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# Sr. Business Systems Analyst

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| Highly motivated and performance driven professional with over 8 years of business analysis experience in a range of sectors like Healthcare, Pharmaceutical, Healthcare Insurance, and banking. A proficient communicator well-versed in effectively bridging the IT and business gap by interfacing with all levels of management by excelling at cultivating, managing, and leveraging client relationships. |

# PROFESSIONAL SUMMARY

* Diverse experience in analyzing and gathering functional and technical requirements for business processes across **healthcare and healthcare insurance domain, Healthcare system development, Online Patient Portal Management, HEDIS measures, IoT, Salesforce, AWS, Website Design, Application Development, and UX/UI Design.**
* Extensive working knowledge about concepts of Healthcare domain such as **HIPAA & FDA Guidelines,** **Health Insurance coverage**, **EOB**, **HMO**, **PPO,** **POS, EDI, ICD-9-CM,** **ICD-10-CM** code conversions, **FACETS configuration tools,** **Medicare, Medicaid, Medicaid Information Technology Architecture (MITA), Medicaid Modernization Act (MMA), EDI 4010, EDI 5010, CHIP, EMR, Ambulatory services, Claim payment processing, Patient monitoring devices, CRM**, Transaction codes such as **270/271** (inquire/response healthcare benefits), **276/277** (claim status), **470** (benefit codes), **835** (payment or remittance advice), **837** (healthcare claim), and **834** (benefit enrollment).
* Well aware in **pharmaceutical domain** with training in GCP, GDP, Pharmacy Benefit Management (PBM), GMP’s for working with Clinical Trials area. Expertise in Pharma Drug Manufacturing with a focus on concepts such as **FDA Drug Supply Chain Security Act (DSCSA), Product Tracing Schema, Unique Product Identifier, Serialization, Third Party Logistics (3PL), Procurement, Resource Allocation, Merchandise Planning, Pricing & Invoicing, Warehouse Management System (WMS), Accounting and baselined change requirements as per contractual terms.**
* Well versed in **Software Development Life Cycle (SDLC)** methodologies like traditional methodology such as **Waterfall** and Agile methodologies such as **XP**, **Scrum**, **Scrum-Waterfall hybrid**, **SAFe**, and **Kanban Principles**.
* Proficient in performing all sorts of analysis such as **Feasibility Analysis, Risk Analysis, Cost-Benefit Analysis, SWOT Analysis, Impact Analysis, Root cause Analysis, GAP Analysis, and AS-IS & TO-BE business processes.**
* Efficient in **eliciting requirements** from business owners and stakeholders through a variety of elicitation techniques such as **Structured/Unstructured Interviews, Survey/Questionnaire, Document Analysis, Interface Analysis, Brainstorming Sessions, Focus Group Sessions, and Joint Application Development (JAD) Sessions**, thereby articulating requirements and converting the requirements into technical specifications.
* Collaborated with **SME’s** to understand **Key Performance Indicators (KPI’s), and Service Level Agreements (SLA’s).**
* Proficient in authoring various project artifacts such as **Business Requirement Document (BRD), Functional Specification Document (FSD), Use Case Document, Change Request Document, and Software Design Specification (SDS).**
* Designed various **UML** diagrams such as **Use Case, Activity, Sequence, and Data Flow Diagrams**.
* Proficient in crafting **High Fidelity** interactive **Graphical User Interface (GUI), UI-Mockups and Wireframes** using various tools such as **Balsamiq, MS Visio, and Lucid Chart** to enhance the UI/UX experience.
* Experience in negotiating with **developers, application architects, SME’s, Business Users, Testing Teams, and Senior Executives**. Entailed with the Project Manager to plan, schedule, track, and improve team’s competence by assisting them in designing the **Work Breakdown Structure (WBS), Project Scope, Project Charter Document, Project Management Plan, Critical Path Analysis, RACI Matrix, and Earned Value Management** using **MS Project and JIRA.**
* Associated **PO** in defining the **Minimum Viable Product (MVP), Definition of Ready (DoR), and Definition of Done (DoD)**.
* Drafted **RFI, RFP** to gather information and innovation solutions for industry specific challenges. Furthermore, drafted **RFQ** in specific cases where comprehensive documentation with exact specification was required.
* Knowledge of several **AWS** services including **EC2, VPC, S3, Kinesis**, and **RDS** configurations.
* Worked in various environments such as **Test-Driven Development (TDD), Acceptance-Test Driven Development (ATDD), Continuous Integration, and Behavior Driven Development (BDD)** based on the specific business needs.
* Profound knowledge of **Agile-Scrum** framework including **Scrum ceremonies** such as **Backlog Grooming, Sprint Planning Meeting, Daily Scrum, Sprint Review and Retrospective meeting**. Also, assisted in solving all the **impediment**s by dealing with internal and external stakeholders.
* Extensive knowledge in breaking down **Epics** into **User stories** using **Slicing Techniques** by satisfying **INVEST criteria** and assisted **PO and Scrum team** in prioritizing and estimating user stories using various **Prioritization and Estimation techniques** like **MOSCOW, KANO, Planning Poker, Relative Mass Valuation, T-shirt Sizing** etc.,
* Proven mastery in **conceptual and logical data modeling, data integration, migration, and conversion**. Well aware of **source data identification, validation, data mapping, data profiling, data extraction, data transformation, and data loading.**
* Conversant with concepts like **Data Warehousing, Schemas, Data Marts, Entity Relationships**. Participated in **ETL** process using tools like **Informatica, AWS Glue** and carried out **Online Transactional Processing (OLTP) and** **Online Analytical Processing (OLAP)** operations (like **Drill Down, Roll-Up, Slice and Dice**).
* Performed exploratory analysis, cleaning, transforming, and merging large data sets using **R-Programming**, **SAS**, and **SQL.**
* Executed various **data retrieving** and **data validation** tasks using SQL queries like Joins, Select, Sub Queries and Aggregate functions like max, min, sum, and average with a good understanding of Procedures, Functions, Triggers, and Stored Procedures using tools like MS SQL Server Management studio and MySQL Workbench to write queries.
* Well aware of **XML** and **JSON** format and performed API testing using **POSTMAN** and maintained the API documentation in **SWAGGER**.
* Assisted the QA team to design and implement **Test Suites, Test Cases** and executed them as well. Proficient in Black-box testing, System Testing, Integration Testing, Regression Testing, and **User Acceptance Testing (UAT)**.
* Crafted operational, strategic, and analytical dashboards to monitor frequently changing business processes, to track the KPI’s, and to analyze large volumes of data using **Tableau and Power BI.**

**TECHNICAL SKILLS**

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| Healthcare and Healthcare Insurance Domain | Medicaid, Medicare, Patient Segmentation, HIPAA, ICD 10 CM, GxP, Claim Processing, Electronic Health Records, Apex EDI, Facets |
| Software Development Life Cycle | Agile-Scrum, Scrum-Waterfall, Waterfall, XP, SAFe, RUP, Spiral, Kanban, Scrumban |
| Testing Tools | HP-QC/ALM, Cucumber, Load Runner, POSTMAN, SOAP UI, Selenium |
| Business Skills | Change Management, Impact Analysis, JAD Sessions, Project Planning, Project Scheduling, Issue Management, Conflict Management |
| Business Modelling Tools | MS Visio, Lucid Charts, Balsamiq |
| Project Management Tools | JIRA, HP ALM, MS SharePoint, Confluence, MS Project, ServiceNow |
| BI and Reporting tools | Tableau, MS Office Suite (Excel, Word, PowerPoint), Prezi, SQL Server Reporting Service (SSRS), Amazon Quicksight, Kibana, Power BI |
| Architecture/Framework | Service-Oriented Architecture (SOA), 3-Tier Architecture, n-Tier Architecture |
| Databases and ETL Tools | MS SQL Server, My SQL, Oracle, Informatica Power Center, AWS glue, and cloud |
| Data Modeling | Conceptual, Logical, Physical, E-R Diagrams, Dimensional Data Models, Star, Snowflake schema |
| Data Warehousing | EDW, Data marts, ETL, OLTP, OLAP, Slice/Dice, Drill Down/Roll Up, Pivot |
| Technologies | Salesforce, AWS Redshift, Amazon S3, Amazon EC2 |

**Education:**

**Bachelor of Technology** (Electronics and Communication Engineering) **– Jawaharlal Nehru Technological University, Kakinada.**

**PROFESSIONAL EXPERIENCE**

**Molina Healthcare, Long Beach, CA Mar 2020 - Present**

**Sr. Business Systems Analyst**

**Online Patient/Physician Web Portal Services**

Molina Health Insurance already had a virtual assistant in place, which helps with answering basic questionnaire to all the customers. With more than 3.6 million members we strive to provide innovative products and services to our members. As part of this initiative, Molina came up with a project aiming to create a **secure online website portal** that gives **patients convenient, 24-hour access** to **personal health information** from anywhere with an Internet connection. Using a **secure username and password**, patients can view **health information** such as **recent doctor visits, discharge summary, medication, lab results, requests for a prescription refill.** Also, patients can schedule a **virtual appointment** with a **certified physician** depending on their health issue.

**Roles and Responsibilities:**

* Participated in the **Product Vision meeting** to understand the **desired features** of the system. Gathered **end-user business requirements** by conducting **Surveys** and **Semi-structured Interviews.**
* Analyzed and documented business requirements for **Physician** and **Secure Member/Customer web portal.**
* Conducted **GAP Analysis** to thoroughly understand and document **AS-IS process flow** and to determine the **TO-BE process flow** by considering all the **Functional and Non-Functional requirements.**
* Communicated across all the Stakeholder about various aspects like **Electronic Data Interchange (EDI)** and **HIPAA compliance** to keep the **health data protected** from any users who are **unauthorized** to have **access to the health data.**
* Helped the **Product owner** to populate and refine the **Product Backlog.** Also, defined **Acceptance Criteria for the user story** to be included in the implementation. Collaborated with the **PO** to prioritize **Product Backlog** and in slicing **user stories**.
* Assisted the Scrum Master in creating Burn Up/Burn Down charts to communicate team progress with the PO and corporate executives. As a part of the **Collaborative team,** acted as **a Proxy Product owner** during the **Scrum Ceremonies.**
* Assisted in implementing Datawarehouse by identifying all the **facts** and **dimensions tables**, participated in the designing of Schema for easier and faster Data Retrieval.
* Integrated **Salesforce health** to establish a **doctor-patient relationship** and **record management.**
* Identified the different **data sources** and participated in the ETL process using the Informatica Power Center.
* Produced **Unified Modeling Language (UML) diagrams** such as **Use-Case Diagrams and Sequence diagrams** for the **Business Stakeholders and end-users** to get a better perspective on the **flow of the system.**
* Identified the **source** and **target data systems** to configure **Data Mapping** and **Integration** between source **MS SQL Server Oracle database, MySQL Server** and target **AWS redshift** to store information about various health forums.
* Executed various SQL queries such as Joins, subqueries, order by, group by to extract data from all relevant data sources.
* Designed and assisted in developing custom emails and landing pages utilizing HTML, AMP script, CSS, and used JavaScript to add dynamic functionality to landing pages.
* Performed API documentation and specification for request and response messages using POSTMAN.
* Created clear and atomized **User Stories** with Backend Subtasks that enabled my **PO** to grasp and plan the feature for development using **JIRA**. Maintained the full **Agility Board** on **JIRA**, and assisted the testing team in tracking **bugs**, **issues** and **defects**.
* Assisted the QA team in creating Test cases, Test plan, Test Scenarios through Micro Focus.
* Built interactive **Tableau dashboards** by utilizing Tableau features such as parameters, sets, calculated fields and table calculations, user filters, action filters by applying advanced technical charts.

**Environment: Agile-Scrum environment, Salesforce Health cloud, JIRA, MS Visio, SQL, HTML, XML, SQL, Oracle DB, SQL Server 2017, Balsamiq, MS Office, Postman, Tableau, Informatica PowerCenter (PowerCenter Designer, Workflow Manager, Workflow Monitor, Repository Manager), Micro Focus, AWS Redshift, AWS Sagemaker.**

**Centene Corporation, St. Louis, Missouri**   **Apr 2019 – Feb 2020**

**Sr. Business Systems Analyst**

**Healthcare Fraud Detection with Machine learning**

This project intended on creating **a healthcare fraud management system** by developing **machine learning models**, utilizing the historic healthcare information which examined every line of every claim quickly and accurately to determine **inconstancy in claims** and to **identify fraudulent claims** in **near real-time**, creating **health care fraud report** in accordance to **false claims act**. The system cost-effectively solved the problem of **case management, claims review process, provided comprehensive reporting and analytics** also **monitored healthcare claims before payment.**

**Roles and Responsibilities:**

* Elicited business requirements by conducting **JAD sessions, interviews** with stakeholders, and business owners. Performed extensive **document analysis.** Also, collaborated with **Subject Matter Experts (SMEs)** for Pre-Analysis of the system.
* Conducted **AS-IS** and **TO-BE** Analysis to better understand the current and desired systems. And followed it up with an exhaustive **GAP Analysis** to provide the best performance upgrade to the clients.
* Participated in **Scrum ceremonies**, including **Backlog Grooming/Refinement, Sprint Planning meeting, Daily Scrum, Sprint Review Meeting** and **Sprint Retrospective.**
* Assisted the **Product Owner** in framing the **Definition of Done (DOD)** by defining the **Acceptance criteria** for the **Potentially Shippable Product Increment (PSPI).**
* Created **prototyping** and **wireframing** with **Balsamiq Tool** to share application ideas with stakeholders, and gain feedback.
* Created **UML diagrams** such as **Activity Diagram, sequence diagram**, **Use Case diagrams, process flow diagrams** using **MS Visio.**
* Studied and analyzed **HIPAA** and **false claims act** made sure the system was following these compliances.
* Performed various analysis such as **cost-benefit analysis, Risk analysis, Impact analysis, Feasibility study.**
* Assisted in **Data Modeling**, helped in creating Conceptual and Logical data models.
* Performed **data analysis**, **data profiling** after the ETL process to get rid of incorrect and redundant data. Executed various SQL queries to retrieve the historic data from the Datawarehouse, manually labeled the claims as fraudulent and legitimate claim.
* Used **selenium** to web scrape data from various forums and integrated the data to AWS redshift.
* Used **Informatica PowerCenter Designer** to create mappings for source, transformation, and targets databases. Executed the mappings with **Workflow Manager** by setting up **Sessions** and **Event Tasks.**
* Created **Workflow Monitor** and **Repository Manager** to report workflow progress and organize metadata repository.
* Assisted the Developers in selecting **API's** which can be efficient based on the Requirements and created API documentation using Swagger.
* Worked extensively with the **QA team**, providing assistance in designing **Test Suites** and **Test Cases** for **SIT (System Integration Testing)**. Assisted the clients with **UAT**, communicating issues, and fixing them on priority.
* Performed **defect analysis** by analyzing and documenting the defects in Jira and tracked the changes.
* Created interactive dashboards consisting of social graph, healthcare fraud maps, performance reports etc., using **Tableau**.

**Environment: Agile-Scrum environment, Balsamiq, Apache Tomcat, TensorFlow, Sharepoint, Tableau, MS Visio, MS Office (Word, Excel, PowerPoint), HTTP, REST API, JIRA, Swagger, Informatica PowerCenter.**

**Geisinger, Danville, PA** **Feb 2018 – Mar 2019**

**Business Systems Analyst**

**Remote Health Monitoring System for patients**

The goal of this project is to make traditional patient monitoring more convenient by incorporating a user-friendly **Remote Patient Monitoring System (RPM)** that expands the reach of doctors by facilitating a constant relationship between patients with **Medicare, Medicaid, CHIP systems**, and caregivers. It offers providers with a continuous stream of real-time data by integrating with various self-reporting sensors, wearables, and medical devices using IoT gateways. A data warehouse was also used to track and analyze reports on **Electronic Medical Records (EMR’s)**, Device Authentication, tracking biometric information and maintaining historical records.

**Roles and Responsibilities:**

* Interviewed **Medicaid Subject Matter Experts (SMEs**), Conducted **Brainstorming sessions** to gather **OLAP queries**,

performed extensive **document review** to develop an in depth understanding of business processes, IoT implementation,

and Customer behavior. Used Prezi Business Presentations to facilitate requirement validation using **JAD sessions.**

* Gathered requirements for **ICD 9 to ICD 10 codes conversion**, helped developers migrate the **clinical data** from **ICD 9 to ICD**

**10** to perform analytics through **KAFKA** real-time data processing platform through Hadoop Hive HDFS, ML fraud maps.

* Performed **Document Analysis**, defined navigation path using **Clickstream Activity** and created **Process Flow Diagram (PFD)**.
* Conducted **GAP Analysis** by understanding **AS-IS process** and then cooperated and collaborated with the team to design the **TO-BE system**. Drafted **Process workflow**, **Use-case diagram** and **Activity diagram** using **Lucid Chart**.
* Reviewed and analyzed the **HIPAA compliances** and guidelines pertaining to **FDA class 1, class 2** and **PHI/PGHD** to develop

and enable **Device Authentication** feature to make the rules and regulation of **device integration** clear and responsive.

* Assisted in practices such as **Behavior Driven Development (BDD)** by writing **test cases** in **Gherkins** using **Cucumber**.
* Participated in **Scrum ceremonies**, assisted the **Product owner** in framing **Definition of Done (DOD).** Defined **Acceptance criteria** in Gherkins using Cucumber.
* Helped and coordinated the **ETL team** to construct **OLAP queries** through ETL packages in the **data access layer** to process

**multidimensional encrypted data** from the **data warehouse** to decrypt, analyze, and format report.

* Incorporated a Web Socket API node for asynchronous transfer of data helping the data to flow from the server to the client and from client to the server.
* Implemented an authorization code for the intermediary device to give access for **device integration** through various **applets**

and implemented the **Web Application Firewall** for the same to deny access to the systems according to FDA class 1 and class 2 guidelines and denying the access to the fraudulent end users and blocked accounts keeping the authorization system secure.

* Worked thoroughly on **FACETS** configuration tools to generate reports under **HIPAA** and **NCQA** act guidelinesand

regulations to keep track of eligibility request and prior authentication.

* Well adept with **Medicaid Health Insurance policies** and performed testing for **Medicaid claims** for **Medicaid management**

**information system (MMIS)**. Worked with providers and Medicaid entities to validate **EDI** transaction sets.

* Cooperated in defining **Lambda functions** for seamless computing and integration with each addition of new data to **amazon S3**

(Simple storage service) and the **AWS Redshift** data warehouse.

* Examined **Source Data** using **SQL queries** as a part of **Data Profiling** to configure and compute the profile data. Performed

CRUD operations on SQL using SELECT and JOIN for drill downs, slicing and dicing to pull data from various sources.

* Extensively performed **data mapping** according to **Data Mapping Specification document** from sources like POS, ERP (CSV,

Flat file, Excel) to the target database using **Informatica PowerCenter** (Source Analyzer, Target Designer, Mapping

designer).

* Integrated **Salesforce** using **REST APIs** and developed **Visualforce** pages using extension controller according to healthcare

organizations, providers, physicians and patient’s requirement and customized reports and dashboard in real time.

* Helped the organization by collaborating with **User Experience UX** to analyze the interface by updating the **PO** with monthly **RPM device** request reports by developing wireframes using **Balsamiq** and **Prezi**.

**Environment: Agile-Scrum environment, Jira (v.7.0), Confluence (v.6.4), Informatica PowerCenter (v.9.6.1), Balsamiq, MS**

**Visio (v.16), Prezi, Salesforce, SFDC, SFMC, Kafka, Hadoop Hive HDFS, Machine Learning, SQL, Kibana, Cucumber (v.3.0).**

**Quest Diagnostics, Dallas, Texas Nov 2016 – Jan 2018**

**Business Systems Analyst**

**Migrating the data from a standalone application onto the e-portal**

The goal of the project is to provide patients and providers with better clinical decisions. Worked as a Business Analyst for a **Data Migration** project dealing with the provider **Dental Application**, which was moved from a standalone application onto the e-portal application. The project also encompassed an initiative to rebrand an existing medical application on the e-portal.

**Roles and Responsibilities:**

* Actively interacted with the **client** and the **sales team** to gather client requirements regarding the **patient Electronic Medical Reports (EMR’s).**
* Analyzed **Business Requirements** and enhanced them into **Functional Requirements** and documented it.
* Conducted **AS-IS** and **TO-BE Analysis** to better understand the current and desired systems. And followed it up with an exhaustive **GAP Analysis** to provide the best performance upgrade to the clients.
* Gathering and Elicitation of Requirements. Organized **Focus Group sessions** to identify the main area of improvements from the **legacy Dental Application**. Subsequently, conducted a **workshop** with the **technical SMEs**, **end user representatives**.
* Worked with **SMEs** to design, plan, and manage the **data migration process**. Conducted **source** and **target** system analysis. Preparing **data migration plans** including **migration risk**, **milestones**, **quality**, and **business sign-off details**.
* Assisted the **PO** in generating **Epics** and creating a **Product Backlog** on **Jira.** Designed **wireframes** using **Balsamiq** to get more feedback and inputs from the clients on the **UI** and **process flow design**.
* Supported the **architect**s and **developers** in **data cleansing** and **profiling**, in order to be able to design a migration strategy for the various source data systems. Creating a **Data Mapping document** and getting it signed off from the architects.
* Identified **key business processes**, and requirements to construct precise and accurate **use case scenarios**. Documented the migration timelines, technical details, and other concerns or approval requirements.
* Performed migration and testing of static data and transaction data from one core system to another. Assisted the QA team in writing test cases for the Integrated **web service** and **APIs**: SOAP/WSDL, REST/JSON, and the front-end.
* Running **SQL queries** and **stored procedures** to validate the **data migration process** and documenting the results.
* Identified quality issues with the application build based on the **functional** and **performance** requirements, along with **GUI testing**, tracked all the **defects** and **issues** on **Jira**, prioritized and escalated them for effective resolution with the developers.
* Managed the **system retirement policy** and **monitor** the **data quality** of the new system.

**Environment: Agile-Scrum environment, Jira, MS SharePoint, MS Visio,** **HTML5/CSS, MS Visio, Balsamiq, MS Office Suite, XML, JavaScript, Postman, MS SQL Server, T-SQL, HP ALM/QC.**

**Dr. Reddy’s Laboratories, Hyderabad - India Mar 2015 – Aug 2016**

**Business Systems Analyst**

**Online web portal for pharmaceutical manufacturing company**

The project is aimed at designing an online web portal for the pharmaceutical manufacturing company for **monitoring** the **supply of drugs** to the healthcare providers by assigning a machine-readable unique code and a unique record is created each time when an individual handle the portal. Thereby, making it easy for tracking the sample anytime.

**Roles and Responsibilities:**

* Elicited requirements using techniques like **Interviews**, **document analysis** and **JAD sessions** and analyzed requirements.
* Conducted **Gap analysis** (As-Is to To-Be) to document requirements for existing system enhancements. Created **Business Requirements Document (BRD)** and **Functional Requirements Document (FRD)**, **Requirements Traceability Matrix (RTM)** to track issues.
* Worked on **GUI development** by creating **mockups** to review requirements, provided feedback on the screen design using **MS Visio.**
* Coordinated with the **Change Control Board** as an when a **Change Request** needed to be registered. Performed **Impact Analysis** on the Change Request, as well as getting the necessary approval sign-offs.
* Conducted testing before **data migration** and **ETL** jobs along with creation of fact and dimension tables for **dimensional modeling.**
* Performed rollup and drill down operations as a part of **OLAP data warehouses** to present data in required format to the stakeholders.
* **Normalized** the data to fit into various fact and dimension tables of **snowflake schema** for higher data storage efficiency.
* Made use of **Informatica PowerCenter (IPC)** to extract data, apply **transformations** and load data into the target repositories.
* Coordinated with the testing team during the formulation of **Test Plan** and **Test Cases** for Functional, System Integration, UAT and Regression Testing based on Design Document, User Requirement Document for the Functional and Performance Testing.
* Created visualizations such as reports, graphs, dashboards using **Power BI** tool to report to the key stakeholders from time-time.
* Acted as scribe by involving **in JAD sessions** with stakeholders, **subject matter experts (SME),** end-users, **software architects** and **developers** to work out requirements definition and software system design methodology.
* Designed and developed **UML Diagrams** including **Use Case**, **Activity Diagrams** and **Sequence Diagrams** using **MS Visio.**
* Worked with **QA** and **Development teams** through all test phases to document test cases for specific business requirements. Performed UAT.

**Environment: Waterfall-Scrum Hybrid, MS word, MS Access, SQL Server 2012, Informatica PowerCenter (v.9.6.1), MS**

**Office Suite 2013, MS Visio (v.15), Power BI.**

**Sharada Data Systems Pvt. Ltd, Pune - India Feb 2014 – Feb 2015**

**Junior Business Analyst**

The focus of the project was to automatically generate recommendations and provide the business entity a supply chain management solution for managing the inventory of the product based on the data from the sensor and demonstration components, which determines an interest score for a particular product.

**Roles and Responsibilities:**

* Gathered requirements using structured and semi structured interviews, brainstorming sessions, requirements workshop and baselined the **functional specification document (FSD).**
* Workedon **change management** by using **change request document** and did an **impact analysis** on each phase of waterfall and version controlling of documents with the **change control board (CCB)**.
* Created various documents such as **Use Cases** and **Activity Diagrams** in a format that can be reviewed and understood by both business and technical people.
* Worked on assisting **use case document**, **test case document**, **system requirement specification** (SRS) document and **requirement traceability matrix (RTM)**.
* Participated in **the JAD session** along with **developers, business analysts,** and **other stakeholders** to get a detailed understanding of the **requirements.**
* Participated in **software testing lifecycle phases**.
* Analyzed & reviewed **User Requirement Document** and prepared **Test Plan**.
* Prepared pre-conditioned data for testing the application and executed test cases and analyzed the results.
* Analyzed the requirements to understand **testable requirements** by interacting with various **stakeholders.**
* Updated **Requirements Traceability Matrix (RTM)** and participated in **defining the Entry and the Exit criteria** for all the phases in **Software Testing Lifecycle.**
* Assisted Sr. Quality Assurance Analyst to prioritize testing objects, document test environment details, and to carry out Automation Feasibility Analysis.
* Actively worked on Smoke & Sanity testing to analyze critical functionalities before and after updating the code.
* Executed and evaluated GUI Testing, User Acceptance Testing, and Manual testing.
* Monitored the **STLC process** and logged an issue in the **Issue Log** document and assisted in **prioritizing these issues.**

**Environment: Waterfall, HTML, CSS, SharePoint, SQL, SWOT, MS Excel, MS PowerPoint, HP QC.**

**Smart Tech Solutions Pvt. Ltd, Pune - India Nov 2012 – Jan 2014**

**Junior Data Analyst**

The project was being developed to collect user transactional information and load this data into a Data Warehouse applying business rules and generate reports up on user requests.

**Roles and Responsibilities:**

* Gathered and documented client requirements, business needs and project objectives, via feedback sessions and client meetings.
* Joined the development team and database administrators in deciding the universe specifications, reporting procedures and formats.
* Designed and implemented user set-up, end user training materials and testing procedures.
* Wrote Ad-Hoc queries and Stored Procedures using SQL Server Management Studio **(SSMS).**
* Created **SQL** queries for information filtering to ensure necessary data of news.
* Reported bugs and interacted with the software development team to resolve the issues.
* Seamlessly collaborated with 10 members to achieve daily objectives.
* Experienced in customizing **SharePoint Sites, SharePoint Lists, Features, Workflows, Document Libraries.**

**Environment: Waterfall, HTML, CSS, SharePoint, SQL, SWOT, MS Excel, MS PowerPoint, HP QC.**