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| Swapnali |
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Email: swapna.ba2244@gmail.com

Contact: **(571) 500-3018**

* Qualified Business Systems Analyst with **7+ years** of industry experience in business development process and system and data analysis with solid understanding of business requirement gathering, business process flows, business process modeling and business analysis.
* Expertise in Software Development Life Cycle (SDLC) methodologies like **waterfall**, **scrum-waterfall hybrid, agile** in domains like **Banking** and **Finance.**
* Domain Proficiency in Banking Compliances such as Bank Secrecy Act **(BSA)**, **FinCEN**, Anti-Money laundering **(AML)**, BASEL I, II, III issued by Regulatory specialists like Federal Trade Commission **(FTC)**, Consumer Financial Protection Bureau **(CFPB)**, Office of the Comptroller of the Currency **(OCC),** Federal Reserve System**(FRS)**, and Financial Industry Regulatory Authority **(FINRA).**
* Experience withSoftware Development Life Cycle (SDLC)that includedRequirement Elicitation, Analysis, Design and Development as well as change management.
* Conducted **GAP, impact, SWOT**, **cost benefit analysis**, **root cause, interface, Impact, Risk** and **As-Is and To-Be** business analysis as well as **Feasibility study.**
* Elicited requirements using techniques likeInterviews, Brainstorming, Focus Group, Document Analysis, JAD sessions, Survey/Questionnaires and documented Business Requirements Documents (BRD), System Requirements Specifications (SRS), and Functional Specification Document (FSD).
* Strong experience in tracing requirements throughout the development life cycle by creating Requirement Traceability Matrix (RTM)using MS Excel & tools like JIRA and HPALM.
* Handled Change Requests by taking upon the role of change owner, interacted with change representatives to review impact analysis and documented change request form.
* Acquainted with workflows and Unified Modeling Language (UML) diagrams including use cases, activity charts, sequence, data flow and ER diagrams using MS Visio.
* Decomposed Functional requirements to user storiesto meet INVEST criteria and then helped in prioritizinguser stories using various **prioritizationtechniques** like **MoSCoW** and **Kano** Model.
* Assisted Product Owner in creating acceptance criteria and definition of done for requirements. Used planning poker for estimation of user stories.
* Worked with the QA team to design test plans, strategies, scenarios, cases and scripts for User Acceptance Testing (UAT) using HP Quality center/ HP ALM.
* Facilitated **backlog refinement** sessions, **sprint planning, daily scrum, sprint review,** and **retrospective** meetings.
* Performed CRUD operations on databases using DDL, DML, and DCL along with select, joins, and stored procedures and exposure to various database platforms such as Oracle and Microsoft SQL Server.
* Extensively used reporting tools like **Tableau** to create visual representation of Data Analytics using dimensions and measures. Used **MS Excel** and **IBM Cognos** for BI analytics and reporting.
* Designed the **Test Cases** in **SOAPUI** for API testing, test plans for documentation of all processes using confluence.
* A proactive and dedicated team player, with a proven track record in producing high quality work under tight deadlines and multi-tasking to meet business goals. Experienced in scheduling meetings, negotiating and co-ordination with developers, application architects, subject matter experts, business users and senior executives.
* Excellent **Analytical, Problem solving, communication and documentation skills**. **Dedicated & self- motivated**, proven leadership capabilities and time management skills.
* Designed the data warehousing ETL procedures for extracting the data from all source systems to the target system.
* Experience in understanding, detailing and implementing full project management lifecycle for software systems using Software Development Life Cycle process (SDLC), RUP and Agile methodologies.

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| **TECHNICAL SKILLS** |

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| Modeling Tools | MS Visio, Mock-Up Screens, Rational Rose |
| SDLC Methodologies | Agile,Scrum, Agile-Scrum, Waterfall, Waterfall Scrum Hybrid, |
| Business Skills | Process Modeling, Change Management, GAP Analysis, Impact Analysis,  SWOT Analysis, JAD Sessions, Project Scheduling, Project Budgeting |
| Requirement Management | JIRA, Rally, HP ALM, MS Office, Confluence |
| Testing Tools | HQPC, Postman |
| Reporting/BI Tools | Tableau Desktop, IBM Cognos |
| Methodology Tools | JIRA, HP ALM, RALLY |
| Databases | MsSQL, Oracle, MS Access |
| Languages | XML, SQL |
| Domain Knowledge | Banking and finance |
| Operating Systems | Windows XP/10 |

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| **PROFESSIONAL EXPERIENCE** |

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| **Bank of America, Charlotte, NC** |
| **Aug 2019 to Till date**  **Sr. Business Analyst** |

**Scope:** The Bank of America Corporation is an American multinational investment bank and financial services company based in Charlotte, North Carolina with central hubs in New York City, London, Hong Kong, and Toronto. Bank of America is the second largest banking institution in the United States. As a part of the Big Four, it services approximately 10.73% of all American bank deposits and its primary financial services revolve around commercial banking, wealth management, and investment banking.

**Responsibilities:**

* Involved in interactions with Subject Matter Expert (SME), developers and end-users in more than one JAD sessions.
* Proved useful in coordinating activities with project manager and various other teams.
* Analyzed the prior documentation and business processes for full understanding of the project. Documented Business Requirement Document (**BRD**) and Functional Requirement Document (**FRD**).
* Performed **requirements modeling** and develop **analysis, activity, sequence and activity diagrams, data models** as well as **use-case realizations** using **RUP tools** in Agile.
* Manage changes to requirements through **change control -clear case, MQC, Document**.
* **Gathered requirements** to upgrade the Time and Attendance system from a client server to a web-based application with three methods of time entry; time clocks, web and teletime IVR.
* Analyzed Ultipro software features and developed **high-level requirements** and**preliminary scope** statement for customization of company UltiPro employee web portal.
* Adjust workforce requirements based on changing/dynamic call volume patterns to manage work shifts.
* Develop complex,standard and ad-hoc reports and queries for analysis, controls, and/or reporting using Workday HR/Payroll systems.
* Liaison with all finance groups, legal, IT, HR and store operation departments to maintain integrity of data and system setup to **ensure pay** and **distribution accuracy**.
* Responsible and accountable for providing **statistical information** from each call center site to workforce manager utilizing historical data and forecasting results.
* Provided innovative methods to offer efficient and effective HRIS information and processes.
* Managed all aspects of **HRIS systems**, including manual **data entry** and **Manager/Employee SS**.
* Developed Enable strategy and capabilities including **resource and capacity planning** to grow the practice with expertise in workday organically and through other models.
* Managed and engagds HRIS team. Provides **training and development** processes.
* Created a **workforce management** calendar to track mailings, large scope training events and any significant event that impacts volume or capacity.
* Identified training needs for HRIS systems and develops training tools
* Conducted **periodic audits** and testing of PeopleSoft system to ensure payroll calculations meet business and legal requirements
* Participated in **discussions** and **team meetings** for improving the efficiency for data conversion and global template solution. Trained end users for using the Workday HRIS system through workshops.
* Worked with key users and the HRMS Technical Manager to prioritize and schedule issues resolution.
* Reviewed the functional requirements of the **COTS products** and evaluated the integration of COTS with the existing system.
* Conducted **UAT** to confirm that all derivative products can be successfully processed through stages of the trade life cycle
* Extensive knowledge of **employee benefit laws** and **regulatory requirements**; experience working with vendors to update SPD’s; experience administering FMLA, disability, and workers’ compensation leaves
* Produced metrics which provide management insight into the requirements process, to include, status, size, volatility, quality, effort, etc.- Visio, Rational Tools, Traceability Matrixes.

**Environment:** Windows XP/2000, Oracle, PL/SQL, MS-Project, MS-Office Suite, MS Visio, Rational Requisite Pro, Clear Case, Clear Quest, MS Visual Source Safe, Test Director 7.6, Quick Test Pro (QTP)

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| **Umpqua Bank, Roseburg, OR** |
| **Nov 2017 to Jul 2019**  **Business system analyst** |

**Scope:**The Scope of the project isto create value for customers with payment gateways by providing end to end paymentsolutions and consolidating multiple payment gateways into one global payment platform as well as implementing the AML compliance like bank secrecy act and perform the core system testing, performing the risk management and identify the suspicious transaction and improving the real time screening of the messages.

**Responsibilities:**

* Assisted in Designing **BSA/AML** documents that ensure compliance efforts are maintained in federal regulations and also documented the payment gateway platform business process.
* Analyzed **SWIFT** and **MQ** Series data volumes to derive data mapping, Operating SWIFT messaging service for financial messages, such as letters of credits, payments, between member banks worldwide.
* Interviewed **Business users**, **stakeholders** and **Subject matter experts** to determine business needs, gathered and analyzed the requirements from clients.
* Elicited requirements from **business units** and other **stakeholders** to gather functional and nonfunctionalrequirements using techniques like document analysis, Joint Application Development (JAD) sessions.
* Conducted **Cost benefit analyst** identified and documented **AS-IS** and **To-BE** processes to meet capital requirement regulations for **AML/BSA** compliance.
* Assisted product owner in creating the user stories, grooming and prioritizing the product backlog and conducted the daily scrum in the absence of the scrum master.
* Prepared **Business Requirement Document** (BRD) and **Functional Specification Document** (FRD) from the elicited requirements and helped the product owner and developing Team in making user stories and developing the acceptance criteria for them.
* Created various reports and report folders to assist managers to better utilize **Salesforce** as a sales tool and configured various reports for different user profiles based on the needs.
* Provided support ongoing **salesforce.com** maintenance and administration services including periodic **Data cleansing**, **Custom objects**, **Workflows** and **Triggers**.
* Created and maintained Requirement Traceability Matrix (RTM) to ensure all the requirements are fulfilled and ensure that all the test cases are executed according to the proposed plan.
* Developed several **Use Case**, **Activity, Sequence** and **Swim lane Diagrams** using **Visio** according to the company’s template for better understanding and implementation for the developer and uploaded them into Confluence and linked the diagrams with the JIRA.
* Created use-case scenarios and storyboards in MS Word and MS PowerPoint for better visualization of the application, planned and defined system requirements to use case, use case scenario and narratives.
* Assisted in generated **SQL** creation for user defined functions, complex stored procedures, query itemization and SQL scripts and building reports, scorecard, and dashboards.
* Assisted in developing **SQL** queries to fetch complex data from different tables in remote databases using Joints, database links and formatted the results into reports and kept logs.
* Assisted in creating the data profiling stored procedure using dynamic **SQL** as well as generating complex scripts to schedule using **SQL** to test various reports and ETL load jobs in development and QA.
* Created **SQL** Scripts to install, create and drop database objects, including tables, views, primary key, indexes, constraints, packages, sequence, and grants and created the changes in the database according to new requirements.
* Instrumented **Informatica** Power center was Extracted, Transformedand loaded into data warehouse.
* Assisted test engineers with **Test scripts**, **Test cases** and ensured that they met the requirements.
* Operated **Automation Testing**, **White Box** and **Black Box Testing**, **Business functionality.**
* Build test plan and test summary documents per SDLC standards. Also created test Cases, use cases andperformed Integration testing.
* Collaborate with UI/UX, **API** and System teams to support development initiatives Knowledge of JSON involved.

**Environment:**Atlassian JIRA, HTML5/CSS3, JQuery, JavaScript, Angular4.0, XML, JSON, NODE.js Ajax, Draw.io, VISIO, Informatica, Rational Rows, Tableauv9.0, MSofficesuite2013 (Excel, word, Power Center, Draw.io), Sales force, Selenium, Cucumber**,** Water-Scrum-Fall Hybrid.

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| **State of New Jersey, Trenton, New Jersey** |
| **Mar 2016 to Oct 2017** |
| **Business System Analyst** |

**Scope:** To create and develop a data warehouse for financial analysis of their customers, their transactional activities, records, and decision support for business data. This task was produced for the research and analysis of Finance Department to help them in their business. The new framework gives exact data information, enhanced reporting, and timely data on their portfolios as and when required, with respect to credit increases and misfortunes for potential competitors so they can take suitable actions.

**Responsibilities:**

* Defined processes and program plan by collaborating with business stakeholders and performed **GAP** analysis to help Product Owner and Project Manager in planning the transition of the legacy system.
* Facilitated **JAD** sessions as a moderator and directed meetings with different SMEs and partners, process surveys and policy audits to elicit requirements. Used power point presentations for conducting walkthroughs with the stakeholders.
* Prepared Business Requirement Document **(BRD)** and System Requirement Specification **(SRS).** Created visual models such as use cases, sequence, deployment and activity diagrams.
* Analyzed research on operational procedures and methods and recommend changes for improvement in aligning the process workflows with an emphasis on automation, competitive benchmarking and efficiency.
* Assisted in expanding data integrity by performing **data normalization** and adding data verification and validity to keep up adequacy of information and streamlining the execution process.
* Interacted with data architect for **Data Mapping, Data Dictionary, Data Modeling,** and **Entity Relationship Diagrams**.
* Generated periodic data reports for reconciliation, reporting using Excel &**SQL/PLSQL** Joins, views, procedures & visualize
* Performed Data Mining to find correlation and pattern in existing data and constructed SQL queries.
* Worked extensively in documenting the source to target mapping documents with data transformation logic.
* Accessed multiple **OLAP** sources in reporting to get a comprehensive view of the business and the cross-impact that one trend may have on another.
* Integrated different **OLTP** to **OLAP** by utilizing **Informatica** as an **ETL** tool and utilized **Tableau** for reporting.
* Generated **ad-hoc** data reports using **Excel** and **SQL Joins** for **data visualization**.
* Assisted in **Data Mining** operations to discover connection and pattern in existing information and implemented basic SQL queries for QA testing and data validation.
* Diligently worked with QA group to outline and create **test plan**, **test scenarios** and **test case**s to perform User Acceptance Testing **(UAT),** Functional and Regression Testing.

**Environment:** Waterfall, MS Office (MS Word, MS Excel, MS PowerPoint), Tableau, Informatica, R, MS Visio, MS Project, HP ALM, Wireframes, Mock-Up Screens, MsSQL Server, SharePoint, GAP Analysis, UML, UAT testing.

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| **Kotak Mahindra Bank, Bangalore, India** |
| **Oct 2014 to Nov 2015**  **Business Analyst / Data Analyst** |

**Scope:** The project also involved in documenting the potentially Suspicious Transaction Reports (STR’s) for a better decision-making process in accordance with Bank Secrecy Act (BSA) and to provide configurable quality control capability for the productive analysis by the analysts.

**Responsibilities:**

* Assisted the project manager to create the project plan with all the project milestones, budget estimation, critical path analysis, work break down structure and resource allocation in accordance with the **AML** policies and procedures.
* Did the GAP Analysis for the existing **ALM** system to analyze the expected benchmark and to extract the productive outcome as required by the end user.
* Extensively worked on processes and designed new system for higher performance, scalability, and credit card payment processing for Point of Sale**(POS).**
* Involved in conducting the **JAD** session and brainstorming for elicitation of the business requirements from the various stake holders and business users and responsible to conducted **SWOT**, **risk**, **impact** and Cost-Benefit Analysis for the project to identify the potential business risks involved in it and overcome it with the feasible solution.
* Helped in identifying the potential weakness in the process and assisted the team in addressing the queries from the corresponding bank employees related to the money laundering issues by maintaining the data integrity within the reports generated.
* Ensured the proper record keeping after analyzing the collected data and maintained the case files of the suspicious transactions through the documentary proof.
* Stayed up with the money laundering, terrorist financing behaviors, issue, policies, regulations, criminal typologies, industry best practices and developing trends and assisted the **AML** team in conducting the proper investigation on money laundering alerts and any suspicious activities reported by generating Suspicious Transaction Report **(STR)** with the alliance with the Bank regulations in case of red-flag scenario.
* Applied Informatica Master Data Management **(MDM)** concepts for data alignment, maximizing analytics and business intelligence promoting corporate objectives and initiatives.
* Assisted the **User Interface** team in designing the front-end system by gathering the requirements from the **stake holders** and preparing the wireframes and mockup screens.
* As a **scrum master** facilitated the various scrum ceremonies and solved the various impediments the team faced during the sprint cycles efficiently to avoid the various blockers in the roadway.
* Assisted the Product Owner to break down the Epics, prioritization of the product **backlog**, estimation of efforts for generating successful potential shippable product increment.
* Conducted innovative retrospective techniques depending on the complexity of the system and extensively used **JIRA** for issue tracking, managing the project, tracking and managing the bugs
* Drafted the test plan, test scenarios and test cases and extensively involved in various testing process like Smoke Testing, System Integration Testing **(SIT**), User Acceptance Testing **(UAT).**

**Environment**:Java, JIRA, MS-VISIO, HTML5, CSS3, Microsoft SQL Server 2012, Bootstrap, Informatica, HP-ALM,MS Office Suite 2010, Mock up Screens, Wireframes, SOA, XML, SOAP, Waterfall-SCRUM Hybrid Model.

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| **YES Bank, Chennai, India** |
| **Apr 2013 to Sep 2014** |
| **Business System Analyst** |

**Scope:** 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 assistance.

**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**.
* Teamed up with the credit allocation department to perform a Market Survey and learned client requirements to assist the technical team with software development.
* Wrote SQL queries for 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, My-SQL, SharePoint 2007

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| **EDUCATION** |

Bachelors in Business Administration (BBA) from Vinayaka Missions University, Salem, India - 2013