# Project Roles

# Lead Business Analyst

Senior Data Analyst

Programmer Analyst

.Net Developer

# TOOLS/METHODOLOGIES

Agile/Scrum, SDLC, JIRA,

Quality Center, Rally, Blue

Print, MS Office, Microsoft

Projects, Visio, Share Point,

MSP, C, C++, C#, Java, Python, PHP, Web Services, AJAX, Telerik Rad Controls, Telerik RadAjax, Oracle, SQL Server, IBM Data studio (DB2), Dynatrace, Tableau, Splunk, iPerceptions.

# INDUSTRY EXPERIENCE

Retail

Banking / Financial

Education

Agricultural Processing

State Government

# EDUCATION

Master of Computer

Science, University of

Bridgeport

Bachelor of Engineering

Computer Science

Engineering, Gujarat, India

**CERTIFICATION**

Certified Scrum Master (**CSM**)

**70-536**: Microsoft .NET Framework – Application

**70-562**: Microsoft .Net Framework 3.5, ASP.Net Application Development.

Extensive 11+ years of diverse experience as Business System Analyst, Data Analyst and Software Developer. Excellent in communicating effectively with cross-functional teams, developers, and technical staff at all levels. Excellent analytical and problem-solving skills in designing, developing, and implementing innovative business process and providing system solutions using new approaches, technology and training. Very strong in the Software Development Life Cycle (SDLC) including Requirements, Design, Development, Testing and Implementation (Agile Methodology, Waterfall).

# DEMONSTRATED SKILLS AND ACCOUNTABILITIES

* Extensive experience working with Line of Business (LOB), Stakeholder, Vendors/Clients to understand the scope of the project, gathering the requirement and project/product vision.
* Experience in analysis of as-is business process and to-be design processes (Gap analysis).
* Hands on experience developing complex SQL queries for data analysis, data verification, report generation, data mapping and providing technical support to business units.
* Excellent interpersonal skills in listening, mentoring, coaching, negotiation, mediation, influencing, conflict resolution and strong communication, written and presentation skills, working with offshore teams.
* Expert in Test-driven development & Unit testing methodologies for performing UAT, System Integration testing (SIT), and Business Acceptance Testing (BAT).
* Extensive experience of System design and development using design patterns, code reviews, release management.
* Expertise in using MS SQL, Oracle, data warehousing programs, Tableau, and other dashboard/visualization toolsets and Dynatrace, iPerceptions, Splunk for monitoring data and flow for data intelligence and analytics.
* Expertise in Maintaining, Supporting and troubleshooting applications. Strong focus on teamwork and achieving team goals, result oriented, quick learner.
* Experience with different programming languages like C#, Java, Python, PHP and also various databases like SQL Server, Oracle, DB2, MongoDB, No SQL.
* Expertise in working independently in extreme pressure and without close supervision.

# EXPERIENCE HIGHLIGHTS

* Created Use Cases to support the High-Level Design document in Analyze phase.
* Facilitate multiple JAD sessions/Vendor vision meetings to find out product goals.
* Very Good experience preparing the High-Level Documents (HLDs) and Low-Level Documents (LLDs) during analyze phase.
* Proficient in using UML for Business Process Modeling, Use Cases, Activity Diagrams, Sequence Diagrams, Data Flow Diagrams, Collaboration Diagrams, Class Diagrams, Wireframe prototypes and documenting them using Microsoft Visio.
* Captured the scope of the project by defining the boundaries and the purpose.
* Involving in the complete Software Development Life Cycle (SDLC) including Analysis, Design, Implementation and Testing.
* Using JIRA/Rally as tracking tool to write all user stories, Epics, sprint/release backlogs for scrum team and product owner.

**CHRONOLOGICAL EXPERIENCE**

**Lead Business Systems Analyst/ Senior Data Analyst September 2019- Current**

Well Fargo, Eagan MN

* Involving in multiple **JAD** (Joint Application Design) sessions to find out impacts on current application and environment.
* Actively working in complete **SDLC** including Analysis, Design, implementation and Testing.
* Working very closely with **Client and LOB** to gather the requirements and creating **User Stories** with clear Description, Acceptance criteria using **JIRA**.
* Creating and maintaining **Sprint/ release backlog**.
* Maintaining various **documents** including **System Overview document, System Flow Diagrams, Data mapping documents, web service mapping document.**
* Working on creation of **Flow diagrams, system diagrams** using **Visio** to demonstrate existing vs future changes.
* Involve in creating **complex SQL queries** to extract the data and build business reports.
* Supporting different **testing** life cycle like **System Integrated Testing. User Acceptance Testing, Regression testing**.
* Using **analytics** and **visualization** tools such as **SQL**, **Tableau**, **Excel** to analyze data and draw accurate and reliable conclusion to provide insights to upper management and financial team.
* Using **Dynatrace**, **iPerceptions** analytics monitoring tools for data analysis and reports.
* Partnering with business and technology teams to build insightful analytical solutions.
* Training Users by documenting and giving **presentations** regarding the changes and new functionalities.
* Working closely with **project manager/Scrum Master** on **Project budget, risk and scope management**.
* Analyze results of **load testing** for better performance and user experience.
* Involve in writing **test plans and test scripts** and uploading to **Quality center**.
* Actively participated in all scrum ceremonies including **Sprint planning, Daily Stand up, Sprint review and Sprint retro**.
* Involve in verifying the changes in **Production environment**.
* Working in multiple vendor environments and managed/lead large teams across different geographies (USA, India) in **Onsite-Offshore model**.

**Environment:** MS Visio, HP Quality Center, SQL Server 2016, Windows 10, MS Office, SharePoint, Jira, MSP, Dynatrace.

**Lead Business Systems Analyst/Data Analyst August 2018 – September 2019**

Best buy, Richfield MN

* Worked closely with **Stake holders** to gather the business requirements for the enhancement of the application, and involved in creating **Sprint/ Release backlog.**
* Maintained requirement documents in order to outline **REST API** project needs, assumptions, constraints and milestones.
* Maintained various documents including **System Overview document, System Flow Diagrams, Data mapping documents, web service mapping document in Wiki**.
* Worked on **change request** documents based on changing scope.
* Used **JIRA** as tracking tool and **write all user stories, Epics, sprint/release backlogs** for scrum team and product owner.
* Participated in early stage of data collection by analyzing both structured and semi-structured data in XML and JSON formats to help define product priorities.
* Used **Splunk**, **iperceptions**, **Dynatrace**, **Tableu** for data analysis and monitoring. With this helped team to navigate to the data issues and feedback which was resulted more satisfying feedbacks from customers.
* **Identified** and **proposed** areas where operational **efficiency** can be improved through **automation** and implemented those enhancements.
* Analyzed **reports** for **errors** and **crafted** **database** solutions to fix the deficiencies and reduce the changes of errors arising again, **decreasing overall problems within a year by 28 percent**.
* Involved in testing of application by **Integration Testing, User Acceptance Testing (UAT) and End User Support.**
* Acted as liaison between Product owner and scrum team during design, development and testing effort within sprint.
* Trained Users by documenting and giving presentations regarding the changes and new functionalities.
* Involved in creating Release Notes prior to each implementation.
* Actively participated in all scrum ceremonies including **Sprint planning, Daily Stand up, Sprint review and Sprint retro**.
* Involved in reviewing **load testing results** and monitored number of **max virtual users** par minute vs. number of **max transactions per minute** to check the **performance** of application.
* Helped in verifying the changes in Production environment.
* Worked in multiple vendor environments and managed/lead large teams across different geographies (USA, Mexico) in **Onsite-Offshore model**.

**Environment:** MS Visio, HP Quality Center, SQL Server 2012, Windows 7, MS Office, SharePoint, Jira, Wiki.

**Lead Business Systems Analyst/ Data Analyst April 2017 – August 2018**

Well Fargo, Eagan MN

* Involved in the complete **Software Development Life Cycle (SDLC)** including Analysis, Design, Implementation and Testing.
* Worked closely with **line of business (LOB)** to gather the business requirement for the enhancement of the application, and involved in creating **Sprint/ Release backlog.**
* Created the **Functional Specification Document (FSD)/ Supporting documents** to clearly define each business goal in terms of meaningful and structured functional requirements along with detailed process flows (using Visio)
* Maintained requirement documents in order to outline **REST API** project needs, assumptions, constraints and milestones.
* Converted **data into actionable insights by predicting and modeling future outcomes**.
* Investigated **data discrepancies, resolved them, and articulated them to support the team’s ability** to do effective data analysis.
* Responsible to **identify, analyze, and interpret trends** or patterns in complex data sets and develop graphs, reports, and presentations of results.
* Maintained **various documents including System Overview document, System Flow Diagrams, Data mapping documents, web service mapping document**.
* Facilitated meetings with business partners, stakeholders and development team to defined scope and impact on existing application.
* Worked on **Scrum Methodology** to practice-based methodology for modeling and documentation of software-based systems.
* Worked on change request documents based on defined scope.
* Used **JIRA** as tracking tool and **write all user stories, Epics, sprint/release backlogs** for scrum team and product owner.
* Involved in testing of application by **Integration Testing, User Acceptance Testing (UAT) and End User Support.**
* Involved in creating complex SQL queries to extract the data and build business reports.
* Supported scrum team to test scripts for functional changes.
* Acted as liaison between Product owner and scrum team during design, development and testing effort within sprint.
* Actively participated in **load testing** by monitoring number of **max virtual users** par minute vs. number of **max transactions per minute** to check the **performance** of application by using **load runner tool**.
* Trained Users by documenting and giving presentations regarding the changes and new functionalities.
* Involved in creating Release Notes prior to each implementation.
* Conducted **IT/QA walkthrough** of system requirements and facilitated stakeholder meetings to sort out contradictions
* Actively participated in all scrum ceremonies including **Sprint planning, Daily Stand up, Sprint review and Sprint retro**.
* Involved in verifying the changes in Production environment.
* Worked in multiple vendor environments and managed/lead large teams across different geographies (USA, India) in **Onsite-Offshore model**.

**Environment:** MS Visio, HP Quality Center, SQL Server 2012, Windows 7, MS Office, SharePoint, Jira, MSP.

**Client: Lead Business System Analyst May 2016 – April 2017**

Ohio Department of Education, Columbus, OH

* Created the Business Requirements Document (BRD) to clearly define each business goal in terms of meaningful and structured functional requirements along with detailed process flows (using Visio) and respective SIPOC (supply, input, process, output, and consumer) analysis.
* Analyzed and understanding the complete **migration** process from existing application Ohio Child to new system and prepared **mapping documents**.
* Captured the scope of the project by defining the boundaries and the purpose.
* Involved in creating **HLD** (High Level Document) / **LLD** (Low Level Document) based on requirement and wrote assumptions and created screens using MS Visio.
* Conducted Gap Analysis by creating process flows highlighting the differences between the Current (As is) environments versus the Target (To Be) environment.
* Closely worked with Architects in designed the services based on the project nee
* Facilitated brainstorming sessions and conducted meetings to elicit requirements from the Business partners, Sponsors and Users.
* Facilitated Joint Application Development (**JAD**) sessions involving the management, development and user teams for clarifying requirements and facilitating better communication.
* Created Use Cases to support the High Level Design document in Analyze phase.
* Created conceptual wireframes to assist the developers in better understanding of the requirements.
* Supported the IFT and UAT testing teams for creating test plan and scripts.
* Used SharePoint site to keep track of all the defects as well as upload the documents.
* Used Quality Center to track the enhancements, changes and defects.
* Created the Change Requests supporting documents as per the need and maintained the Functional specification document by incorporating the approved Change Requests
* Trained Users by documenting and giving presentations regarding the changes and new functionalities.
* Created Release Notes prior to each implementation.
* Used SQL to perform data analysis and generating reports for management discussion.
* Maintained data dictionary document, Web service/user field document for team for release over release
* Created and maintained Meeting Minutes / Issues Log and ensured timely resolution of all outstanding items.
* Played good role in updating SharePoint sites and different third party Portals.
* Acted as a liaison between IT Staff and Business for clear and better communication.

Environment: ASP.Net 4.0, Visual Studio 2010,MVC, C#, SQL Server 2008, Restful Web Services, MS Visio, Quality Center, SharePoint, MSP

**Lead Business Systems Analyst January 2015 – May 2016**

Wells Fargo Bank, Eagan, MN

* Involved in the complete **Software Development Life Cycle (SDLC)** including Analysis, Design, Implementation and Testing.
* Worked closely with **line of business (LOB)** to gather the business requirement for the enhancement of the application, and involved in creating **Sprint/ Release backlog.**
* Created the **Functional Specification Document (FSD)/ Supporting documents** to clearly define each business goal in terms of meaningful and structured functional requirements along with detailed process flows (using Visio)
* Worked on **Scrum Methodology** to practice-based methodology for modeling and documentation of software-based systems.
* Created the Change Requests as per the need and maintained the Requirements document by incorporating the approved Change Requests.
* Using **JIRA** as tracking tool and **write all user stories, Epics, sprint/release backlogs** for scrum team and product owner.
* Involving in testing of application by **Integration Testing, User Acceptance Testing (UAT) and End User Support.**
* Supported scrum team to test scripts for functional changes.
* Acted as liaison between Product owner and scrum team during design, development and testing effort within sprint.
* Trained Users by documenting and giving presentations regarding the changes and new functionalities.
* Involved in creating Release Notes prior to each implementation.
* Conducted **IT/QA walkthrough** of system requirements and facilitated stakeholder meetings to sort out contradictions
* Actively participated in all scrum ceremonies including **Sprint planning, Daily Stand up, Sprint review and Sprint retro**.
* Involved in verifying the changes in Production environment.
* Worked in multiple vendor environments and managed/lead large teams across different geographies (USA, India) in **Onsite-Offshore model**.

**Environment:** MS Visio, C#, MVC, HP Quality Center, SQL Server 2012, Windows 7, MS Office, SharePoint, Jira, MSP.

**Lead Business System Analyst January 2014 – January 2015**

Green Tree, St. Paul, MN

* Worked for gathering, analyzing and verifying business requirements and analyzed business & technical processes by engaging **Product Owner and Line of business.**
* Illustrated the progress and flows (**using Visio**) of the project to management methodologies using **UML** and data techniques.
* Worked in Scrum methodology and active member of scrum team.
* Active participant in all scrum ceremonies including **Sprint planning, Daily Stand up, Sprint review, Sprint retrospective.**
* Presented future **release/Sprint planning stories/backlog in** **sprint review** meeting to satisfy sprint goals.
* Solved business and technology problems independently and created innovative business solutions.
* Supported testing team in writing cases and test plans.
* Supported **Scrum Team in testing** of the final product with the business users.
* Created Use **case diagram** and **system flow diagram** and **diagram to help LOB** to understand how migration happens between two systems.
* Created User stories in Rally and story mapping to help developers to work on daily or Sprint base.
* Facilitated and conducted **JAD (Joint Application Design)** Sessions to determine business requirements by bringing the stakeholders and IT team on a common platform and create target questionnaires for both of them.

**Environment:** Rally, C#, MVC, MS Office, MS Visio, Share point, Quality Center ,MSP

**Sr. Business Systems Analyst June 2012 – December 2013**

Wells Fargo Bank, Eagan, MN

* Involved in the complete **Software Development Life Cycle (SDLC)** including Analysis, Design, Implementation and Testing.
* Worked closely with **line of business (LOB)** to gather the business requirement for the enhancement of the application, and involved in creating **Sprint/ Release backlog.**
* Created the **Functional Specification Document (FSD)/ Supporting documents** to clearly define each business goal in terms of meaningful and structured functional requirements along with detailed process flows (using Visio)
* Worked on **Scrum Methodology** to practice-based methodology for modeling and documentation of software-based systems.
* Created the Change Requests as per the need and maintained the Requirements document by incorporating the approved Change Requests.
* Using **JIRA** as tracking tool and **write all user stories, Epics, sprint/release backlogs** for scrum team and product owner.
* Involving in testing of application by **Integration Testing, User Acceptance Testing (UAT) and End User Support.**
* Supported scrum team to test scripts for functional changes.
* Acted as liaison between Product owner and scrum team during design, development and testing effort within sprint.
* Trained Users by documenting and giving presentations regarding the changes and new functionalities.
* Involved in creating Release Notes prior to each implementation.
* Conducted **IT/QA walkthrough** of system requirements and facilitated stakeholder meetings to sort out contradictions
* Actively participated in all scrum ceremonies including **Sprint planning, Daily Stand up, Sprint review and Sprint retro**.
* Involved in verifying the changes in Production environment.
* Worked in multiple vendor environments and managed/lead large teams across different geographies (USA, India) in **Onsite-Offshore model**.

**Environment:** MS Visio, C#, MVC, HP Quality Center, SQL Server 2012, Windows 7, MS Office, SharePoint, Jira, MSP.

**Business Analyst/ .Net developer October 2011 – June 2012**

Macy’s Credit & Customer Service, Mason, OH

* Facilitated **Joint Application Design (JAD)** sessions involving the management, development and user teams for clarifying requirements and facilitating better communication.
* Created the **Business Requirements Document (BRD)** to clearly define each business goal in terms of meaningful and structured functional requirements along with detailed process flows (using **Visio**).
* Conducting daily meeting with Business to understand the requirement and issues.
* Involved in creating **HLD (High Level Document) / LLD (Low Level Document)** based on requirement and wrote assumptions.
* Involved in complete **SDLC,** used **AGILE SCRUM methodologies** to implement new features in incremental way.
* Created Use Cases to support the High Level Design document in Analyze phase.
* Weekly project status report to product management team and concerned team.
* Facilitated brainstorming sessions and conducted meetings to elicit requirements from the Business partners, Sponsors and Users.
* Supported the IFT and UAT testing teams for creating test plan and scripts.
* Created the **UAT Plan** and test scripts and participated in **UAT**.
* Used SharePoint site to keep track of all the defects as well as upload the documents.
* Used Mercury’s Quality Center to track the enhancements, changes and defects.
* Created Release Notes prior to each implementation.
* Created and maintained Meeting Minutes / Issues Log and ensured timely resolution of all outstanding items.
* Working with Off Shore team (China), providing all required information.

**Environment:** MS Visio, Quality Center, C#, Visual Studio 2010, SQL Server 2008, Windows 7, TFS 2010, Rally, MSP.

**Programmer Analyst March 2011 – October 2011**

Ohio Department of Job & Family Services, Columbus, OH

* Involved in gathering requirements/ Voice of customer from Product management and Marketing teams.
* Co-ordinate with team lead for better understanding of functional requirements, Analyze and Design the business requirements to document requirement and implement design.
* Involved in complete **SDLC**, used **AGILE** methodologies to implement new features in incremental way.
* Create **HLD-LLD** and support documents on based of BRD to help the Developers.
* Used **Telerik RadControls**, **ASP.net 4.0** with **C#** language to develop the application.
* Implement n-tier architecture to develop the application.
* Created rich, easy-to-use and highly interactive **UI** using **ASP.NET, AJAX controls, HTML, CSS, and Master Page, Telerik RadControls, Telerik AJAX Control, Photoshop.**
* Integrated new features of **.NET like WCF, Controls, data binding and extensibility enable developers** to quickly build high fidelity applications.
* Used **WCF** for frequent and rich data exchange between the presentation layers.
* Used extensively **JavaScript** for client side validations.
* Used **SQL server 2008** to create tables, write index, store procedure and **UDF**.
* Implemented **unit testing** in application.
* Working with **TFS 2008** to check in/ checkout the code and deployment.
* Worked closely with off shore team to get the issues and fix the issues.

**Environment:** .Net Framework 4.0, C# , ASP .Net 4.0, Oracle 11g, Oracle SQL Developer 3.0, Visual Studio 2010,Wimdows 7, Telerik RadControls 2010(Q3), Telerik Reporting 2010(Q3), WCF, UML, Photoshop CS5, Serena Dimensions Version Control.

**.Net Developer September 2009 – February 2011**

ADM (Archer Daniels Midland Company), Decatur, IL

* Involved in gathering requirements from business user.
* Involved in making **High Level Design (HLD)** document.
* Co-ordinate with team lead for better understanding of functional requirements, Analyze and Design the business requirements to document and implement.
* Involved in complete **SDLC,** used **AGILE methodologies** to implement new features in incremental way.
* Used **ASP.net 3.5** with **C#** language to develop the application.
* Implement **n-tier architecture** to develop the application.
* Created rich, easy-to-use and highly interactive **UI** using **ASP.NET, AJAX controls, HTML, CSS, and master pages.**
* Used extensively **JavaScript** for client side validations.
* Create the functions, packages, store procedures in **T-SQL**
* Involved in creating Stored Procedure in **DB2** for Rail Car Equip Module.
* Extensively used **XML** to store result from Complex Queries.
* Implemented **unit testing** in application.

**Environment**: .Net Framework 3.5, C# , ASP .Net 3.5, ADO .Net, IBM Data Studio 2.2 (DB2) ,XML,XPATH,T-SQL, CSS,UML, Visual Studio 2008,IIS 6.0 and VSTS (TFS) 2008