**Somya**

**Sr. Business System Analyst**

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PROFESSIONAL ABSTRACT

I am a Sr. Business System Analyst with IT experience of 9+ years. I have a background of working in **Business analysis, System Analysis and Quality Assurance** for diverse roles as Business System Analyst, Business Analyst, Programmer Analyst and Test Lead in **Banking and Finance**, **Life and Annuities Insurance** business domain for **CAPEX** and **OPEX** projects using various **SDLC methodologies** like **Waterfall, Agile, Waterfall-scrum Hybrid**, and working in **SAFe** environment.

##### CORE COMPETENCIES

* Over 9 years of Industry experience as a Sr. Business Systems Analyst with solid understanding of **Insurance and Finance Business** and technical delivery of Insurance/finance Industry related solutions.
* Strong understanding and experience in working for regulatory driven projects under **ACORD Standards**, Know Your Customer **(KYC)**, **USA PATRIOT Act**, The National Association of Insurance Commissioners **(NAIC),** The Securities and Exchange Commission **(SEC).** Familiar with **COBIT** (Control Objectives for Information and Related Technologies**)** framework.
* Highly experienced in working and leading teams throughout the **Software development life cycle (SDLC)** and familiar with different development cycle methodologies like **Waterfall, Rational Unified Process (RUP), Spiral, Agile methodologies (Scrum, Kanban, Scrum-ban, Extreme Programming- XP), Scaled Agile Framework SAFe-4.0, Waterfall-Scrum Hybrid.**
* Experienced in conducting **Market Research, Feasibility Studies, Gap Analysis, SWOT Analysis, Cost benefit analysis, Root Cause Analysis, Risk Identification, Risk Assessment, Risks Analysis, and Risk management**.
* Well versed in **Requirement Elicitation Techniques** like **Prototyping, Interviews, Focus Groups, Requirement workshops, Survey/Questionnaire, Document analysis, Brainstorming and JAD sessions** also **Business Requirement Analysis**.
* Expertise in **creating high-level and low-level** **artefacts** and creating and presenting clear and concise **reports to senior management**. Created Business requirement documents **(BRD)**, Functional Requirement Document **(FRD)**, System Requirement Specification **(SRS)** and maintained **RACI** (Responsible, Accountable, Consulted, Informed) **matrix**.
* Worked together with project manager to create Work Breakdown Structure **(WBS),** tracking **Schedules** & **Milestones.**
* Experience in handling **Change Request Management**, effectively implemented change by performing **Business Impact Analysis** and **Technical Impact Analysis**, monitoring and tracking implementation plans till closure.
* Adept in **splitting** **epics** into **User Stories** satisfying **INVEST** (Independent, Negotiable, Valuable, Estimable, Small, Testable) criteria. Proficient with **Prioritization Techniques** in Scrum like **MOSCOW, KANO Model**, **Paired Comparison** and **Estimation techniques** like **Planning Poker, T-shirt sizing, Relative mass valuation** and **DOT voting.**
* Facilitated discussion for **Decision making** and **Conflict resolution** to ensure positive work environment.
* Competent in Creating Unified Modelling Language **(UML) diagrams** such as **Use Case Diagrams**, **Activity Diagrams**, **Class Diagrams,** **Sequence Diagram** and **Data flow diagrams** using **MS Visio** and **Smart Draw.**
* Competent creating and designing **prototypes**, **wireframes**, and **mock-up screens** (high fidelity and low fidelity) to visualize **Graphical User Interface** **(GUI)** using tools like **Balsamiq** and **Axure RP**.
* Performed **SQL queries** and **Stored Procedures** and used functions like **joins** (left, right, inner, outer, full), **unions, group** **by, order by and aggregate functions** to extract data for timely reporting and validation and familiar with Data Definition Language **(DDL)**, Data Manipulation Language **(DML)** operations to **Create, Read, Update and Delete (CRUD** operations**)**.
* Worked with IT Architects and assisted in creating **current and target state enterprise data architectures**.
* Assisted teams in **Data modelling, Dimensional modelling, data mapping, Data integration, Data migration**, Data Extraction, Transformation, and loading (**ETL process and procedures**) using tools like **Informatica Power Centre** and **SSIS**.
* Experienced in **Data Warehousing** and **ETL process** including **OLTP** (online transaction Processing)**, OLAP** (Online Analytical Processing) like slicing, dicing, roll up, drill down and pivot**, data profiling, transformation** and **validation rules,** efficient knowledge of **Star and snowflake schema, Data marts, ODS** (Operational Data Store)**, Staging, Data Sources/Targets, Normalization, Denormalization, Dimension tables**, **Fact tables, Fact-less fact tables**.
* Supported teams in working with different web services such as **HTML, WSDL, SOAP, UDDI, REST, JSON, XML** for different architectures like **3-tier architecture** and **SOA** for efficient information **transfer** and **mapping**.
* Experienced in **API-testing** using **Postman** and **SoapUI** to verify format defined in **API documentation** using **Swagger**.
* Skilled in **Software testing life cycle**, helped teams for **Test planning, test preparation, test execution, Issue resolution,** and **report generation**. Created **Requirement Traceability matrix** (RTM) to ensure **full requirement coverage**.
* Lead and supported **Software Testing and Quality Assurance** activities like **manual** and **automated testing** to perform **Functional testing, System Integration Testing** (SIT)**, User Acceptance Testing** (UAT)**, Regression Testing and performance testing** in diverse technical environments with demonstrated leadership abilities.
* Have experience in **Java-Selenium WebDriver** for automation framework enhancement and executing **Automated Regression test suites**. Also have prepared **Business Calc sheets** using **Java-Selenium** and **Excel VBA Macros**.
* Having experience in **Client interaction**, **Defect triage meetings**, **defect impact analysis calls**, **Scrum Calls**, possess extensive hands-on experience in **Test Estimation** and **Test Strategizing**.
* Thorough understanding of **Business Intelligence** (BI) and adept in creating **interactive, analytical dashboards** using **Tableau/Google analytics and Adobe analytics** for visualization and decision making.
* Used **Tableau** and **Adobe analytics** as **BI tool** for generating **analytical report** required in project for further analysis.

##### SKILL SET

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| SDLC Methodologies | Waterfall, RUP, Spiral, Agile- Scrum, Waterfall-Scrum Hybrid, Kanban, Frameworks- SAFe, COBIT. |
| IT Management Skills | Change Management, Problem and Incident Management, Impact Analysis, Requirement Elicitation, SWOT analysis, Gap analysis, Risk management, Conflict management. |
| Business Modelling Tools | InVision App, MS Visio, Smart Draw, Lucid charts, Axure RP, Balsamiq, Mock-up screens, UML. |
| Project Management Tools | MS Project, MS SharePoint, MS Office 365 online |
| Requirement Management Tools | JIRA, Confluence, CA Agile central (Rally), HP-QC/ALM |
| Reporting Tools | Tableau desktop, Adobe Analytics, Google Analytics, IBM Cognos, QlikView, Microsoft Business Intelligence (MSBI), MS Office Suite- Excel, PowerPoint, Word, Outlook, SQL Server Reporting Services (SSRS) |
| Testing Tools | Selenium WebDriver, Excel VBA, Quick Test Professional (QTP), LoadRunner, Test Director, ClearQuest, Postman, Cucumber |
| Languages | C, C++, JavaScript, VBA, HTML, CSS, XML, JSON, SQL, Audit Command Language (ACL) |
| ETL Tools | Informatica Power Centre, SQL Server Integration Services (SSIS), SQL Server Analysis Services (SSAS) |
| Databases | MySQL server, Oracle, HDFS, MS Access |

**WORK EXPERIENCE**

**Sr. Business System Analyst/Product test Engineer, The Vanguard Group, Charlotte, NC, US**

**Marketing Website Redesign/Search Webapp Rewrite/ Login-Registration Webapp rewrite Jan 2019- Present**

**Description:** The Vanguard Group of Investment Companies is a large mutual fund company. The company manages numerous mutual funds and other investment vehicles. I have been working on multiple projects in Financial Advisor Systems division, which include: Website redesigning to make the website easier to use and navigate for advisors and track the number of hits. Rewriting the search webapp for more efficient search and migrating the search result database from current vendor to new. Login-Registration webapp rewrite for a better user experience and migration of CRM data from Siebel to Dynamics database.

**Responsibilities:**

* Interact with stakeholders to **capture the process flow** and conduct **Gap-Analysis** to **understand** **AS-IS process** and **give insights of TO-BE process**.
* Create the **Business Requirements document (BRD),** Create **Mockup screens** and **wireframe** using **InvisionApp** to assist the UI team in development of the new UI interface and **get the designs reviewed and approved** from the stakeholders.
* Design **Conceptual** & **Logical Models** to capture entities existing in the system & relationship between them using **E-R Diagrams**. **Facilitated Design sessions** with Data Architects & development team.
* Associate with business leads to **finalize the product backlog**. Create **Business Requirements Document** and **Use Case Documents** using various **UML based methods** like **Use Cases, Activity Diagrams and Sequence Diagrams.**
* **Assist in design review meetings** to make sure all the requirements are covered in the development project scope.
* **Write User Stories** fulfilling **INVEST criteria**, assist Product Owner in **prioritizing the Product Backlog** **Items (PBIs)** and **help the development team in estimating story points** using **planning poker**.
* Develop **Data Mapping** & **Data Transformation documents** between Legacy database, Data Hub, & front-end search app.
* Perform **SQL queries operations** like **Joins, Union, aggregate** to fetch the data from **MYSQL.** Perform **OLAP operations** for retrieving data from the database and data warehouse**, generating ad-hoc reports**, and **conducting data validation testing** in **Adobe Analytics tool** for marketing site data analysis**.**
* **Identify and document issues**, **risk, gaps**, **descriptions, impact** and provide recommendation and alternatives to develop the application to meet user requirements.
* Provide **business workflow input** for testing programs that address areas such as **database impacts, software scenarios, regression testing, negative testing, error or bug retests, or usability testing,** using **defect tracking/project management tools** like **Confluence** and **JIRA**.
* Author project's **Test strategy**, as warranted, during project planning phase and lead design and **implementation of detailed system test plan** to ensure accurate and effective product. Collaborate with development team to **develop and execute manual end-to-end test cases,** and **exploratory tests** following test case standards. Report issues following organizational standards, **monitor and track status of test issues until closed.**
* Support development team in **scripting automated tests** at all levels of “**Test pyramid**”; (i.e., **Unit, Integration, and end-to-end system tests**), participate in **automated test code reviews**. Optimize **Gold regression test suite**, identify opportunities and define strategy to automate existing manual test cases, works with other teams to optimize testing across products.
* Collaborate with other teams to **ensure successful regression run** in production deployment.
* Analyze production issues reported, **replicate it in test environment**, work with development team for **resolution and root cause analysis.** Provide **periodic updates to business on status, risks, and mitigation plans** for technology projects and products.
* Assist in organizing and planning **technology product roadmap** for the program. **Conduct research on emerging technologies, tools & techniques** to efficiently certify software systems, sustain an ongoing investment in business acumen and product domain knowledge to ensure business needs are met for project.

**Environment and Tools:** Scrum, HTML, CSS, JavaScript, Adobe Analytics tool, MS office suite (Power Point, Excel, Word, Project, Visio), Jira, Confluence, Bitbucket, Insta-admin.

**Sr. Business System Analyst, Blue Torch Insurance, Austin, TX, US**

**Custom tailored policies modelling Aug 2017 to Dec 2018**

**Description:** The project aims to leverage AWS service for achieving a three sixty-degree view of customer data to draw insights on customer and perspective customer behaviour using Amazon SageMaker, so that it can help in making predictive models to get the data driven decisions and come up with custom tailored policies also to figure out the possible reasons of churns and enhancing marketing strategies.

**Responsibilities:**

* Actively involved in **documentation of business process** for understanding the Scope and to develop knowledge of pricing equation for an insurance premium. Facilitated **Joint Application Development** (JAD), **Brainstorming Session** involving business stakeholders, technical analyst, SME, and financial analyst to gather requirements & have better understanding of business process.
* Analysed **as-is** and **to-be states of the system** for performing **Gap Analysis** involving **identification of business rules**, **business and system process flows**, requirements, and assumptions.
* Recorded **business rules** outlined by business owner for increasing accuracy of the system. Involved in creating **Business Requirement Document** (BRD), **Functional specification document** (FSD), **project plan** and **schedule**.
* **Gathered requirements** in the form of **use cases** and **user stories** based on the need and necessity, assisted the product owner to **break down epics into User stories** and **Prioritization** of **Product Backlog Items**.
* Created the **UML** for structuring the whole project. **Identified Use Cases** and **developed the Use Case diagram, Activity diagrams** and **Sequence diagram.** Worked with solution architect to **create wireframes / prototypes** of the web-based application and for **servers with different configurations** such as **Application server, mobile server**.
* Prepared **data dictionaries, requirement specifications** and **User Interface (UI) specifications**.
* **Analysed existing data sources** **in OLTPs** by **working with SQL Queries** and **came up with to-be states of new OLAP System** coordinating with the SME's as how to achieves those states in **Amazon SageMaker**.
* **Implemented change data Capture (CDC)** for inserting and updating slowly changing dimension tables in target for **maintaining the history data**. Used **Informatica Power centre** in data warehouse to **map data** coming through input sources to the target data marts.
* Documented **REST API** via **JSON** using **Postman** and used plugins for integrating with JAVA. **Reviewed Business Rules** written for middle tier and **validated JSON schema** for system data documentation including the requirement data document.
* Worked on **JIRA** for **continuous update with project schedules**, **quality, issues and managing resources**.
* **Managed every change request** effectively throughout the software development. Conducted **User Acceptance Testing (UAT)** and **developed the test plan, test conditions** & **test cases** & **manually executed** **tests** to verify actual result against the expected results.
* Used **JIRA** for reporting and **defect tracking**, also followed up with the development team to **verify defect fixes** and **updated defect status** also **documented all the bugs** and prepared **requirement traceability matrices (RTM)**.
* Worked with the Product owner to review the working demo of **Potentially shippable product increment** (PSPI) in review meeting and helped which features satisfy **acceptance criteria** and are **Done**.

**Environment and Tools:** Waterfall-scrum hybrid, JIRA 6.4, Informatica Power Centre 9.6, Tableau, MS Visio, MS Project, HTML, Java Script, MS (Power Point, Excel, Word, Project), Jenkins, Amazon Redshift, AWS SageMaker, Salesforce Marketing cloud services, REST, JSON, Postman.

**Business System Analyst, Germania insurance, Brenham, TX, US**

**Implementation of the Guidewire systems May 2016- July 2017**

**Description:** Germania Insurance is one of the largest insurance companies in United States. The project was Implementation of the Guidewire systems by replacing the Legacy systems with the Guidewire center which is an end-to-end solution and supports Policy Admin and Claim Centre, with me working in the implementation of Guidewire claim center including modifications in the User Interface of the claim center.

**Responsibilities:**

* Interacted with stakeholders, claim specialists, claim adjusters, field investigators to **capture the process flow from first notice of loss (FNOL) to claim case closure** and conducted **Gap-Analysis** to **understand** **AS-IS process** and **give insights of TO-BE process**.
* Successfully **performed Job shadowing** to understand legacy system and **conducted JAD sessions** to **elicit requirements**.
* Created the **Business Requirements document (BRD)** for building User Interface Guidewire Claim Centre.
* Recommended enhancements needed in the Guidewire Data-hub by **analyzing existing reports** in data warehouse of legacy systems and **examined existing ETL** (Extract, Transform and Load) **programs**.
* Associated with business leads to **finalize the product backlog** for Guidewire claim center application and assisted in verifying Micro-Strategy reports. **Prepared Use Cases** and **Data Flow Diagrams** to communicate page flow and user interaction with system.
* **Assisted in design review meetings** to make sure all the requirements are covered in the development project scope.
* **Wrote User Stories** fulfilling **INVEST criteria**, assisted Product Owner in **prioritizing the Product Backlog** **Items (PBIs)** and **helped the development team in estimating story points** using **planning poker**.
* Developed **Data Mapping** & **Data Transformation documents** between Legacy database, Data Hub, & front-end app of Guidewire.
* Worked closely with **development and Testing Team** throughout the project **to help them understand the requirements**. Involved in **writing Test Plans, Test Cases** & **Test Scripts** using **HP ALM** & worked with offshore teams to **ensure coordination**.
* Involved in running the **automated test scripts** in **Selenium** and performed **User Acceptance testing.**
* Used **HP-ALM** for reporting and **defect tracking**, also followed up with the development team to **verify defect fixes** and **updated defect status** also **documented all the bugs** and prepared **requirement traceability matrices (RTM)**.
* Worked with the Product owner to review the working demo of **Potentially shippable product increment** (PSPI) in review meeting and helped which features satisfy **acceptance criteria** and are **Done**.

**Environment and Tools:** Scrum, HTML, CSS, JavaScript, Informatica power center, .NET, Micro-strategy, MS office suite (Power Point, Excel, Word, Project, Visio), HP-ALM, Balsamiq, Selenium Web driver.

**Business System Analyst, State of Wisconsin, Madison, WI**

**Enterprise Data Warehouse Creation Nov 2014 to Apr 2016**

**Description:** The project aimed at creating an Enterprise Data Warehouse system to provide Budget Allocation, expenditure tracking and enhanced financial reporting by integrating different data sources to State Data Centre for Department of administration- Demographic Service centre. The legacy non-integrated databases were a core to business processing. An integrated system would provide ease of access, analysis, transparency, and enhanced reporting capabilities.

**Responsibilities:**

* Interacted with users and stakeholders to **Identify business needs, evaluated solutions** for business problems.
* **Gathered business requirements** by **participating in JAD sessions**, **interviewing business users** and stakeholders, **conducting one to one session,** and **analysing existing systems documents**.
* **Used MS Visio for Process modelling**, **Process mapping** and **Business Process flow diagrams**. **Understood AS-IS system, developed TO- BE system** **concepts** and **prepared the System Process Maps. Prepared Business Requirement Document (BRD)** and **drafted Systems Requirement Specification (SRS).** Analysed, modified, and validated these documents.
* **Developed Conceptual and Logical ER diagrams** for the database. **Created Data Dictionary** for the data models.
* Assisted Product Owner in **writing User Stories** fulfilling **INVEST criteria**, **prioritizing the Product Backlog** **Items (PBIs)** and **helped the development team in estimating story points** using **T-shirt sizes**.
* Assisted in increasing Data Integrity by **performing Data Normalization** & **adding Data Verification and Validity** to maintain accuracy and effectiveness of data. **Performed Data Mining** to find correlation and pattern in existing data and **constructed SQL queries**.
* **Assisted in the implementation of Enterprise Data Warehouse** with individual data marts to address areas of business interest. **Designed** and **developed all Use Cases and UML models** using **MS Visio**.
* Played a key role in the **planning, testing, and implementation of system** enhancements and conversions.
* Used ETL to **map data and assisted to assemble data repository** and **create data marts**. Used Data Centre for Integrating Legacy systems and supporting in decision making. **Assisted in creating Data Hub** with Bus Architecture.
* **Worked with QA team** to **design and develop Test Plan and Test Cases** to **perform User Acceptance Testing (UAT), Functional Testing and Regression Testing**.
* **Established Incident Reporting** and **Change Control procedures**. **Developed timelines for project delivery**, and **managed projects** and **resources** to successful completion.
* Assisted the Product owner to review demo of **Potentially shippable product increment** (PSPI) helped identify features that satisfy **acceptance criteria** and meet **definition of** **Done**.

**Environment and Tools:** SDLC- Scrum, MS project, MS office Tools (Word, Excel, PowerPoint, and Visio), MS Project, MS SQL 2012, SSIS, SSRS, SSAS.

**Programmer analyst (Quality Assurance), Cognizant Technology Solutions, Kolkata, India**

**Fund substitution and Prelims Testing for AXA-equitable US Apr 2012 to Oct 2013**

**Description:** AXA replaces the funds which do not perform well in market during the last few quarters. The Fund Substitution checking the impact of substitution on other funds and on the transactions like Payment or Withdrawal involving substituting funds on the contract.

Prelims Testing project is the validation of quarterly statements which use to send to the client once in a quarter. A QSOA consists of all the information of the contract as of the quarter end date and the transaction details processed in that quarter in which statement got generated.

**Responsibilities:**

* Worked as a **team member** for the Fund Substitution project.
* **Took sole responsibility** of Prelims Testing project.
* **Quarterly and Anniversary statement** of account validation for the contracts satisfying the condition.
* **Understood Requirement eliciting** and then **breaking the same into smaller modules** such that that helps the Business, Development, and the Testing teams.
* **Analysis, verification,** and **logging** of **Defects, linking** and **tracking of defects** in **HP-QC**.
* **Attained Defect calls** from QA offshore, was **involved in defect logging, retesting, test execution, test case development** and review and **test scenario preparation**.
* **Preparing Test Scripts** and following Fixed Bid model. **Eexecution of test cases.**
* **Requirement Traceability matrix preparation** and reporting to client on any ambiguity/changes on requirements.
* **Developed automation scripts** in **selenium**.
* **Automated test scripts** in **Selenium, LoadRunner, Test Director** to verify the issues and perform regression testing.
* **Running Regression scripts** and analysing impact of defects in production.
* **Dashboard Preparation** and **Daily status reporting**.

**Environment and Tools:** Waterfall, wmA, csA, Vantage, MS Office, HP-QC, SharePoint, OneNote, MY SQL, SQL, Selenium, Quick Test Professional (QTP).

##### EDUCATION

**Bachelor of Technology** in Electronics and Communication from Birla Institute of Applied Sciences, Uttarakhand Technical University, Bhimtal, India.