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**JIGAR S**

**SR. BUSINESS SYSTEMS ANALYST**

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**PROFILE**

Sr. Business Systems Analyst with overall 8+ years of work experience.

Determined, passionate, creative, and skilled IT professional with techno-functional expertise and real-time hand-on experience with system analysis, data analysis, QA analysis, project management and technology.

**PROFESSIONAL SUMMARY**

* Invoked and diversified various **Elicitation** techniques for jotting down requirements, as per different working environments and organization structure
* Managed multiple groups and liaised between various business entities and technical teams while working in environments such as **Waterfall, Agile-Scrum** and **Waterfall-Agile-Scrum Hybrid**
* Proactively helped with analysis and derivation of refined requirements and **Features**
* Involved throughout majority of the phases of the **SDLC** while working on different client projects
* Facilitation and participation experience in context to **meetings, Scrum Ceremonies and Activities**
* Articulation proficiency with respect to presentation of demos, **Prototypes, wireframes** and **mock-ups** 
  + - * Worked in regulatory and complaint environments (**TILA RESPA, HMDA, CFPB, SOX, PCIDSS and Bank Secrecy Act**)
      * Worked in business processes and systems that deal with **Order management** and **Inventory Management**
      * **Proficiently translated, sliced, groomed and refined requirements for multiple client projects**
* Experience in **Finance** (**Payment Gateways, Processing** and **Mortgages**) and **Telecommunication**
* Modeling (**Business Process Diagrams, Activity Charts, Use Cases and diagrams, Sequence Diagrams** and **Data Flow Diagram)** expertise with **Unified Modeling Language (UML)** tools
* Drilled down to High Level and Low Level **SOAs** for several projects, understood components involved and thoroughly studied and analyzed interfaces, **web services** and **API** related elements.
* Collaborative contributor to several teams in terms of proactive participation during **RCA**, **GAP** Analysis, **Test Matrix** creation and review, **Test Case** creation and **Exploratory Testing**, **Automated Testing**, **UAT** and **Technical Documentation**
* Experience with handling of data, data manipulation and Business Intelligence

**SKILLS:**

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| --- | --- |
| **SDLC Methodologies** | Waterfall, Spiral, Extreme Programming, Rational Unified Process, Scrum, Waterfall-Agile Scrum Hybrid, Kanban, Scrumban |
| **Business skills** | Impact analysis, Feature Analysis, GAP analysis, SWOT Analysis, Change management, JAD sessions, interviews, surveys, CBA |
| **Languages and Formats** | JavaScript, Java, HTML5, XML, JSON, SQL, Oracle PL/SQL |
| **Databases** | MySQL, Oracle, DB2, Microsoft SQL Server |
| **Data Warehousing** | Data Modelling, Data Marts, OLAP, OLTP, Data Mining, Slicing/Dicing, Roll up/Drill down, Pivot, Data Mapping, Data Analytics |
| **Requirements gathering, modeling and management tools** | MS VSTS, JIRA, Rally, VersionOne, Confluence, Microsoft Office, MS SharePoint, ClearQuest, MS Visio, Rational Rose, ERwin |
| **Reporting/ETL/BI Tools** | Informatica PowerCentre, SSIS, MicroStrategy, Tableau, IBM Cognos, SSRS, SSAS, Power BI, Google Analytics |
| **Design Tools** | MockupScreens, Balsamiq, Wireframe |
| **Testing Tools** | HP ALM, Cucumber, Selenium |
| **Misc Tools** | Maven, Jenkins, Salesforce.com, Swagger, SOAP UI, MS Office Suite, (MS Word, MS PowerPoint, MS Excel), MS Sharepoint, Putty, Inspector, HP service center, Sql\*Plus, Toad, MySQL Workbench, SQL Developer, XMLSpy, Unified Inventory Management Systems and Order and Service Management System |

**EDUCATION**

Master’s in Science – MIS – University of Illinois - Springfield

Bachelors’ of Engineering in Electronics and Telecommunication-University of Mumbai

**PROFESSIONAL EXPERIENCE**

**Client: Charter Communications, St Louis, MO February 2020 - Present**

**Project: Field and TOS War Room Operations Job Title: Sr. Business Systems Analyst**

**Projects Description:**

Worked on Down-stream applications and provisioning systems analysis as a part of the War Room TOS team and overlooked Field Operations while serving as a Systems and Data Analyst for the Strategic Programs team

**Roles and Responsibilities:**

• Checked and reviewed data mismatch types and data discrepancy between various processing systems and systems of records

• Analyzed and triaged TOS production issues and ran automation scriptsto synchronize data

• Reviewed and configured changes to fix issues and errors

• Executed SOAP-UI scripts to remediate system issues

• Extracted and filtered crucial data from reports to perform **Root Cause Analysis** in context to issues and fallouts

• Ran SQL and Splunk queries to retrieve crucial data pertaining to system fallouts and key Identifiers from data logs

• Analyzed existing system architecture and existing backend and envision **TO-BE** Model

• Modeled **Business Process Flow**, inter-system communication and associated web-service messages

• Wrote complex SQL queries for data analysis and trend identification

• Extracted and analyzed machine data from logs using Splunk queries and assisted with dashboard creation

• Created and analyzed monthly, bi-weekly and ad-hoc reports for leadership

• Performed analysis to filter out issues and determined misaligned patterns

• Tracked **User Stories** to get updates on issue status and fix

• Managed work-stream and led to creation of KPIs and update reports to leadership

• Performed data validations on dashboards using SQL

• Performed UAT on web and mobile applications

• Communicated analysis findings and raised system and process defects to concerned teams and business stakeholders

• **Brainstormed** on categories of misaligned patterns pertaining to issues

• Took charge of necessary documentations required as QRGs for end-users and agents

**Environment:** Agile, JIRA, CSG Billing Systems, ICOMS, Splunk, Orcale SQL developer, Oracle Unified Inventory Management Systems, Oracle Order and Service Management System, Tableau, Sharepoint, Cherwell, SOAP UI

**Client: Hertz, Warr Acres, OK March 2019 – Feb 2020**

**Project: Project One Job Title: Sr. Business Systems Analyst**

**Project Description**

The scope of this project was to migrate from legacy systems which included reservation and rental systems, payment gateways, fleet management system and CRM to integrated cloud based services for enhancing performance, efficiency, improve user experience and to reduce cost and time utilized in maintenance.

**Roles and Responsibilities:**

* Assisted Project Manager to complete and document the **Project Management Plan**.
* **Brainstormed** with team to determine high-level solution to address new Payment Processor rules.
* Identified crucial **use cases** and **scenarios** and accordingly determined crucial **Transactional Message** types from the ones offered by Payment Gateway
* Broke down message format and helped teams understand the Transactional and **Tokenization** message specification
* Designed and created solution for tackling different payment scenarios
* Assisted Architects with **System** **Architecture** and brainstormed with **IT PM** for determining alternate flows and paths
* Drove Technical Architecture reviews to finalize and document system Integration Architectures
* Assisted BA and architects to implement **use cases** in regards to system integration
* Drove meetings to document **API Specifications** and requirements for system integrations
* Indulged into end-to-end testing and identified and managed defects and issues
* Tested **API** Request and Responses and provided end-to-end testing support
* Reviewed defects , recreated them and directed them to the appropriate teams as necessary and when needed
* Validated and tested scripts provided by payment processors for certification
* Document project related details and maintained content in repository

**Environment**: Waterfall-Scrum Hybrid, Mulesfoft, MS Sharepoint, Microsoft Office 365, Lucidchart, Salesforce CRM, CLEO, HP ALM, PostMan

**Client: Fiserv, Lombard, IL March 2018 – February 2019**

**Project 1: Admin UI Feature Migration and Development Job Title: Sr. Business Systems Analyst**

**Project Description**

The scope of this project was to migrate all the existing features from Legacy EDSpay GUI to payment portal’s Admin UI, along with adding new features to make the existing payment portal more interactive, user friendly and convenient for setting up configurations and making changes for internal and external use.

**Roles and Responsibilities:**

* Elicited **Feature** requirements during CPTmeetings
* Retrieved data using **SQL**, analyzed existing **system architecture** and existing backend and envisioned **TO-BE** model.
* Brainstormed on possible solutions for **Features** with tri-leadership
* Modeled **flow-charts** and analyzed **use cases**
* Coordinated with the **Design team** and Created Design **PBI**s
* Mediated between the **UX** team and the Product Owner for reviewing UX **wireframes** and content
* Facilitated **backlog grooming** sessions with tri-leadership as well as development team
* Reported to senior leadership during **DU** commitments
* Presented Feature demo and documentation to senior leadership during turnover meetings
* Assisted QA team during **Test Case** creation
* Assisted QA team during **Test Matrix** creation and reviewed **Test Matrices**
* Performed manual regression testing to catch bugs
* Coordinated with team to understand results of **RCA**, **RCA Matrix** and created **Bug** items
* Reviewed and tested **bug** fixes
* Documented the **requirement changes**, analyzed impact and raised requests

**Environment**: Agile Scrum, Miscrosoft VSTS, Azure Development Environment, ASP. Net, VB6, MS Sharepoint, Team, Microsoft Office, Snagit, MS Visio, SQL Server 2014 Management

**Project 2: Integration Job Title: Sr. Business Systems Analyst**

**Project Description**

The scope of this project was to integrate a credit union core with a payment portal; utilizing Web services, identifying important data elements, rules and scenarios in a way that would be allow clients to create their own rules, allow smooth effective and secure communication between the two products, thereby providing a highly desirable user experience.

**Roles and Responsibilities:**

* **Brainstormed** extensively with **Product Owner** and **SMEs** for understanding business rules and creating requirements
* Analyzed several different **use cases** as per business rules and derived requirements
* Analyzed crucial messages, types and required **data elements**
* Modeled **flow-charts** based on different scenarios
* Analyzed and created associated test data requirements and coordinated with the other team remotely
* Facilitated **backlog grooming** sessions with tri-leadership as well as development team
* Reviewed **Test Cases** and **Test Matrix**
* Reviewed demos and signed off **PBI**s
* Assisted QA with **manual** **testing** to catch **bugs** and identifying **defects**
* Coordinated with dependent product teams to raise request for fixes and confirm feasibility
* Reviewed and tested **bug** and defect fixes
* Documented the **requirement changes** and raised requests
* Documented the Integration project for Sales and Implementation team and showcased **Features**

**Environment:** Agile Scrum, Miscrosoft VSTS, Azure Development Environment, ASP.Net, VB6, MS Sharepoint, SOAP UI, Microsoft Office, Snagit, MS Visio, SQL Server 2014 Management

**Client: Raymond James Financial Services, Tampa, FL November 2016 – February 2018**

**Project: Process automation and web-app development Job Title: Sr. Business Systems Analyst**

**Project Description:** The scope of the project was to automate the existing process of analyzing and reporting of the portfolio of **Fixed Income Assets (MBS)** by **automating** the **ETL** process, **automating** the **ETL validation** and **testing**, developing **reports**, dashboards and analytical functionality and automating them; and integrating them with the existing web portal and financial web applications, while ensuring that implemented solution was not violating the regulations stated under **HMDA (Regulation C)** and based on the framework of **Mortgage Industry Standard Maintenance Organization (MISMO)**.

**Roles and Responsibilities:**

* Got familiarized with the concepts pertaining to **trading,** **investments**, **Fixed Income Asset** based **securities, prediction models** and **portfolio accounting.**
* Liaised between the financial reporting team, business users, mortgage servicers and the development team.
* Facilitated **brainstorming** sessions, conducted one-on one **interviews** and **JAD sessions** with servicers and business users for eliciting new reporting and data requirements.
* Interacted with business users and **UX** and **UI** developers to understand and elicit **UI** requirements for the new interactive web-portal application.
* Performed **GAP analysis** by creating the **As-Is** and **To-Be** business models.
* Coordinated with the team, business users and created the **Data Mapping Document** as per the requirements of the stakeholders, business users and financial analysts.
* Identified and analyzed data sources thoroughly before performing **data profiling**
* Created and presented **UI** **prototypes** to the business users and concerned stakeholders.
* Created **BRD** and **FSDs**.
* Coordinated with Product Owner and translated, groomed and sliced Feature into **User Stories**
* Updated the existing **Data Dictionary**.
* Worked with the Database team and **DBA**s to update the existing data model of the **Enterprise Data Warehouse**.
* Assisted **ETL** developers with creation of **workflows**
* Provided **ad-hoc query** assistance to **Data Warehouse** users when required.
* Provided assistance during the creation of reports, cubes and datasets using **MicroStrategy** **Intelligence** and **Web Services** invoking the **SDK**.
* Made provisions for user training by creating and including training documentation.
* Collaborated with tech writers to document Web Service calls
* Documented reports and content for training purpose
* Created **Test Cases** and imported them to **Informatica PowerCentre DVO** to validate and test the loaded data.

**Environment:** Waterfall-Scrum Hybrid, Ms Office tools (Word, Excel, PowerPoint), UNIX, JBoss EAP 4.3, Java EE 7, JSP, XML, XSD, JSON, AJAX, Oracle 11g, SQL\*Plus, SQL Developer, MS Visio v15.0, MS SharePoint v6.0, Informatica PowerCentre 10.1, MicroStrategy 9.x, MicroStrategy Web SDK, Eclipse, Swagger UI, JIRA v6.4, Confluence v6.0

**Client: Barclays bank, Wilmington, DL June 2015 – November 2016**

**Integration and Enhancement Job Title: Sr. Business System Analyst**

**Project Description:** The objective of the project was to augment and improve the services provided by the client’s existing mortgage application by integrating **Encompass Point** and **Salesforce CRM** in order to manage the loan origination process and conduct marketing campaigns respectively. The team implemented the integration of **Salesforce** platform for corporate sales teams to provide comprehensive sales pipeline view for each business group and seamlessly integrate **Salesforce** sales cloud with the existing client application

**Roles and Responsibilities:**

* Gained extensive knowledge on **Mortgage Life Cycle** starting from **Loan origination** to **Closing.**
* Got well-versed with different parameters including, delinquency, types of **interest rates**, types of loans, **Loan to value ratio**, **Debt to Income ratio** and **amortization period**.
* Developed thorough understanding of underwriting criteria and guidelines mentioned by **Federal National Mortgage Association (FNMA)** and **Federal Home Loan Mortgage Corporation (FHLMC)**.
* Understood encompass **SDK** and **APIs’** and analyzed **data requirements** necessary to be communicated between **Encompass** and **Salesforce CRM**.
* Documented **BRD** and Created **As-Is** and **To-Be** business models and Performed **GAP** and **SWOT Analysis**
* Worked on **SOAP UI** functional testing and **Web Service testing**.
* Analyzed required elements for utilizing external credit reports consolidation service, employment verification of the borrower, **Loan Appraisal** information and **Title Search** using external **APIs’**
* Interacted with customers, business users (borrowers) and UX developers to understand user interaction.
* Assisted **Product Owner** in breaking down **Epics** and **Features** into **User Stories** as per the **INVSEST** Criteria
* Facilitated **Sprint Planning**, **Daily Scrum**, **Sprint Review**, **Sprint Retrospective** and **Backlog Grooming**.
* Assisted the database team in creating **Stored Procedures** and partitioning the tables.
* Assisted team with configuration of user accounts, roles and different user profiles and set-up record level permissions in order to provide shared access among different users using **SalesForce.com**.
* Gathered requirements which pertained to accessing external **Web-Service** calls and designing **JAX-RS**
* Collaborated with tech-writers for **API specification document**
* Assisted in testing the consistency of data loads from external systems.
* Assisted operations team to design the specific data flow between production **RDBMS** to disaster recovery database using **Oracle Data Guard**.

**Environment:** Scrum, Oracle GlassFish v4.0, Java EE 6, XML, XSD, JSON, AJAX, HTML5, JSP, JIRA v6.3.3, Confluence v5.3, SharePoint 2013, GitHub v2.3, MS Visio v15.0, MS, Oracle 11g, Jenkins v2.0, Apache Maven v3.0, Cucumber v2.3.3, Oracle WebLogic v10.3.6, Oracle Toad v12.8, Encompass, Salesforce.com

**Client: State of Washington, Seattle, WA February 2014 – May 2015**

**Project: Bond Portal Development Job Title: Business Systems Analyst**

**Project Description:** The scope of the project was to develop and deploy a web portal which collected raw data and meta-data pertaining to bonds and marked the debt data and led to the usage of resulting data stream to create analytical reports for various rate securities for the users.

**Roles and Responsibilities:**

* Interacted with business users, stakeholders, **SME**s and evaluated solutions for problems.
* Worked as a **Scribe** during **JAD** sessions, conducted **surveys** and review meetings to document feedbacks, performed **document analysis** andfacilitated **brainstorming** sessions to elicit requirements.
* Interacted with customers, users and UI and UX developers to understand GUI requirements.
* Created **BRD, FSRD, SRS** and the **Source Target Mapping Document (STMD)**.
* Designed **Use Cases** and **UML models** using **MS Visio** and also created **Use Case diagrams**, **Sequence diagrams, Activity Flow charts** and **Class diagrams**.
* Actively participated in **Sprint Planning** meeting, **Daily Scrum** meeting, **Product Backlog Refinement** meeting, **Sprint Review** meetings and **Sprint Retrospective** sessions and updated the artefacts using **JIRA**.
* Translated, sliced and groomed requirements into **User Stories**.
* Identified various source systems, type of data and created **Data Flow diagrams**.
* Worked with testing team to design and develop **Test Plans, Test Strategies** and **Test Cases** to perform **UAT, GUI** **testing** and **Functional testing**.
* Created the **Data Dictionary** and developed conceptual and logical **Entity Relationship (ER) diagrams** using **Visio**.
* Guided **Data Warehouse team** to perform **ETL** process using **SSIS**
* Analyzed and designed the new **data mart** models and performed mining.
* Created **dashboards, visualizations** and **reports** using **SSRS, SSAS** and **Ms Excel**.
* Assisted in increasing **Data Integrity** and improving **data quality** by performing **Data Normalization** and invoking rigorous **data verification** and **validation**.

**Environment:** Waterfall-Scrum (Hybrid), MS Project, Ms Office tools (Word, Excel, PowerPoint) MS Visio, Bugzilla, MS SQL 2008, SSIS, SSRS, SSAS, Informatica Platform 9.5

**Client: Standard Chartered, Mumbai, India Feb 2013-December 2013**

**Project: Credit Card Application System/Interactive Voice Response (IVR) Job Title: Business Analyst**

**Project:** The scope of the project was to build a credit card application system to optimize and fast track the Credit Card department procedures. The system not only provided an application to record the customer voice for responses, but it also provided its card holders access to the 24\*7 call center with various card products and service offerings such as New Accounts, Pay Balances, Report Lost or Stolen Card, Credit Line Increase, Address Change, Account Balance, and Payment Due Dates and the option to talk to live agents for the assistance.

**Roles and Responsibilities:**

* Gathered requirements by facilitating **Requirement Workshops, Interviews** and **Focus Group sessions** involving **SMEs** and technical team leaders.
* Created **BRD**, worked closely and coordinated with the team members, including the development team to make important artifacts such as the **FSD** and **SRS**.
* Assisted in selecting the technology for the application based on **Cost-Effectiveness**, **Cost-Benefit Analysis** and **Quality**, while keeping in mind factors which could influence the application in future.
* Prepared **Use Cases** from the gathered requirements and created diagrams using **Rational Rose**.
* Developed **PowerPoint** presentations for monthly meetings with upper management executives.
* Teamed up with the credit allocation department to perform **Market Survey** and learned client requirements to assist the technical team with software development.
* Wrote **SQL** queriesfor joining different tables using **Inner/Outer/Left Joins** and **Union/Intersect**
* Developed and created the new **database objects** including **Tables**, **Views**, **Indexes**, **Stored Procedures** and **Functions**.
* Created **ETL** packages with different data sources **(SQL Server, Flat Files, Excel** source files**, XML** files etc.) and then loaded the data into destination tables by performing different kinds of transformations using **SSIS packages**.
* Tuned **SQL** statements and **Stored Procedures**.
* Assisted in preparation of **UAT test plan, Test Cases, Testing Cycle** **Schedule**,**Test Scenarios** and implemented them with the **QA** team.
* Used the **Unified Change Management (UCM)** tool and **Rational ClearQuest** to maintain and track the stakeholders requested enhancements and changes.

**Environment:** Waterfall, SQL Server, Rational ClearQuest, Rational Requisite Pro, Rational Rose, MS Office, MS Project, MySQL, SharePoint 2007