**PROFESSIONAL SUMMARY:**

* Scrum Master and Oracle Certified Expert Professional Business System Analyst/Scrum Master with 7+ years of industry experience in software requirement gathering analysis, process modeling, process flow within the pharmaceutical space.
* Fulfilled business objectives including implementation, administration, support, and documentation.
* Experience with ETL Data warehousing and BI concepts.
* Good knowledge of Web Technologies (SOAP, RESTful APIs, XML, JSON, web services, etc.)
* Experience in extracting data from multiple data sources and conducting data analysis using SQL queries.
* Effective Requirements Analysis and prioritizing through Gap Analysis, Use Cases and Prototyping Extensive experience gathering requirements, interviewing senior-level company officials to gather business requirements and furnish functional specifications.
* Experience within cloud technologies such as AWS Cloud, Microsoft Azure etc.
* Earned good knowledge in RDBMS, Oracle, and SQL along with MS SQL administrator, SQL Enterprise Manager, data analysis, and reporting using SSRS.
* Hands on experience with Business Intelligence (BI) and reporting tools like Tableau, SSRS, MS Excel etc.
* Experience in writing User Stories, Acceptance Criteria, Business Requirements Document (BRD), Functional Specification Document (FSD), Non-Functional Specification Document, Use Cases, screen mockups, GAP Analysis, Impact Analysis, Data Analysis, Requirement Traceability Matrix.
* Well experienced in coordinating and planning activities, arranging and managing meetings and their outcomes.
* Project Management, Resource Planning, Tracking and Release Management skills for effective Scope, Resource and Conflict Management while facilitating End-Users, SMEs, Vendors, and developers/testers throughout the SDLC.
* Experienced in executing the UAT phase and user training sessions.
* Skills in developing Use Case diagrams, Sequence diagrams, State Chart Diagrams, and Class diagrams.
* Reviewed Test Scripts, Technical Specification Documents, and worked on the application’s input/output data definitions.
* Extensive knowledge of all major relational databases including SQL Server and Oracle for writing complex queries.
* Expertise in Data Analysis Activities including Enterprise Data Management (EDM), Data Profiling, Data Quality, Data Governance, Source to Target Data Mapping, Data Testing.
* Experienced in Extraction, Transforming and Loading (ETL) using various tools such as SQL Server Integration Services (SSIS) while transferring the data to target destinations from various sources like Excel, CSV, and Oracle, Flat File, Raw file, and XML File.
* Extensively used ETL methodology for supporting data extraction, transformations, and loading processing, in a corporate-wide-ETL Solution using SSIS, SSRS.
* Dashboards colour coding and formatting, Tableau designs, prototypes, and Tableau mock-up reports, Wireframes, Frameworks.
* Using the Tableau Desktop for the Data Analysis, Data Visualizations, and Data Discovery and the data explorations.
* Experience in Business Intelligence (BI), Business Data warehousing tools - Tableau, Power BI, SSRS and SaaS.
* Experience in Data modelling for Data Warehouse/Data Mart development, Data Analysis for Online Transaction Processing (OLTP), and Data Warehousing (OLAP)/Business Intelligence (BI) applications.
* Mastered the ability to design and deploy rich Graphic visualizations Parameters using Tableau.
* Facilitated User Acceptance Testing (UAT) with the stakeholders and the business users as well as trained users to use the system configured.

**TECHNICAL SKILLS:**

* SDLC/Methodologies: Agile-Scrum, Waterfall, Hybrid
* Requirement Management Tools: JIRA Confluence, HP ALM/QC
* Business Modeling Tool: MS Visio
* Operating System: Windows, UNIX
* MS Office Tools: MS Office Suite (MS Word, MS Excel, MS PowerPoint)
* Relational Databases: MS SQL Server, Oracle, MS Access
* Reporting / BI Tool: Tableau, SSRS, Power BI
* Language: HTML, XML, SQL
* ETL Tool: SSIS

#### CERTIFICATION:

Oracle Database SQL Certified Expert

Scrum Master Certified

#### EDUCATION:

MBA, University of San Diego, CA

**PROFESSIONAL EXPERIENCE:**

##### Baxter Healthcare, Chicago, IL Apr 2019 – Present

**Sr. Business System Analyst/Scrum Master**

Baxter International Inc. is an American multinational healthcare company with headquarters in Deerfield, Illinois. The company primarily focuses on products to treat hemophilia, kidney disease, immune disorders, and other chronic and acute medical conditions.

###### Responsibilities:

* Spearheading the next iteration of the software solution to enhance the user experience, reduce the average time by 25%, and provide strong data visualization & analytics capability through Tableau integration.
* Leading the team to identify and prioritize the top 6 product enhancements to deliver maximum impact with the least effort & pushing the product towards continuous improvement.
* Guided the team of 7 to adopt and adapt to the challenges of transitioning from Waterfall to Agile Methodology of Software Development Lifecycle (SDLC) using Agile Development Tools like JIRA.
* Increased team velocity by 15% by creating more than 5 standard operating procedures (SOPs) for tools like MS Teams & guiding the team in their implementation.
* Work on Data mapping, logical data modeling, and use SQL queries to filter data within the Oracle database tables.
* Reduced the service level agreement (SLA) of processing inventory on hold by 30% by eliciting business requirements from users and identifying process improvements.
* Perform SQL queries for retrieving and organizing the database using Select, Create, Update, and Joins.
* Gathered and developed requirements using semi-structured informal interviews, document analysis, requirements workshops, and surveys related to the Inventory Hold System.
* Helped Project Manager in preparing Cost-benefit analysis and conducted GAP Analysis.
* Extensively use the SQL queries to validate data from source system to target systems.
* Prepared data visualization and data analytics reports with Tableau software.
* Interacted with business owners to identify business system needs, evaluated solutions for business problems and proposed methods to make business more effective and provide feasible solutions to the project.
* Conducted Scrum Workshops to familiarize the team with Scrum as a concept and process skeleton. Also, conducted User Story Writing Sessions to decompose BRD into User Stories and determine Acceptance Criteria for Potentially Shippable Product Output.
* Work on SQL queries in a dimensional data warehouse as well as a relational data warehouse.
* Developed, drive and execute test plans, test cases and scripts for functional, system, integration, security, data validation type testing.
* Designed Test Plans and Test Cases for User Acceptance testing (UAT) with the help of QA teams.
* Performed Extensive database integrity testing by executing SQL statements.
* Wrote Test Plans and Test Cases based on user requirements and functional specifications.
* Involved in User Acceptance Testing (UAT) with the end users.
* Check the data flow through the frontend to backend and use SQL Queries to extract the data from the database.
* Analyze systems data, research information, and develop reports in response to ad-hoc management requests.
* Perform work on time, within the scope, and with high customer satisfaction.
* Assists with supply chain reports and managing associated metrics, working directly with quality managers, Regional heads, and Senior Directors.
* Proactively investigate database query log data to find opportunities to improve performance in OLAP and OLTP queries executing against the database.
* Deliver reports and ad-hoc analysis focused in the area of client behavior and profiling using SQL and Excel.
* Interact with application development, enterprise architecture, business intelligence, technology services, and vendors regularly.
* Designed and developed various analytical reports from multiple data sources by blending data on a single worksheet in Tableau Desktop.
* Remain current on database technology trends and upcoming database releases. Guide database technology direction.
* Assist in creating UAT test scripts and leverage them in UAT test validation.
* Utilized advanced features of Tableau software like linking data from different connections together on one dashboard and filtering data in multiple views at once.
* Responsible for assessing cross impacts as part of project support, which includes working directly with the LOB VPs to make recommendations on process changes and define implementation roadmaps.
* Document all data sources and code used in data analysis and reporting

**Environment:** Agile-Scrum, Tableau, ETL, Microsoft Office SharePoint 2007, Quality Center, AWS Cloud, MS Office, SQL Server, MS Project, MS Access, SAFe, JIRA, Oracle 10g, Ra UML, Salesforce, Microsoft Teams.

**Johnson & Johnson, New Brunswick, NJ Apr 2018 – Mar 2019**

**Business/System Analyst**

Johnson & Johnson is an American multinational medical device, pharmaceutical and consumer packaged goods manufacturing company. Types of project in which I have worked - enterprise level projects within data warehouse (Oracle and SQL)), enterprise application communication portal interface send/receiving data, drug master data refresh/updates/new product loads, provider and prescriber load implementation projects**.**

**Responsibilities:**

* Conducted weekly meetings for deciding the Policies and Procedures to be followed while constructing.
* Followed agile methodology for the SDLC.
* Wrote data conversion and data migration scripts for ETL validation process.
* Responsible for creating test cases/ scenarios from BRD and executing test script for various demands.
* Managed the flow of projects and potential cost savings opportunities relating to graphic design and cost allocation from initiation to completion.
* Extensively used SQL statements to query the Oracle Database (RDBMS) for Data Validation and Data Integrity.
* Participated in daily scrum meetings to report daily progress of activities and sprint planning for test planning activities.
* Facilitates and monitors the Scrum process from inception through delivery.
* Managed requirement activities using an iterative and incremental methodology such as Agile/Scrum
* Participated in an Agile development process by dividing work into development Task card, creating Testing story card from Task card/User stories and adding Acceptance/Exit criteria to the User Acceptance Testing.
* Conducted JAD sessions to allow different stakeholders to communicate their perspectives with each other, resolve any issues and come to an agreement quickly.
* Drafted Installation Qualification (IQ), Operational Qualification (OQ), User Acceptance Test (UAT) and Performance Qualification (PQ) protocol and test scripts.
* Actively participated in preparation and review of artifacts such and other test artifacts such as Installation Qualification (IQ), Operational Qualification (OQ), and Performance Qualification (PQ) etc.
* Involved in Tableau dashboard performance optimization for better and more efficient reports.
* Involved in evaluating the safety of pharmaceuticals in drug development to bring new drugs.
* Developed nonclinical drug safety development plans and authored risk assessments.
* Review test execution documents such as IQ, OQ, PQ
* Experience in gathering and producing detailed business requirements, including non-functional requirements, for the projects in the Client.
* Assessed risk to quality service based upon results of verification and validation.
* Involved in the development of R&D, clinical and regulatory strategies for the client.
* Reviewed the validation documents and executed test scripts (IQ/IOQ, OQ, PQ) etc.
* Strong experience in interacting with stakeholders/customers, gathering requirements through interviews, workshops, and existing system documentation or procedures, defining business processes, identifying and analyzing risks using appropriate templates and analysis tools.
* Excellent command in writing complex routines for Data Validations, Data Extraction, transformation and loading to target decision support systems using MS Excel on various environments.
* Traceability Matrix was always used to create, modify, and delete traceability relationships
* Supporting multiple applications within the environment.
* Used HP ALM/Quality Center to create and maintain test requirements.
* Performed Gap Analysis to check the compatibility of the existing system infrastructure with the new business requirements.
* Developed and led projects working with company stakeholders directing and developing new procedures for project management
* Designed reports, dashboards & visual analytics for end customer.
* Utilized Agile Methodology to configure and develop process, standards and procedures
* Worked on Data mapping, logical data modelling used SQL queries to filter data within the Oracle database
* Utilized experience with AGILE software development paradigms to help drive projects and manage / coordinate multiple initiatives and development teams (including offshore/remote teams)
* Tested SOAP request and response in XML format using SOAP UI.
* Excellent knowledge, Customer Service with Top Troubleshooting and Analyzing Skills.
* Created Use Cases, Activity Diagrams and Activity Diagrams using MS –Visio.
* Conducted JAD session with ETL developers and database architects.
* Used Query Tool for Querying Oracle, SQL server for Teradata SQL Assistant for Querying.
* Conducted meetings and coordinated with the Technical analyst, DBA, and Tech SME to get the infrastructure hardware and software information about the application assigned.

**Environment:** Agile/Scrum, SQL, BI , ETL, HP ALM/Quality Center, IQ, OQ, PQ, Validation, Tableau, SOAP UI, XML, MS Visio, MS Office (Word, Excel, PowerPoint, Outlook), Windows.

**All scripts, Chicago, IL Jan 2016 - Mar 2018**

**Business Analyst**

All scripts Healthcare Solutions, Inc. Is a publicly traded American company that provides physician practices, hospitals, and other healthcare providers with practice management and electronic health record technology. Allscripts also provides solutions for patient engagement and care coordination, as well as financial and analytics technology. The company has more than 180,000 physician users and has solutions in 2,700 hospitals and 13,000 extended care organizations. Allscripts was founded in 1986 and is headquartered in Chicago, Illinois.

**Responsibilities:**

* Involved in business analysis and project management, coordinating between the team members, addressing budget issues and creating test plans according to the business requirements.
* Responsible for procurement and demand forecasting effort.
* Organized weekly Bug Triage meetings with the Dev team and testing team to clear any pending tickets in regards to Bug fixing.
* Worked with the project manager for planning and organizing the project activities, and in communicating with other business center mangers and stakeholders of the project.
* Reviewed testing such as IQ, OQ, PQ as part of Test Management activity.
* Created user stories, improvements as per business requirements under each epic of project
* Gap Analysis of client requirements, generated workflow process, flow charts and relevant artifacts
* Created and executed SQL queries.
* Assessed risk to quality service based upon results of verification and validation.
* Applied guidelines, standards and regulations such as Code of Federal Regulations (CRFs) to clinical data modeling.
* Defined and documented the vision and scope of the project.
* Gathered requirements, developed Process Model and detailed Business Policies.
* Develop relationships with clients, great customer service skills, learning procedures and regulations in a pharma setting.
* Followed the Agile (Scrum) methodology for the entire SDLC.
* Involved in writing and implementation of the test plan, and various test cases for UAT.
* Prepared the Workflow using MS-Visio with input, output, Pre-and Post-conditions.
* Enhanced test cases and scripts by adding the required functionality as per the new business requirements
* Defect Tracking and Bug Reporting was performed using ALM/Quality Center.
* Prepared the business requirement document (BRD) and Functional Specification Documents (FSD).
* Facilitated the meeting using PowerPoint presentations and followed up with the team with accurate and detailed meeting minutes and action items.
* Performed Gap Analysis for new functionality requirements, as well as prioritized them based on actual business needs so as to align them with the product release roadmap.
* Negotiated and managed multiple priorities, project plans, time frames and trade-offs while ensuring the clinical and administrative staff understood the final results of the projects, sharing detailed vision of cost-benefit analysis.
* Used SQL or Writing and execute Queries.
* Designing or presenting conclusions gained from analyzing data using statistical tools like Microsoft Excel, SAS and others
* Performed Gap analysis by identifying existing technologies, documenting the enhancements to meet the end state requirements
* Worked with Database team, involved in writing SQL queries and extracting data.
* Analyzed “AS IS” and “TO BE” scenarios, designed new process flows and documented the business process and various business scenarios.
* Gathered requirements by conducting meetings with senior management team and coordinating JAD sessions, brainstorming and documenting requirements.
* Documented UAT scripts and coordinated with QA testing for test cases.

**Environment:** Agile, UAT, MS SQL Server, MS SharePoint, HP ALM, XML, IQ, OQ, PQ, SOAP, Validation, MS office, MS Visio.

**Tata Consultancy Services, Hyderabad, India**

**Business System Analyst May 2012 – Jun 2015**

Pfizer Inc. is among the world's largest pharmaceutical companies. Pfizer develops and produces medicines and vaccines for a wide range of medical disciplines, including immunology, oncology, cardiology, diabetology/endocrinology, and neurology.

**Responsibilities:**

* Involved in business analysis and project management, coordinating between the team members, addressing budget issues and creating test plans according to the business requirements.
* Responsible for procurement and demand forecasting effort.
* Organized weekly Bug Triage meetings with the Dev team and testing team to clear any pending tickets in regards to Bug fixing.
* Worked with the project manager for planning and organizing the project activities, and in communicating with other business center mangers and stakeholders of the project.
* Created user stories, improvements as per business requirements under each epic of project
* Gap Analysis of client requirements, generated workflow process, flow charts and relevant artifacts
* Created and executed SQL queries.
* Handled multiple Agile Projects from Vision meeting till deployment as scrum master
* Involved in Protocol development with understanding of the clinical and regulatory pathways.
* Defined and documented the vision and scope of the project.
* Provides strategic planning, risk assessment and regulatory strategy for projects in discovery and clinical development.
* Gathered requirements, developed Process Model and detailed Business Policies.
* Develop relationships with clients, great customer service skills, learning procedures and regulations in a pharma setting.
* Followed the Agile (Scrum) methodology for the entire SDLC.
* Involved in writing and implementation of the test plan, and various test cases for UAT.
* Prepared the Workflow using MS-Visio with input, output, Pre-and Post-conditions.
* Enhanced test cases and scripts by adding the required functionality as per the new business requirements
* Defect Tracking and Bug Reporting was performed using ALM/Quality Center.
* Developed and led project focusing on the revision of operating practices between departments
* Prepared the business requirement document (BRD) and Functional Specification Documents (FSD).
* Facilitated the meeting using PowerPoint presentations and followed up with the team with accurate and detailed meeting minutes and action items.
* Performed Gap Analysis for new functionality requirements, as well as prioritized them based on actual business needs so as to align them with the product release roadmap.
* Negotiated and managed multiple priorities, project plans, time frames and trade-offs while ensuring the clinical and administrative staff understood the final results of the projects, sharing detailed vision of cost-benefit analysis.
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**Environment:** Agile/Scrum, UAT, MS SQL Server, MS SharePoint, HP ALM, XML, SOAP, MS office, MS Visio.