**RAJ (CHELLAPPAN RAJENDRAN)**

9847 Iveland dr., Overland, MO 63114 | [chelzi.R@gmail.com](mailto:chelzi.R@gmail.com) | 832-740-2509

**PROFILE: PRODUCT MANAGER/BUSINESS ANALYST**

* 5+ years of IT experience managing high profile and high visibility projects in financial domain – card payment, banking, mortgage, and data warehouse using waterfall, hybrid, agile-scrum methodologies
* Extensive experience in writing skills of user journeys, scope, user stories, test cases, BRD and SRS
* Skilled at analysis and requirement elicitation using different techniques such as one-on-one interviews, focus group, artifact digging, prototyping, document analysis and reverse engineering
* Excellent analytical skills, proven display of leadership, ethical working style along with effective communication describing a dedicated team player

**CORE STRENGTHS**

▪Business analysis ▪Project management ▪Functional configuration design

▪Data analysis & metrics ▪Strategic Planning ▪Cross functional communication

▪Gap analysis ▪SWOT Analysis ▪Unit, Functional and QA Testing

▪Problem Analysis/Resolutions ▪SDLC ▪Unified Modeling Language (UML)

▪Payment Card Industry (PCI) ▪Protection Regulation (GDPR) ▪Functional Requirement Document

▪Agile methodologies ▪ALM, MYSQL, Toad ▪ADA/508 Compliance/WCAG 2.0

▪ BPMN diagrams ▪SOAP, REST, API ▪Prioritization techniques

**TECHNICAL SKILLS**

Rally, Jira, Top Team analyst, Spotfire, GCP – BigQuery, Cloud DataFlow, Schedule queries, Pub/Sub, GKE, Stackdriver, Cloud Storage, Snagit, MYSQL, Toad - Oracle, IBM Cognos, Tableau, MySQL, MS office suite - Microsoft Word, Access, PowerPoint, Visio, Excel, Balsamiq, NVDA 2017.4, JAWs 2017, XML, SOAP, REST, Wireframes, UML, Java, JavaScript, GWT (Google web toolkit), Angular 4.0, HTML, CSS, SOA, Web focus reports, PowerBI (Business intelligence) tools, Tableau, IBM Cognos, advanced Excel, API, Visual Paradigm 15.0

**PROFESSIONAL EXPERIENCE**

**Product Manager/Business Analyst, Equifax,** Maryland Heights, MO Sep19-April20

Working on 7 different initiatives for cloud transformation for Data Engineering/Data Governance team

* Acted as a product SME and provided vision and direction to the scrum development team
* Worked closely with Product Management to create and maintain a product backlog according to business value and ROI. Prioritized the product feature backlog according to business value and clearly articulates priorities for the product team
* Worked with the engineering manager balances the need to address technical debt and supports technical innovation in addition to adding product features
* Acted as liaison among clients, operations, and technical staff
* Communicated by creating BPMN (Business Process Model and Notation) diagrams using MS Visio
* Converted business rules and business logic into excel sheets for user stories
* Conducted structured requirements walkthrough sessions with product and development teams
* Assisted/clarified questions and doubts for automation testing and analyzed automation results
* Experienced in writing simple and complex SQL-queries that are used for data retrieval, data manipulation and data definition processes (DRL, DDL and DML) and re‑wrote Stored procedures and SQL statements
* Expertise with ingesting, analyzing, purposing, and visualizing large data sets
* Expertise in creating source-to-target mapping (STM) related to building data ingestion pipelines
* Created documentation of workflow diagrams, use case diagrams, sequence diagrams and activity diagrams to enhance communication for cloud-based API (endpoints) Reporting framework ROCI
* Experienced in BI Visualizations using - Spotfire/Tableau/Google Looker/Google Data Studio/Google HighCharts and deriving insights from large amount (terabytes) of diverse customer data
* Gained experience in Cloud Solutions like GCP, AWS – BigQuery, Cloud DataFlow, Schedule queries, Pub/Sub, GKE, Stackdriver, Cloud Storage
* Determined team velocity and forecast future sprints
* Participated in PI system demos as a part of the I&A workshop

**Technical Business Analyst, Accenture/ BMO Harris Bank,** Chicago/Naperville, IL Mar19-Sep19

Worked on Annual Retail Deposit Fee Repricing project under Personal and Commercial (P&C) banking vertical of Deposits, Treasury and Cards for card requesting, deposits management, cash and money management where Accenture is the client building software for BMO Harris Bank

* Completed business writing artifacts of Project Charter (PC), Requirement Management Planning (RMP), High Level Requirement Document (HLRD), Detailed Requirement Specification (DRS) and Operational Overview (OV) documents
* Worked on alignment of business strategy for several financial instruments including CDs, IRAs, MMAs, Savings, etc.
* Conducted one on one interviews, focus groups, interface analysis, prototyping, questionnaire, document analysis, JAD/JRPs, brainstorming, and requirement workshops for elicitation
* Managed projects with clients of TS2 clients of BMO Harris of Bank of America Corp, Barclays Plc.
* Experienced in writing simple and complex SQL-queries that are used for data retrieval, data manipulation and data definition processes (DRL, DDL and DML) with the understanding of stored procedures and triggers
* Created documentation of workflow diagrams, use case diagrams, sequence diagrams and activity diagrams to enhance communication to different stakeholders
* Understood the key differences in database specifics of normalization, primary key and foreign key, fact and dimension tables, Star and snowflake schema
* Used Spotfire and worked on production data for predictive data analysis for better business decision making
* Created static dynamic and animated prototypes/mockups using Top Team analyst, MS Visio and HTML/CSS and UML diagrams of Use Case Diagram, Activity Diagram and Sequence Diagram using MS Visio

**Business Systems Analyst, Mastercard**, O’Fallon, MO Dec16-Mar19

Working with 4 teams and 3 different applications of Real time Account Manager, Custom Global Reporting, Smart Data Manager in commercial/payment platforms. These applications facilitate requesting, card management, active reporting and data visualizations of commercial cards worldwide.

* Managed software development life cycle on recent multi project release with clients of JPMorgan Chase bank & Co., Bank of America Corp, Barclays Plc. among others (both TS1 and TS2)
* Gained proficiency with documentation and requirement management tools such as rally, ALM, velocity, progress using burn-up and burn-down charts
* Broke down epic chunks into user stories, used MoSCoW technique for prioritization and conducted sessions with the team for user story points consensus using Fibonacci series technique
* Using prioritization techniques analyzed and complied Systems Requirement Specification (SRS) documents for reporting
* Worked on General Data Protection Regulation (GDPR) inventory and script stories
* Validated reporting DB stories using advanced SQL queries and documented test evidences
* Created documentation of workflow diagrams, use case diagrams, sequence diagrams and activity diagrams to enhance communication to different stakeholders
* Conducted a root cause analysis (RCA) and Cost benefit analysis (CBA) on the reason for frequent data manipulation requests
* Performed gap analysis and created story models of web accessibility/ADA (Americans with Disabilities Act of 1990) stories for easier understanding, communication development and testing of accessibility requirements
* Communicated by creating BPMN (Business Process Model and Notation) diagrams using MS Visio
* Handled scope creep and created exception request (change request) documentation
* Converted business rules and business logic into excel sheets for user stories
* Conducted structured requirements walkthrough sessions with product and development teams
* Assisted/clarified questions and doubts for automation testing and analyzed automation results (tenon.io for web accessibility)
* Worked with external documentation/technical writer team on release documentation, user guide documentation
* Managed communications on projects with the client of TSYS (Total System Services – TS1 and TS2) APIs for real time account management and primary test data setup
* Used production data for predictive data analysis using BI tool of Tableau and SQL for better business decision making

**Business Analyst/scrum master**, Adbakx, NJ Dec15-Dec16

* As a certified scrum master conducted various scrum ceremonies like scrum planning, sprint planning, daily standup, retrospective, elaboration sessions and backlog grooming meeting
* Solved impediments/roadblocks that were reported in the agile-scrum meetings and efficiently carried out time boxed meetings of all the scrum ceremonies
* Analyzed past and present data to obtain insights on the pattern for future using data mining models
* Effectively and efficiently communicated with clients regarding requirements and other valuable information
* Employed business system analyst practices which involve elicitation, conducting JRPs, compiling documents of BRD, SRS HLD along with UML diagrams, reviewing test plans and test strategies
* Created static dynamic and animated prototypes/ mock ups using Snagit, Balsamiq, MS Visio, Visual Paradigm and HTML/CSS
* Understood agile-scrum and XP techniques such as user stories, velocity, user story points, prioritization techniques, product backlog and sprint backlog, burn-down/burn-up charts, pair programming, test driven development (TDD) and behavior driven development (BDD)
* Created documentation of workflow diagrams, use case diagrams, sequence diagrams and activity diagrams to enhance communication to different stakeholders
* Experience in software testing life cycle of test plans, test strategies, test design, test cases, test scripts, selenium, test execution, test reporting
* Conducted various types of testing such as ad-hoc testing, black box testing, functionality testing and regression testing

**Jr. Business Systems Analyst,** Adbakx, NJ Jan15-Dec15

* Understood in-depth of engineering and management practices and finance domain
* Grasped business analysis, scrum master, data analysis and systems analysis concepts
* Learned various elicitation techniques like conducting interview, focus groups, interface analysis, prototyping, questionnaire, document analysis, JAD/JRPs, brainstorming, and requirement workshops
* Obtained comprehensive understanding of web-services like WSDL, SOAP using XML and REST using HTTP under three-tier architecture and service-oriented architecture (SOA)
* Acquired skill in business writing of business requirement document (BRD), functional requirement document (FRD)
* Experienced in writing simple and complex SQL-queries that are used for data retrieval, data manipulation and data definition processes (DRL, DDL and DML) with the understanding of stored procedures and triggers
* Created documentation of workflow diagrams, use case diagrams, sequence diagrams and activity diagrams to enhance communication to different stakeholders
* Understood the key differences in database specifics of normalization, primary key and foreign key, fact and dimension tables, Star and snowflake schema

**EDUCATION AND ACHIEVEMENTS**

Achievement Award (AA) scholarship from University of Florida Jan13-Dec14

B.Tech from Anna University Aug08-Apr12

Assistant soccer coach/analyst Jan18-Mar19

Scrum Master Certification Jan2016

Master of Science in engineering, University of Florida Jan13-Dec14

Reserve Bank staff undergraduate scholarship Aug08-Apr12

University soccer captain Aug10-Apr12

Math Proficiency award May10