**Navjot Kaur** (Scrum Master/Business Analyst)🕿 201-515-4269 / navjot08830@gmail.com

**SUMMARY**

* 11 years of consulting experience with Business Analysis and QA experience with in-depth knowledge of business processes in healthcare, banking and financial domains.
* Experienced in documenting requirement (Business Requirement /Functional Requirements) using Unified Modeling Language (Use Case and Activity Diagrams) also building business Process Flow Charts using tools such as Visio.
* Strong understanding of SharePoint implementation.
* Experience in conducting UAT for upcoming production releases.
* Skilled at reviewing test cases making sure they are in accordance with requirements, and assist the overall testing process by activities such as Change and Defect Management and conducting User Acceptance Testing.
* Strong knowledge of Scrum and Sprint planning, Sprint Retrospective and Daily Sprint meetings with dev team.
* Strong understanding of various SDLC methodologies such as Waterfall and Agile with hands on experience in all of them.
* Excellent communication skills and adept at facilitating walkthrough and training sessions.
* Experienced in Mortgage/Loan projects, Peoplesoft credit and loss accounting system.
* Experience in scheduling and allocating work, providing advice and guidance, and resolving problems to meet technical performance and financial objectives.

**CERTIFICATIONS:**

* (CSM) Certified Scrum Master Certification from Scrum Alliance
* Certification of International scrum master from Scrum association

**SKILLS**

* **Primary Skills:** Scrum Master, Business Analysis, Requirement’s elicitation, Problem solving, Decision making, Communications, Analytical skills
* In depth knowledge of Software Development: SDLC
* **Computer Skills/Tools:** MS office (Excel, Access, Word, Power point), MS project, MS Visio, Collibra, Jira project tracking, SharePoint, Quality Control, Workfront, Jira, ALM, Rally, CMS
* **Operating System:** Unix/Linux/Windows
* **Database:** MySQL/Oracle
* **Domain Knowledge:** Operational Risk Management in Banking and Finance, Human Capital Management, Finance Accounting.

**EXPERIENCE**

**BA/Scrum Master Freddie Mac Sep2019-Present**

**Federal Home Loan Mortgage Corporation(FAS 140) :** Cooperate data warehouse project that included the data elements pertaining to FAS140. It was about gathering the list of data elements, their definitions and business rules around them.

**Responsibilities**

* **Created data dictionary in Excel which included data elements.**
* **Maintained upstream to gather requirements for data dictionary, done data profiling followed by data analysis with regards to the business rules­**
* **Cross verify the data which was coming from ETL and Data Passage, approached to business in case of discrepancy and upgrade the FAS140 system.**
* Requirement gathering and documentation of BRD (Business Requirement Document) and SRS (System Requirement Specification) after analyzing the business need.
* Conducted weekly UAT sessions for new build, worked with onsite QA testers.
* Worked on SharePoint implementation (CMS). Analyzed the user requirements to identify gaps in process, Captured User requirements and created mockup diagram, flow charts and workflow diagrams.
* Created power point presentations and described to the end user.
* Developed use cases and use case diagrams for developers and other stakeholders.
* Maintained the Requirements Traceability Matrix.
* Assisted in System Integration Testing.
* Model business functions, collect source material from SME’s, analyze current business process and recommend future state for the business process model.
* Interview, and capture user needs and further formalize them into business and functional requirements.
* Led Sprint Planning Sprint Estimation (SPSE) sessions, Daily Scrum meetings, Sprint Retrospectives and Reviews, User Stories and Acceptance Criteria.

**PeopleSoft Credit and Loss Accounting System (CLAS)**, **CE Manager :** This project was to redesign the maintenance form that is hosted on the Freddie Mac - Home Front website. Project focused on new data elements which were adding in the Form. CE Manager was a application Business system, home grown in Freddie Mac. They want to do analysis of the system so that they can replace the CE Manager and get a new cost-effective system.

**Responsibilities**

* Facilitated and gathered requirements for the maintenance form to be redesign.
* Under the Single Family Operations Group, identify business architecture needs for the Credit Enhancement (CE) space.
* Review, analyze, and evaluate the “CE Manager” business system and its role to formulate the future business process architecture such that the system parallels the overall business strategies.
* Establish detailed modeling work plan for business, application and technical architecture with the technical architect and technical lead. Develop resource plan, identify risks and related mitigations, assist in data mapping, transfer knowledge to business engineers, and participate in process reviews.
* Worked on SharePoint implementation. Created PPTs, Flow charts, Wireframe mockups.
* Interview, and capture user needs and further formalize them into business and functional requirements.
* Analyze, and develop the end-to-end business process model for the “CE Tagging for Daily Close” project.
* Developed strategy for writing effective and re-usable use cases keeping in mind ease of review for the business and the technical reviewers.
* Requirements planning and management that involved planning the requirements development process, determining which requirements are of the highest priority for implementation, and managing change.
* Active co-ordination with the System Integration testing team to finalize the required types of testing that included UAT, SIT and performance testing.
* Obtained sign-offs, approvals and authorizations as required for the phase gate reviews.

**QA Lead AmeriHealth (**Infosys) **Feb 2017 - July 2019**

**PerformPA:** This project was about a maintenance form for Medicaid and Medicare insurance application used by pharmacies. The form stored all customer KYC data regarding, Name, height, weight, address, medicines.

**Responsibilities:**

* Reviewed Software requirements and preparing test scenarios.
* Executed tests on software usability.
* Analyzed test results on database impacts, error or bugs. Report bugs in ALM system.
* Participated in Patch release testing and performed system, integration and regression testing.
* Participated in design review and providing inputs on requirements, product design and potential problems.
* Analyzed user stories and user cases/requirements for validity and feasibility collaboration.
* Collaborate closely with other team members and Assigned team to remove impediments by having an understanding the control and release processes
* Assisted with Internal and external communications, improved transparency and radiated information.
* Created and updated requirement documents and functional requirement documents.
* Conducted meetings between Client and Business Team members and gathered requirements.­­
* Acted as a liaison between Business units, QA and technology teams.
* Worked with Offshore team to handle daily status, post production testing and support.

**Data Analyst CIT Bank, Livingston NJ (**Infosys)

**CDE**: This project was to Identify all Critical Data Elements from the database and all them in Collibra and create mapping documents and Gap Analysis for gathered critical data elements.

**Responsibilities :**

* Worked on AML Data Governance Project to identifying different types of CDEs(Critical Data Elements) and adding them into Collibra tool.
* Worked with Business Team for gathering the information regarding Critical Data Elements.
* Gathered Data from Collibra and creating Mapping documents for Critical Data Element.
* Performed in depth Gap analysis with different business groups to ensure that the system initiatives.
* Completed due diligence reviews for customers while adhering to “Know Your Customer” (KYC) and Anti-Money Laundering (AML) Standards.

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**Business Analyst SunTrust Bank, Atlanta(**Infosys)

**AML Dashboard** : This dashboard provide the snapshot of for four types of reports (Wholesale,

SLA,FIU and CIB) coming from customer’s database.

**Responsibilities:**

* Worked on Requirement, Design and Testing in support of critical planning and execution of project deliverables.
* Created functional specification document (FSD) and requirements traceability matrix (RTM) and the Different types of documents which includes diagrams, pie charts and reports tracking documents.
* Conducted meetings for gathering requirements with stake holders and performing UAT testing for existing dashboards with changes.
* Updated the BRD’s with additional matrix change which is coming from the stakeholders.
* Communicated with BI and Dev team for the ongoing Dashboard implementations and updating the status.
* Conducting weekly AML status meeting and updating status on weekly basis after gathering all the updates from different stakeholders.
* Validated the data which was coming to the dashboard from various databases.
* Worked of bank processes supporting retail, consumer lending, wholesale and private wealth.
* Created different types of Visio process flows and diagrams
* Created wireframe mock ups for requirements of different Dashboards.
* Extracted data from Oracle database with MS Access, and performed SQL query, data analysis and verification.
* Implemented Actimize Anti-Money Laundering (AML) system to monitor suspicious transactions and enhance regulatory compliance.
* Extracted data from Oracle database with MS Access, and performed SQL query, data analysis and verification.
* Assisted in data migration into Oracle system and developed and delivered.
* Participated in the training of current employees on basic navigation of Oracle applications.

**Sr.Business Analyst United States Coast Guard, Washington, DC Mar 15 – Feb 17**

**Payroll System**: It calculates gross to net earnings and deductions and related taxes. Integrated with PeopleSoft HR, Time and Labor, General Ledger, Projects, Recruiting, and Compensation applications to coordinate a wide range of salary, reward, and expense payments.

**Responsibilities:**

* Provided functional support for PeopleSoft Financials and Human Resource modules.
* Reconfigured Based Benefit and Benefit Administration (to include ebenefits functionality) tables to align with plan redesign
* Ensured all Requirements and Design documentation were adequately generated and reflective of the new plan design
* Generated PeopleSoft HCM (Human Capital Management) Test Strategy in conjunction with HR, Benefit and Payroll teams (both client and consultant teams)
* Worked with financial system users to define and analyze problems and align the most suitable technical, business process or solution
* Worked with the user to create appropriate test scenarios to determine whether system changes will meet project specifications
* Participated in the designing, developing, implementing, and maintaining accounting/financial management systems as well as maintaining interfacing financial reporting systems
* Researched and document issues related to work assignments.
* Worked on Requirement, Design and Testing in support of critical planning and execution of project deliverables.
* Worked on system implementation, product control to complete business activities. Participated in critical planning and execution of project deliverables.
* and inventory management regulations impact FSMII and the CGLIMS upgrade
* Performed business requirements level review of SDCR's as outlined by the Core Accounting System (CAS) Change Management Process.

**Business Analyst JP Morgan ,TX Oct 13- Mar 15**

**MAPS** : This project was based on JP Morgan chase fixed income clearing and Settlement system and services(MAPS) Morgan Asset Protection System. System was designed to maintain order and reduce risk within the variety of transactions, such as traditional stocks and bonds.

**Responsibilities**

* Analyzed complex data flow from front office systems to finance systems to identify gaps and trades to understand incorrect/inconsistent valuation and accounting.
* Interacted with Sales, Middle Office, Risk Management, Product Control, Finance, Underwriting, Operation and other stakeholders to gather business requirements and create enterprise level flows, system architecture, trade flows and timelines.
* Proactively worked with Fixed Income clearing and settlement system(MAPS).
* Conducted Daily Standup meetings to ensure that proposed changes went through the system as well as the project team produced solutions that meet established standards, procedures, practices, risks and mitigation plans.
* Worked extensively with offshore development teams and tracked their progress through various tollgates over the life of the project.
* Completed Data Mapping for the Wealth Management segment to facilitate the conversion of client assets.
* Provided coaching on Agile practices to other groups within the company.

**BA/Product Analyst Quark Media House, Mohali, INDIA Mar2005-Aug 2007**

**Quark Products:** Quark was founded in Denver, Colorado in 1981. Named after the subatomic particle proposed as the building block for all matter, the goal was to create software that would be the platform for publishing. It has multiple products like: QuarkXPress, Quark Print Collection, Quark License Administrator and Quark Copy Desk. This product is widely used in publishing domain.

**Responsibilities:**

* Actively involved in Interaction with Clients regarding the problems with the Product and Interaction with Current Manager regarding the solution. And worked on CR to fix that issue.
* UI Testing of the Product
* Assigned priority to Bugs/Issues logged by Testing Teams.
* Wrote BRD for adding Personalization and Product recommendations to the new line of Welcome campaigns to be deployed through Epsilon for the SPOS (Smart Point of Sales).
* Communicating with immediate manager to understand functionality, scope and schedule of assigned tasks.
* Performed manual and UAT testing with one day’s, one week’s and one month’s data from front end tool. Any irregularities detected were tracked as Bugs for further screening.
* Assisted Design Team in preparing SRS, Software Design Document (SDD), User Interface Design, Application Architecture & Database Modeling.
* Actively involved in Interaction with Clients regarding the problems with the Product and Interaction with Current Manager regarding the solution.
* Wrote the test plan and test cases for Black box and Integration testing.
* Prepared Requirement traceability matrix Document to ensure that all the requirements had sufficient coverage for thorough testing.
* Performed integration testing on various integration points simultaneously to ensure the smooth data flow through the system.
* Interacted with developers for the Change Request (CR) and Enhancement Requests (ER).
* Interfaced with developers to resolve technical issues and investigated software faults.
* Analyzed the functional specifications and helped team members to achieve test goal.

 **Education :**

* Master in Science(Information Technology) PTU 2006
* Master in computer application from PTU 2007
* Post Graduate Diploma in computer application from Pbi Univ.