Business Analyst professional with over 3 years of experience in building a world-class designed applications and websites for Fortune 100, interested in a challenging position to utilize my analytical skill, business knowledge and technical skills for the success of the business as well as my personal growth.

**Brief Summary**

**Position**

**July 2017 – July 2020**

**R**

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| **Safeway** |  |

**Business Analyst**

**Roles & Responsibilities**

* Used Agile Scrum/Waterfall methodologies for Software development.
* Responsible for improving ROIs for Browse and checkout page across all channels.
* Conducting meetings with the stakeholders to elicits the requirements and document them into Business Requirements Document BRD
* Worked along with the CX/ UX team to ensure the best Omni channel experience and the technical feasibility.
* Planned and conducted JAD sessions with the SMEs to finalize the functional requirements and technical requirements.
* Assisted the project manager with activities like effort estimation, resource management, issue/risk analysis, milestone tracking and associated documentation
* Prepared various deliverables; process flow and data flow diagrams, using UML and MS VISIO and project plans.
* Assisted in the test plans for (SIT) System Integration Testing and User Acceptance Testing (UAT).
* Prepare regular demos to the business to ensure all the business needs are met.
* Performed GAP analysis and responsible for finding outbreaks in the current process, suggesting a new process.
* Create a well-defined As-Is and To- Be process for roadmap projects as well as for final deployment using MS Visio.
* Work along with the UX/CX on preparing the wireframes and page mockups in Balsamiq and Dreamweaver.
* Providing walk-throughs to the offshore Development team on the requirements and provide clarifications daily

**Position**

**Jun 2016– April 2017**

Burner tool

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| **Sprint** |  |
| **Business Consultant** | |
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**Roles & Responsibilities**

* Used JIRA tool for issue tracking, bug tracking and other deliverables following the Agile Scrum methodology.
* Interacted with stakeholders to get a better understanding of client business processes and gathered business requirements and documented them in Business Requirement Document (BRD), Functional Requirement Document (FRD) and User Requirement Document.
* Performed GAP Analysis to identify areas of improvement for the business process.
* Plan, coordinate and perform Functionality Testing and User Acceptance Testing (UAT)

**Education**

**Jun 2015 – Nov 2016**

**Degree**

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| --- | --- |
| **Cardinal Stritch University** |  |
| Master of Business Administrative **(MBA)** | |

**Sep 2009 – May 2013**

**Degree**

|  |  |
| --- | --- |
| **German Jordan University** |  |
| Bachelors in Mmanagement Sciences | |

**Business & Technical Skills**

|  |  |
| --- | --- |
| * Agile Scrum, Waterfall * JIRA & WIKI * Software Development Life Cycle (SDLC) * Microsoft Visio/Word/Excel/Power Point | * Snagit & wireframing tools * Omniture & Google Analytics * HTML &SQL |

**\*All references are available upon request.**