

**VANATHI KRISHNASWAMY**

**Business System Analyst**

**PROFESSIONAL SUMMARY**

* IT professional with over 6 years of experience in understanding Application Development, Manual Testing, Process Improvement, Requirement gathering, and elicitation. As a Business Systems Analyst, worked closely with business users, developers, and subject matter experts through all phases of the SDLC in domains like Capital Markets, Investment Banking, Insurance, Retail and Compliance Operations, and E-commerce.
* Worked in environments like Agile-Scrum, SAFe4.0, Waterfall, Kanban, Waterfall-Scrum hybrid.
* In-depth knowledge in Mortgage Underwriting, Brokerage Services, Commercial Banking, Retail Banking, Asset Management, Cash Management, Capital Market, and Credit Risk Fundamentals.
* Assisted Project manager in Planning, Scheduling, Monitoring, and strong experience in requirement elicitation techniques like Brainstorming, JAD Sessions, Job shadowing, and other analysis like GAP and risk analysis, effort estimation, Cost-Benefit Analysis reports.
* Supported the Project Manager in developing the Project Charter and Work breakdown structure for managing work.
* Proficient at creating and transforming Business requirements into BRD, FRD/FSD, Technical Specifications document, Software Requirement Specification (SRS) using UML diagrams such as use case diagrams, Business Process models, activity diagrams, data flow diagrams, Sequence diagrams on Lucid Charts, and MS Visio.
* Facilitated meetings like sprint planning meeting, sprint retrospective meeting, daily scrum, huddle meeting, and backlog refinement meeting.
* Constructed Requirement Traceability Matrix (RTM) to determine the source of the requirement, to ensure all requirements are easy to locate without affecting the system components when there is a requirement change.
* Designed Mockups and Wireframes for the requirements to get a visual understanding of the application under development, provided Functional/Technical Consulting for the application with a holistic view.
* Worked closely within a multidisciplinary team, including web developers, business users, programmers, and management, to develop and capture user-centered requirements specifically as they pertain to UI/UX needs of the project, Communicated and validated UI/UX specifications.
* Encouraged the development team to follow best practices -Naming Conventions, version control, better exceptions handling, unit testing, source control, continuous integration, continuous deployment, error/exception logging.
* Experience with system integrations such as SDFC integrated with an LMS, event management system, Marketing Cloud, and a text-to-donate platform. Manage and enhance the enterprise-wide Salesforce.com (SFDC) customer relationship management (CRM) information system to better drive adoption.
* Responsible for performing administrative tasks in Salesforce CRM such as create/modify pick lists and lookup fields.
* Experience with CRM processes like Sales, Marketing, Customer Service and Customer Support, Business Processes, Campaign Management, and recommended solutions to improve their processes using SFDC.
* Cultivated experience in Salesforce.com Sales and Service Cloud, Marketing Cloud, Operations cloud, Salesforce CPQ, Salesforce Communities, and Einstein Data Analytics.
* Worked closely with SFDC APIs such as Salesforce Web Services API, Salesforce Bulk API, Salesforce Rest API.
* Experience in SFDC Administrative tasks like creating Profiles, Roles, Users, Page Layouts, Approvals, Workflows, Processes, Flows, Validation rules, Reports and Dashboards, and Custom configuration.
* Assisted in performing automated test scripts for testing API using Postman and SoapUI to check if the API’s are returning the data in JSON, XML format as defined in the API documentation using Swagger Tool
* Cultivated experience in working with web services using SOAP, REST, JSON, XML under various architectures - Three-Tier Architecture, Service Oriented Architecture (SOA), n-Tier architecture.
* Developed Standard Operating Procedure, Training Manual, and required documents for the Organization and created User stories with the help of Product Managers/SMEs in an Iterative model environment.
* Detailed understanding of Data Integration, Data Migration, Data table structures, Data Analysis.
* Proven experience in creating Project plans, Requirements documentation, Test planning documentation.
* Strong experience in creating Test planning, Test scenarios, Test cases for validating Business requirements during User Acceptance Testing (UAT). Apply ultimate test automation tools such as QTP (VB scripting).
* Proficient in functional testing, negative testing, regression testing, System integration testing (SIT), User Acceptance Test (UAT), load/performance, security, browser compatibility, and performance testing. Generated multiple reports using different BI tools like Tableau, QlikView, and in-house reporting tools.
* Creative and aggressive self-starter with integrative thinking skills, capable of forming and maintaining positive and productive working relationships in internal, external, independent, and team environments.

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| Skills |
| SDLC Methodologies | Waterfall, Scrum, Custom- Agile /Waterfall- Scrum Hybrid, XP, RUP, SAFe 4.0 |
| Requirements, Project Management tools. | Atlassian-JIRA (v.6.3,7.0), HP-ALM (v.11.5), MS Project (2010,2013,2016), MS SharePoint Server (2010,2013) |
| Business Skills | Change Management, Risk Management, Impact Analysis, JAD Sessions, SWOT Analysis, Conflict Management, Effort, and Impact analysis, Regression analysis, Why-Why analysis, Problem & Incident Management. |
| Testing, Modelling and Web services | HPQC (v.11,12), Selenium (v.3.3,3.4,3.5,3.6), Load Runner (v.11.5,12.02), Cucumber (v.2.0,3.0), Manual – Excel, MS Visio, Draw.io, Google Drawings, SOAP, REST, AJAX, XML, JSON, Salesforce CRM. |
| Development IDE,Reporting Tools | Visual Studio, SQL Management Studio, R- Studio, Macro Editor, Eclipse, PowerShell, SSAS, Tableau, IBM Cognos, MS office suite. |
| Languages | Java, JavaScript, Entity Framework, HTML5, CSS3, Bootstrap, UML, Python  |
| Databases/ETL | Teradata, MySQL Server, Oracle, SQL Server Management Studio, Informatica Power Center 8.x/9.x, SSIS, Force.com Platform |
| Technologies | Salesforce CRM and Cloud |

**ACADEMIC DETAILS AND CERTIFICATIONS:**

* Master’s in computer science -Texas A&M University, Texas
* Bachelor’s in computer science -Anna University, Chennai. India
* Salesforce ADM 201 certification
* SMAC-Scrum Master Accredited Certification.

**Client: Sedgwick**

**Location: Memphis, TN Mar 2020 - Present**

**System Analyst / System Integration Analyst**

Worked on multiple Audit and claims management applications like iAE(internal Audit Expert),pAE(premium Audit Expert), LPPS to generate reports and maintain the CRM data. Worked with multiple risks, claims, pooling teams to collect requirements.

Responsibilities:

* Conducted various working sessions with teams like risk analyses, Claims management, and Polling teams to know the feedback of the current internal Audit Application and clarity application to write Requirements for Enhancements.
* Did As-is and To-be process as a part of GAP Analysis and Risk Analysis on existing applications to map the features of use and no longer needed so that a new system can be built on top of the existing platform.
* Collect requirements for the new system from various stakeholders and create BRD, get approval for the BRD from business owners and then convert the BRD to FRD and process flow diagrams.
* I prepared various reporting documents, data mapping documents when the data is being sent to various downstream systems.
* Created various mapping documents to map the data fields on the application to the CRM database.
* Customized CRM layout to accommodate the sent data and generate reports according to the clients’ requests.
* Created various backlog items in the SVN Smartsheet application and groomed them alongside the developers and QA.
* Created UML, use case diagram, Activity diagrams, Sequence diagrams, and Prototypes (wireframes, mockups) to show the developing team and testing team the workflow and the replica of how the system has to work, in MS Visio.
* Maintained defects by prioritizing them against the backlog items and tracked them till completion using Smartsheet.
* Written various request and response APIs in JSON and XML for the Generic Importer feature.
* Wrote stories for dev and created various tasks for data and for QA.
* Hands-on experience working with web service file formats, including XML and JSON.
* I ran both manual and automated test-scripts and test-cases for end-to-end testing.

Environment: Agile-scrum, Smartsheet, CRM, Clarity, SVN, MS Office Suite, Eclipse IDE, MySQL, REST API, MS Project, DB2, MS Visio.

**Client: Silicon Valley Bank**

**Location: Tempe, AZ. Jan 2019 - Mar 2020**

**System Analyst / System Integration Analyst**

Built a Client On-Boarding Application with UI, Appian, and Integrated databases like Client-Master, CBS, UBS, and CRM.

Responsibilities:

* Conducted Joint Application Development (JAD) sessions, interviews, and brainstorming sessions with stakeholders to gather requirements from end-user perspectives to identify the functional and non-functional requirements.
* Identified As-is and To-be process maps as part of Gap Analysis and Risk Analysis for new functionality requirements, and thereafter prioritized them to align with the Project scope, Project Goals, and Objectives.
* Worked on PI planning, creating a healthy backlog, creating a Jira Structure board, and issue navigator.
* As a System analyst, I helped in managing changes to our business application and reporting structure.
* I prepared various reporting documents, data mapping documents when the data is being sent to various downstream systems.
* I wrote technical requirements for front-end (UI) data element fields and APPIAN workflow.
* I created various flow diagrams and story mapping flows for a better understanding of the workflow.
* I ran a basic sanity test and check tests to identify technical requirement gaps, story bugs, or defects.
* Engaged in UI/UX issue triage, troubleshooting, and defect resolution and checked responsiveness of the web pages.
* I created and managed system integration requirements to integrate the user interface with downstream databases like Client Master, Flexcube, and CRM.
* I did a various analysis on problems, their causes, and effects on business operations by removing unnecessary data and implementing changes and modifications to the current flow.
* Created UML, use case diagram, Activity diagrams, Sequence diagrams, and Prototypes (wireframes, mockups) to show the developing team and testing team the workflow and the replica of how the system has to work, in MS Visio.
* Designed and developed static and dynamic web pages for the application.
* Used SQL scripts/queries extensively for data verification at the back-end as per the requirements.
* Maintained defects by prioritizing them against the backlog items and tracked them till completion using JIRA.
* Ensured the team addresses the Cross-site Scripting (XSS) injection attacks by enforcing OWASP practices.
* Hands-on experience working with web service file formats, including XML and JSON.
* I ran both manual and automated test-scripts and test-cases for end-to-end testing.
* Was involved in the creating Test Plan, Test Scenario, and Test Cases to provide a holistic view of the system
* Conducted Systems Integration Testing (SIT), Smoke Testing, Regression Testing, White Box Testing, Black Box Testing, Sanity Testing, and User Acceptance Testing (UAT) in both manual and automation test environments.

Environment: Agile-scrum, Jira 7.0, CRM, Flexcube, Client Master, MS Office Suite, Eclipse IDE, MySQL, REST API, MS Project, DB2, MS Visio.

**Client: Citizens Bank**

**Location: San Antonio , TX Feb 2017 - Dec 2018**

**Salesforce Business Analyst**

Due to the new rule in the already existing plan of the US government called the HARP (home affordable refinance Program) which dictates from the total loans that are disbursed by the bank, 5% of the loans have to come from the HARP program and this was a compliance issue, to solve this and to make it profitable to the organization we incorporated Dead Lead Rejuvenation process and also build an application to enable refinancing for homeowners via HARP, The application uses SFDC CRM and deployed in AWS cloud.

Responsibilities:

* Conducted Joint Application Development (JAD) session, Interviews, and Brainstorming Sessions with stakeholders to gather requirements from end-user perspectives to identify the functional and nonfunctional requirements.
* Identified As-is and To-be process maps as part of Gap Analysis and Risk Analysis for new functionality requirements, and thereafter prioritized them to align them Project Scope, Project Goals, and Objectives.
* Worked closely as part of a large agile development team involved in the development of a Cloud-based application, experienced in working with Salesforce Classic and Lightning UI for custom theming, branding Wave, and Einstein Analytics for predictive analysis. Provided training and coaching in the use of CPQ CRM systems. Identify training and development gaps and create plans to address them.
* Identified all the dead leads i.e the data sources and helped others understand the Dead Lead Rejuvenation process and the new and improved HARP Guidelines which the main aspects are in building the application.
* Created UML, use case, Activity diagram, Sequence diagrams, and Prototypes (wireframes, mockups) to show the developing team and testing team the workflow and the replica of how the system has to work, in MS Visio.
* Designed and developed static and dynamic web pages for the application.
* Assisted the ETL process by mapping data from source to destination and also helped in various transformation processes using Informatica Power center, worked closely with Data Migration and Integration process.
* Used SQL scripts/queries extensively for data verification at the back-end as per the requirements.
* Good understanding of application development in AJAX, MVC, and JAVA, and Hybrid environments.
* Analyzed the extracted data in AWS analytical services (e.g. Data Pipeline, Machine Learning)
* Maintained defects by prioritizing them against the backlog items and tracked them till completion using JIRA.
* Ensured the team addresses the Cross-site Scripting (XSS) injection attacks by enforcing OWASP practices.
* Used Bulk API, SQS Receive Message API, Amazon API Gateway, REST API (mainly RESTful API) for the applications in the organization’s private cloud on the AWS platform using AWS CloudTrail.
* Integrated Data Sets with Salesforce CRM for building the holistic 360 views for any data source for typical dashboard view.
* Hands-on experience working with web service file formats, including XML and JSON.
* Maintained one on one customer relationship and their recent updates in the sales cloud CRM.
* Actively monitor tasks and efforts on Amazon CloudWatch, perform UAT assisted in Systems Integration Testing, and route the test cases to test suite making sure the Requirements are matched and meet the acceptance criteria.
* Was involved in the creating Test Plan, Test Scenario, and Test Cases to provide a holistic view of the system
* Conducted Systems Integration Testing (SIT), Smoke Testing, Regression Testing, White Box Testing, Black Box Testing, Sanity Testing, and User Acceptance Testing (UAT) in both manual and automation test environments.

Environment: Agile-scrum, AWS, Jira 7.0, Informatica Power center, MS Office Suite, Eclipse IDE, MySQL, REST API, Informatica Power center Selenium v3, MS Project, DB2, MS Visio, SSRS.

**Client: American Express**

**Location: Bangalore, India Apr 2014 - June 2016**

**Business System Analyst / Salesforce Administrator**

American Express offers a range of services that include the origination and servicing of commercial and multifamily real estate loans, and single-family construction loans.

Responsibilities:

* Used SDLC (System Development Life Cycle) methodologies like Waterfall.
* Functioned closely with the Corporate business team, control teams, and technology teams to understand the end-to-end process, data security, and Federal regulatory documents and compliance-related procedures.
* Excelled the AS-IS and TO-BE business processes and developed the GAP Analysis and Impact Analysis.
* Documented and presented them in Vision and BRDs, FRD using Rational Requisite Pro and Power Designer.
* Facilitated the “Change Discussions” with each impacted group long before the training begins.
* Provided Salesforce.com System administrative, custom config, and technical support for the company.
* Manage Users and Security profiles in accordance with corporate policy via setting various permission sets.
* Maintain and create custom objects, fields, Profiles, Roles, Workflow, Page Layouts in Salesforce.
* Responsible for sandbox environments and change management deployments also maintained and Created standard, ad-hoc reports/dashboards, and the accuracy of the data is ensured in Salesforce.
* Worked on tailoring the user experience exactly to your business needs with Salesforce CRM UI.
* Responsible for maintenance and administration of multiple Salesforce environments built on classic and lightning platforms. Configuration and management of 3rd party AppExchange applications were also done.
* Interacted thoroughly with a set of stakeholders and Subject Matter Experts (SME) for requirements.
* Assisted Testing teams to build test plans and involved in Progression testing and Regression testing. Approved test cases for requirement verification and to check the functionality of the application.