**VIDHU V**

**Sr. Business System Analyst**

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**PHNO: 201-708-8568**

**Professional Summary:**

* Over 8 years of experience as Business System Analyst in **Supply Chain, Retail**, **E-commerce,** and **Manufacturing** domain with focus on **Enterprise Resource Planning (ERP)**, **Procurement, Warehouse Management**, **Inventory Management**, **Order Management**, **Point of Sale (POS)**, **Logistics**, **Customer Relationship Management (CRM)** and **Transport Management.**
* Broad knowledge in various stages of **Software Development Life Cycle** **(SDLC) and Software Testing Life Cycle (STLC).**
* Experienced with methodologies such as **Waterfall**, **Agile Scrum**, **Hybrid Scrum-Waterfall.** Also have deep knowledge towards other industry standard software development life cycle (SDLC) methodologies such as **Scaled Agile Framework (SAFe), Extreme Programming (XP)**, **Rational Unified Process (RUP)**, **Spiral Model**, **Kanban** and **Scrumban.**
* Represented as a link between **Business** and **Technical Stakeholders** to elicit various **Functional** and **Non-Functional** requirements by using different elicitation techniques such as **Interview**, **Requirement Workshop**, **Joint Application Development (JAD)**, **Brainstorming**, **Survey, Questionnaire**, **Document Analysis**, **Stakeholder Analysis**, **Focus Group**, etc.
* Evaluated information gathered from multiple sources and efficiently converted high level information into detailed **Technical Specifications** and articulated requirements that can be understandable by both technical and business team.
* Conducted **Feasibility studies,** **Risk analysis**, **Cost Benefit analysis**, **Root Cause analysis**, **SWOT analysis,** and **Impact analysis** as a part of business strategy. Performed **GAP Analysis** for better understanding of **AS-IS** and **TO-BE** business processes.
* Assisted **Project Manager** and **Product Owner** to **plan**, **schedule** and **track** team performance by creating **Work** **Breakdown Structure (WBS)**, **Critical Path Analysis (CPA),** **Project Plan/Charter,** and **Milestone list** created using **MS Project** and **JIRA.**
* Work in partnership with **SME** to understand **Key Performance Indicators (KPI’s**) and **Service Level Agreements (SLA’s).**
* Created multiple deliverables such as **Business Requirements Document (BRD)**, **System Requirement Specification (SRS)**, **Functional Specification Document (FSD)**, **Requirements Traceability Matrix (RTM)** and **RACI matrix** thereby possessing a broad knowledge of documenting and presenting the deliverables at every milestone.
* Deep knowledge on **Agile Scrum** framework which including **Scrum Ceremonies** like **Backlog Grooming**, **Release planning**, **Sprint Planning meeting**, **Daily** **Scrum**, **Sprint Review meeting** and **Sprint Retrospective** also documented various Scrum Artifacts such as **Product Backlog**, **Sprint Backlog**, **Information Radiator** (Burn-up, Burn-down charts).
* In-depth knowledge in breaking down Epics into User stories using **Horizontal and Vertical Slicing** techniques by satisfying **INVEST** criteria, **Prioritizing** the user stories using techniques such as **MoSCoW**, **Kano Model, 100-point method,** and **Estimating** the user stories using techniques like **Planning** **Poker**, **T-shirt** **Sizing**, and **Relative** **Mass** **Evaluation**.
* Supported the Product Owner to define the **Product Roadmap**, **Minimum Viable Product (MVP)**, **Definition of Ready (DOR)**, **Definition of Done (DOD)** and **Acceptance Criteria** for user stories to be included in development process.
* Designed **High Fidelity**, **Low Fidelity prototypes**, **Mockups** and **Wireframes** to visually represent the requirements to the stakeholders for better understanding of the outcomes using tools like **Balsamiq** and **Adobe** **XD.**
* Highly Skilled in creating **Unified** **Modeling** **Language** (**UML**) diagrams for **Use** **Case** **diagram**, **Sequence** **diagram**, **Activity diagram, Business Process Modeling Notation diagram (BPMN)** using **Lucid Chart** and **MS Visio.**
* Created **Entity-Relationship Diagram**, **Conceptual** and **Logical Data Model** by identifying various entities and relationships and proficient in **data modeling**, **data integration** and **data migration**. Actively involved in **Source System Exploration**, **Data** **Mapping**, **Data Profiling**, **Data Cleansing**, **Data Validation**, **Data** **Extraction**, **Transformation** and **Loading** process.
* Explicit knowledge of **Data Warehousing** Architectures like **Enterprise Data Warehouse (EDW)**, **Operational Data** **Store**, **Data Marts** and **reporting** tools like **Tableau** and **Power** **BI** used to drive operational intelligence. Performed **Online Analytical Processing (OLAP)** operations like **Drill Down**, **Roll-Up**, **Slice**, **Dice** and **Online Transactional Processing (OLTP)**.
* Knowledge on **SQL** queries such as **Joins**, **SELECT**, **Order** **by**, **Group** **by**, **Rollback**, **Commit** and **Aggregate** **functions** such as **Count**, **Min**, **Max** to extract data from different database for data analysis and data validation.
* Worked with various **Application Programming Interface (APIs)** which was then documented and tested multiple API’s using **Swagger** and **Postman** under architectures like **Three-Tier Architecture** and **Service Oriented Architecture (SOA).**
* Assisted the QA team in creating Testing Artifacts like **Test** **Plan**, **Test** **Cases**, **Test Scenarios**, **Test** **Scripts,** and facilitated **Integration testing**, **Regression testing**, **Load testing**, **Performance** **testing** and defect tracking by maintaining defect logs.
* Involved in **User Acceptance Testing** to ensure that the system meets the client’s requirement and for getting feedback.
* Effectively utilized collaboration tools like **MS SharePoint** and **confluence** to collaborate and share knowledge efficiently.
* Experienced in **Test Driven Development (TDD**) and **Behavior Driven Development (BDD)** environments.

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| Domain | Enterprise Resource Planning, Customer Relationship Management, Order Management, Inventory Management, Warehouse Management, Demand Forecasting. |
| Methodologies | Waterfall, Agile- Scrum, Scrum-Waterfall, Spiral, Kanban, Scrumban. |
| Business Skills | Business Requirements Elicitation, Change Request Management, Impact Analysis, JAD Sessions, Project Planning, Project Scheduling, Conflict Management. |
| Business Modelling Tools | MS Visio, Balsamiq, Lucid Chart. |
| Project Management Tools | JIRA, HP ALM, MS SharePoint, Confluence, MS Project. |
| Testing Tools | HP-QC, Cucumber, Load Runner, Postman, Swagger. |
| BI and Reporting Tools | Tableau, Power BI, MS Office Suite (Excel, Word, PowerPoint). |
| Architecture/Framework | Service Oriented Architecture (SOA), 3 Tier Architecture, N-Tier Architecture. |
| Databases and ETL Tools | Oracle, MS SQL Server, Informatica Power Center and Cloud. |
| Data Warehousing | Enterprise Data Warehouse, Data Marts, Data Modeling, ETL. |
| Programing Languages | HTML5/CSS3, XML, C/C++, SQL, JavaScript, JSON. |
| Technologies  | SAP EWM, SAP S/4 HANA, SAP ERP, Salesforce cloud |

**Skills:**

**Professional Experience:**

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| **Lowe’s |** Mooresville, North Carolina | **May 2020 - Present** |
| **Sr. Business System Analyst** |  |

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Project was focused on enhancing existing mobile application by including features related to order pickup in store premises for the customer user benefit in maintaining social distance with other customers and with store officials. This enhancement is carried out to prevent high volume of customer entering the store which was difficult to handle product delivery by the store officials. Application is a cloud computing system built using Google cloud with a serverless multiservice architecture to tie with their existing setup.

**Roles and Responsibilities:**

* Elicited requirements through **interviews** and conducted **brainstorming** and **joint application development (JAD)** session.
* Conducted surveys to understand customer needs during pandemic and performed document analysis on previous versions.
* Conducted extensive **GAP analysis** by identifying **AS-IS** and **TO-BE** process models and process flows.
* Created **UML diagrams** such as Use Case, Activity and Sequence diagram using **Lucid charts** for visual representation of system.
* Designed prototypes, wireframe and mockups using **MS Visio** to effectively communicate ideas about user interface to get feedback.
* Assisted **product owner** in maintaining **product backlog items** and worked along with the team in creating **epic, user stories, acceptance criteria, prioritizing** and **estimating** user stories using **JIRA**.
* Participated in **sprint planning, daily scrums, retrospectives,** and **sprint review meetings** and **facilitated** as and when required.
* Assisted **Scrum master** in **creating, maintaining,** and **keeping track** information radiator such as **burndown, burnup charts**.
* Assisted **data architect** in modifying existing back-end platform **(Google Cloud)** needed for supporting the enhancement.
* Assisted in creating and maintaining data in the form of tables in **google cloud** and used **SQL** to perform data analysis at back end.
* Facilitated **Acceptance Test Driven Development (ATDD)** practice with team and created **test scenarios** with inactive users and changed their authentication on Lightweight Directory Accesses Protocol (LDAP) level whether the functionality is working or not.
* Assisted testing team with documenting **Test Plans, Test Cases** and execution of **Test Scenarios** for the Mobile Application and clarified issues which may arise during testing. Also assisted in tests such as regression, Integration, usability, performance testing.
* Involved in User Acceptance Testing (UAT) to collect feedback from the users and assisted the team in improving the requirements.
* Created **dashboard, reporting active user, churn rate, retention rates, purchases** which were related to **Key Performance Indicator (KPI)** report by using **Tableau** as a data visualization tool.
* Timely assured development team has necessary resource to perform up to **potential, tracking** and **removed impediments.**
* Actively involved in **Application Programming Interface (API)** identification, created API specification document using **Swagger** and testedusing **Postman.**
* Created user **manual** and **provided training** to **end users** for using **enhanced features**. Monitored usage of mobile applications and tracked the key performance indicators (KPI) for measuring the application success.

**Environment:** Agile-Scrum, Jira (v.8.2), Confluence (v.7.1), Lucid Chart, MS Visio, HTTP(s), Google Cloud, JavaScript, Oracle database, Swagger, SQL, Tableau (2019.2), Informatica power center, Postman, SQL, Node Java Script.

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| **Johnson & Johnson |** Bridgewater, New Jersey  | **March 2019 - April 2020** |
| **Sr. Business System Analyst** |  |

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Objective of the project was about implementation of SAP EWM (SAP S/4 HANA) on cloud migrating data from legacy system to SAP EWM (Extended Warehouse Management). The main objective was to control the warehouse operations to keep up changing demand, reduce order cycle time, increase inventory accuracy, boost transparency, and enhance flexibility of the process.

**Roles and Responsibilities**

* Interviewed business users to gather requirements and conducted workshop to understand business needs.
* Created **AS-IS** process workflow and **TO-BE process** using **MS Visio** and conducted **GAP analysis** as and when required.
* Acted as the liaison and provided operational support between business and internal team during the migration process.
* Prepared **Data Migration Plan** including migration risk, milestones, quality, and business sign-off details.
* Acted as proxy product owner in conducting user forum sessions to elicit feedback for on base configuration.
* Identified data that needs to be migrated by **Legacy system exploration** along with the transformation logics.
* Developed **Data Mapping document** by identifying the source and target system requirements including transformation rules.
* Assisted the data modelling process by creating **Conceptual** and **Logical Data model** in the form of entities and relationships.
* Examined **source data systems** and used **SQL** **queries** to pull data from various sources system **(order management, logistics data, etc.)**  as a part of **Data Profiling** to analyze the source data and **Data Cleansing** to fix/remove the incorrect/duplicate data.
* Executed **data extraction, transformation,** and **loading** (ETL) process using **SAP** data service import CSV files into SAP tables.
* Migrated data from in-built on-premises legacy application to **SAP EWM (Extended Warehouse Management)** in cloud.
* Worked closely with **inventory management team** to develop key operational report supporting optimization of operational metrics and data analysis. Along with the testing team in creating acceptance test based on behavior driven development framework.
* Assisted the testing team in creating **Test Plan, Test Cases, Test Scenario** and in documenting test results
* Prepared Go-live environment and performed **data migration audit**, **data** **reconciliation** and managed the defect/audit log.
* Developed **end** **user manual** and provided **training** sessions for the users to help them transition over the new system.

**Environment:** Agile-Scrum, SAP EWM, SAP S/4 HANA, Oracle, Jira (v.7.7), SQL, Informatica PowerCenter, Postman, SharePoint (2016), Tableau, MS Visio, MS Excel, Java, Advanced Business Application Program (ABAP).

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| **Kroger |** Charlotte, North Carolina | **June 2017 – December 2018** |
| **Business System Analyst** |  |

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Project aim is to integrate Salesforce cloud (service cloud, sales cloud, commerce cloud) with an existing SAP ERP. The main objective of the project was to have accessibility to the complete life cycle of customer, process order in real time and remove discrepancies associated with data.

**Roles and Responsibilities:**

* Elicited the requirements by conducting **JAD** and **interviews** sessions to understand benefits of the new system.
* Performed **Document analysis** of current AS-IS and then analyze the gap between AS-IS and TO-BE system.
* **UML Diagram** such as Activity Diagram, Sequence Diagram and Use Case Diagram using **Lucid charts** where created.
* Broken down the epics into **User Stories** to define **Acceptance Criteria** and **Definition of Done (DOD)** using **JIRA**.
* Worked along with the product owner in maintaining product backlog and actively participated in scrum ceremonies.
* Prepared **Data Mapping Specifications** (Source to Target Mapping document) including business logic and transformation rules.
* Worked on various Salesforce.com standard objects like **Accounts**, **Contacts**, **Products**, **Reports** and **Dashboards**.
* Developed various SFDC Custom Applications, Custom Reports, Dashboards, Tab, and page layout permissions.
* Involved in **Data Integration Process** to Salesforce Platform using **MuleSoft Enterprise Service Bus.**
* Developed insights report using marketing cloud by analyzing click-through rates on campaigns.
* Assisted in performing Regression Testing, Smoke Testing and Black-Box Testing and **User Acceptance Testing**.
* Managed **Requirement Traceability Matrix (RTM)** and logged the defects using **HP ALM** from testing phases**.**
* Involved in **API identification, documented** and **tested APIs** such as **REST, SOAP** using Swagger and Postman.
* Created various **Reports** & **Dashboard** to better utilize the sales, service and commerce cloud using **Power** **BI**.
* Constructed a detailed documentation and training for business user for querying and understanding the processed data.

**Environment:** Agile-Scrum, SAP ERP, Salesforce cloud, Service cloud, Sales cloud, Commers cloud, Lucid chart, JIRA (v.7.2), HP ALM (v.12.5), MuleSoft ESB, Power BI, SOAP UI, Confluence.

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| **Ashok Leyland |** Hyderabad, India | **August 2016 – April 2017** |
| **Business System Analyst** |  |

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Project was focused on implementing a data warehouse solution to maintain the historical data in order processing, inventory control, sale, returns, billing records from Operational and transactional systems via ETL pipeline for improving forecasting, planning, and operational efficiency. HOLAP based reporting system was implemented to deliver a fine balance between complex querying and faster multi-dimensional analysis.

**Roles and Responsibilities:**

* Interviewed product owner, business users, technical leads, database engineers, data architects and other stakeholders to understand their business and functional requirements and gathered their future needs.
* Created a macro document incorporating components of business requirements document (BRD) and system requirements specifications (SRS) incorporating business, functional, non-functional, data and GUI required which would in turn serve as the centerpiece of the project.
* Created release planning document and pre-defined release schedule, to deliver documentation part in the project.
* Participated in a story writing with an aim of decomposing the scope into epics and user stories using INVEST criteria. Also worked on the acceptance criteria form user stories.
* Helped product owner to prioritize the product backlog items for developing sprint tasks by taking technical suggestions from the cross-functional development team.
* Assisted data architect in creating staging area, source, target databases for ETL and data mapping using informatica.
* Created data mapping specifications document templets to map elements/files with tables and columns in database by constantly integrating with developers.
* Created ER diagrams- conceptual and logical. Identifying the dimensions, facts and schema of the centralized data warehouse.
* Helped data architects and data base engineer in data transformation when data was setting in staging area.
* Aided in designing data modeling and conducted normalization and de-normalization of data to fit OLAP frameworks, slicing and dicing of data marts for analytical decision-making.
* Assisted in the creation of deployment flow chart in conjunction with development, infrastructure, and network teams containing information for maintaining application.
* Logged and tracked the defects using HP ALM and assisted data architect in the testing process with QA team.
* Involved heavily in sprint planning, issue tracking, impediment management using JIRA tool.
* Created interactive reports and detailed dashboards using Tableau for forecasting and marketing needs.

**Environment:** Water Scrum fall, Balsamiq, JIRA, confluence, Oracle, MySQL, Tableau, Informatica Power center, HP ALM.

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| **Snapdeal |** Hyderabad, India | **May 2015 – June 2016** |
| **Business Analyst** |  |

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Project scope was to customize an ecommerce website to improve content, launch new features, and optimize various workflows for easy search, quick checkout, and better customer support experience. The project focus on building well-designed customer landing page, easy platform navigation and improve customer engagement

**Roles and Responsibilities:**

* Organized requirements workshop by facilitating business stakeholders, project manager and lead developers. All the requirements were documented by project scope, plan, and system requirement specification.
* Designed prototypes such as mockups and wire frame on proto.io to understand application workflow.
* Use case, activity and sequence diagrams were generated using lucid charts as it helped developers in understanding the interaction between application and vendor system, business process flows along with new feature development.
* Various non-functional requirements were elicited which was related to authentication, security, accessibility, usability, performance and scalability for testing operations and maintenance activity of the application.
* Participated in scrum training workshops and assisted in writing user stories and product grooming activities.
* Assisted UI/UX experts to create web page content and testing new features and workflows using HP QC/ALM.
* Created test case, test data for various test parameters with QA team and performed user acceptance testing.
* Supported operations and maintenance team on beta testing of the application and gathered information through customer feedback, surveys/questionnaires by constantly engaging with product managers.

**Environment:** Waterfall, AWS, Lucid Chart, HTML JavaScript, MS Office 365, HP Quality Center

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| **India Mart |** Hyderabad, India | **January 2014 – March 2015** |
| **Jr. Business Analyst** |  |

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An in-house inventory management system was built that would allow a company to improve the analytics of inventory management and sales accounting. A database for the exclusive use of inventory and sales information was modelled, and the corresponding data was migrating from the existing database.

**Roles and Responsibilities**

* Implemented SDLC which included Requirements, Specification, design, analysis, and testing.
* Performed Gap Analysis to check the compatibility of the existing system infrastructure with the new business requirements.
* Involved in developing and documenting of software requirements specification (SRS) and using rational requisite pro.
* Modeled the detailed designed of the system using UML, Use Case Diagrams, Sequence, and state chart diagrams.
* Handled request for proposals, making presentations to customers, and negotiate project timelines and implementing changes on the database to ensure approval.
* Responsibilities include analyzing and testing the user interface and constantly redesigning the system to increase its user friendliness for the client.
* Prepared test case and coordinated the test results with the design team to match the needs analysis.
* Provided user manual and mentored the inventory management team about the new system.

**Environment:** Waterfall environment, MS Office, informatica, Java, MS Project, Oracle, MS Visio, Rational Requisite Pro.

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| **Rajdeep Automotive Maruti Suzuki |** Hyderabad, India | **November 2012 -December 2013**  |
| **Data Analyst/Supply Chain** |  |

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Project was related to a manufacturing plant. Job role was to ensure a continuous supply of materials on the shop floor and products were delivered as per the required specifications along with maximum permissible efficiency. Material demands would change as per product and required inventory to be constantly monitored.

**Roles and Responsibilities:**

* Gathered and interpreted relevant supply chain data such as cost, productivity, demand etc.
* Analyzed the moment of goods through supply chain pipeline.
* Monitored supply chain process to ensure that materials and goods arrive at the destination on schedule.
* Analyzed data to identify different area of supply chain operations to improve efficiency.
* Forecasted production capability, material inventory and developed actionable insights from data.
* Recommended improvements to boost performance based on data analysis and optimized supply chain operations.
* Identified data pattern trends, tracked KPI’s and created various report on supply chain performance.

**Education:**

**Bachelor of Technology – Mechanical Engineering**

Jawaharlal Nehru Technology University, Telangana, India.

**Certifications:**

Scrum Master Accredited Certification