**Pratikshya Sahu**

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**PROFESSIONAL SUMMARY**

* Over 8+ plus years of professional experience as a **Business Analyst**, with exposure to domains such as **Banking and Finance.**
* Experienced with fixed income (corporate bond) and other investment product analysis including mortgage-backed securities (MBS), agency callable, and collateralized mortgage obligations (CMO) and expertise in the understanding of trade life cycle from initiation to settlement.
* Well-versed in all the phases of **SDLC**, including methodologies like Waterfall approach, IBM RUP, Agile, and Scrum.
* Proficient in facilitating large meetings to help define vision, scope, requirements, design, and risk mitigation plans.
* Excellent Analytical skills to understand the business process and Functionality, Requirements and to translate them to system requirement specifications. Developing functional specifications for business process refinement and automation, data modeling, system architecture, conducting feasibility studies, scope.
* Worked directly with business stakeholders to define and document project scope and requirements and get business sign off for final requirements
* Worked with Product owners and User Experience (UX) Teams to define customer journey and deliver interaction experience for the customer based on the business
* Organized Joint Application Developments (**JAD**) sessions and Joint Requirement Planning sessions (**JRP**), walkthrough, Interviews, Workshops, and Rapid Application Development (**RAD**) sessions with end-user/clients/stakeholders and the **IT group.**
* Excellent skills in **Business Analysis, Data Analysis, Gap Analysis, Requirement Analysis**, Business Modeling, and Use Case Development using UML methodology.
* Well-versed in the documentation of, Business Requirements Documentation (**BRD**), Functional Specification Documentation (**FSD**), Current-State and Future-State Process Models, Performance Indicators.
* Experienced in communicating directly with Stakeholders, **SME's,** and users to gather and translate requirements into detailed project development strategies for effective deployments. Experience in working with **Client-Server** and **Web-Based** applications.
* Hard-core experience involving **Business Process Re-Engineering, Software Re-Engineering** using **RUP** methodology and **ERP** Systems Implementation, and Continuous Improvement techniques.
* Proven expertise in creating test plans, **UML** diagrams, flowcharts, screen mockups, and systems requirements specifications.
* Expertise ability to work on system suite and it is mainly integrated within products like **Policy Center**, **Claims Center, Billing Center** and Contact Management System in a Service Oriented Architecture.
* Good understanding of compiling **Business Requirements, Functional Requirements,** and**-Functional Requirements.**
* Experience with managing and delivering per service level agreements. Effective at moving projects from conception through implementation, ensuring completion on or ahead of time and schedule.
* Ability to collaborate with peers in both, business, and technical areas, to deliver optimal business process solutions, in line with corporate priorities. Possess a detailed-oriented nature with excellent communication, interpersonal, problem-solving skills, and recognition for being a team player.

**EDUCATION:**

Bachelor of Computer Science.

**TECHNICAL SKILLS:**

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| **Business Modeling Tools** | Rational Suite (Requisite Pro, Rose, Clear Quest, Clear Case), MS Visio, MS Project, MS Access, MS Office Suite, Visual Paradigm, Business Object (Crystal Reports), |
| **Business Skills** | Business Definition Requirements, Business Process Analysis, Gap Analysis, Use Case Modeling& Analysis, Business Environment, and Market Research Analysis |
| **Databases** | Oracle (11g/12C,10g), SQL Server, MS Access,SQL, PL/SQL |
| **Content Management Tools** | PVCS, Rational Clear Case, Documentum, SharePoint, Interwoven. |
| **Tools** | MS PROJECT, SQL, HTML, SharePoint, MS Office |
| **Data Warehousing** | Data Marts, OLTP, OLAP, ROLAP, MOLAP, Oracle, Query/Reporting, Multidimensional Analysis |
| **BI/ETL Tools** | Informatica, SSIS, OBIEE 11g,Informatica Power Centre, SQL \* Loader |
| **Operating System** | Windows, Linux, Unix, Mac, Solaris. |
| **Documents & Processes** | SRS, Use Cases, UML diagrams, FRS, UAT, Test plans & cases, Business Process Modelling, Project Planning & tracking |

**Professional Experience:**

**Client: BTIS,Roseville,CA. Mar 2020 - Till Date**

**Role: Business Analyst.**

**Description:** BTIS, we pride ourselves in providing insurance for the construction industry. The entire executive team has experience working in this arena. Collectively, BTIS has over 127 years of experience in the insurance industry within its management team.

**Responsibilities:**

* Prepared Business Requirement Documents (BRDs) after the collection of Functional Requirements from System Users that provided appropriate scope of work for the technical team to develop prototype and overall system.
* Involved in creating the Project templates, Use case specifications, Change request form, functional specification documents, and Business Requirement documents.
* Mentor teams to effectively use agile ceremonies like sprint planning, daily stand-ups, and retrospectives and sprint reviews to provide working outcomes in every sprint.
* Used **Power BI Power Pivot** to develop a data analysis prototype and used Power View and Power Map to visualize reports.
* Modeling the Data in **Power BI** to perform combined analytics and published to Power BI Service by implementing incremental refresh.
* Performed **Power BI** Administration tasks such as managing Gateways, managing workspaces, and publishing Apps for broader content consumption.
* Implemented Unified Modeling Language (**UML**) to prepare Use Cases diagrams, process and workflow diagrams, sequence diagrams from the gathered requirements, and created diagrams using MS Visio.
* Conducted Model reviews with project team members; Publish and communicate models to various IT and business-based teams.
* Defining end to end business processes (**BPM**) for production support from setting up the client in a tool, ticket creation, assignment, tracking, workflow, closure, and reporting activities in **MS Visio.**
* Proactively prepared scenario analysis of different product mix and identified the areas of improvement and solutions to meet the customer needs
* Involved in preparing a simple and detailed User manual and assisted training session of the new and improved system.
* Created Functional Requirements Document (**FRDs**), Functional Specifications Document (**FSDs**), and Traceability Matrices for application development.
* Facilitated JAD sessions with the management, developers, and analysts from all the dependant systems/applications and business users to refine functional requirements and to perform the Impact Analysis.
* Provided guidance on product quality expectations from the stakeholders to the Scrum team and defined project milestones.
* Conducted client calls for specific clients to understand the business requirements and enhancements needed in the upcoming software releases.
* Interfaced with Program Management Office to ensure project scope definition and requirements are being met as per data center guidelines.
* Used RUP methodology to analyze and translate business requirements into system specifications, communicating with the business on a broader scale and with an in-depth view too.
* Responsible for developing and managing project plans: system requirements, change management policy standards, and procedures by utilizing agile methodology **SCRUM**.

**Environment:** Agile, MS Visio, MS Project, Reporting tools, Gap Analysis, GIT, Java, HTML, CSS, RCM, SQL, MS Office, Oracle, and Windows.

**Client: Microsoft,Redmond,WA. Jun 2018 - Feb 2020**

**Role: Business Analyst.**

**Description:** Microsoft Corporation is an American multinational technology company with headquarters in Redmond, Washington. It develops, manufactures, licenses supports, and sells computer software, consumer electronics, personal computers, and related services.

**Responsibilities:**

* Evaluation and implementation of client requirements for a wide range of engagements.
* Gathered **Business** Requirements interacted with the stakeholders, **developers**, project managers, and **SME's** facilitated JAD sessions to formulate Business Processes. Conducted workflow, process diagrams, and GAP analysis to derive requirements for systems enhancements.
* Elicitation techniques like interviewing, questionnaires, brainstorming, focus groups, prototyping, cost/benefit analysis, and risk analysis. Leading **JAD** sessions to reduce the time spent in moving information between stakeholders and team members.
* Manage data feeds and other **Salesforce Marketing Cloud** integrations to ensure seamless automation and provide systematic alerts for failures
* Created project schedules and interacted with various Application and Datacentre teams to understand their off-hours business schedules.
* Experience in a **DevOps** setting with agile project tracking tools, source code management, configuration management, build, deployment, and test automation tools at the enterprise level
* Interacted with stakeholders, third party vendors to understand the system requirements by conducting **JAD** sessions, interviews.
* Design and execute customized solutions, such as API integration and using Data Extensions, by leveraging Salesforce Marketing Cloud (**SFMC**) and other toolsets and leveraging industry best practices
* Execute duties of Business analyst/Scrum master - Product backlog refinement, sprint planning, monitoring sprint velocity, performance reports, process modeling, epics, UAT, negotiating contracts/RFPs & presenting at Quarterly review meetings
* Responsible for preparing Technical Documentation for code and **design changes, completing Policy Center** configuration changes, and Unit Testing the changes.
* Conducted functional and technical requirement gathering sessions with **Stakeholders**, **Underwriting** Managers, and **Operations Analysts** for the Policy, Claims, and **Point-of-sale** related modules.
* Worked with **Business Owners** of **Market Prominence**, the Enrollment Processing System, to ensure that the enrollment process for the new members is updated with changes.
* Created **UML** diagrams like Use case diagram, Activity diagram for a business process of the company using **Microsoft** Visio and analyzed and documented the requirement in Microsoft Excel and generate reports for the general manager.
* Developed **ETL** code using Data Stage to interface Oracle with another database like **SQL** Server and text files.
* Conducted walk-throughof thesession, worked with the **UX** team to develop prototypes, reviewed **QA** strategy, and test plan. Generated FRD/FSD.
* Execute **UAT test**, perform coordination between development Team, test Team,and End Customer to provide clarification on Requirements from business to test a Requirement.

**Environment:** Rational Rose, Agile, SQL, MS Project, MS office suite, MS Visio, Gap Analysis, GDSN, MS PowerPoint, Oracle, and Windows.

**Client: Wells Fargo - Hicksville, NY. Dec 2017 - May 2018**

**Role: Business Analyst.**

**Description:** Wells Fargo & Company is an American multinational financial services company. It is the world's second-largest bank by market capitalization and the fourth largest bank in the US by total assets.

**Responsibilities:**

* Work with users to identify the most appropriate source of record required to define the asset **data** for **financing**
* Gathered requirements from key stakeholders, customers, and subject matter experts to define the scope and requirements of online mortgage application
* Worked closely with the development team to verify that business needs are fulfilled, and deliverables are produced within a specified budget, quality, and time
* Involved in designing **Business Objects** Universes, Queries, and Reports.
* Developed system requirements specifications encompassing Functional and Non-Functional requirements
* Developed **UML** models for modeling static and dynamic aspects of the Online Banking System
* Developed data maps for the retrieval of information from existing account systems
* Outlined security measures for accessibility and transmission of information
* Developed plans for verification and validation of requirements at all levels so that developed software successfully fulfilled user expectations and business needs
* Assisted the database designer in data modeling through **ER** diagrams to identify tables, attributes, and relationships between tables
* Wrote **SQL** queries to verify the system functionality and provided the users with the needed data and information during the operational phase
* Evaluation of reporting tool **Business** Objects/**CM** using **COTS** implementation
* Negotiated terms with **COTS** vendors, Maintaining license and subscription
* Implemented, maintained, and upgraded the COTS-based solution
* Drafted test strategies and test plans to verify the accuracy of the functionality, **security**, fault- **tolerance**, performance, and successful system integration
* Assisted in documenting User Manual and facilitate **UAT** and provide follow up to resolve the issues
* Created **Test Scripts** and Performed Functional and Regression testing using Captured and executed Test Scripts.

**Environment:** UML, Rational Rose, Rational Clear Quest, MSOffice, Oracle, Windows, Quality Centre

**Client: Mantaline Corporation Mantua, OH. Jun 2016 - Nov 2017**

**Role: Business Analyst.**

**Description:** Mantaline provides the right product to solve design challenges. As a customer-driven company, Mantaline recognizes the importance of providing a consistent level of quality and service.

**Responsibilities:**

* Conducted interviews, document analysis, surveys, use cases, and workflow analysis for gathering requirements. Analyzed Software Requirement Specification and designed documents.
* Addressed all aspects of the claim processing lifecycle, starting from identifying a claim right up to closure.
* Developed **UAT** plans and test scripts to guide a select group of key end-users in testing the business processes on the application
* Develops technical and business documentation including **As-Is/To-Be** Workflow, Use Cases, User Stories, **API AIDs, DB Analysis**, and **Screen Mockups/Wireframes**.
* Created documentation for website projects' project plans, developed timelines and managed all phases of the Software Development Life Cycle (**SDLC**).
* Worked with the **UAT** and **QA** teams to conduct an assessment and determine how effective **UAT** and **QA** guidelines can help the company achieve timely completion of projects.
* Worked with Business Owners of **Quality Care**, the Claims Adjudication Process, and documented updates and enhancements.
* Worked closely with the scrum team responsible for mobile app development, helped create user stories
* Created Business Requirement Document (**BRD**), Functional Requirement Specification (FRS) document, User Requirement Specification (**URS**), and Change Request (CR) document for system application development.
* Developed use case diagrams for the Repository **Data Management** use cases Using UML Modeling through MS Visio.

**Environment:**  Windows XP, MS Office, MS Project, SQL, HTML, OLAP, SDLC, XML, CRM, Visio UMLAGILE, DNS, ViaVoice, PSM, Rational Clear Quest, Rational Clear, Rational Rose, SAS.

**Client: Technosoft Corporation,Hyderabad. Jul 2014 - May 2016**

**Role: Business Analyst.**

**Description:** Technosoft was founded in 1996 by Radha Krishnan. Radha had the vision to create an IT services company that featured extraordinary technical talent and a culture of high achievement.

**Responsibilities:**

* Designed and developed all Use Cases and **UML** models using Rational Rose. Identified, researched, investigated, analyzed, defined, and documented business processes and Use Case Scenarios.
* Analyzed and reviewed Facets upgrade reference documents to prepare the meeting's Agenda.
* Assessed the flaws in the existing as-is system and made clear recommendations of business process improvements and BPR and incorporated them into the to-be system design.
* Assisted with User Acceptance Testing, developing, and maintaining quality procedures, and ensured that appropriate documentation is in place.
* Assessed the flaws in the existing as-is system and made clear recommendations of business process improvements and **BPR** and incorporated them into the to-be system design.
* Wrote business requirement specification (**BRS**) and functional requirement specification (**FRS**) documents as per the business requirements and process flow
* Assisted the **Project Manager** in setting realistic project expectations and in evaluating the impact of changes in the organization.

**Environment:** MS Office Suite (MS-Word, MS-Excel, MS- PowerPoint, MS-Project), RUP, RequisitePro, Windows. Toad, Business Objects, Crystal Reports Oracle, UAT, QA,Informatica Designer, Workflow Manager,Workflow Monitor.

**Client: Orbit Analytics, Hyderabad. Oct 2012 - Jun 2014**

**Role: Business Analyst.**

**Description:** In 2006, a group of Oracle executives with more than 80 years of combined experience in ERP reporting and business intelligence founded Orbit.

**Responsibilities:**

* Engaged in multinational Agile implementation leading stakeholders on and offsite in technical requirements gathering, technical project management, road mapping, documentation, website design site development, deployment monitoring, and operational support.
* Formulated and documented business and end-user requirements.
* Provided **Presales Proposal writing, BPM Process Modeling, RFP response**, and Agile Project support for Sitecore projects.
* Administered release management cycle upgrades on **SABA Cloud & LCMS** migrations on QA, DEV, PROD, and A/B widget tests
* Executed duties of a Java developer working on a credit risk application for a Financial Services client in a CI/CD SDLC model
* Built a framework to monitor 100+ rules of risk services serving 30+ downstream teams and alerting end-users via email.