**BUSINESS ANALYST ABHISHEK G**

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**SUMMARY:**

IT Professional with 5+ years of industry experience with demonstrated history of working consulting, telecom, logistics, leisure, travel and tourism industry. **Business Analyst** in leading cross-functional teams to deliver successful consumer web, API’s & AMP; Mobile Applications.

**Business Analyst Expertise:**

* Expertise in business requirements gathering, analysis and communication with Stakeholders, Project managers, documenting project artifacts, Data Modeling, Testing maintenance and operations.
* Comprehensive knowledge of methodologies such as Agile, Waterfall and Lean-Agile.
* Experience in Clarifying and transforming the needs of business users and translated into functional technical requirements.
* Prepared Business requirement documents (BRD`s), defined project plans, system requirement specifications, and prepared all necessary project and status reports.
* Proficient in Business Analysis, Risk Analysis, Business Process Models, Business Flow Diagrams and Business Requirement Documentation.
* Experienced in facilitating Joint Application Development (JAD), Joint Requirement Planning (JRP) sessions, interviews, workshops and requirement elicitation sessions with end-users, clients, stakeholders and development team.
* Strong experience in conducting UAT (User Acceptance Testing) and documentation of test cases and training needs.
* Validating test cases in Continuous Integration (CI) environment and developing CI plans.
* Strong skills in Data Analysis, Data Requirement Analysis and Data Mapping for ETL processes
* Analyzed data stored in a database using statistical principles, SQL Queries and tools like Microsoft Access, Microsoft Excel.
* Strong communication skills when working with developers, project managers, subject area experts, stakeholders, system implementers, and application end-users. Proficient in creating
* Training Manual &amp; User Guides.
* Motivated, energetic, well organized individual and interested to work in challenging environment by learning new technologies.
* Willing to relocate: Anywhere.
* Authorized to work in the US for any employer.

**CERTIFICATION:**

* The Certified Scrum Product Owner (**CSPO**) credential- The Scrum Alliance

**TECHNICAL SKILLS:**

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| **Tools** | JIRA, Confluence, HP ALM, Rally, Service-Now, SharePoint, VersionOne |
| **Languages** | SQL, JAVA |
| **Methodologies** | SDLC Methodologies, Agile, Scrum, Strategy and Change Management, Business Process Modeling, Waterfall and Kanban. |
| **Database** | MS SQL Server, MS Access, AWS, Google Cloud.  |
| **Other Tools** | M.S Office ( Excel, Word, Power Point, Visio) |
| **Domain** | Project Management, Product Owner, Business Analysis and Quality Assurance. |
| **Tools** | JIRA, Confluence, HP ALM, Rally, Service-Now, SharePoint, VersionOne |

**PROFESSIONAL EXPERIENCE:**

**Business Analyst**

**The Hertz Corporation-San Francisco, CA Jan 2018 to Present**

**Responsibilities:**

* As a Business Analyst lead the IBM Sales application transformation –microservices implementation. This project focuses on decomposing the legacy application in to microservices.
* Conduct business requirement gathering sessions with product owners, scrum master, business users and other relevant stakeholders.
* Define and execute work plan activities and project deliverables.
* As a BA lead projects by defining requirements, supporting detailed design, driving implementation and
* change activities.
* Guided key stakeholders by utilizing strategic planning to develop guidelines, policies, security and key performance indicators.
* Experience working with both Agile & Waterfall methodologies. Conduct daily scrum meeting, discuss current blockers & plan next steps of action to resolve them, Open & track performance defects until completion using Jira & ALM.
* Developed reporting requirements and business guidelines for tableau integrations and linked multiple reports from an intake, chat, and phone system to give a visual of current work saving 15 % across the Hertz Corporation.
* Maintained a pipeline of information for director and supervisors to help create plans focused on generating an enriched environment for corporate infrastructure while providing strategy based decisions.
* Influenced the firm by redesigning current Architectural Design to prevent corporate espionage preventing $10MM in asset loss.
* Concentrated on the delivery of analytics to create focused audits and help maintain governance across the businesses
* Collaborated and developed project plans for key stake holders to create an implementation of Office 365 to streamline functionality across the enterprise.
* Manage and support the scrum master for the sprint/ release/ change management and facilitating the scrum process.
* Created user stories for each phase (phases split to handle different Hertz applications)
* Translate business requirement to system level requirement and determine code impacting touchy points such as Database, Webservices/ Microservices, external interfacing applications.
* Created use cases, activity diagrams, sequence diagrams and phase diagrams.
* Reviewed code design.
* Manage and support the scrum master for the sprint/ release/ change management and facilitating the scrum process.
* Actively engage in development to testing lifecycle - Code Deployment, Unit Testing, System Testing, User Acceptance Testing and final production deployment.
* Conducted reviews for the living design documents which reflects the requirement-based coding.

**Business Analyst**

**United Postal Service (UPS)- Atlanta, GA Oct 2016 to Dec 2017**

* Serve as business analyst for implementation of UPS projects.
* Responsible for implementing Core HR, Time; Labour, Recruiting, Talent Management, Payroll and Compensation.
* Analyze and document business requirements by working with various stakeholders such as Subject Matter Experts, Business Managers, Project Manager, Project team etc.
* Understand existing business processes by designing process workflows and communicating to business teams on operational trade-offs between different configuration options proposed by the implementation partner.
* Design and implement testing activities such as creating test plans, detailed test scripts, test reports and facilitate UAT testing sessions for different stakeholders across multiple modules.
* Act as a functional expert and work with the implementation partner and/or IT to resolve any system and or configuration issues.
* Maintain project status records, resource allocation, task details and perform weekly review with the management team.
* Facilitate project kick off meetings, requirement gathering sessions, fit-gap analysis, design discussions and design checkpoint meetings.
* Lead teams (on-shore, off-shore, IT and Business) through project implementation in both Agile and Waterfall methodologies.
* Responsible for coaching, training and knowledge transfer of products and applications to junior business analysts.
* Partner with internal Customers on business vision. Develop IT solution and/or process to execute on IT strategy
* Maintain service operations by managing incidents using Service-Now.
* Ensure compliance of new system’s data and security roles with organization’s privacy policies.

**Business Analyst**

**Delta Airlines- Atlanta, GA Oct 2015 to Sept 2016**

**Responsibilities:**

* Worked with business stake holders to understand, analyze, evaluate the business.
* Co-locate with scrum team and serve as the customer proxy for solution and drive iteration content for prioritized stories.
* Solely responsible for accepting stories into the baseline, including validation that the story meets criteria and persistent acceptance tests
* Worked closely with stakeholders from the organization to understand their needs and deliver them in timely fashion.
* Lead the project of hosting APIGEE Proxy’s into Google cloud.
* Detail oriented with the ability to organize and prioritize tasks to ensure timely delivery of the sprint and work effectively in a cross functional organization
* Assist product manager in the identification and resolution of functional business or technical spikes.
* Working with External vendors (Blackhawk and InComm) to implement their API’s with Delta API’s for the Delta Mobile APP.
* Leading the Apigee Team in building and delivering Apigee Proxy internally and to external vendors.
* Partnering with developers and business stakeholders to define product enhancements, new features, bugs resolutions.
* Maintaining product backlog for applications and prioritizing based on customer/business values.
* Lead PI Planning of the team for estimates what will be delivered and highlight their dependencies with other Agile teams.
* Documenting all known bugs from previous releases and writing users stores to Kanban board.
* Experience in leading effort from migrating existing applications into AWS.
* Maintained the Sprint Burn down and Release Burn Down Charts using JIRA.
* With using Confluence created roadmaps, created notes containing checklist, create a knowledge base and centralize everything in one place.
* Experience working on responsive web design in, iOS and Android applications for the Delta Mobile APP.
* Working on wireframes and requirements to enhance the UI/UX experience by streamlining the mobile interface for Delta Mobile APP.
* Developed and managed creation of product documentation to communicate features, benefits, positioning and impacts to different audiences and ensured that documentation deliverables from various groups are produced as needed.
* Headed the implementation of CI/CD pipeline for Apigee Proxy deployment and proxy creation.
* Onboarding consumers for the API and creating the products for Monitoring of health checks resources.
* Documented all the API’s in API CatLog tool for visibility of functional requirements of the API’s

**Business Analyst**

**Verizon Connect- Atlanta, GA Jan 2015 to Sept 2015**

* Analyze user problems, including automated and manual business processes and identified, Researched, investigated, defined and documented business processes.
* Continuously update requirements documents as changes to user requirements occur.
* Create mock-ups to show users the design of the application before development.
* Review and sign off on test cases created by the QA team.
* Perform User Acceptance Testing (UAT) to ensure applications meet user requirements.
* Facilitate daily stand-ups with the scrum team on absences of Scrum Master.
* Lead the project with integration with Driveway for the Safety Score of the riders.
* Facilitate sprint planning for the next sprint at the end of the current sprint.
* Complete data analysis to identify trends in the application or system.
* Review performance metrics within the department and provide solutions for improvement.
* Extensively use JIRA to plan, track and close sprints for each release. Highlight any road blocks or technology issues to business users/management.
* Conduct impact analysis for change requests opened by the users.
* Recommendations for and support for configuration of Agile Sprint management tools such as, JIRA, Confluence, templates.
* Working with External vendors (AllState RoadSide Assistance) to implement their API’s with Verizon API’s. Order management from the Verizon retail store and other distribution channels for the hum Product.
* For the Hum Application worked on the Order management using the Oracle application.
* Created Confluence pages to share documents across teams and stake holders.
* With using Confluence created roadmaps, created notes containing checklist, create a knowledge base and centralize everything in one place.
* created meeting notes, project plans, product requirements and work space.
* Generated reports to track team velocity, issue tracking, team work load tracking and response time tracking. Produce requirements stating business needs for new and revised development projects
* Conducted market research and analyzed customer business needs and requirements to prepare specified project documentation and ensure alignment with solution strategy involving 30% of cost savings.
* Work with multiple Integration teams in analyzing and resolving compatibility issues and ensure all the requirements are met.
* Creating user stories to determine minimum viable product, total feature set, and workload.
* Reviewed and assisted the team in functional testing of the application prior to demo in the sprint review meeting. Maintained the Sprint Burn down and Release Burn Down Charts using JIRA.
* Meeting with project stakeholders to define terms of JIRA, job deliverables, client satisfaction.
* Prioritizing product feature implementation. Create burn down and runout charts to manage project and deliverable time tables.
* Establish project timelines and deliverables between functional business units.

**EDUCATION:**

Bachelor’s Engineering in Computer Sciences, PES University- 2013

Master’s in Business Administration (MIS), Indiana University Of Pennsylvania- 2015