**SUMMARY:**

* Over 8 years of experience in financial industry, working on cross-functional teams/groups in a deadline-driven, project-oriented environment.
* Expertise with all the phases of SDLC System Development Life Cycle right from Requirements gathering and business case development to implementation/rollout with understanding of Agile and other methodologies.
* Proficient with gap analysis, requirements gathering and facilitating workshops.
* Skilled in interacting with SME's Subject Matter Experts and Project Managers to identify Requirements, experienced in facilitating Meetings/JAD sessions with supporting tools like MS Visio and Requisite Pro.
* Currently working as Senior Business Analyst for CIBC Private Wealth Management Division.
* Excellent communicator Leverage technical, business and financial acumen to communicate effectively with client executives and their respective teams.
* Proven expertise in gathering, analyzing and documenting business requirements and developing BRD, FRD and helped in preparing SRS.
* Extensively used tools such as Rational Rose, Rational Requisite Pro, UML, MS Visio, MS Project, MS Office, MS Access.
* Facilitated and participated in Joint Application Development (JAD) sessions for requirements gathering, resolving open issues and change requests.
* Involved in the Black Box Testing, Unit Testing, Integrated Testing, Functional Testing, System Testing and UAT and hands on experience with the testing tools.
* Expertise in developing functional specifications for business process refinement and automation, system Architecture, conducting feasibility studies and scope.
* Expert in developing Test Plans, use cases, Test cases and Test Scripts using requirements and design documents while specifying Testing Overview, Approach, Strategy, Scope, Roles and Responsibilities.
* Experience with Object Oriented Programming, design patterns, and web Technologies.
* Performed GAP and Impact Analysis against requirements specifications.
* Proficient in creating Use Cases, Sequence Diagrams, Collaboration diagrams, Activity Diagrams, Class Diagrams and Business Intelligence Tools etc.
* Extremely well versed in performing User Acceptance Testing (UAT), SWOT analysis, Cost benefit analysis and ROI analysis.
* Analyzed and reviewed various project modules to provide traceability by creating testing artifacts, end-user support documentation and training materials.
* Ability to learn new concepts, technologies and methodologies rapidly with strong problem-solving skills.
* An efficient self-starter and quick learner with effective interpersonal and negotiation skills.
* Ability to manage time and priorities effectively to allow for the timely completion of multiple tasks on concurrent project assignments.
* Excellent Written and oral communication skills with ability to articulate requirements, process flows and relationships.

**PROFESSIONAL EXPERIENCE:**

**Sr Business Analyst / Scrum Master**

**Citi Group**

**Chicago, IL Nov 2015 - Present**

* Coached scrum teams in agile values and practices. Acted as facilitator / mediator between the teams and outside influences. Facilitated scrum events, removed impediments, and kept team focused on the delivery of their commitments. Provided Agile Methodology training to new team members.
* Managed projects thorough all the phases from initiation, planning, executing, monitoring, and controlling, and closing.
* Analyze innovative Online and Mobile banking diagnoses and solutions to high-profile clients of financial institutions via email, chat, or phone in a timely manner to achieve higher member engagement and profitability
* Created Business requirement documents for ATM enhancements application and managed the documents suing SharePoint.
* Develop the test plan for the tasks, dependencies and participants required to mitigate the risks to system quality and obtain stakeholder support for this plan.
* Strong subject matter expertise in Investment/Retail banking, financial statements, cash flow, financing structures, Capital Management, Asset Data, Fixed Income, Portfolio Analysis and Budgeting/Value Based management.
* Track and prepare the report of testing activities like testing results, test case coverage, and required resources.
* Worked with enterprise sponsors and stakeholders to initiate and manage several medium and large projects.
* Created project plan baseline by analyzing current documents and set up benchmarks on achieving deliverable.
* Developed comprehensive communication plan and oversaw transition to support to ensure a seamless deployment.
* Directly responsible for the recruiting, management, and career development of project staff.
* Manage a team of developers, QA Analysts, Business Analysts as well as contract workers and an administrative group.
* Coordinated, approved, and tracked all project related expenses including hours, materials and services.
* Provide project leadership to employees including budget control, production timetables, status reporting, client/project team coordination, risk analysis and quality assurance.
* Analyzed project risks, developed risk management plan and mitigated subsequent issues.
* Continually seek opportunities to increase customer satisfaction and deepen client relationships.
* Worked closely with internal and external customers to develop software solutions using Agile methodologies, and oversee the design, development, and testing, and troubleshooting of applications.
* Worked with product owners as a Scrum Master in agile methodology for the Software as a Service offering during development phases.
* Coordinated across all departments and disciplines to ensure timely and quality product and service deliverables to the project.
* Standardized policy and process documents related to Software Development Life Cycle SDLC project management.
* Worked with development teams in executing project and software development frameworks in Java, .NET and Oracle platforms.
* Coordinated development of training courses and materials.

**Sr Business Analyst**

**JP Morgan Chase**

**Columbus, OH Nov 2011 – Oct 2015**

**RESPONSIBILITIES:**

* Long term complex regulatory project with global coverage. Aiming at integrated framework to manage financial crime risk more effectively across the complete customer lifecycle. Implementing a new KYC application (CRT) and reporting tool (QlikView). Impacting on account opening process and organizational structure. Interfacing with core bank system.
* Core banking functional SME for streamlining and standardizing Regional process for Payments, DDA and Clearing modules
* Business analysis in a field of Customer Due Diligence "Know Your Customer" policy for Commercial Banking Line of Business, supporting European Region.
* Involved in Performance tuning of sessions, mappings, ETL procedures, processes for better performance and support integration testing.
* Gathering, translating and clarifying requirements (BRD); gap analysis, impact analysis, data mapping, system configuration, Release Management; incorporating defined and optimized solutions into internal documents and process flows.
* Working as part of SCRUM, building JIRA epics/user stories; being responsible for designing and implementing new path for non-profit Customers into CRT system (global use).
* Supporting EU countries in being compliance with regulatory requirements, conducting UAT testing, incidents management.
* Delivered user stories, process flow, screen definition/screen mockups and technical/system requirements.
* Created and approve functional and non-functional requirements documents: RACI diagram, BA project planning schedule, use case model survey, use case specification and Traceability matrix.
* Collaborated with business users, product owners, and business partners' together and identified requirements for Gateway web portal application, and further defined and documented requirements.
* Participated in a team to handling derivatives documentation as per ISDA guidelines and reconciliation of OTC trades.
* Defined the scope of the project and researched in financial knowledge including Fixed Income (CDs, Treasuries, Corporate Bonds, Municipal Bonds, and Preferred Stock), Equity Securities, IRAs, Mutual funds in order to understand the investment management system.
* Understanding of Data Models, Data Schema, ETL and created extensive store procedures, SQL queries to perform back-end data warehousing testing.
* Prioritized, managed product release cycles, monitored sprint progress at the team level.
* Interacted with various cross-functional teams on budgeting forecasting and understanding expenses and revenue stream.
* Worked as team member in the Scrum teams. Interacted with Product owner, Scrum Masters and other Scrum team members to help grooming the product backlog.
* Participated in each Sprints with Scrum Master and other Scrum team members to re-design the online web portal under Asp.Net framework, ensured that the requirements complied with the business procedures and policy requirements.
* Consulted the Scrum Teams for the finance basic and clarified the requirements by using Activity diagrams help visual how the system would work at each level.
* Provided agenda and conduct the monthly meetings with the review scrum teams to discussion the problem from the previous sprint and to continuously improve for the next sprint.
* Managed the requirements changed by analyzed and discussed the changed effected with the product owner, Scrum master and Scrum team.
* Provided required problem and Release burn down chart and Sprint burn down chart. Updated with the Scrum Team until completion.
* Defined the scope of the project and investigated system to track activities of client accounts to understanding the portfolio investments.
* Gathered business requirements and functional requirements to create customized online portal which link to In-house system that track all customer activities.
* Developed requirement reports for day-to-day retail banking needs for opening credit cards, online banking.
* Involved in project team to implement SDLC and created Business Requirement Document using MS Visio, MS Word.
* Worked with the cross functional team to creating test plans, UML diagrams, flowcharts, and screen mock-ups and reviews systems requirements specifications.
* Interacted with database team to managed and maintained database center and retrieved important reports.
* Gathered estimate timelines from each process and discussed with client and Software project manager.
* Provide required problem and status and time reporting.
* Data Analysis- Data collection, data transformation and data loading the data using different ETL systems like SSIS and Informatica.
* Worked closely with the ETL SSIS Developers to explain the complex Data Transformation using Logic.
* Performance Tuning of Database Read/Write process, ETL Workflows and Business Objects Reports.
* Scheduled ETL workflows and Business Objects reports using TWS in Daily/Weekly/Monthly/Yearly batches.
* Collateral Data Reconciliation from data base with existing borrowers of CITI Bank and mapping in Business Intelligence tools.