**RIHEN**

**Sr Business Systems Analyst 848-271-1367**

**PROFESSIONAL SUMMARY:**

* Overall 8+ years of Experience,Highly motivated solution driven **Business Systems Analyst** with 8+ years of experience in successful delivery of high-quality IT solutions in **various domains**. Used analytical and critical thinking to solve a wide variety of critical business problems.
* Contributed to all phases of **Software Development Life Cycle (SDLC)** in multiple projects by working with the Business Users, Key Business Stakeholders, Subject Matter Experts (SMEs), Project Managers (PMs), Scrum Master, Product Owner, Architects, Testers, Developers, analysts and delivered end-to-end business solutions by facilitating important meetings.
* Worked in traditional **Waterfall, RUP (Rational Unified Process)** and **Agile** **Methodologies such as** **Scrum**, **Waterfall-Scrum hybrid, Scale Agile Framework (SAFe), ScrumBan, Kanban, XP (Extreme Programming)**
* Strong experience in requirement elicitation techniques like **Brainstorming, JAD Sessions, Document Analysis, Interviews, Focus Groups, Job shadowing**, **Interface analysis**, **Requirements Workshops.**
* Experienced in creating **Screen Mock-ups & Prototypes** using **MS Visio** and **Balsamiq** to visualize **Graphical User Interface (GUI)**, conducted detailed project analyses of Business Processes by **GAP analysis (AS-IS & TO-BE), Risk analysis, Impact assessment, Cause and effect analysis (Root cause analysis), Effort estimation, Cost-Benefit analysis, SWOT analysis & Feasibility Analysis.**
* Proficiency in documenting artifacts by gathering requirements such as **Business Requirements Document (BRD), Functional Requirement Document (FRD), Software Requirement Specification (SRS), Use Case Document (USD), Requirement Traceability Matrix (RTM), Change Request Document, Work Breakdown Structure (WBS), Risk Register and Project Charter.**
* Highly experienced in **Risk Identification**, **Risk Assessment**, **Risk Mitigation**, **Quantitative Risk Analysis and Qualitative Risk Analysis and Acquisition Plan.** Worked closely with PM in developing **Project charter** and **Project Plan**.
* Competent in creating **Unified Modeling Language (UML)** diagrams such as **Use Case Diagrams**, **Activity Diagrams, Collaboration Diagrams, Data Flow Diagrams and Sequence Diagrams in MS Visio.**
* Participated in Scrum ceremonies including **Backlog Refinement**, **Sprint Planning**, **stand up meeting**, **Sprint Review and Sprint Retrospective** and experience in **Prioritizing Techniques** like **MOSCOW, KANO** and **Estimating Techniques** like **Planning Poker, Relative Mass Valuation, T-shirt Sizing and Bucket Sizing**.
* Assisted **product owner** with the **Definition of Done (DoD) and Definition of Ready (DoR)** for backlog items.
* Helped with the **story mapping process** in **Agile** after elicitation and documentation of requirements **(user stories).**
* Facilitated **Release Planning** sessions for the product, assisted all the teams in writing **business epics.** Helped in the **sizing and estimation** and **prioritization** of epics by helping **SMEs** performing **SWAG Analysis.**
* Assisted **ART (Agile Release Train)** and scrum teams **in resolving dependencies** and empowering the teams with the Pillars of Scrum such as increasing **Transparency, Inspection and Adaptation** and achieving goal to deliver the **PSPI** **(Potentially Shippable Product Increment)** at the end of every Iteration.
* Experienced with issue creation and resolution using **Atlassian JIRA**. Facilitated the team and created Scrum artifacts like **Product Backlog** and helped define the **User Acceptance Criteria**, **MVP (Minimum Viable Product)** and **MRF (Minimum releasable features)** to assist with an overall **release and feature plan** for the products.
* In-Depth Knowledge of the processes involved in creating **data warehouse, data-marts** and **data lakes.**
* Hands on experience in writing and executing **SQL queries** using Data Definition Language **(DDL),** Data Manipulation Language **(DML), DQL & DCL** statements to perform **CRUD** operations on database and experience in executing queries like **Joins**, **Subqueries** and **Aggregate** functions. **.**Strong knowledge **Kafka** Good understanding of **Procedures, Functions and Triggers**.
* Created Source to Target **Data Mapping documents** indicating the source tables, data types, transformations required and business rules to be applied using **Informatica**. Knowledge of Data Mapping, Integration and Migration.
* Knowledge of the implementation of **dimensional data modelling** including the **star** and **snowflake** schema, **dimension** and **fact tables** and the various **OLAP operations** like **slice, dice, roll-up and drill down.**
* Experienced in creating **Entity Relationship diagrams,** **Conceptual and Logical data models.**
* Proficient in using tools like **Informatica PowerCenter, Tableau, SSRS (SQL Server Reporting Services)** and **QlikView**
* Managed **ETL (Extract, Transform and Load) testing**, data cleansing, transformation testing, data profiling in databases
* Assisted in performing automated test scripts to test **APIs** to check if data returned is in **JSON, XML** format as defined in the **API documentation** using **Swagger Tool** to execute the scripts during deployment or during manual testing.
* Experienced in **Black Box, Manual, Unit, System, System integration (SIT), Performance, Load, Stress, Regression, Automated, GUI, Functional, Non-Functional, User Acceptance UAT, Smoke and Sanity Testing** of applications with knowledge on **STLC (Software Testing** **Life Cycle)** by creating **Test plan, Test Scripts, Test cases, Test Scenarios and Test reports.**
* Knowledge in **Test Driven (TDD), Behavioral Driven (BDD) and Acceptance Test Driven Development (ATDD).**
* Experience in creating analytical **Business Intelligence (BI)** dashboards using **Tableau, IBM Cognos.**

**TOOLS AND TECHNOLOGIES**

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| **Business Skills** | Change Management, Impact Analysis, Risk Analysis, Cost-Benefit Analysis, ROI Analysis, JAD Sessions, SWOT analysis |
| **Project Management Tools** | MS Project (2013,2016), MS SharePoint (2010,2013), Confluence (v.6.4, 6.3, 6.2) |
| **SDLC Methodologies** | Waterfall, Waterfall-scrum hybrid, Agile-Scrum, SAFe |
| **Requirement Management** | MS Office, JIRA (v.6.3,7.0), HP ALM (v.11.5), HP-QC (v.11,12) |
| **Modeling Tools** | MS Visio (v.14, 15, 16), Lucid Chart, Balsamiq |
| **ETL Tools** | Informatica Power Center |
| **Data Warehousing** | Data Marts, OLTP, OLAP, Multidimensional Analysis, Data Mining, Slicing/Dicing, Drill Down/Roll Up |
| **Databases** | MYSQL, Microsoft SQL T-SQL, PL/SQL |
| **Defect Tracking/Testing Tools** | HP QC v10.0, HP ALM V11.5, Load Runner (v. 11.5, 12.02), Selenium, POSTMAN, Soap UI, Cucumber, Swagger. |
| **Reporting/BI** | Tableau, MS Power BI, IBM Cognos, Quick View |

**PROFFESSIONAL EXPERIENCE**

**Sr. Business Analyst/Scrum Master**

**Tenure: May 2020 to September 2020**

**Walmart, Bentonville, AR**

**Summary:** The scope of the project was to elicit requirements and break down big chunks of work for Annual Enrollment 2021 as a part of “Health Benefits” team for Walmart Associates which deals with Online Enrollment Application (one.walmart.com). As a part of the tech team, requirements were to be gathered for the AE 2021 session which undergoes major changes each year and deals with various other vendors like Blue Cross Blue Shield, Aetna, etc. for health insurance (LTD/STD). As a part of the project, I was involved with three scrums teams, namely; EBH (employee benefits by hours), AE (Annual Enrollment) & WLFC (Walton life fitness center). The goal was to provide high quality automation solutions and replace the manual effort by continuously gathering requirements from business owners and documenting them into user stories in Jira and confluence.

**Roles/Responsibilities:**

* Performed **Cost & Benefit Analysis**, **Feasibility Analysis** to understand the net benefit and the feasibility.
* Supported the Product owner by assisting in creating project plans, developing the project **workflows**, creating scope documents along with the process of scheduling and tracking project timelines.
* Extensively used **JIRA** to capture and manage **User stories** and actively participated in all the **Scrum Ceremonies**.
* Assisted the Product Owner in writing acceptance criteria and framing **Definition of Done (DOD)** for the PSPI that was presented to the users.
* Collaborated with the **Scrum team** in preparing test data for positive and negative test scenarios as per application specifications. **.**Strong knowledge**Kafka**
* Developed Test Plans, Test Cases and Test Scripts to assist testing team in **System Integration** and **Performance Tests**.
* Kept track of bugs and defects using **JIRA**, maintained issue logs and handled the change requests efficiently.
* Monitored incidents on **ServiceNow Portal** and assigned to the right developer for the type of incident.
* Extensively used to Confluence to document notes, requirements, **UML diagrams** and keep all the **artifacts** transparent and to make sure that the scrum team was on the same page.
* Utilized Microsoft Excel to create spreadsheets that require sorting, organizing, and manipulation of data in accordance to project specifications (**pivot tables, v lookup, and IF nested statements**).
* Collaborated with various **business owners** and other **scrum teams** for **cross-functional dependencies**, identified and removed **impediments** during **scrum of scrums** session.
* Assisted QA with testing various WIN of Walmart Associates in **test** and **stage environment**.
* Responsible for **Kafka** topic segregation based on BIAN influenced services.
* Send **UAT (User Acceptance Test)** planner to applicable business partners to notify them

of the upcoming UAT activity and help them plan their work. Review UAT test cases with

tech lead and TPM.

* Reassign issues to the development resource to resolve it. Communicate with business

partners regarding **UAT observations** and notify them when it’s ready to retest. Remind,

follow-up and request a sign-off once all testing is complete.

**Environment:** Agile-Scrum, Windows server 2016, MS Office, MS Azure, MS Office, Python, Angular, Mainframe, JIRA, Tableau, Confluence, SharePoint, MySql.

**Sr. Business Systems Analyst**

**Tenure: Feb 2019 to Jan 2020**

**Eaton Vance, Boston, MA**

**Summary:** The scope of the project was to create an enhanced portfolio management system (APMS) with capabilities to monitor and manage investments. It is directed generally to a system for modeling and analyzing financial instruments, and more particularly, to facilitate historical and projected financial modeling/analysis of portfolio asset allocations. The system would enable a user to create a scenario that includes an analysis resolution, portfolio component data and analysis environment data. Once the scenarios are established, the system user can conduct processing/modeling/analysis in order to optimize the portfolio allocation data effectively maximizing the return on the component investments, while minimizing the risk exposure for the portfolio.

**Roles / Responsibilities:**

* Interviewed Traders, Analysts and Portfolio Managers to create a list of **Functional** and **Non-Functional Specifications**.
* Conducted **Joint Application development (JAD)** sessions with the Business Stakeholders and Subject Matter Experts to further elicit and analyze the Requirements.
* Performed **Cost & Benefit Analysis**, **Feasibility Analysis** to understand the net benefit and the feasibility.
* Supported the Product owner by assisting in creating project plans, developing the project **workflows**, creating scope documents along with the process of scheduling and tracking project timelines.
* Identified and documented **Business Process Workflows** and **UML diagrams** such as **Use Case** and **Sequence diagrams**.
* Extensively used **JIRA** to capture and manage **User stories** and actively participated in all the **Scrum Ceremonies**.
* Maintained a **Requirement Traceability Matrix (RTM)** to ensure that all Functional Requirements are addressed at the Use Case Level and matched with the Business Requirements.
* Assisted the Scrum Master to create and document deliverable like **burn-up**, **burn-down charts** to transparently communicate with all the stakeholders and also to track team progress.
* Assisted the Product Owner in writing acceptance criteria and framing **Definition of Done (DOD)** for the PSPI that was presented to the users.
* Assisted in identifying data sources like **Bloomberg (B-pipe)** and **Yahoo finance** and **Thomson Reuters**, which provides historical and real time stock market data through streaming APIs**.**
* Ensured that the data stored follows compliances defined by regulatory bodies like **SEC**, **FINRA** and **CFTC**.
* Created **Data Mapping** Document to capture Source to Target Mappings and ensured required datasets were present.
* Utilized Microsoft Excel to create spreadsheets that require sorting, organizing, and manipulation of data in accordance to project specifications (**pivot tables, v lookup, and IF nested statements**).
* Used Web methods of GET, POST, DELETE & PUT for testing API endpoints and validated the response, response time & error code by executing **HTTP requests** using **Postman**, to ensure that API aligns with expectations.
* Used **SQL queries** (select, insert, update, delete, sub-queries, joins, etc.) to manipulate the data in the databases.
* Created high and low fidelity Mockups, Wireframes to prototype the User Interface using **Balsamiq**.
* Created page **Mockups** using **Balsamiq** and designed **Activity Flow Diagrams**, **Use Case diagram**, **Sequence Diagrams** using UML Business Process Modeling in **MS Visio** which aided in the understanding of the business user.Worked closely with business stakeholders, BI analysts, developers and SAS users to establish **SLAs** and acceptable key performance metrics.
* Used **PowerBI** to create customized dashboards, showing reports of the analyzed Investment Instruments.
* Collaborated with the **Scrum team** in preparing test data for positive and negative test scenarios as per application specifications.
* Developed Test Plans, Test Cases and Test Scripts to assist testing team in **System Integration** and **Performance Tests**.
* Kept track of bugs and defects using **JIRA**, maintained issue logs and handled the change requests efficiently.
* Conducted **User Acceptance Testing** **(both Alpha & Beta)** along with Portfolio Managers and registered representatives.

**Environment:** Agile-Scrum, Windows server 2016, AWS EC2, MS Office, Python, JIRA, Informatica PowerCenter, Balsamiq, Postman, PowerBI, AWS S3, AWS Redshift, Confluence.

**Sr. Business Systems Analyst  
Tenure: Sep 2017 to Jan 2019**

**Barclays Capital, Whippany, NJ**

**Summary:** The scope of the project was to enhance the current transaction monitoring system to counter money laundering and terrorist financing. The enhanced system manages anti-money laundering compliance alerts using customizable sets of standards, which comprises of a set of interactive modules like an AML engine consisting of Multivariate Dynamic Rules Engine and Sanctions List Engine, an Alerts Dashboard Module, an Investigation Case Management module, a Regulator Reports Management Module and a Risk Management Module.

**Roles / Responsibilities:**

* Networked with **Subject Matter Experts (SMEs)**, Project Managers, BI Analysts to understand the business processes gather requirements and identified enhancements.
* Performed requirement walkthrough to understand and address the advantages of implementing the new system.
* Captured the high-level requirements in **Confluence** and **JIRA** to trace epics and user stories.
* Conducted Gap Analysis by highlighting the differences between the **AS-IS** and **TO-BE** model and developed the project requirements based on that.
* Coordinated with **Banking Team** to collect and organize **KYC** information for **new** and **existing accounts**, and review **supporting documentation.** Involved in **walkthroughs** with development team to discuss related **issues.**
* Conducted periodic AML risk-based review on individual and business accounts and highlighted high-risk jurisdictions, cash intensive/high risk businesses and **Politically Exposed Persons (PEPs)** accounts.
* Created page **Mockups** using **Balsamiq** and designed **Activity Flow Diagrams**, **Use Case diagram**, **Sequence Diagrams** using UML Business Process Modeling in **MS Visio** which aided in the understanding of the business user.
* Created technical requirement, functional and system specifications, project schedules using **MS Project**.
* Assisted the teams in creating clear and concise **epics** and further breaking them into **user stories**.
* Created Data mapping documents for tables and columns stored in the Database after coordinating with the development team, business users, subject matter experts, project managers and stakeholders.
* Involved in **API documentation** for **REST/SOAP** and documented **XML request and responses.** Tested the functionality of API endpoints and Bulk REST API calls using **Postman** and **SOAP UI**.
* Wrote and executed **SQL queries** to perform various types of analysis like **data analysis, data validation** and **data manipulation** using different types of **Joins, Subqueries and Aggregate functions.**
* Assisted the QA team to conduct **UI Testing**, **functional testing, compliance tensing, performance testing** and develop the **test plan, test conditions, test cases using HP ALM.** Performed checks against World Check Risk Screen, FinCEN list, and OFAC Specially Designated Nationals List (SDN) and Blocked Persons list to identify any potential discrepancies that can be corrected before going live. Also Executed View SQL queries with different Where Clauses in Views for reports to AML Compliance Office.

**Environment:** Agile-Scrum, JIRA v6.4, Confluence v5.9, MS Visio, MS Project, REST API, Word, Excel, PowerPoint, Outlook, Oracle Database, SOAP UI, SharePoint 2013, Web Services, XML, JAVA, HTML, CSS, HP QC/ALM.

**Business Systems Analyst  
Oct 2015 to June 2017**

**Ally Financials, Charlotte, NC**

**Summary:** The scope of the project involved developing the Digital Mortgage Web Application, to automate Mortgage Loan Origination Process from Origination to Closing/Funding process. This application would provide transparency through various stages of Mortgage Lifecycle like processing, underwriting, document verification, Mortgage insurance, property analysis, condition negotiations, e-signing and title recording.

**Roles / Responsibilities:**

* Actively involved in upfront planning, designing, development and testing phase.
* Assisted in generating a streamline process to understand the various steps in the **Loan Lifecycle** and desired functionality of the new system by interacting with users, SMEs, stakeholders, lenders, underwriters.
* Identified and analyzed needs for various functionalities by using various techniques such as Document Analysis, Focus Groups, and Interviews with Subject Matter Experts (SMEs) and project stakeholders.
* Performed GAP Analysis by understanding the AS-IS business process and TO-BE business process and created **Business Process Model and Notation (BPMN)** document using Microsoft Visio.
* Assisted in elaboration of epics into user stories in Product Backlog Grooming Session so that stories are granular.
* Developed several activity and sequence diagrams with swim lanes and UML components to show **entity relationship diagrams (ERD)** using **Lucid chart** and **Microsoft Visio** for the developers and data architects.
* Prepared the function flow of application; by creating High fidelity Wireframes and **Mockups** using **Balsamiq**.
* Conducted end-to-end data validation of data flow and created the Data Mapping Document, for defining data flow between data source and target, along with business rules and assisted ETL developers to prepare ETL routines to conduct the process.
* Written and executed SQL queries to perform various types of analysis like data analysis, data validation and data manipulation using different types of **Joins**, **Subqueries** and **Aggregate functions** on **Oracle 12c DB**.
* Used **Tableau 9.1** to generate **credit check reports** and **application status reports**.
* Designed API technical document and conducted API designs sessions to understand their functional features of **REST**, **HTML**, **XML** using **Postman** and worked on developing API integration documentation using **Swagger**.
* Worked with the **QA team** for validating Test Plan and Test Cases for Integration testing, Regression Testing, Whitebox Testing, black Box Testing, Smoke Testing and assisted in facilitating User Acceptance Testing (UAT).

**Environment:**  Agile-Scrum, MS Office, MS Visio, MS Project, Share Point 365, Balsamiq, Magento 2.0, HP ALM, Web Services, REST, SOA, HTML, XML Web Method WSDL, Tableau, Oracle 12c, SQL, Postman, Swagger, JIRA, Confluence.

**Business Analyst**

**Tenure: Mar 2014 to Aug 2015**

**Axis Bank, Ahmedabad, India**

**Summary:** The project involved combining an investment account with a checking account to create a new ‘Business Investment Account’, which allows businesses to earn interest on excess balances and automate their investment of funds. I worked on adding “Sweep Account” feature which has two modules in it which are “Daily Sweep” and “History Sweep” account details.

**Roles /Responsibilities:**

* Performed Requirement Elicitation techniques to extract requirements from business stakeholders.
* Worked extensively to understand and document the requirements for the new modules which were being added to the system.
* Conducted JAD sessions with management, vendors, users and other stakeholders for open and pending issues to develop specifications.
* Performed GAP Analysis to identify problems and inconsistencies with the Business requirement specification and the existing system.
* Created Business Requirement Document (BRD), Functional Requirement Document (FRD). Non-Functional Requirement Document (NFRD), Use Case Document (UCD).
* Maintained Change and Traceability Matrix throughout the project keeping track of the scope, timelines, and budget of the project.
* Designed and developed Use Case Diagrams, Activity Diagrams, Sequence Diagrams, and Collaboration Diagrams using MS Visio.
* Created Wireframes/ Mockups using Balsamiq tool for both the new modules which are being added to the current system.
* Interacted with Product Owners to create and identify Epics, User Stories and creating Product Backlog in JIRA.
* Developed Data Models in collaboration with Data Architect and Data Modelers and wrote SQL queries to validate.
* Coordinated in creation of ER Diagrams defining entities, attributes, relationships, normalization and business rules.
* Assisted front-end developers involved in development of UI through HTML, CSS, jQuery & JavaScript.
* Maintained Requirement Traceability Matrix (RTM) document throughout all the phases of SDLC to map requirements with test cases
* Provided detailed User Interface Document to the development and testing team for clear understanding of the system.

**Environment:** Waterfall-Scrum, MySQL, JIRA v6.4, MS-Visio, MS-Project, Balsamiq, SAP Power Designer, MS Excel, MS Access, Windows 7, RTM.

**Business Analyst**

**Tenure: Sep 2012 to Jan 2014**

**Infibeam Avenues ltd. Ahmedabad, India**

**Summary:** The project pertained to enhance the internal features of Accounting and Financial Analysis Software. The new features included enhanced Accounting software, billing, expense tracking, payroll management, cash-flow analysis, financial dashboard and budgeting tools.

**Roles/Responsibilities:**

* Conducted extensive **GAP analysis** by identifying the **AS-IS** and **TO-BE ‘s** for the process vision and process flows.
* Performed Document Analysis, Interface Analysis and reviewed the Project Scope to thoroughly understand the project.
* Elicited Requirements from the business stakeholders through Interviews and conducted **JAD session** with Subject Matter Experts, Stakeholders and Development Team.
* Assisted Sr. Business Analyst in creating **Business requirement document (BRD)** and **Functional requirement specification (FRS)**.
* Assisted and worked with Project manager in creating and assigning tasks through **WBS (work breakdown structure)**.
* Involved in Conceptual and Logical data modeling, **database schema design**, user documentation & modification of triggers, scripts, stored procedures in **database servers**.
* Created High Fidelity Prototypes of Application User Interfaces using Wireframes and Mock-ups with focused attention to detail in enriching User Experience and User Interaction.
* Translated business requirements and use cases into detailed functional design specifications, including UML diagrams.
* Created PowerPoint presentations for monthly meetings with upper management.
* Assessed business priorities and advised business units by assisting in performing **Risk Analysis**.
* Assisted in increasing Data Integrity by performing Data Normalization and adding Data Verification and Validity.
* Designed Test Plans and Test Cases for **User Acceptance testing (UAT)** with the help of QA teams.
* Created multiple data visualization reports with **Tableau** for the executives to give variable analysis of business matrices.
* Used **SharePoint 2007** for content management and document management.

**Environment**: Waterfall Methodology, MS Word, MS Excel, MS PowerPoint, MS Access, MS Project, QlikView v 11.20, Microsoft SQL

**EDUCATION:**

Bachelor of Business Administration from Navrachana University, 2013, Vadodara, India.

MS, Supply Chain Management, Adelphi University,2019, New York.