**Name: Ashi**

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**Phone: (929) 269 4861**

**Business Systems Analyst**

* IT professional with a global experience in techno-functional roles in **Insurance,** **Finance** and **Retail** industry with proven ability leading **cross-functional** and **self-organizing teams** in various capacities as a **Senior Business Systems Analyst, Senior Business Analyst, Scrum Master, Product Owner and Python Developer**
* Extensive knowledge of different phases of various Software Development Life Cycles (**SDLCs**), namely, **Waterfall**, Spiral, and Agile Methodologies – **Extreme Programming (XP)**, **SCRUM, KANBAN** and Scaled Agile Framework (**SAFE 4.0**) along with Hybrid models such as **Waterfall-Scrum**
* Skilled in eliciting Business Requirements with various techniques, **Joint Application Development (JAD),** **Interviews, Focus Groups, Document Analysis, Job Shadowing, GAP Analysis, and Survey/Questionnaire**
* Proficient in preparing wide range of documents including, High Level and Low-Level documents (**HLD/LLD**), such as Business requirements document (**BRD**), Systems Requirements Specification (**SRS**), Use case Specification, Configuration document, and **RACI matrix** (Responsible, Accountable, Consulted and Informed)
* Skilled in drawing **Business workflow diagrams** using **BPMN 2.0** to business stakeholders. Different version of the diagrams for stakeholders from different levels depending on the level of detail needed.
* Proficient in analyzing the business requirements to match **Guidewire Policy Center, Guidewire Claim Center and Guide wire Billing Center** to create modules with maximum compatibility for Insurance companies
* Expert in documenting and tracking user stories using **SMART** criteria to infuse agility by using **Rally**, which helped team to have a clear visibility and focused approach towards high priority Product Backlog Items (**PBIs)**
* Well acquainted with workflows and **Unified Modeling Language (UML)** diagrams including **Use Cases**, **Activity Charts**, **Class** **Diagrams**, **Sequence Diagrams**, **Data Flow Diagrams**, **Data Mapping** and **ER Diagrams**
* Significant experience gained by extensive **client** **interactions** in highly cohesive and loosely coupled Service Oriented Architecture (**SOA)** and **3-tier** architecture with strong and in-depth understanding of **XML, Web Services (WSDL, SOAP, REST)** and **SQL** across heterogeneous IT environments
* Adept at supervising **Black-box Testing**, **Functionality Testing**, **System Testing, Integration Testing, Regression Testing, Security Testing, User Acceptance Testing (UAT), Load/Stress Testing,** and **Performance Testing**
* Strong knowledge of implementing **Databases**, Data Table Structures, **Data** **marts**, Data Analysis, **Data** **Integration**, **Schemas** and **OLAP** operations viz. **Slice, Dice, Pivot, Roll-up** and **Drill-down**
* Drafted budgets and covered all financial needs for a software development project from initiation to delivery
* Assisted project manager and product owner to track and **improve efficiency** and Team **Velocity** using **Sprint Burn-Down Chart and Product Burn-Down Chart, Work Breakdown Structure, Milestones List** and **Gantt chart**
* Extremely skilled as **Scrum Master** in facilitating scrum events (**Backlog grooming, Sprint Planning, Daily Scrum, Sprint Review and Sprint Retrospective**) to improve team’s performance and handling team dynamics
* Well versed in writing **User Stories** and Breaking down **Epic user stories** using **INVEST** method
* Experienced in incident management and change management using **ServiceNow** application
* Skillful at designing and implementing SQL queries using **joins (inner joins, outer joins), unions,** **select within select, order by, group by** and **aggregate functions** to extract data from different data sources
* Acquainted with **Relational Database Management systems (RDBMS),** programmed **SQL Queries**, Functions, business logic Stored Procedures and exposure to various **databases** such as **Oracle** and **Microsoft SQL Server**
* Expertise in application design for **mock-up screens** and **wireframes** using Mock-up screens
* Thorough understanding of **Business Intelligence** and analytical dashboards using **Tableau** for decision making.
* Self-motivated, Dependable, Organized, Competent **Leadership** and **Time-management** skills

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| **Technology Stack** |

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| **SDLC Methodologies** | Waterfall, Agile-SCRUM, Scaled Agile framework (SAFe 4.0), Hybrid- Scrum-Waterfall |
| **Business Skills** | Change Management, Problem & Incident Management, Impact Analysis, JAD Sessions, SWOT Analysis, Project Planning, Project Scheduling, Project Budgeting, Risk Management, Conflict Management, Excellent Communication, Competent leadership & managerial skills |
| **Business Intelligence tools** | Tableau, IBM Cognos, MS Excel |
| **Business Modeling tools** | MS Visio, Mockup Screens, Signavio 9, Unified Modeling Language (UML), Bizagi |
| **Project management tools** | MS Project, MS SharePoint, Confluence |
| **Requirement management**  | JIRA 7.0, MS Office 2016, HP ALM, Version One, CA Agile (Rally), MS Excel |
| **Reporting tools** | Tableau Desktop, Power BI, MS Access, MicroStrategy  |
| **Architecture/Framework** | Service Oriented Architecture (SOA), 3 Tier Architecture, N Tier Architecture,Cloud Platform (SaaS & IaaS), Apache Web Server |
| **Testing tools** |  HP ALM 11 (HPQC), Load Runner 12.50, Cucumber v2.0 |
| **Databases** | MS SQL Server, Oracle 11g, Hive QL, MS Access |
| **Data warehousing** | Data Marts, Data Modeling, OLAP, OLTP, Data Mining, ETL, Slicing/Dicing, Drill Down/ Roll up, Pivot, Star and Snowflake Schema |

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| **Professional Experience** |

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| **NAIC (National Association of Insurance Commissioners), Kansas City, MO** |  |
| **Business Systems Analyst** |  |

**Scope**: The client is a private agency which overlooks all insurance companies in the United States. The project is to implement AWS and a revamp of companywide architecture. The product INSDATA which is the most income application for NAIC has a complex legacy system developed on mainframe. The migration to a cloud architecture will make sure the major inconsistency in the product is resolved and render better performance for the customers.

**Responsibilities**:

* Created **strategic project plans** for implementation from Epic to feature and to user stories for smooth migration
* Experienced in **prioritizing** user stories based on Customer/ Business needs by analyzing the business goal and using techniques like KANO model, MOSCOM and Story mapping techniques
* Collaborated with architecture teams and tech leads to **design schema** for efficient performance of the API’s and mocked up **swagger** to visualize the schema design to present to client and business teams for approval
* Expert in Breaking down **Features and Epics to user stories** with the business stakeholder teams
* Well versed in Scrum Ceremonies from **PI planning meeting, Scrum of Scrums, Product Backlog refinement meeting, Sprint Planning meeting, Daily Scrum meeting, Sprint Review meeting** and **Sprint Retrospective**
* Used **JIRA** extensively for **User Stories**, **Tasks** and **Issue tracking and** generated charts like **burndown charts**
* Handled Team-level and Enterprise level **Impediments** and **Blockers** to ease team deliverables
* Facilitated meetings with the Release train engineers to translate enterprise level business objectives to features, **Epics, User stories and Tasks** for the technology development team
* Work with both application development and dev ops team to create products and remedy production issues
* Decomposed the scope from the **BRD** into user stories by conducting a **story writing session** with the Product owner and then the acceptance criteria for the **PSPI (Potentially Shippable Product Increment)**
* Designed **schemas for SOAP or REST APIs** for different line of businesses based on their needs
* Strategized products to fit in the AWS cloud environment utilities such as EC2, Lambda, Amazon Secrets, Redshift
* In-depth knowledge in designing schema for APIs and testing APIs on swagger and SOAP UI respectively
* Headed **GAP Analysis** by understanding the **AS-IS** business process and **TO-BE** business process
* Decomposed the scope from the **BRD** into user stories by conducting a **story writing session** with the Product owner and then the acceptance criteria for the **PSPI (Potentially Shippable Product Increment)**
* Created **Mock-up Screens** and **Wireframes** using UI Components such as Radio Buttons, Drop-down, Check boxes
* Elicited business requirements by conducting **Interviews, JAD sessions**, **Interface Analysis** with stakeholders and Business Owners. Also, collaborated with the **Subject Matter Experts** (SME) for **Analysis** of the system
* Expertise in **data**-**analysis** and **interpretation**, **system interfaces**, table assessment, workflows table management, business rules development and Product Backlog management
* Prepared **data mapping documents** for the fields on the IBM engine to the REST API for the developers to code
* Created **Test case document** for **functional** testing, **User Acceptance** and **smoke** testing in all environments
* Worked with **Tableau** to create **dashboards**, identify the **Key Performance Indicators** to analyze their data
* Used MS Visio for **Process modeling, Process mapping** and **Business Process flow diagrams**
* Used **Informatica Power Center** for performing **ETL process** (Extract, Transform and Load) and performed feature-based extraction. In several cases executed ad-hoc **SQL** Queries to extract data & generated reports.
* Involved in **data profiling** of existing sources and checked the **data integrity** using **Informatica Quality Center** with **CRUD (Create, Read, Update, Delete) these are related to Http** operation by **SQL** queries such as Insert, Update, Select and Delete

**Environment:** Waterfall – Scrum Hybrid, Rally, HP-ALM, Signavio, SOA, RESTful, Altova XML Spy, Informatica 9.1, Oracle 11g, MS Office tools (MS Word, MS Excel, MS PowerPoint), MS SQL Workbench, Tableau, Confluence.

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| **Barclays Bank, Wilmington, DE.**  |  |
| **Business Systems Analyst**  |
| **Integrated Mobile App and Barclays Checking** |  |

**Scope**: Being one of the Biggest banks in the world Barclays and gaining 14 million customers in the US Barclays wanted to expand its market in the US. The UK bank saw the potential and of the US market and offered a good budget to increase its digital banking capabilities. Worked on many initiatives including the Uber Credit Card, Integrated mobile app with all products offered by Barclays. The other project was to increase the flow of money from customers by opening a checking account.

**Responsibilities**:

* Elicited business requirements by conducting **Interviews, JAD sessions**, **Interface Analysis** with stakeholders and Business Owners. Also, collaborated with the **Subject Matter Experts** (SME) for **Analysis** of the system
* Well versed in Scrum Ceremonies from **PI planning meeting, Scrum of Scrums, Product Backlog refinement meeting, Sprint Planning meeting, Daily Scrum meeting, Sprint Review meeting** and **Sprint Retrospective**
* Handled Team-level and Enterprise level **Impediments** and **Blockers** to ease team deliverables
* **Worked with FIS to implement ‘Bank in a Box’ systems for Barclays to launch Checking in a short span**
* Created **Business Process Workflow** diagram using **Signavio** BPMN (Business Process Modeling Notation) tool to shorten cycle time and make sure business and technical teams understand the process together.
* Worked on **chargebacks, disputes, Billpay, Zelle, one-touch payments, Balance transfer, credit card application**
* Decomposed the scope from the **BRD** into user stories by conducting a **story writing session** with the Product owner and then the acceptance criteria for the **PSPI (Potentially Shippable Product Increment)**
* In-depth knowledge in designing schema for APIs and testing APIs on swagger and SOAP UI respectively
* Headed **GAP Analysis** by understanding the **AS-IS** business process and **TO-BE** business process
* Decomposed the scope from the **BRD** into user stories by conducting a **story writing session** with the Product owner and then the acceptance criteria for the **PSPI (Potentially Shippable Product Increment)**
* Discussed with architecture teams and tech leads to **design schema** for efficient performance of the API’s and mocked up **swagger** to visualize the schema design to present to client and business teams for approval
* Facilitated the **Pre UAT (User Acceptance Testing)** and **UAT**; assisted in testing and maintaining quality procedures such as **Black box** and **Regression testing**; created all the relevant documents for appropriate users
* Created **Mock-up Screens** and **Wireframes** using UI Components such as Radio Buttons, Drop-down, Check boxes
* Used **JIRA** extensively for **User Stories**, **Tasks** and **Issue tracking and** generated charts like **burndown charts**
* Expertise in **data**-**analysis** and **interpretation**, **system interfaces**, table assessment, workflows table management, business rules development and Product Backlog management
* Prepared **data mapping documents** for the fields on the IBM engine to the REST API for the developers to code
* Created **Test case document** for **functional** testing, **User Acceptance** and **smoke** testing in all environments
* Worked with **Tableau** to create **dashboards**, identify the **Key Performance Indicators** to analyze their data
* Used MS Visio for **Process modeling, Process mapping** and **Business Process flow diagrams**
* Used **Informatica Power Center** for performing **ETL process** (Extract, Transform and Load) and performed feature-based extraction. In several cases executed ad-hoc **SQL** Queries to extract data & generated reports.
* Involved in **data profiling** of existing sources and checked the **data integrity** using **Informatica Quality Center** with **CRUD (Create, Read, Update, Delete) these are related to Http** operation by **SQL** queries such as Insert, Update, Select and Delete

**Environment:** Waterfall – Scrum Hybrid, Rally, HP-ALM, Signavio, SOA, RESTful, Altova XML Spy, Informatica 9.1, Oracle 11g, MS Office tools (MS Word, MS Excel, MS PowerPoint), MS SQL Workbench, Tableau, Confluence.

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| **Thomson Reuters, Milwaukee, WI.**  |  |
| **Sr. Business Analyst**  |
| **Trading Platform - Wealth Web Services** |  |

**Scope**: The Company’s challenge was to move from a legacy Wealth Management system built on Mainframe CICS engine to SOAP and REST API pattern. The project was to mask all the existing HOST online screen on the IBM CICS engine to provide a faster, more stable and reliable transaction systems. The APIs were consumed by Thomson Reuters Trading systems and external clients like Wells Fargo. As a result, the KPI’s like Transactions per second / hits per second and Average Response time were achieved with great schema design and architectural decisions.

**Responsibilities**:

* Designed schema for APIs like **Security movement, Project Income for Tax lots, Mutual Fund settlement, Information for Enhanced quotes, Positions and options and ACH (Automated Clearing house Instructions)**
* Gathered business requirements by conducting **Interviews and Document Analysis** with stakeholders and Business Owners. Also, collaborated with the **Subject Matter Experts** (SME) for **Analysis** of the system
* Helped product owner in prioritization of **Product Backlog Items** (PBIs) including the process of breaking down EPICS into user stories using **INVEST** criteria
* Headed **GAP Analysis** by understanding the **AS-IS** business process and **TO-BE** business process
* Decomposed the scope from the **BRD** into user stories by conducting a **story writing session** with the Product owner and then the acceptance criteria for the **PSPI (Potentially Shippable Product Increment)**
* Discussed with architecture teams and tech leads to **design schema** for efficient performance of the API’s and mocked up **swagger** to visualize the schema design to present to client and business teams for approval
* Facilitated the **Pre UAT (User Acceptance Testing)** and **UAT**; assisted in testing and maintaining quality procedures such as **Black box** and **Regression testing**; created all the relevant documents for appropriate users
* Created **Mock-up Screens** and **Wireframes** using UI Components such as Radio Buttons, Drop-down, Check boxes
* Used **JIRA** extensively for **User Stories**, **Tasks** and **Issue tracking and** generated charts like **burndown charts**
* Expertise in **data**-**analysis** and **interpretation**, **system interfaces**, table assessment, workflows table management, business rules development and Product Backlog management
* Prepared **data mapping documents** for the fields on the IBM engine to the REST API for the developers to code
* Created **Test case document** for **functional** testing, **User Acceptance** and **smoke** testing in all environments
* Worked with **Tableau** to create **dashboards**, identify the **Key Performance Indicators** to analyze their data
* Used MS Visio for **Process modeling, Process mapping** and **Business Process flow diagrams**
* Used **Informatica Power Center** for performing **ETL process** (Extract, Transform and Load) and performed feature-based extraction. In several cases executed ad-hoc **SQL** Queries to extract data & generated reports.
* Involved in **data profiling** of existing sources and checked the **data integrity** using **Informatica Quality Center** with **CRUD (Create, Read, Update, Delete) these are related to Http** operation by **SQL** queries such as Insert, Update, Select and Delete

**Environment:** Waterfall – Scrum Hybrid, JIRA, HP-ALM, Signavio, SOA, RESTful, ASP.NET, Altova XML Spy, Informatica 9.1, Oracle 11g, MS Office tools (MS Word, MS Excel, MS PowerPoint), MS SQL Workbench, Tableau, Confluence.

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| **JP Morgan & Chase, Cincinnati, OH** |  |
| **Business Systems Analyst** |  |
| New Business Process tool |

**Scope**: The agenda was to create a customer-facing application for P&C insurance Customer and brokers which handles New business process. The application consists of modules from the policy lifecycle based on the models and business rules. The application handles quotes, policies and accounts. The tool improved agent empowerment increases business agility and improved business on the agent front.

**Responsibilities**:

* Promoted **continuous** **improvement** of business processes, standards, procedures and tools
* Compiled high level requirements by conducting **focus groups** and **requirement workshops** with the involved project stakeholders to prepare the **requirements** **artifacts**
* Understood the “**AS-IS**” and “**TO-BE**” system with proposed features while performing **GAP Analysis**
* Translated Business Requirements into **Business Requirements Document (BRD)** and translated them into **Functional Specification Document (FSD)** and **System** **Requirement** **Specifications (SRS)**
* Established Incident Reporting and **Change Control procedures** using **ClearQuest**
* Oversaw **Black Box Testing** based on **test scenarios** and **test cases** developed to eliminate gaps
* Extensively used **Altova MapForce** in the **data** **warehouse** to map data coming through different legacy systems/input sources to the target data-marts
* Facilitated User Acceptance Testing (**UAT**) with the stakeholders and the business users
* Developed **timelines for project delivery**, and **managed projects** **and** **resources** to successful completion
* Authored **progress and completion reports**, which were submitted to program manager on a weekly basis

**Environment**: SDLC - Waterfall, Rally, MS Visio, MS Project, MySQL, MS Office-PowerPoint and Excel

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| **Grange Insurance, Columbus, OH** |  |
| **Sr. Business Systems Analyst / Scrum Master** |
| **Usage-Based Insurance System** |  |

**Scope**: Client is an American based insurance company especially in P&C insurance arena. The scope of the project was to develop an application for UBI (Usage Based Insurance) policy holders. OBD (On-board Diagnostics) and other telematic devices collects data like mileage, speed, braking, average speed, trips and incident logs. We used Guidewire Octo Telematics to integrate with the data and deliver quality information to underwriters. The application used PAYD (Pay As You Drive) and had a variety of option like vehicle health, Location-based analytics and driving behavior analysis. The application increased speed to market and implemented an array of telematic devices.

**Responsibilities**:

* Analyzed **feasibility of business requirements** for ERP execution,performed **cost-benefit analysis** for building a consolidated data platform and defined scope, found out **dependencies** by interacting with Management Business Analysts, other Subject Matter Experts, Product Owner, Project Manager and Technical Lead
* Met with every department’s stakeholders to elicit requirements using techniques such as Business Rule Analysis, **Structured** **Interviews, Job Shadowing, Process modeling** and **Document** **Analysis**
* Created a **Macro** **Document** incorporating components of **Business Requirement Document (BRD)** and **System Requirement Specification (SRS)** incorporating **business**, **functional**, **non-functional**, **data** and **GUI** requirements which would in turn serve as the centerpiece of the project
* Created Business Process flow diagrams using **Bizagi** **BPMN** tool to represent Business process to gather appropriate requirements according to the company’s business rules and models.
* Played a key role in eliciting requirement & testing **Guidewire Policy center** for the usage-based insurance system
* Involved heavily in **Sprint Planning**, **Issue Tracking** and Impediment Management using Rally tool
* Executed the **test scripts** that were written for **unit testing**, **functional** **testing, stress/load testing, compatibility testing** in three different environments and **logged and tracked the defects** that were identified
* Facilitated DA in Creating **Staging Area**, **Source**, **Target Databases** for **ETL** and data mapping using **Informatica**
* Developed a **Data** **Governance** Strategy and created **Data-mapping template** to map elements/files with tables
* Helped in designing Data models and conducted **normalization** and **de-normalization** of data to fit **OLTP** and **OLAP** frameworks, **slicing and dicing of data marts** for analytical decision-making support

**Environment**: Waterfall-Scrum Hybrid, Bizagi, Tableau, Rally, MS Office (MS Word, MS Excel, MS PowerPoint), MySQL server, HP ALM, Informatica, ASP.NET, MS Project, JSON.