**Akash R   
Sr. Business Systems Analyst**

Experienced IT Professional with **8 years** of experience distributed across entire aspects of general information technology industry and its applications in e-commerce, retail, Social service and **supply chain** domain by constantly creating value for various businesses and clients by delivering quality software systems and enhancing business processes in order to suit organizational needs

**Professional Summary:**

* Experience of working with different **Software Development Life Cycle (SDLC) involving** both **traditional methodology** such as **Waterfall** and **Agile methodologies** such as **Scrum, kanban, Scrumban** and **waterscrumfall**
* Efficiently collaborated with **Business Owners**, **Business Users, third party vendors and senior stakeholders**
* Specialization in developing and executing IT and business strategies for  **Lean manufacturing, Value chain streamlining, SKU Rationalization**, **Demand Forecasting** and supply chain optimization processes like **warehouse-slotting, route planning** and **vendor analysis** ,**OMS,IMS** and **Customer Relationship Management**
* Engaged in setting up various business flows for **warehouse management** and converted those to requirements using Use case templates
* Acted as a **SME** for setting up **Logistics management** as a part of warehouse management during the project
* Elicited requirements using various techniques such as **Joint Application Development** (**JAD**) sessions**, Interview** sessions**, Document analysis, Focus Groups, Requirement workshops** and **Questionnaire** over the years
* Collaborated with Project Manager in developing/assessing **Project Management Plan**, **Project Charter** and **WBS**
* Familiarity in writing **Business Requirement Document (BRD), Functional Requirement Document (FRD), System Requirement Specification (SRS), Requirement Traceability Matrix (RTM) as** per company requirement
* Extensively used **JIRA** and Blueprint Storyteller for managing **User stories** and contributed in Scrum Ceremonies like **Release Planning, Backlog grooming, Sprint Planning, Sprint Review and Retrospective** while assisting Product owner in choosing prioritizing techniques like **Moscow, KANO** and estimating techniques like **Agile Poker, T-shirt Sizing and RMV**
* Expertise in creating UML diagrams like **Use Cases, Activity, Sequence, and Class diagrams using MS VISIO and** worked on both **High Fidelity and Low Fidelity Mockup Screens** and **wireframes for Dashboard design** using AXURE RP, **Lucid Chart,** Business Process Model and Notation(BPMN) and **Balsamiq**
* Aided and Initiated Business Improvement (Kaizen)Processes throughout the lifecycle of a project.
* Extensive Knowledge on Datamarts, E1, BAAN, Syspro, OLAP, OLTP, Macola, IScala, SAP, JD Edwards WITH widespread knowledge of **extraction** of data from source systems, **transformation** and **load** process (ETL) for a Data Warehouse using **Informatica** and gave technical support in the use of **Informatica for testing**
* Proficient in creating **Data Modeling, E-R Model,** and **Dimensional Model** in the form of entities and relationships to capture the user requirements properly in the underlying database
* Used Cognos Report Studio on a day to day basis to capture Important Information regarding project and document it.
* Understanding of Business Intelligence tools- BI Tools (**SQL2005,Einstein analytics)** and experienced in creating interactive dashboards with **heat maps, bar graphs, pie charts and pivot tables** using **Tableau, Informatica, and Excel** for reports
* Skilled in working with different web services such as **RESTful Web Services and SOAP Web Services**
* Strong and concrete understanding of web service concepts like **HTML, CSS, WSDL, WADL, SOAP, UDDI, REST, JSON, Parsers – SAX, DOM**  under various architectures like **Three-Tier Architecture**, **Service Orient Architecture (SOA), Micro Services Architecture (MSA)**
* Involved in scripting business logic(Technical Writing) in the web methods of the web services and documenting the **Web Service Level Agreement (WSLA)** document using **Extensible Markup Language (XML)** to serve as a contract between the front-end & the back-end team for efficient building of application, resolving ambiguities & speedup design
* Assisted in **API testing** using **Postman** to check if the API's are returning the data in **JSON, XML** format as defined in the API documentation (Using **Swagger Tool**) and as required by workflow
* Extensive knowledge of **Continuous Integration** and **Continuous Deployment (CICD)** using **Jenkins** and **Bamboo**
* Experienced in **defect tracking, defect analysis** & ability to organize, document & track changes using **Jira**
* Assisted the QA team to design **Test plans** and **Test Cases for User Acceptance Testing, Black-box Testing, Functional Testing, various System Testing, Integration Testing, Regression Testing, Security Testing, Load/Stress Testing, and Performance Testing** in both **manual and automation** testing environment and creation of Test plans, Test cases and Test scenarios for validating it against business requirements document

# **Skill Set**

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| --- | --- |
| **TOOLS** |  |
| Database & Data Analysis tools | Tableau, MS SQL server, Oracle 8/9/10, DB2, MS Access, Cognos, Informatica Power Center 9.6.1, Data Mining, Slicing, MS SSRS |
| Programming Languages | MY SQL, C, JAVA, JQL HTML |
| Requirements, Test & Defect Management | JIRA, Quality Center, HP ALM, Confluence, Selenium, Cucumber, Load Runner, IBM, Rational Requisite Pro |
| Modeling Designing | MS Visio, Smart Draw, Process Model, Blasmiq |
| Productivity tools | MS Office, MS Project, MS SharePoint, MS Word, MS PowerPoint, MS Excel |
| Operating Systems | Windows XP, Windows 8, Windows 10, LINUX, UNIX |
| SDLC Methodologies | Agile/Scrum, SAFe, Waterfall, XP, Kanban, Scrumban, Water Scrum Fall |
| Web Services API | AJAX, SOAP, REST, B-PIPE, XML, FIX, STML |

# **Professional Experience**

**Department Of Homeless Service Dec 2018 to Till Date**

**New York City, NY**

**Business Analyst**

Worked simultaneously on 2 projects using shared resources where,

**Project 1**

The scope of the project was to Upgrade IBM Cúram Social Program Management Mainframe Platform(Human Service or public sector) V5.2 to V7.0 which takes a proactive citizen centric approach to social program delivery and making Social program easy to find, access and manage in various departments of Social services. The scope also involved developing an Angular front end version 7 instead of using the Curam front end.

The **Second Project** was to implement a financial Module plan with emphasis on savings module for the Single Adults in Shelters using IBM Cúram Social Program Management Platform V7

**Responsibilities:**

* Facilitating all the Scrum events - daily stand-ups, sprint planning, sprint review, sprint retrospective. Provided the team with a vision of the project objectives
* Elicit **business** and lead **requirements validation** with traceability analysis also **Interviewed** CURAM Subject Matter Experts and performed extensive Document Reviews to develop a thorough understanding of business processes & analyzed the **Public Services**
* Analyzed CURAM(Human Service) Business rules, Business Flows and rule of thumb for upgrading from CURAM 5.2 to 7
* Aided in Business improvements by defining the standards and process flows
* Performed **Document Analysis** andcreated **swim lane Diagrams**
* Integrating IBM mainframe applications and data across other platforms
* Identifying ways and analyzing mainframe to a lower cost mainframe solution in future by documenting possible scenarios.
* Proficiently organized and facilitated all Agile/Scrum ceremonies Handled Multiple teams (24 members) and helped in identifying and removing interdependencies between the teams
* Worked on Axure RP for creating Prototypes, worked closely with Design Standard team for NYC department and well aware of all the Design standards.
* Created and redesigned screen designs for the front end by confirming with the end user using AXURE RP
* Created a screen walkthrough of the **legacy system** consisting of more than **1900** screens and created a prototype of what the developed screens will look like USING **CURAM(HUMAN SERVICE PLATFORM)** AND **ANGULAR, also used Informatica extensively for this!**
* Identifying and documenting system requirements in the Human Service Platform within a State-supervised environment. ​
* Worked closely with the technical team to convert the **functional requirements** into **technical writing/technical logged documents for the use of specifications** like **Prototypes**, **Graphical User Interface (GUI)** and **User Interface (UI)** **mock-ups** using **AXURE** alsoCreated Dashboards prototype, **Use Case diagrams, Use Case Templates** and **process flow diagrams**
* Used IMB – Cognos Analytics for reporting, analytics and monitoring during presentations and Sprint Demo with end customers.(BI Tools)
* Used **Cognos SQL** to fetch Legacy data.
* Assisted creation of **Test Cases, Test Plans**, **Test Scenarios,** and updated **Requirements Traceability Matrix.** Also assisted in automating the testing process using **Selenium**
* Completed business analysis and strategies using Tableau and also formed quarterly and half yearly milestones using the same.
* Conducted **User Acceptance Testing (UAT)** and actively participated and facilitated testing of the system during **Smoke Testing, Integration Testing, Black Box Testing** and **Regression Testing** with the help of QA

**Environment:** Scrum-Agile, Mainframe, MS Visio, AXURE RP, SAP, Cognos SQL, CURAM, R&D, JIRA 6.4.14, IMB – Cognos Analytics(BI Tool) , Informatica, Web Services, SOA, Bulk API, REST, MS Office Suite (MS word, MS Excel, PowerPoint), Selenium, curam(Human Service)

**Kroger August 2017 to Dec 2018**

**Blue ash, OH**

**Sr. Business Systems Analyst**

Worked simultaneously on 2 projects using shared resources where,

**1st project** was to create a central repository using Amazon S3 for storing all the images of various products Kroger’s deals with. The repository would act as liaison between all the mobile applications and different source data from various databases.

The **2nd project** was to implement Salesforce CRM(commerce cloud) and integrate it with existing ERP system. Implemented a Salesforce automation program with leads module, commission module and a forecasting module for boosting the sales of the management and determine future revenue while planning for any demand and also used SAP Crystals report (BI) with Pardot module for better productivity and customer satisfaction

**Responsibilities:**

* Used JIRA and confluence for drafting the User stories and managing the requirements. Documented Workshop, Retrospective and other Meeting outcomes in Confluence and followed up on action items for continuous improvement such as creating **Scrum Chores both as a Scrum Master and Business analyst**
* Acted as a **proxy Scrum Master** in managing product backlog, adding approvals, moving stories, tracking defects, impediments, retrospectives, and **monitoring burndown charts**.
* Prioritized the **Product Backlog Items (PBIs)** using techniques like MoSCoW, Paired comparison and estimated Story Points using Planning Poker
* Migrating SAP mainframe application portfolio to a distributed or cloud platform and decommissioning mainframe hardware
* Assisted in defining workflows and aided in setting up of workflow and overall Business Improvements by using System Logics and Power BI Tool
* Configuration, development and administration of TrackWise production workflows in a GxP regulated and validated environment.
* Worked closely with the technical team to convert the **functional requirements** into **technical specifications and logged them with Technical writing abilities for use of Prototypes**, **Graphical User Interface (GUI)** and **User Interface (UI)** **mock-ups** using **BPMN.**
* Created **Use Case diagrams, Use Case Templates** and **process flow diagrams MS Visio** for both systems
* Assisted in clarifying **Supply chain** (distribution center) related quires for technical team by conducting various **JAD sessions**
* **Used tableau** to translate queries into visualization, also used it for managing metadata.
* Facilitated meetings with Salesforce Admin, Developers and Architect to determine the data that should be integrated into **Salesforce platform,** as it was used for powerful data integration of **OMS** and **IMS**
* Leverage knowledge of **Batch Integration process** by making **REST’s Bulk API** calls from the application to the API to upload the data and **Lightning Bolt** to fetch the data from Salesforce
* Created API documentation using **Swagger** and communicated it with the developers to serve as a **POC**
* Assisted creation of **Test Cases, Test Plans**, **Test Scenarios,** and updated **Requirements Traceability Matrix with Technical writing manuscripts.**
* **Used Informatica** to publish the database process as web services, conveniently, easily and speedily
* Used MuleSoft’s Any point template for Salesforce integration to simplify the process of merging data, updating Salesforce with ERP data in real time, ensuring data consistency across Salesforce instances & creating and integrating APIs that pulled data from multiple systems
* Conducted **User Acceptance Testing (UAT)** and actively participated and facilitated testing of the system during **Smoke Testing, Integration Testing, Black Box Testing** and **Regression Testing** with the help of QA
* Assisted testing team in UI testing using **Selenium** and documented the defects in the **Jira for the GxP integration and successful deployment.**

**Environment: Agile-**Scrum, R&D ,Mainframe, BPMN, SAP, SAP Crystals, MS SQL server 2012, Salesforce.net, Amazon S3, JIRA 6.4.14, Einstien Analytics (BI Tool), Web Services, SOA, Informatica, Bulk API, REST, , MS Office Suite (MS word, MS Excel, PowerPoint), Selenium, Mulesoft

**Best Buy May 2016 to July 2017**

**Richfield, MN**

**Sr. Business Systems Analyst**

The scope of the project was to implement Salesforce ERP (Commerce cloud) for warehouse management with emphasis on Inventory management (administrative and customer portal) using cloud and also used Optymyze to help implement their vision for a dynamic, role-based sales compensation management system to replace a simplistic spreadsheet-based regimen which would standardize its business processes and implemented sales compensation management tools across its entire network of branches

**Responsibilities:**

* Conducted **requirement walkthroughs** to understand the benefits of the new system being implemented and also served as **liaison** between business & technology department to enhance communication
* Performed **GAP analysis** by creating **AS-IS** & **TO-BE** documents to identify existing system, current business process, methods to identify deficiencies, areas for improvement & enhancements
* Analyzed the changes performed in CRM application for marketing, sales etc., translated them to **business** & **functional requirements** for Service Cloud in **SFDC**
* **Identified various operational workflows and helped in reducing lead Time and assisted in Business improvement Process.**
* Responsible for creating & documenting **user stories**, **business rules**, **workflow diagrams** & **business process modeling (BPM)** for the proposed functionality
* Designed & deployed **dynamic workflows**, **validation rules**, **Approval Processes** & **Auto-Response Rules** for automating business logic with Sales & marketing cloud on salesforce.net
* Added new **custom objects**, **assigned fields**, designed **page layouts**, **custom tabs** & **custom reports**
* Integrated Web Services for extracting the data from external systems to display in Salesforce
* Analyzed and captured various **Forecasting conclusions of Warehouse cumulative sales** for setting efficient tool using Cognos
* Used Informatica to balance the load between database box & **ETL** server, with coding capability.
* Participated in scrum ceremonies like **sprint planning**, **backlog grooming** & **sprint reviews**
* Involved in identification and documentation of **Salesforce APIs** like REST, SOAP, Bulk and Analytical APIs
* Reviewed **Test case**, **Test data** & **Test Scenario** to make sure testing should perform properly with the help of Technical writing logged in the form of manuscripts/documentation.
* Created various **Reports** & **Dashboard** with **Tableau** & **Power BI** to assist managers to better utilize Salesforce cloud as a **Sales Cloud**, **Marketing Cloud**, **Service Cloud** & **Analytics Cloud**
* Closely monitored & performed **Smoke tests**, **UAT** Sessions, worked on **defect life cycle** using **JIRA**
* Actively participated in **Post Production Validation** (PPV) & handled issues appropriately
* Used Sales performance management software **Optymyze** to improve sales operations and execute sales strategies

**Environment**- Agile-Scrum, R&D , Salesforce.net, Cognos(BI Tool) SalesForce, Selenium, MS Project, Balsamiq, MS Excel, SAP Jira4.14, MS Visio, Web Services, SOA, Bulk API, REST, Optymyze, Informatica Power Center 9.6.x

**Kohl’s Corporate Feb 2015 to May 2016**

**Menomonee Falls, WI**

**Sr. Business Analyst**

The scope of the project was to establish a JIT Inventory management and order management, which involved preparing and analyzing multiple standard and adhoc reports for the Order Management and Forecasting demands. Also used six sigma analysis for uncovering core issues which would lead to better business performance and process improvements

**Responsibilities:**

* Performed **Gap Analysis** to identify the deficiencies of the current business systems and to identify the **Just in Time** requirements for conduct **Change Management** effectively
* Assisted Project Manager in **creating Project Charter, Work Breakdown Structure (WBS) and Scope statements** and maintained them on MS Project
* Facilitated **reverse engineering and conducted focus groups and document analysis** to elicit requirements with stakeholders, business users and SME’s for understanding requirements
* Played key role in developing and driving **KAIZEN** (Business Improvements) and lean initiatives in **WAREHOUSE FUNCTIONS** Using Cognos.
* Drafted **Business Requirement Document (BRD) for the specific business requirements and Functional Requirements Document (FSD)** capture the functional and Non functional requirement’s
* Worked with development team for handling **Spikes** of order cart management, payment gateways and accounts management
* Actively involved in creating and monitoring new tasks on the **Kanban board in order to gain a better visualization of workflow** as well as breaking those tasks into user stories
* Used **JIRA extensively for issue tracking, user story management (writing user stories,** owning **user stories, acceptance criteria and definition of done) and requirement traceability**
* Responsible for creating **UML diagrams specifically activity diagrams & use case diagrams** for reports
* Documented and tested **REST APIs and SOAP web services** with the XML format and other formats (Technical Writing) using Swagger and used plugins for integrating it with Java-based Application as well as .net using **Visual Studio**
* Assisted the testing team in **developing the Test Plan, Test Conditions, and Test Cases based on business requirements and technical specifications in UAT** with assistance in **Requirement Traceability Matrix**

**Environment**- Kanban, UML, R&D,SAP ERP, Java, XML, REST, SOAP, Cognos, SharePoint, MS Visio, MS Project, JIRA 6.6.51, Swagger, Informatica.

**Reliance Industries Sep 2013 to Dec 2014**

**Karnataka, India**

**Sr. Business Systems Analyst**The purpose of the project was to redesign client’s existing Ecommerce website with new features. The project also involved a complete refurbishment of various dropdown features, payment methods, and shopping lifecycle. These features were then integrated into the mobile application so as to provide the user a complete user experience

**Responsibilities:**

* Interviewed clients, **SMEs** & business users to understand their **Business & Functional Requirements**, gathering their future needs & transforming them to Functional Specifications
* Converted the **Business Requirements Documents** into Functional Requirements document
* Conducted one-to-one meetings & web-Conferences as well as **JAD sessions** with different stakeholders; analyzed & came up with suggestions providing consistent process for the communication & resolution
* Performed **GAP Analysis** between the **"As-Is"** model of the legacy system & the **"To-Be"** model to identify the gaps logged issues relating to the identified gaps & worked with the SME to get clarifications
* Extensively involved in **data mapping, logical data modeling, creating class diagrams, ER diagrams** & used **SQL queries** to filter data within the **Oracle, SQL Server**
* Assisted in creating User Interface Document to express UI component design & navigation & created **wireframes & mock-ups** using **Balsamiq**
* Created **Use Case Templates** & Process Flow diagrams using **Microsoft Visio** for all System Functionalities
* Prepared & maintained **Requirements Traceability Matrix** to keep a trace of all the requirements
* Tracked and documented change requests & monitored workload & schedule
* Involved in unit, functional, regression & system Testing, Facilitated **User Acceptance testing (UAT)**

**Environment**: Environment: waterscrumfall-agile, SOAP, XML, DB2, SAP, R&D , SQL Server, MS Visio, SOAP UI, HP Quality Center, Informatica Power Center 9.5.x, Blasmiq

**Toyota Kirloskar Motors Nov 2012 to Sep 2013**

**Karnataka, India**

**Sr. Business Systems Analyst**

The scope of the project was to add features to Operations system of Toyota i.e. GTOPAS ERP software with regards to Back order sku’s, vendor management, Raw materials management and also reestablish dealer’s feedback page which would be directly linked to operations page for better customer satisfaction.

**Responsibilities:**

* Assisted PM in developing project scope document, concept statement, risk analysis document, mitigation plan and proposal statement. Performed **feasibility study, SWOT analysis** and **cost benefit analysis**
* Understood the As-Is system, developed the To-Be system and prepared the System Process Maps
* Elicited requirements by conducting Brainstorming and **JAD** sessions. Interviewed business owner’s and SME’s by asking both open ended and close ended questions to refine the requirements
* Created requirements documents- **BRD & FRD**. Converted these requirements into user stories along with the team and product owner. Assisted PO in defining acceptance criteria and prioritization of requirements.
* Coordinated requirements using incident tracking tool**- JIRA**
* **Was awarded the best Employer for consecutive 5 months as an employer with highest Kaizens(Business improvement) Processes.**
* Enhanced the existing **warehouse management Tool GTOPAS** by acting as a SME and Liaison between Operations and Technical team
* Created **Use Case diagram**, **Data Flow diagram, Activity diagram** showing the workflow Using lucid charts
* Created and updated the **Gantt chart** to trace the project planning in detail
* Facilitated and managed meeting sessions with PM, BO, committee of SME’s and ensured that their requirements are implemented as specified in the business and functional requirements
* Used **DDL, DML** and **DQL SQL** queries to perform data analysis, data validation and data manipulation
* Involved in API technical writing and documented **XML** and **JSON** request and responses
* Created Test Plans and Test Cases for functional testing by analyzing the Business requirements specification document
* Reviewed test scripts to ensure that all the functional requirements were tested
* Assisted QA team in performing Functional Testing and **User Acceptance Testing** (UAT)
* Developed user manuals, presentations and training manuals as per project specifications and timelines
* Used Tableau for reporting, pattern recognition and business intelligence (BI)

**Environment**: Waterfall-scrum Hybrid, SOA, R&D , MS Office 365, HTML, JIRA5.6.1, Selenium, Tableau V8.0, Oracle 11g, SOAP UI, Lucid charts, MySQL 5.5, Informatica Power Center 9.5.X

**Education  
MBA-SCM Indiana University of Pennsylvania**