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|  |  | Prerak shah Contact **PHONE:** 551-200-4490  **WEBSITE:**  LinkedIn: <https://www.linkedin.com/in/prerak-shah-a45464184/>  **EMAIL:** [urprerak1@yahoo.com](mailto:urprerak1@yahoo.com) about:Experienced Business Systems and Process Analyst, Implementation and modernization expert, with 9+ years of experience in the IT IndustryExperienced leader with 5+ years of team lead experienceExpert at playing multifaceted roles, throughout the years in increasing capacity, as BA, BSA, Sr. BSA, Product owner (Program Manager) and Scrum Master/PMProject Management experience with expertise in project, program and roadmap management with over 9 years of professional experienceExtensive experience with software development lifecycle (SDLC) and delivery lifecycleDemonstrated expert ability in decision making, facilitation and analysis in order to ensure the team is focused on the right product and featuresExpert at prioritization of the Product backlog, helping the team determine details of the product featureExpert at playing the role of a Product owner in determining what feature or product is most valuable to the organization, what minimizes the risk to value and how to spend the organization money most effectivelyMulti domain expert including Finance, Insurance, Media, Healthcare and PharmacyRx from a system’s design and business process flow perspectiveExpert at design, review and maintenance of various documents including the Software Requirement Specifications (SRS), Business requirements document (BRD), Use Case Specifications, Functional Specifications (FSD), Systems Design Specification (SDS), Requirement Traceability Matrix (RTM) and testing documentsResponsible for requirements analysis, "AS IS" analysis, "TO BE" modeling and Gap AnalysisDeveloped and maintained project plans, delivery timelines and business continuity matrixExperience prioritizing multiple projects and meeting project deadlinesHands-on experience working with external and internal clients during project deliveryExpert in conversion of old system data to bring it to the new platformProject management experience with vendor management, client management and building and leading successful, high performing teams from initial requirements gathering phase to go-live, completion of the projectExpert at coordinating and managing internal resources, SMEs and third-parties to ensure seamless execution of assigned project on time, adhering to all the aspects of SaFe Agile and Scrum methodologiesRFP (Request for proposal), PoC (Proof of Concept), Demo session and product selection expertExperience working on SaaS and PaaS projectsAgile Scrum meetings, stand ups, planning, grooming and prioritization expertCERTIFICATION Scaled Agile Certified  SaFe for Teams 4.6 Certified skillssoftware and systems  * **JIRA** – Sprint planning, work assignment and backlog grooming * **Kanban** – Sprint activities and story point, workload balance * **SLACK** – Team building, communication and accountability * **Microsoft EXCEL** – BRD, FRD, Use Case, User story, Test plan documentation, budgeting, Project plan, scope of work, estimation * **Microsoft VISIO** – Business process diagrams, wireframing and flowcharts * **Draw IO** – Business and systems process flows and systems design * **Confluence** – Documentation repository for Business and Systems design, functional and technical specifications and Process flows. * **Microsoft Word** – High Level Design Document, Change Request and Change management * **Microsoft PowerPoint** – Client Presentation, Project planning, forecasting, timeline * **Microsoft Teams** – Communication between Project Teams and IT channels * **QTEST** – Requirement maintenance and verification, test cases, use cases * **RTC** – Defect assignment, bug fix tracking, story work tracking * **AWD DST** – Custom Screen Designs * **Toad for Oracle** – Extract, transform and load data * **MySQL, PL/SQL, DBeaver** – Running SQL queries * **ALIP, Life CAD, Navisys PowerBuilder** – Policy admin system for product development and policy admin; annuities insurance domain * **Crystal Reports** – Reporting |
| Contact **PHONE:**  551-200-4490  **WEBSITE:**  **LinkedIn:** <https://www.linkedin.com/in/prerak-shah-a45464184/>  **EMAIL:**  [urprerak1@yahoo.com](mailto:urprerak1@yahoo.com)  **Languages:**  English, Hindi, Gujarati Contact **PHONE:**  551-200-4490  **WEBSITE:**  **LinkedIn:** <https://www.linkedin.com/in/prerak-shah-a45464184/>  **EMAIL:**  [urprerak1@yahoo.com](mailto:urprerak1@yahoo.com)  **Languages:**  English, Hindi, Gujarati Contact **PHONE:**  551-200-4490  **WEBSITE:**  **LinkedIn:** <https://www.linkedin.com/in/prerak-shah-a45464184/>  **EMAIL:**  [urprerak1@yahoo.com](mailto:urprerak1@yahoo.com)  **Languages:**  English, Hindi, Gujarati Contact **PHONE:**  551-200-4490  **WEBSITE:**  **LinkedIn:** <https://www.linkedin.com/in/prerak-shah-a45464184/>  **EMAIL:**  [urprerak1@yahoo.com](mailto:urprerak1@yahoo.com)  **Languages:**  English, Hindi, Gujarati Contact **PHONE:**  551-200-4490  **WEBSITE:**  **LinkedIn:** <https://www.linkedin.com/in/prerak-shah-a45464184/>  **EMAIL:**  [urprerak1@yahoo.com](mailto:urprerak1@yahoo.com)  **Languages:**  English, Hindi, Gujarati |  | EDUCATIONMBA – IT and Business AdministrationGoldey-Beacom College, DE Spring 2013–Fall 2015  GPA – 3.95 with High Honors.  Best - Managerial Decision Modeling and Technology of E-Commerce MS – Master of ScienceSacred Heart University, CT Spring 2008–Fall 2011  GPA – 3.3 with Honors  Research Thesis – Computational Modelling – Bioinformatics WORK EXPERIENCETeam Lead/Sr. Business Process and Systems AnalystCaptureRx (Contract) May 2020 – Present  San Antonio, TX   * Lead the Systems enhancement and maintenance project for the newly implemented C4 (cumulus 4) platform * Managing a Team of 4 Sr. Developers and 2 Sr. QA Analysts reported directly to the Director of IT * Project was to understand the Business and Systems processes and to suggest and lead implementation of different enhancements and repair work needed for keeping the systems and processes running smoothly from an IT and Business perspective * Played the role of a Sr. Business and Systems Analyst on the Agile Delivery Team for the 340B project, to make sure the projects are delivered on time with highest efficiency in design and implementation * Lead joint business and technical staff analysis and design working sessions * Lead the effort to come up with better design solutions from a systems and business process and work flow perspective * Worked with Business stakeholders and senior leadership to gather new requirements for the platform * Worked on gathering any functional and technical requirements related to design repair work * Lead the efforts related to the ‘AS-IS’ design and ‘TO-BE’ workflow process modelling sessions * Conducted and lead the joint application development sessions * Met with Business stakeholders and users to understand the user pain points behind the current systems design and suggested different solutions based on the new requirements from a systems and process flow stand-point * Lead the team of multiple developers and system quality analysts for process and design development and implementation * Took part in project planning and delivery timeline sessions to make sure the high priority items are delivered on time with quality and efficiency in mind, making sure the Business requirements are met by conducting business demos before deployment to Production * Lead the UAT efforts by coordinating between Business users and QA resources * Knowledge on AWS Glue, Redshift, S3, etc. Postgres database, DBeaver * Knowledge of 340B related processes from matching (patient and prescriber matching), adjudication to claims processing to billing to replenishments and order virtual inventory, etc. * Working knowledge of EDI 810, 855, 850 and 832 files, claims processing, cause of events, etc. * Understanding of API services, Kafka topics, Kafka messages, workers, etc. * Expert at flow charting, data modeling and process modeling * Expert at building and maintaining systems and solutions design documents * Created and maintained Project Plan, Scope of Work, Business Requirement documents, Functional requirement documents, Use Case Scenarios and User story documents. * Oversaw the entire development and testing team’s effort related to planning, design, development, testing and deployment * Created Epics, User stories, Acceptance Criteria and Solutions Design description within JIRA for new enhancements and repair work to the system * Lead the effort of getting work to the development teams by leading sprint planning sessions, prioritization and story pointing efforts and velocity and work allotment efforts based on resource bandwidth and business priority by working simultaneously with the lead Product Owner * Lead the daily scrum / stand-up efforts to make sure the sprint work is on track for delivery for the current sprint * Helped the development and system quality team to make sure any road-blocks or impediments are addressed and taken care of by coordinating with other IT teams (upstream or downstream) and environment teams to make sure the design is delivered in a timely and efficient manner * Communicated with senior leadership to make sure there was always transparent and honest communication relating to the timeline, scope and delivery of the project * Provided guidance both to business and development teams for any problem analysis and design solutions related discussions * Conducted systems analysis and design studies and prepared concept and design specifications; functional requirement documents, system requirement documents, systems’ design flows and business process flow * Understanding of SQL and back-end data analysis and mapping between back-end database tables and front-end (UI) pages and fields data * Proven Leadership qualities, interpersonal skills and people skills. * Demonstrated qualities required for the Sr. Business Analyst position expected to bring projects to conclusion by leading analysis, design, development, testing, implementation and maintenance. * Experience with JIRA, Confluence, Microsoft Teams, Draw IO, Microsoft Visio, Word, Excel, PowerPoint, Postgres, Redshift, Mural, DBeaver, plsql and mysql, etc. * Team Leader with expert grip on managing business needs, system needs and resource planning for delivering quality product within time, within budget.  Sr. Business Analyst/Associate Product Owner **USAA (Contract)**  San Antonio, TX  April 2016 to May 2020   * Lead the Project on USAA's SPM (Systems and Process Modernization) Journey from requirements phase taking it all the way through to go-live phase. * Used the knowledge of SDLC to work on all the phases of the project life cycle: project proposal, requirement gathering, design review sessions, development phase, testing, go live and post deployment/maintenance phase. * Interviewed different stakeholders, business and process SMEs to understand the current business process workflow and derive at the ‘AS-IS’ process flow diagrams * Helped business in the process of understanding the newer system (ALIP) functionality and also helped in gathering requirements and doing JAD sessions for functional and technical requirements. * Understanding the out-of-the box software functionalities * Took part in Agile Program Increment (PI) planning sessions and story writing sessions * Gathered analyzed, documented business and technical requirements from both formal and informal sessions and validated the needs of the business stakeholders. * Responsible for requirements analysis, "AS IS" analysis, "TO BE" modeling and Fit-Gap Analysis. Platform vision, scope and built with full integration. * Built estimates and business ready timelines for deployment of functional changes, core design changes and system related technical changes. * Created and maintained High Level Design (HLD) documents as per the Business Rules and Requirements. * Team Leader and expert in product development, feature setup and data conversion. Proficient in setup, configure, and support of products. * Created and maintained Project Plan, Scope of Work, Business Requirement documents, Functional requirement documents, Use Case Scenarios and User story documents. * Served as conduit for managing system requirements between the business and the software development team. * Acted as a Product owner to perform backlog grooming and conducted planning and prioritization sessions. * Understanding of Insurance, Finance, Tax and General Ledger required to gather requirements and build system functionalities * Conducted scrum stand-up ceremony, implementation of the agile methodologies, sprint planning sessions and retrospectives * Took part in Release and deployment activities and planning * Worked with cross-functional teams and different key stakeholders from Tax and Accounting, Recon and Actuary, Compliance, Risk and Legal to make sure the deliverable was in-line with business requirements and industry standards * Lead the production support phase and worked with downstream system teams to find and fix defects related to Product and Business configuration * Demo new functionality to stakeholders, business SMEs. * Performed Project management (PM) and project co-ordination activities. * Suggested process improvements and job aid improvements for the different stakeholders for maximum efficiency from a systems and process stand point. Document maintenance using SharePoint and Box. * Acted as Scrum master performing scrum duties, managed Kanban board within JIRA. Active sprint planning, backlog grooming, work assignment, story writing sessions, Acceptance criteria writing sessions. * Technical and data driven design and testing approach. Writing use cases, user stories. * Managed off-shore and near-shore resources for developing a core team and making sure delivery and time line in well maintained  Executive Business Analyst/Project ManagerITV Studios (Contract) Los Angeles, CA  September 2015 to April 2016   * Joined the project during the discovery phase of the project reporting directly to the Director of the Program for ITV US Operations * Worked towards replacing the disparate range of financial systems in the US operating companies, which support both the corporate and other production accounting with a common application * Working directly with CFO's, CTO's of the acquired companies and understanding their 'AS IS' processes to better understand their current processes and modulate the 'TO BE' processes * Research around the best systems for Production Accounting, Payroll and Corporate Accounting * Working with the lead Accountants and the Corporate SME's to know how the G/L (general ledger) process and postings work * Understanding the integration processes currently working between different time capture, hours to gross and production accounting and corporate accounting systems * Building the Systems Landscape Diagram based on the understanding of the current 'AS IS' processes from the business SME's and buildup of the 'TO BE' systems landscape and the whole Target Operating Model * Involved in cost planning, assessment, risk analysis and selection of systems that fit well with the business processes * Taking part in the RFP (Request for Proposal) process and making sure the vendors; wanting to showcase their products, reply back on time for the RFP * Vendor management: Building and maintaining relationship with the Vendors like EP, Cast & Crew, Paycom, ADP, SAP, Oracle, Workday and NetSuite, throughout the RFP process and during the system selection process * Documented critical use cases for PoC (proof of concept) process * Was involved thoroughly during the deep dive and PoC (proof of concept) process during product selection phase * Analysis of the worker's comp, ACA (Affordable Care Act), Cost Analysis behind it and the difference between Core and Noncore States for Tax implications and EOR studies (Employer of Record) and liabilities around EOR * Acted as a designated Product Owner to gather and define requirements. Worked with different stakeholders and SMEs to confirm the requirements. * Efficiently created training documents and presentation documents for internal and external client meetings. * Performed daily stand-up meetings and assignment of work to different teams * Making sure the project timeline is maintained and followed and stays green throughout the software selection, development and deployment process  Lead Business Systems AnalystSe2, Security Benefit (Contract) Topeka, KS  May 2013 to August 2015   * Lead the Project during analysis, design, development, testing, deployment and production support phases. * Lead the effort of new product (Navisys-LifeCAD) analysis, software setup and development, data conversion, functional testing of the feature, rules and calculations * Expertise in product setup and development, feature setup, rule setup, custom function setup and data conversion on the ALIP/Life CAD PowerBuilder system. * Showed proficiency in setup, configure, and support of different products within Annuities Insurance domain * Gathered analyzed, documented business and technical requirements from both formal and informal sessions and validated the needs of the business stakeholders. * Worked on all the phases on the project life cycle: project proposal, requirement gathering, design review sessions, development phase, testing, go live and post deployment/maintenance phase. * Responsible for requirements analysis, "AS IS" analysis, "TO BE" modeling and Gap Analysis. * Created and maintained High Level Design (HLD) documents as per the Business Rules and Requirements. * Team Leader and expert in product development, feature setup and data conversion. Proficient in setup, configure, and support of products. * Created and maintained Project Plan, Scope of Work, Business Requirement documents, Functional requirement documents, Use Case Scenarios and User story documents. * Expert in working with ALIP PowerBuilder system and different modules; viz. Account Management, Policy administration, Product Specification, Policy management, Product management, Product summary, Feature explorer, Transaction explorer, Contract valuation, general ledger setup, product approvals, etc. * Lead and took ownership of different smaller projects across teams * Participated in data mapping between the systems to be converted and the target system. * Used Toad for Oracle for exporting data, data massaging and then loading data back into the source system * Used MS Office for creating Vision, Use Cases, and Supplementary Specification Documents. * Worked with downstream teams like WEB, MCS, Correspondence, Core, reporting for different downstream issues * Used TFS for registering backlog items and bug fix issues. * Worked in all different environments including Conversion Region, QUAL region to design, build, test and implement the product and fund configuration * Lead Production support team performing support activities after Go-Live  Business Systems AnalystLincoln Financial Group (Contract) Greensboro, NC  August 2012 to March 2013   * Gathered analyzed, documented business and technical requirements from both formal and informal sessions and validate the needs of the business stakeholders. * Conducted user interviews and documented business and functional requirements. * Prepared charts and workflow diagrams to illustrate the flow of steps for each given project. * Worked on the DST AWD workflow system to create flow diagrams and CSD screens for end user agreement and work flow process. * Requested requirements into sequence of detailed instructions and logical steps for creating use cases * Created and maintained High Level Design (HLD) documents as per the Business Rules and Requirements. * Used the knowledge of SDLC to support project life cycles implemented by team management for requirements, design, build, user acceptance testing (UAT) and deployment of code. * Analyzed existing and new systems, along with interfaces touch points. * Made use of pivoting tables and pie charts to explain the data feed processing to the client. * Created flow charts and flow diagrams using Microsoft Visio to make sure requirements are represented better for the client interface teams. * Strong and in-depth knowledge of Crystal reports, building views, stored procedures, and writing SQL against an Oracle database - Oracle 10G/11G. * Conducted User Acceptance Testing (UAT) and documentation of Test Cases. * Expertise in designing and developing Test Plans and Test Scripts. * Used MS Office for creating Vision, Use Cases, and Supplementary Specification Documents. * Executed all aspects related to employee health insurance, worker's compensation, life insurance, long/short term disability, employee discount/store benefits including company events coordination. * Created technical impact documents, data mapping documents and defined mappings for various interfaces based on knowledge of business needs and working closely with leads and senior developers and key department members with limited supervision. * Extensively used MS SharePoint, for managing content across the organization within a shared repository. * Processing of New Business, Renewal, Cancellation, Reinstatement, Billing for various lines of business.  QA Analyst – Caraco Pharma, MIFebruary 2012 to August 2012  * Stability Studies and analysis to input the data into the system * Quality Control and Quality Assurance testing and studies related to it. * Reporting on the testing data to the management * Working on the studies based on the regular analysis and putting it into the system for timely reporting * Following the company guidelines and SOP's to analyze and test * Performing regression testing and control studies * Deriving results based on previous analysis and doing comparison studies  Business Analyst (Contract)Blue Cross Blue Shield (BCBSM), MIDecember 2011 to February 2012  * Prepared Business Requirement Documents (BRDs) after the collection of Functional Requirements from System Users that provided appropriate scope of work for technical team to develop prototype and overall system. * Used SDLC (System Development Life Cycle) methodologies like the RUP and the waterfall. * Worked on XML to create, change/modify and maintain Policy pages and its verbiage. Modified and maintained the system logo using XML * Work to fully implement test phase entry and exit quality criteria, standard test reporting metrics and standard test artifacts. * Created technical impact documents, data mapping documents and defined mappings for various interfaces based on knowledge of business needs and working closely with leads and senior developers and key department members with limited supervision. * Worked with business users to test the design and perform test driven development  QA AnalystL’Oréal USA, NJNovember 2011 – December 2011  * Expertise in performing regression testing * Verifying test data, tabulating test data and analyzing test data based on the previous tests performed * Performing QA standard analysis using known industry standard techniques * Working with management in getting better test results by analyzing and reporting accurate data from past and current tests and performances related to the test  QA AnalystMane USA, NJAugust 2011 – September 2011  * Testing of finished products * Analyzing and tabulating the results for graphical analysis * Updating the system with the results and getting the graphical analysis * Keeping track of all the products and their test results in excel  R&D Analyst – PepsiCoAugust 2010 – June 2011  * Keeping data gathered during research, documenting and analyzing using business tools and business intelligence. * Working closely with the research team to make sure the project plan is achieved and the research results are analyzed and documented correctly as per the business requirement so that the research and product are developed as smoothly as possible.  Other Experiences:Junior Analyst – The Metro Group, Inc. (June 2010 – August 2010)Junior Analyst – Hofmann Water Technologies (March 2008 – December 2009) |
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