** and Testing various methodologies in system.
* Experience in facilitating **Joint Requirement Planning (JRP)** sessions with Business User Groups, conducting **Joint Application Development (JAD**) sessions with IT Groups and Conflict Management with Project team members.
* Experience in BI Tool **Tableau**.
* Experience in Health Care Industry with strong operational knowledge of **Health Insurance Portability and Accountability Act (HIPAA).**
* Kept track of the tasks in **JIRA** demand management tool.
* Knowledge of **Waterfall** and **AGILE** methodology, **Use Cases, Software Development Life Cycle (SDLC) processes, Object Oriented Analysis and Design (OOA/D)**.
* Competent in Creating **Unified Modeling Language (UML) diagrams** such as Use Case Diagrams, Activity Diagrams, Class Diagrams and Sequence Diagrams.
* Experience in developing Use Cases, creating **Screen Mockups**, conducting **Gap Analysis** and **Impact Analysis, SWOT analysis, Cost Benefit Analysis, Risk Analysis**.
* Facilitated **Change Management** across entire process from Project conceptualization to Testing through Project Delivery, Software Development and Implementation Management in diverse Business and Technical Environments.
* Executed **Basic SQL Queries** for Backend validation and Integration testing.
* Responsible to Track, Document, Capture, Manage and Communicate the Requirements using **Requirement Traceability Matrix (RTM)** which helped in controlling numerous artifacts produced by the teams across the deliverables for a project
* Involved in **Test Planning, Test Preparation, Test Execution, Issue Resolution** and Report Generation to assure that all aspects of a Project follow the Business Requirements.
* Assisted QA in conducting **User Acceptance Testing (UAT)** and documentation of Test Cases.
* Interface with clients from Operations, Marketing, Sales, Technologies, and Outside Vendors and act as their customer interface point as the lead of the Projects.
* Effective at **multitasking,** committed collaborator & **team leader.**
* Highly motivated team player with excellent **Interpersonal and Customer Relational Skills, Proven Communication, Organizational, Analytical, Presentation Skills,** and **Leadership Qualities**.
* Experience in Client interaction and understanding business applications, business data flow and data relations for them.
* Worked to bridge the gaps between stakeholders and IT department

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| **TECHNICAL SKILLS**  |
| **Operating Systems** | Windows 7,8,10, XP/Vista/Mac OS |
| **Modeling Tools** | Rational Rose, MS Visio, Mockup Screen, Wireframes, Activity Diagram, Requisite Pro, Clear Quest, Clear Case, Visual Paradigm, Lucid Charts |
| **SDLC Methodologies** | Waterfall, Agile-Scrum, Waterfall-Scrum  |
| **Business Skills** | Change Management, Impact Analysis, and JAD sessions, SWOT Analysis, Project Planning, Project Scheduling and Project Budgeting. |
| **Requirement Management** | MS Office, JIRA, HP ALM, TFS, Version one, Agility |
| **Project Management Tools** | MS Project, MS SharePoint Server, |
| **Testing Tools** | HP QC v10.0, HP ALM v11.5 |
| **Financial Tools** | MS Excel functions and Pivot tables |
| **ETL Tools** | Tableau, SQL Server Data Tools , Notepad++ |
| **Reporting Tools** | Tableau Desktop, MS Office Suite, Spotfire |
| **Languages** | HTML, XML, SQL, Python, JSON, JAVA, Open text, Flat files |
| **Databases** | MySQL, MS Access, Oracle |
| **Cloud** | Google Cloud Platform |

**PROFESSIONAL SUMMARY:**

**Aflac, Columbia, SC Feb 2017 to Till date**

**Business Data Analyst**

**Responsibilities**

* Interact with business users to understand and document the **AS-IS & TO-BE** processes for improving the insurance capabilities.
* Successfully organized 100’s of **business requirement workshops.**
* Building the new system and at the same time gathering requirements on migrating the data from old system
* Gathered requirements for decommissioning the old system and performing analysis with the architects and compliance for data retention policies
* Developed a process flow on how and when to implement the Decommission process along with the Project Manger
* Work with Banks on the **ACH Draft** to process the payments
* **Configured** the health products in system
* Developed and implemented processes and tools for requirements gathering, analysis, planning, tracking and delivery using **Agile Methodology**.
* Extraction, Transformation and Loading. **Metadata architecture** was also provided, for Query enhancement and clarification of data relationships.
* **Develop requirements and User Stories** using **Business Process Models**.
* Perform management evaluation based on project **Key Performance Indicators (KPI).** Develop short/long term planning based on program performance to maximize profitability and project performance.
* communicate with senior BA consistently on user stories for current and future iterations.
* Involved in completing the **Data Dictionary, Data Lineage** and **Data Flow diagrams** for Meta data.
* Designed and developed **Use Case Diagrams, Activity Diagrams, Sequence Diagrams**, and **Class Diagrams**.
* Conducted workflow, process diagram and **GAP analysis** to derive requirements for existing systems enhancements.
* Involved in creating Entity-Relationship diagrams for the design of database.
* Coordinated activities between business unit and technical staff, developing new methods, policies, and procedures to meet the business needs, and acted as primary trainer in education of the business unit as it relates to business applications.
* Assisted QA Team in writing **test cases, Data mapping, Data Cleansing, conversion spreadsheets, test plans** and tested the final application to verify whether all the User Requirements were catered to by the application.
* Creating/Maintaining business requirement documents, use cases, Process flows & End User Guidelines for Legal applications in **HP ALM**.
* Participated in **UAT** and worked with **HP ALM** for bug and defect tracking.
* Collaborated with the QA team to ensure adequate testing of software both before and after completion, maintained quality procedures, and ensured that appropriate documentation is in place.
* Designed and developed the architecture of business intelligence components including **data models, ETL,** and **enterprise reporting.**
* Designed and developed a dashboard using **Cognos Report Studio**.
* Prioritized new features and functionality based on business needs.
* Identified and documented best practices for the product offering.
* Extensively worked on **MS Access, MS Excel, MS Word, PowerPoint, SQL,** and **MS Project.**

**Environment:** MS Access, Excel, Word, PowerPoint, HP ALM, SQL, MS Project, MS Visio, Exstream, flat file, Jason file

**Client: FCA(FIAT CHRYSLER AUTOMOBILE)**

**May 2015 to Jan 2017**

**Data Analyst**

**Responsibilities**

* Spearheaded and launched inventory rotation process to align demands to supplies on transition products and reduced worldwide material requirements by 10%.
* Produced **databases, tools, queries**, and **reports for analyzing, summarizing**, and **root causing board failure data.** Versed in finding patterns and trends in **complex, multivariable data sets.**
* Created Inventory Model and **BOM tool**, identified supply chain excess, and sold back $400,000 of excess Testers thru revenue stream with no disruptions to customer service levels.
* Worked closely with Document Control, and purchasing and created last time buy tool/database and automated the last time buy process within Oracle, leading to the elimination of two full time roles.
* Worked **across Logistics, Engineering, Finance, Customer Service, Sales, and Manufacturing organizations** to improve **product reliability, reduce board repair time**, **automate reporting, and minimize waste**.
* Presented tools and recommendations to directors and executive staff
* Audited inventory transactions according to corporate standards and conducted investigative analysis to provide the appropriate resolutions.
* Developed **Key Performance Indicators** and scorecards to monitor product sales and operations of vendors and fulfillment centers.
* Managed process improvement projects to streamline existing system and fulfillment center functions.
* Hands on expertise in using **FIX protocol** for order management, indication of interest messages IOI and advertisement of equities.
* Read and understood the **FIX log file** and to interpret format and different tag combinations
* Use Fix Protocol to understand various message types. Read and understand the **FIX logs** and debug if any issues.
* Created internal Sales Orders and Purchase Orders for international markets.
* Managed reconciliation adjustments to Oracle to maintain inventory accuracy and posts to the **General Ledger**.

Environment: MS Access, Excel, Word, PowerPoint, HP ALM, SQL, MS Project, MS Visio, Exstream, flat file, Jason file, Agility, Tableau

**Janrise Advertising April 2014 to Dec 2014**

**Business Integration Analyst**

**Responsibilities:**

* Reviewed Business Requirements and Checked Functionality as per User Requirements to created **Test Plan** within **Agile/ Scrum Methodology**.
* Developed **project plans** and **managed project scope**.
* Assigned tasks among development team, monitored and tracked progress of project following agile methodology.
* Documented and delivered Functional Specification Document to the project team and conducted **JAD** sessions for communicating with Stakeholders and Project directors.
* Conducted **User Acceptance Testing (UAT),** facilitate discussion between business team and QA team on determine the test requirements and pass/fail criteria; documented and reported user feedbacks to management team.
* Acquired expertise in **Fix Protocol** Order, **Indication of interest IOI** , Advertisements and trading application **OMA systems for Order, IOI and Advertisements**.
* Worked with **JIRA Tool** for Issue Tracking and as Defect Tracking Tool to raise a particular issue and in that process, we opened a subtask **in JIRA** to solve the defects which we came across the project.

**Environment:** Agile, JIRA, SQL, UAT, MS Office, PowerPoint, Word, Excel, MS Visio, Use Cases, SharePoint

**Hindustan Shipyard Limited**

**Dec 2013 – April 2014**

**On Job Engineering Trainee**

* Manage all support services related to production facility
* Select, train, supervise, and evaluate 14-person team
* Partner with other departments within production facility to support ongoing projects
* Escalating promptly any issues that may impact operations.
* Producing stage plans, highlight reports, risk logs, requests for change etc

**Education: Bachelor’s in Electronics and communications Engineering, KLUniveristy, Andhra Pradesh**

**Master’s in Management in Computer information science, Campbellsville University, Liouville, KY**