#  **krishna**

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# **Business Systems Analyst**

Business Analyst with 8years of proven work experience in agile environment leading all Scrum ceremonies. Worked in all phases of SDLC with proficiency in Requirement gathering, Analysis, Design, Documentation, Data Analysis, Data Mapping and Data Modeling, Testing, Implementation managing business analyst functions and providing executive level support to principals.

* Participate in various Agile Ceremonies; identify/define business processes/ User goals/ tories. Managed various stakeholder's groups, gather & manage Business, functional & non-functional requirements.
* Worked in various healthcare functional areas like Enrollment/Membership, Benefits, Claims, Providers, Eligibility, Encounter, Estimator, Payment solutions, Population Health Management.
* Responsible to Track, Document, Capture, Manage and Communicate the Requirements using Requirement Traceability Matrix (RTM) and established service level requirements which helped in controlling numerous artifacts produced by the teams across the deliverables for a project
* Integrated Pershing's NetX360 Web services for opening Brokerage and Managed Account for Private Bank Customers via Straight Through Processing
* Working Knowledge of Equities, Fixed Income, securities, investment performance, IRA's, foreign exchange, bonds and derivatives, insurance, mutual funds and check processing, trading & risk environment, credit, interest rates, Treasuries, alternative investments - Commodities, Foreign Exchange Trading.
* Responsible for the Integration, Functional, System and Acceptance testing of the IVR applications.
* Extensive working experience in Site core platforms like Web Content Management.
* Expert at interacting with stakeholders, Subject Matter Experts (SMEs) and end-users to understand, analyze, communicate and validate requirements using Joint Application Design (JAD), Joint Application Review (JAR) sessions
* Assisted teams in creating different SSIS and SSAS packages in different Control Flow and Data Flows.
* Experienced in writing User stories with acceptance criteria or User stories with Use case
* Designed and developed Use Cases, Activity Diagrams, Sequence Diagrams, using UML and Business Process Modeling (BPM).
* Verified that Risk-Weighted Assets (RWAs) were adequately measured against Tier 1 capital to ensure AIG's capital ratios meet regulatory capital requirements.
* Experience developing various state, activity, class and Use Case Diagrams to better understand the process dataflow
* In depth knowledge of Rational Unified Process (RUP) methodology
* Developed various Flowcharts, activities, Use cases, state charts and process flow diagrams to better communicate and visualize the business flow using Unified Modeling Language (UML) tools
* Proficient in ensuring that business goals are met throughout the product lifecycle. Proficient in creating Behavioral and Structural UML diagrams including Activity, Sequence, Data Flow and ER Diagrams.
* Performed rigorous testing with QA team to prevent potential production issues and ensuring that the application is functioning as per the business requirements
* Involved in GUI testing, Functionality Testing, Regression testing, System Testing, Unit Testing, Integration Testing, Performance Testing, and Stress Testing.
* Monitored UAT and regional teams testing plan to match BRD and lead bug triage sessions.
* Effectively communicated with testers and management in TRIAGE meetings to decide priority (P1-P3) and severity (S1-S3) of bugs and work items based on end user feedback from User Acceptance Testing (UAT)
* Hands full of experience in MS Office Suite, MS Project for Project Plan, MS Visio, Rational Suite Rational Rose, Rational Requisite Pro, Rational Clear Case and Rational Clear Quest.
* Expert in UAT during solution implementation Phase (manual testing). Also interacted with team of QA to convey business requirements
* Good knowledge of Wealth Management Accelerator (WMA), Wealth Management
* Wrote Process approach documents and SIPOC mapping for TL 9000 quality compliance
* Proficient in developing & automating reports, iteratively build & prototype BI dashboards using Tableau to provide insights at scale, solving for analytical needs of business team.
* 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.
* Knowledge of all Commercial Insurance Rules and State Filing Requirements/ISO/NCCI
* (BRD), Functional Requirement Document (FRD) and System Requirement Specifications (SRS).
* Advanced and expert skills in various BI tools like Tableau, Power BI, Qlikview, NPrinting and MS Excel including Power Pivot and Power Query.
* Strong experience on various P&C insurance modules including Claim Management, Bill Management, Policy Management, Payments, Claim Offline Tool and Medicare Claim Reporting Tool.
* Extensive experience in developing Use Cases, creating Screen Mockups, conducting Gap Analysis and Impact Analysis, SWOT analysis, Cost Benefit Analysis, Risk Analysis and ROI Analysis.
* Organized weekly project status meetings and task review meetings documented and disseminated meeting minutes effectively
* Utilized a combination of business knowledge, technical skills, and strategic analysis to provide solutions and creative insights to critical business problems
* Good Communication skills and capable of working independently and as well as a part of a team.
* Capable of forming and maintaining positive and productive working relationships in internal, external, independent and team environment

**Areas of Expertise**

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| **Process Methodologies**RUP-Rational Unified Process, UML- Unified Modeling Language, Waterfall, Agile, Scrum process, Kanban**Project Management**MS Project, Excel Spreadsheets**Languages**C, C++, SQL, Oracle, Java, AML Language**Universal**VISIO | **Quality Management**JIRA,Rally,Confluence, Mercury Quality Center, AnalysisSDLC process **Clear Management**Clear Quest, SharePoint **Object- Oriented**Rational Rose**Office Tools**MS Word, Excel, Power Point | **Testing** Unit Test, Win Runner, Load Runner, and Manual Testing, UAT-User Acceptance Testing, Selenium, **Databases**MS SQL Server, MS Access, ETL**Business Intelligence Tools**Alteryx 9.x, SSIS,SSAS, Tableau 8.x, 9.x, 10.x, Cognos, TIBCO**Web Languages**HTML, XML |

# **Professional Experience**

**GM Finacials, Fort worth,TX, Jan2019 - Present**

***Business System Analyst/Service Now***

The project was on Market Risk Systems (MRS) and the target was to perform valuation, simulation, aggregation and reporting of risk metrics and models on all simple (i.e. bonds) and complex (i.e. structured products, derivatives) security products.

* Documented REST API via JSON using documentation tools (Swagger), used Swagger Specification and converted it API documentation and used Plugins for integrating with JAVA.
* Extensively used BI for analyzing securities including equity, foreign exchange, bonds; building analysis flow for portfolio rebalancing and monitoring asset class performance
* Communicating key risks metrics as well as analyzing and providing commentary on daily and weekly movements to senior management through regular Meetings and Presentations.
* Worked as a SharePoint Online & OneDrive Technical Consultant while resolving technical issues faced by Office 365 Administrators related to SharePoint Online
* Maintained documents on SharePoint, Wiki and Jive to facilitate seamless interaction with multiple teams.
* Worked with third party integration, Google Analytics, Ruby/Watir, data verifications/backend testing, defect management, SQL, API implementation, UNIX shell commands, process modeling.
* Experienced in API Integration and Single Sign On (SSO) into a Service Oriented Architecture (SOA), web orchestrating service applications through the SSO services
* Worked on Enterprise content management (ECM) used for store valuable content from all over the enterprise to provide ease of use for controlling and organizing files.
* Experience in ECM application development (Documentum, D2, Open Text Content Server, OT Info Archive),Devops practice, Agile model. L3 & production support; and DAM exposure.
* Have been extensively involved in (ECM) Roadmap & Strategy consulting, including assessment of business requirements, defining ECM strategies, creating implementation roadmap, and execution.
* Developed ECM system is used to manage the content from other applications from across the organization such as from ERP’s, Veeva CRM systems and portals.
* Developing SQL queries for the manipulation of data and transferring data.
* Conducted market research and analysis in Capital Markets consisting of Stock Market and Bond Market.
* Extensive experience in analyzing organization process, converting business workflows into Salesforce.com workflows and configuring Salesforce.com to meet business requirements.
* Experience developing client facing solutions using Salesforce Community's framework.
* Collaborated with Scrum Master and Scrum teams in Sprint Planning meeting and Sprint review meetings. Prioritized Sprint backlogs and managed changes to Product backlogs
* Managing Service Now Integration with vendors system for Incident, Problem, Request and Change modules.
* Participates in planning sessions for project initiated for meeting strategic goals pertaining to Data Governance.
* Translates testing results and promotes solutions of high business value when compliance to the enterprise data governance policy falters
* Perform other accounting duties, including bank and credit card reconciliations and cleared all transactions in bank. Prepared credit memos and adjustments for approval by managers by gathering all information.
* Focused in Comprehensive Capital Analysis and Review (CCAR) Reporting, Governance, Risk & Compliance (GRC) and Dodd-Frank Regulatory Reporting, including FRY 9C, FRY 14M/Q/A.
* Experience working in a GXP regulated environment.
* Strong working knowledge of service operations in Life Sciences and/or GxP environment experience preferred.
* Ensure that process and vendor activities comply with GxP requirements.
* Familiarity with FDA regulations such as 21 CFR Part 11 and GxP.
* Design end-to-end global finance processes in the domains of Accounting and Regulatory reporting including roles/responsibilities, key controls, timelines and KPI’s.
* Monitor team KPI’s & follow up on failures with both team members & stakeholders in order to address issues/challenges.
* Maintain an up-to-date knowledge of life science industry regulations, quality assurance practices, infrastructure qualification and computerized system validation practices and procedures
* Involved in all phases of Product Lifecycle Management (PLM).
* Creating PLM/XML action to add pre action check if required datasets is present or not before exporting business object.
* Experience and knowledge of PeopleSoft financials product suite (General Ledger, Accounts Payable, Accounts Receivable, Billing/eBill, Project Costing, Assets, Purchasing/ePro, Treasury: Deals, Cash Management)
* Create data mapping documents to define required elements on inbound SWIFT, XML or FpML messages, as well as to define the expected data format; specific to OTC derivatives, ETD's, Commodities and FX transactions.
* Provide strategic direction and drive business with client to achieve revenue growth, profitability and continuing customer satisfaction in the Life Science sector.
* Have proficient understanding on Agile Methodology and PLM.
* Experience in implementation of Service Now ITSM modules like Incident, Problem, Change, and Service Catalog.
* Working knowledge on SAP technology suite (AFS, FMS, Retail).
* Representing AFS when working with various application teams to create, manage and track technology projects across complex multi asset business lines focused on alternative investments (Hedge Funds) and their derivatives.
* Provide SME feedback on products used in broker dealer/Capital Markets, SWIFT messages, Checks, ACH etc.; and use the product knowledge to monitor activity for Anti Money Laundering
* Knowledge of processes and systems used within Retail Lending - Secured and Unsecured products including Credit Cards & Lines of Credit would be an asset
* Worked as a Branch Development Resource in Credit Cards division. Develop and implemented a standard process for branch risk review including credit approval.
* Involved in the hands on design and development of the Scripts, CataLog, Workflows and Reports on a showcase Service now CMDB instance.
* Addressed the queries of the development team on the requirement, suggested the clients on the PEGA best practices that can be followed.
* Monitored and performed service now admin like snowflake activities which involves group, user & administrator.
* Leveraging knowledge and experience to deliver end-to-end methodologies within Service Now, which includes architecting technical and coordinating effort of administrators.
* Worked with requirements analysts and Subject Matter Experts(SME) to identify, understand, and document business needs for the data flow to create market risk and credit card modules
* Used SAS and SQL to retrieve, validate and manipulate data.
* Worked as an AEM Module Lead and responsible for creating snowflake on High-Level Design model for migrating AEM from Vignette Web Content Management.
* Created Use Cases and Developed Business Rules document, Service Level Agreement documents for Pega PRPC.

**Woodlands Bank, Williamsport, PA, Jan 2018 – Dec 2018**

***Business System Analyst /Scrum***

The project was on Market Risk Systems (MRS) and the target was to perform valuation, simulation, aggregation and reporting of risk metrics and models on all simple (i.e. bonds) and complex (i.e. structured products, derivatives) security products.

**Responsibilities:**

* Used ETL Process to map data from different sources to the target data-mart in IBM Cognos Data Manager, thereby reporting and analyzing events and metrics.
* Extensively used BI for analyzing securities including equity, foreign exchange, bonds; building analysis flow for portfolio rebalancing and monitoring asset class performance
* Created Single Sign On (SSO) Process Flow Diagram's utilizing Microsoft Visio tool by discussing with Technical Leads and Lead Business Analyst.
* Knowledge of processes and systems used within Retail Lending - Secured and Unsecured products including Credit Cards & Lines of Credit would be an asset.
* Understanding of the key drivers within the credit card P&L.
* Experience in the field of transaction monitoring for Credit Card Products, Fraud or other major Compliance functions.
* Responsible for becoming familiar with the organizational structure for the Bank’s Technology organization as well as key Commercial Lending and Credit Administration areas
* Function as one of the primary contacts within the IT Audit group responsible for understanding the Commercial Lending and Credit Administration lines of business and their supporting technology.
* Participate as a Commercial Lending Document Imaging representative on the “Business Resumption Plan” (BRP).
* Supported the treasury manager and controller in daily cash management activity from the company's corporate headquarters. Monitored and maintained bank accounts including.
* Interacting frequently with accounting, tax and legal departments, senior business unit management and UTC corporate treasury as well as several commercial banks.
* Develop and leverage current trends and best practices in Cash Management and Treasury
* have extensive commercial lending background to include underwriting, credit analysis, collections, loan documentation, and loan operations to act on virtually all credit matters
* Worked on multiple Bots (RPA) using Kofax and UI path Basics.
* Communicating key risks metrics as well as analyzing and providing commentary on daily and weekly movements to senior management through regular Meetings and Presentations.
* Extensively involved in the deployment of Data Warehousing System.
* Thoroughly studied the capital market structures and account reconciliation systems to have a clear understanding of the Financial business processes and associated system workflow
* Interacted closely with stakeholders and Subject Matter Experts (SME) for gathering requirements and created Product backlogs
* Collaborated with Scrum Master and Scrum teams in Sprint Planning meeting and Sprint review meetings. Prioritized Sprint backlogs and managed changes to Product backlogs
* Responsible for Integration, UAT Activities, Configuration done for PLM business process.
* Conducted performance studies of newly deployed PLM systems & UAT across sites
* Consulting and implementation experience for Product Lifecycle Management ( PLM) solutions with expertise in the Aerospace, Automotive & Semi-con verticals
* Created data sources, import sets, transform maps to map data from excel/csv to Service Now CMDB tables.
* Gathered functional requirements and wrote BRD's, FRD's (functional requirements specifications) and FSD's (functional system designs) for numerous Loan IQ downstream applications.
* Involved in the hands on design and development of the Scripts, CataLog, Workflows and Reports on a showcase Service now instance
* Extensive experience in organizing daily Scrum meeting, Sprint planning and review meetings; proficient in guiding team members on agile principals and Scrum practices while ensuring adherence to scrum process.
* Skilled at coordinating solution implementation and delivery with other Scrum Masters on Agile release train.
* Provided Training/Coaching to the Product Owner & the Scrum team for the skillful use of TFS and Agile practices including Scrum.
* Solid Experience in Salesforce CRM, Salesforce Sales, Salesforce Service Clouds.
* Devised BRD after collecting Functional Requirements for Salesforce implementation from System Users which provided appropriate scope for the technical team to develop prototype and overall system.
* Develop an understanding of modelling systems used by the bank such as SAS, QRM and QlikView
* Support of production job processing adhering to monthly and semi-annual schedules. This includes gathering data within QRM tool, validation of data results and reporting
* Monitored and performed service Now admin activities which involves group, user & administrator.
* Leveraging knowledge and experience to deliver end-to-end methodologies within Service Now, which includes architecting technical and coordinating effort of administrators.
* Worked on various Guidewire integration concepts like Messaging, Batch Processes, Plugins, and Web Services and worked with Technical and Business leads during Guidewire Policy Centre implementation.
* Exposure to development or test automation tools/frameworks ( Selenium ,SOAP-UI, Eclipse, Visual Studio, HP ALM/QTP, JIRA, etc).
* Experience with formal Change Management processes such as test data management, defect management using tools like QTP, Mercury, or HP Quality Center
* Worked with requirements analysts and Subject Matter Experts (SME) to identify, understand, and document business needs for the data flow to create market risk and credit card modules.
* Implemented Agile Scrum best practices and innovative ideas to overcome challenges such as Sprint failures, poor utilization of resources, Backlog refinement, agile transformation, broken dev builds and Quality/testing concerns during the Sprint cycle.
* Played a lead role in conducting JAD/JAR sessions, got requirement specification documents including Project Objectives, Business Requirements, and Business Rules sign off
* Consulted the business users and SMEs, helped to create Product Backlogs to prioritize features and subsequently created Sprint Backlogs
* Involved in content management change control and Version Management. Performed regular updates to various static web pages.
* Involved in Microsoft Dynamics 365 data capture, integration, auditing, data mapping, importing data and Creation of interfaces.
* Experience on Integration Sail point solution with in-house and third party applications for birthright provisioning, request approval and fulfilment, deprovisioning, custom workflows etc.
* Configure SAP MM systems to meet client business requirements, including connection points with FI, WM, SD, PP and other modules and implementation of SAP fico best practices
* Participate in JAD sessions with cross impacted IT teams to help ensure they have the information they need to determine their involvement (including PPL hours and commitments) and get the information needed for the cross impacted teams to plan their work efforts.
* Participated in JAD sessions with the reporting team to determine requirements for data that will be sent from AEM to report environment to meet the business reporting needs.
* Create functional specifications for the data files that will be sent from AEM to report environment team, based on the data models created by the architectural and reporting environment teams.
* Designing the Workflow Structure which involves to automate the Specific Process in AEM.
* Used SAS and SQL to retrieve, validate and manipulate data.
* Presenting cases of operational risk events with suggestive measures to the Operational Risk Management.
* Work on Proof of concepts with vendors and clients in order to make the conversion of XDPs from ES4 to AEM better.

**Environment:**Agile, Windows, MS SharePoint, Oracle, .NET. IVR, Minitab, QI Macros, PowerBI, OBIEE, Cognos, Tableau, BABOK, MS Office Suite (Word, Excel, Power Point, Outlook), V-Lookups. Pivot Tables. JIRA, MS Visio, TL 9000 metrics, SQL server 2012, SQL, Mercury Quality center

**Bank of Texas, Farm Credit Austin, TX**

**Jun 2017- Jan 2018**

***Business System Analyst***

Played a key role in the migration of inventory to Service Now by preparing, validating and analyzing the business services inventory. Migration of Agricultural production, Commercial, Business and Consumer Banking, Small Business including SBCM and Practice Solutions and Global Wealth Investment Management from AFS to Loan IQ.

**Responsibilities:**

* Prepared Business Context Diagram, Use Case diagrams and corresponding Activity Diagrams using Rational Rose to depict the workflows to be incorporated into the development of Pega Business Process Management (BPM) tool.
* Have Good Knowledge in PEGA-PRPC applications of Business Process Management (BPM) applications.
* Served as the 'AFS to Loan IQ' data mapping SME for the LIQ (Version 7.4) Conversion project.
* Assist in performing root cause analysis, and tracking, managing, and facilitating resolution of data governance related issues.
* Experience with or knowledge of manufacturing applications and tools like SAP MM/PP and SAP FICO.
* Triaged, remediated, researched, tracked and helped resolve Quality Center defects assigned to the LPT Loan IQ Conversion team through all the environments.
* Experience in creating Created Customer, Deal, Facility, Outstanding and many other transactions in Loan IQ.
* Elicited and drafted requirements for financial system transaction posting for SAP FICO (SAP for insurance collection and disbursement).
* Working understanding of SAP AFS Order to Cash
* Working knowledge of Hadoop and Data governance frameworks like Apache.
* Provides enforcement of the enterprise data governance policy and standards for compliance and integrity in the consumption, manipulation, and maintenance of data.
* Designed various report layouts of different source systems that are built on the data marts based on the user requirements for different line of Business (Investment Management, Investment Services, Wealth management and Regulatory reporting teams).
* Strong experience in Veeva CRM implementations using Agile as well as Waterfall methodologies
* Created Custom Entities, Custom attributes for individual Business Units in MS Dynamics CRM 365 as per the Business Process.
* Involved in upgrading from CRM 2011 to Dynamics 365 Online and Involved in requirements gathering, analysis and project planning.
* Worked on Dynamics 365 Sales and service module on data migrations and integrations. Solved different type of issues and tickets according to priority wise.
* Used SQL to query data from the Security Master Database and gathered reference data from multiple live data feed sources such as Bloomberg, Thomson Reuters.
* Performed requirements modeling and developed Analysis Diagrams, Activity Diagrams, Sequence Diagrams, and State Diagrams, Data Models, and Use-Case relationships using RUP tools in Agile Methodology.
* Proactive generation of value-added business analysis and information that drives profitability throughout the credit card lifecycle.
* Gathered Business Requirements from Product Owners to document requirements for mobile applications updates.
* Developed and expanded agile processes within the team such as estimation, task breakdown, sprint review, showcasing, and retrospective
* Designed various report layouts of different source systems that are built on the data marts based on the user requirements for different line of Business (Investment Management, Investment Services, Wealth management and Regulatory reporting teams).
* Worked very closely with Developers and resolved any issues they have during development cycles and co-ordinate with Business for any clarifications.
* Create weekly Status reports for Business to track the progress of the project and highlight any deviations from the proposed plan.
* Analyzed Java, J2EE environments and platforms that currently ran the organizations different locations. Identified and optimized Process Flows and underlying processes. Prepared business case documents for each location.
* Work with client stakeholders to gather information needed for business application integration with Sail Point.
* Experience with Identity and Access Management (IAM) tools such as NetIQ Identity Vault, Oracle Identity Manager, and Sail Point Identity Governance etc
* Provided coverage for AML compliance monitoring, CIP, KYC and OFAC. Assisted the Internal Audit Analyst for various work-streams within CCAR Audit - e.g. Basel III, Treasury/Liquidity, RWAs, Capital Policy/Planning, Risk Identification. Systems or business analyst work for support of mainframe COBOL applications.
* Analyze business workflows to look for opportunities to automate or better synergize the data for QRM needs.
* Designing and specifying data mapping processes, to create QRM compatible import tables from the ALM staging
* Provide production support on QRM issues/concerns in a challenging and time crunch environment working closely with business, vendor, and data teams to resolve the issues
* Demonstrated hands-on experience reviewing, translating and extracting business rules\logic in COBOL code in a mainframe environment
* Involved in the BRD, FSD and DDR reviews with Business, Developer and Mapper.
* Worked as a liaison among stakeholders to elicit, analyze, communicate, validate and document requirements for changes to business processes, policies on information systems including User Accounts Management (UAM), TDA Web, and Investment Portfolio & KYC Admin tools.
* Worked with Project Manager and Development Leads in creating Project Plans and updating the daily tasks.

**Environment:** Windows, MS SharePoint, BosWeb, Kofax Thin Client, VEO Admin, Adobe Acrobat X Standard,SSQ, QC, Contact, NETX360, OFA (One for ALL), Laser Fiche, Policy Decisions, SNAP, PayPro, PMS (Mainframe), HP Application Life Cycle Management, DevInt, Documentum, Appway, Client works, BranchNet, AXA, Microsoft Lync, PGP,MS Office Suite (Word, Excel, Tortoise SVN,Power Point, Outlook), RDMS, JIRA, Rational Clear Quest, MS Visio, Java EE7, SQL server 2012, SQL, HTML, UML

**Zacks Investment Management,**

**Rockford, IL**

**Aug 2016- May 2017**

***Business Analyst***

***Insurance Domain***

Zacks Investment Management is a leading source of information about Risk. It offers risk assessment services and decision for professionals in many fields including; P&C, Auto Finance, Healthcare, Energy, Government and Human Resource. Its mission is to help risk-bearing businesses understand and manage their risk. This application was for Auto Finance Group, involved in surety insurance and leases of new and pre-owned cars. It develops innovative technologies that help its clients navigate trading complexities, enhance performance, and solve critical business problems

**Responsibilities:**

* Application of Simulation to understand the current system and identify problematic areas
* Used Simulation to verify the impart of Variability on the system and identified different levels of improvement
* Worked closely with the program manager and Project managers to define the scope and high-level requirements for the program
* Supported development of Project initiation, Project Charter and Project plans
* Worked in developing the wireframe and mock-ups for the prototype of the web-based portal application in MS Visio.
* Support multiple research sales representatives by providing information specific to life science, including technical information, product recommendations for customer applications, and other life science support
* Provided custom reports and dashboards to support the needs of the users and executives. Administrated and monitored various Salesforce application, hence provided application support.
* Extensive experience in Guidewire configuration and integration experience with claim center, policy center and Billing Center.
* Thorough knowledge of GxP and ERES (21 CFR Part 11 and Annex 11) regulations and guidelines.
* Working knowledge of the drug development process including knowledge of FDA requirements for GxPs and 21 CFR Part 11 required
* Comprehensive knowledge of 21 CFR Part 11, GxP related compliance requirements and working knowledge of GAMP methodologies.
* Significant experience serving as a BA in the Property and Casualty projects with expertise in Underwriting, PAS, and, Claims systems.
* Analyzing and enhancing the sales and marketing strategy of a major US Property & Casualty Insurance company and providing business optimized solutions.
* Having deep understanding of US Property and Casualty industry in all aspects like insurance operation principles, Policy/Claim transactions, Underwriting, Agent/Broker, ISO Rating, Coverage, Forms etc.
* Analysis of as-Is business processes, mapping the To-Be Processes for SAP PLM-DMS & ECM implementation.
* Enhancement of Enterprise content management (ECM) Catalog Management REST API set capabilities.
* Significant experience serving as a BA in the Property and Casualty projects with expertise in Underwriting, PAS, and, Claims systems.
* Manipulate advanced Excel spreadsheets and data using intermediate to advance skill levels
* Worked on various User Stories related to Claim Center(Financial Summary, Reserves, Payment Exceptions, FNOL Process, Recovery, Vendor Ratings, Modular Reporting, ISO Claim Search, Internal Drafts, Reallocation, Payment Allocation, Reserve Allocation, Work Matter Summary, Maintain Work Plan, Maintain Activities, Executive Dash board, Special Investigation Unit, Claim Metrics and Cash Flow Management)
* Excellent skill in creating Unified Modeling Language (UML) standard diagrams including Use Cases, Activity Diagrams, Data flow diagrams and Sequence diagram.
* Defined logic to correct many funds in AIS Dashboard for Master-Feeder Fund Structure for the fixed income instruments like Hedge Funds.
* Scheduled and led requirements gathering through JAD sections for elicitation and documentation
* Document detailed business requires, Business rules, rating requirements, and coverage requirements .
* Analyze surety Insurance forms and document forms requirements
* Compared actual and expected test results, discussed the defects in defect meeting with development team and then recorded/reported/tracked all Defects to Developers using a web-based tool called Rally (Bug, Issue and Project Tracking tool).
* Conducted JAD sessions and interviewed SMEs, asking detailed functionality aspects of Business Process (BPM) and carefully updating the information to the requirements in an easily understandable format.
* Experience with Portfolio Accounting systems – Portfolio Center, Advent, or Tamarac.
* Submitted trades for execution for all firm clients using Tamarac Rebalancer and Schwab Institutional Trading software.
* Worked closely with architect team to design solution to meet business needs
* Provided testing documents including test plan, test cases and verifications
* Performed GAP analysis and traceability matrix to trace missed requirement and variations in the actual results(As-is) as against the expected(To-be) software product states
* Gathered requirements for a fully electronic auto insurance contract process
* Laid down the guidelines for a smooth flow of the different project elements in P&C domain, in different iterations and phases of the Software Development Life Cycle (SDLC)
* Provided hands-on instruction and guidance on how to prototype various JSON producing RESTful web-services and database systems using PHP, Node.js, and Python Django web frameworks during the senior project experience.
* Proficient in all phases of Software Development & Service Delivery entailing requirement analysis, design, development, implementation, delivery and troubleshooting SFDC (Salesforce.com CRM)
* Experience on Salesforce CRM platform Worked on different environment of SFDC such as Sales Cloud, Marketing Cloud and Service Cloud.

**Agiliance India Pvt Ltd**

**Hyderabad, India**

**Business Systems Analyst/Financial Analyst(E-Commerce)**

**Jun 2012-March 2016**

Responsible for day-to-day management, involving marketing/pricing strategy, financial analysis, sales/inventory projection, import commits/domestic ordering, safety stock calculations, supply chain/ coordination, and reporting to leadership for six highly profitable and visible categories involved in implementation of POS solution.

**Responsibilities:**

* Worked with end users to Map Business Processes (BPM) to technical specification.
* Created daily, weekly and summary reporting and performance insights for the following programs: even performance for tab, including Advertised vs. non-advertised sales, Power Hours, Early Birds, BOGO and like-themed events.
* Generated dashboards, metrics, analytics, goals, alerts using Business Objects XI enterprise edition to streamline processes and procedure.
* Responsible for POS installation in the metro-city area.
* Worked with system Analysts to create application's Functional and Non- Functional requirement document.
* Developed USE Cases for the application and prepared the detailed Workflow Diagram based on the proposed enhancements, business logics and rules and translated them to Use Cases for Live Archive.
* Lead analysis planning and execution and authored business requirement, process diagrams (BPMN), and UI Designs for new web-based order management system.
* Design and create business process classification frameworks with various levels of detail and levels of decomposition for both end-to-end sector and cross-sector process models using BPMN modeling standards.
* Perform Teradata (Enterprise Data Warehouse) validation and analysis to identify the accurate data source and to track data quality to detect/correct the invalid data.
* Responsible for end user training and P&Ps and Support for a major effort to improve the Warehouse Management System (WMS) capabilities of Supply Chain
* Developed management reports to measure KPIs (Key Performance Indicators) and effectiveness of Experience in all phases of Full Life-Cycle Oracle E-Business Suite Financials implementation i.e. Requirements Definition, GAP Analysis, Process Modeling and Implementation.
* Developed Business rules for the equity trading system based on technical chart analysis and fundamental analysis and trends.
* Experience managing and analyzing KPI's for a technical organization.
* Analyzed, cleaned and reorganized data by using tools including Excel, Alteryx and Pivot in Tableau
* Used Invasion in enhancing the user experience; worked closely with the technical and programming team to prepare Screen Mockups, User Interface designs using wireframe prototype for this Ecommerce mobile/web redesign.
* Got involved in the User acceptance Testing (UAT) and SIT and documented the test scenarios and outcomes.

# **Education**

Masters in Information technology,

Harrisburg University,2017

Bachelors in AERONAUTICAL ENGINEERING, jntuh,2012