Education

**Master of Science in Information Systems**

University Of Maryland Baltimore County, Baltimore, MD

|  |
| --- |
|  |
| **Master of Computer Applications** |

University of Pune, India

# Summary

* 3+ years of experience in Business Analyst with expertise in eliciting business requirements and translating them into various Business requirement documents (BRD), Functional requirement documents (FRD).
* Proficient in all Software development Lifecycle (SDLC) application in using Waterfall and Agile/Scrum Methodologies.
* Good working knowledge of Competitive Analysis, Gap Analysis and understanding of Risk Analysis, Impact Analysis and Cost - Benefit Analysis.
* Knowledge of business document writing skills including Business requirements document BRD, Use Cases, Functional Requirements Document FRD and Functional Specifications document FSD.
* knowledge and usage of statistical/mathematical analytics software like Minitab.
* Proficient in creating and managing Requirement Traceability Matrix RTM for tracking and managing changes based on project's evolving needs.
* Proficiency in MS Access, MS Excel, MS PowerPoint,MS Project, MS SharePoint, MS Word and MS Visio.
* Capable in designing, developing and tested various Power BI and Tableau visualizations for dashboard and ad-hoc reporting solutions by connecting from different data sources and databases.
* knowledge of creating test cases using HP Quality Center and participated in QA and User Acceptance Testing (UAT).
* Good knowledge of Requirements Gathering, Interviews and JAD Sessions.

# Experience

**Business Analyst | Feb 2021 – Present | Cigna, Baltimore, Maryland**

* Develop predictive models to help understand key metrics in all areas of our business.
* Organize and clean data to provide unique data views to leadership In depth understanding and analysis of operational metrics to provide recommendations to the business.
* Created ad-hoc reports to users in Tableau by connecting various data sources, multiple views and associated reports.
* Worked on SharePoint implementation. Created PPTs, Flow charts, Wireframe mockups.
* Created defect tracking using HP Quality Center and JIRA and reviewed them in subsequent iterations of the application development process.
* Strategic modeling, traceability and quality management techniques to build business case and measure effectiveness, risks, benefits and roadblocks.

**Business Analyst | Jan 2016 – Dec 2018 | Zensar Technologies, India**

* Used Waterfall life cycle methodology for Iterative development and Rapid delivery of the product.
* Collected business user requirements through various surveys, interviews and JAD sessions.
* Conducted Sprint Planning meeting and clarified each business requirement as a product owner.
* Used internal data from multiple sources using Excel, Minitab and PowerPoint to draw conclusion.
* Created Power BI visualization of Dashboards & Scorecards (KPI) for Finance Department.
* Involved in highlighting the key problems to be addressed in the risk analysis and accurately documenting the potential risks.
* Created workflows in Microsoft Visio to depict the process flow of the application.
* Designed and developed Use Cases, Activity Diagrams, Sequence Diagrams using UML and Rational Rose.
* Participated in the meetings with the business people to gather requirements.

Skills

**Methodologies:**

SDLC, Agile/Scrum, Waterfall

**Documentation:**

FRD, BRD, SRS

**Reporting Tools:**

MS Project, MS Excel, MS SharePoint

**Data Visualization:**

Tableau, Power BI

**Analysis:**

Cost/benefit analysis, Impact analysis,

GAP analysis, Risk Analysis

**Tracking / Other Skills:**

Jira, Microsoft Visio, Rational Rose,

 HP Quality Centre, JAD, Rational Clear Quest, Test Director, RTM, Minitab

**Operating System:**

Windows, Linux

Shreya Keni

**Business Analyst**

**Phone:** 401-203-3140

**Email: shreya.k@cvemail.com**

**Location:** MD