**VAISHNAVI C** venkatesh@adroitassociates.com

**Sr. Data Business Analyst 848-271-1367**

**Professional Summary**

Business Systems Analyst with 8 years of experience in **Business Development Process, Systems and Data Analysis**. Experience with working in the **Banking, Health Care, Medicaid, Retail & E-commerce** domain.

* Extensive knowledge, expertise in various phases of **Software Development Lifecycle (SDLC)** in **Waterfall methodology, Agile-Scrum and Waterfall-Scrum hybrid, SAFe environments.**
* Proficient in creating **Sprint backlog** and **Product backlog**. Worked with the **product owner** and development team in deciding and negotiating the **definition of done** and **acceptance criteria** for **PSPI**.
* Proficient in networking with individuals at various levels while **organizing, conducting and facilitating requirement elicitation sessions** such as **surveys, interviews, brainstorming, focus group, requirement workshops, document analysis, JAD sessions, Interface analysis, Observation, Reverse engineering**.
* Strong experience in preparing project deliverables such as **Software Project Charter, Business Requirements Documents (BRD), Functional Requirement Documents (FRD).**
* Experience in IT systems including Windows Server and SQL Databases, Web Services, and file storage.
* Excellent hands on experience in conducting **GAP Analysis** to get a clear picture of **AS- IS** and **TO- BE** Scenario. Proficient at analyzing problems through **SWOT Analysis.**
* Experience in conducting **Impact analysis,** **Cost Benefit analysis, Root Cause analysis, Feasibility study, Risk analysis** and **As-Is** and **To-Be business analysis** and drafting **reports**.
* Expertise in preparing the **defect management documents** and tracking of **defects** in **HP QC ALM**.
* Build/Configuration experience in **Service Catalog knowledge, Service Asset & Configuration Management, Incidents, Change and Problem Management on ServiceNow platform.**
* Responsibly was able to Track, Document, Capture, Manage and Communicate the Requirements using **Requirement Traceability Matrix (RTM)** which helped in controlling numerous artifacts produced by the teams across the deliverables for a project.
* Thorough knowledge of **object-oriented analysis and design** using **UML diagrams** such as **Use Cases, Class Diagrams, State Diagrams and Flow Chart Diagrams.**
* Good knowledge of Swagger API framework and web and/or mobile software development
* Involved in **Data/Dimensional Modeling; Data mapping, Data integration, Data migration, Data Extraction, Transformation & Loading (ETL).**
* Created **test scripts, test scenarios and test cases** with the help of **BRD** and **FRD** documents.
* Worked on **JIRA** for **Reporting** and used for **bug tracking, issue tracking,** and **project management.**
* Participate in developing strategies to improve API development life cycle and governance processes
* Used **Tableau** as a **BI tool** for generating **Analytical Reports** required for the project for further analysis and experience using **Splunk** log management tool for searching and building dashboards
* Used **SQL Server Reporting Services (****SSRS)** to generate the SQL reports.

**TECHNICAL SKILLS:**

**SDLC Methodologies:** Agile/ Scrum, SAFe, Waterfall- Scrum Hybrid, Kanban, RUP, LeSS

**Architecture/Framework:** Service Oriented Architecture, 3 Tier Architecture, Apache Tomcat Web Server

**Web Development Tools:** HTML, Photoshop, JSP, .Net

**Business Skills:** Change management, Impact Analysis, JAD Sessions

**ETL/Reporting Tools:** SQL Server Reporting Services, Informatica, MS Excel, Power BI, Cognos

**Project Tools:** MS Project, Rational Rose, MS Visio, Splunk, Tableau, JIRA, JAMA, MS SharePoint

**Testing Tools:** LoadRunner, Selenium, HP ALM. QTP. Cucumber

**Office Tools:** MS Word, Excel, Power point, Outlook

**Databases:** Microsoft SQL Server 2008R2,12,14 Oracle 9i/10g, DB2

**EDUCATION & CERTIFICATIONS:**

Bachelors’ in Computer Science Engineering, JNTU, India

Scrum Master Accredited Certification

SQL and Reporting Certification

**WORK EXPERIENCE:**

**American Express**

**Business Intelligence Analyst March 2020- Present**

This project is on Credit card risk-based systems on different markets (US, UK, France, India). Working on multiple projects simultaneously for new initiatives on data analysis and reporting of financial data.

**Responsibilities:**

* Enhanced the performance of SSRS reports by eliminating unnecessary joins, columns etc.
* Collaborated with **Data Architects** and **SQL developers** to ensure alignment with standards enough requirement

detail to allow solution development with minimal additional discovery.

* Coordinated with the project management team in establishing business analytic systems that ensured timely and orderly completion of reports.
* Gather functional and non-functional requirements through various elicitation techniques
* Extensively work on building API swaggers in YAML format in Visual Studio code. Used Git commands to execute swagger.
* Experience in dashboarding and data visualization (Tableau, Qlik, Data Studio, Python, R, etc)
* Enhanced the performance of SSRS reports by eliminating unnecessary joins, columns etc.
* Worked on JIRA for Reporting and used for bug tracking, issue tracking, and project management.
* Create stored procedures using SQL Server Business Intelligence Development Studio, and use them to create dashboards, charts, tables and raw data reports.
* Develop custom queries, views, and reports for upper management
* Execute ad-hoc reports for management to decide critical business decisions that will improve the efficiency for project.
* Worked with **Product Owner** to review the **working demo** of **Potentially Shippable Product Increment (PSPI)** in **review meeting** and helped deciding which features are **done** and satisfies the **acceptance criteria**.
* Created bi-weekly reports and dashboards in Tableau and SSRS and shared it with internal and external teams.

**Environment: SQL Server, Tableau, SSRS, GitHub, Bit Bucket, Cornerstone Reporting, Splunk**

**TriWest Health Care Alliance Phoenix, AZ**

**Data Business Analyst** **Nov 2018- Present**

The scope of this project included building reportable datasets for claims and providers for the EDW server. The sources for these datasets were provided by third party providers like WPS, Care Radius and before being populated in EDW they were loaded in a Landing Zone server. This allowed the Data Management team to build theirs reports.

**Responsibilities:**

* Elicited and documented requirements in **BRD, FRD, SRS** using techniques like **Job Shadowing, Brainstorming, JAD Sessions, Interviewing** and resolving open items to a closure.
* Prepared claim data for risk adjustment by extracting, cleaning, and merging from different tables using SQL.
* Gathered requirements for data integration, data transformation and database development projects.
* Collaborated with different teams internally and externally including business resources, software developers, architects to ensure relevant analysis and comprehensive documentation of requirements associated with data integration projects.
* Created complex SQL views and stored procedures to join multiple tables for contract data interface files
* Helped the product owner in prioritizing the product backlog and held story estimation sessions with the team before the sprint.
* Excellent knowledge and solid work experience providing observability for BigData platforms MDM Patterns
* Mediated conflicts between development team and upper management thereby maintaining a productive and happy work environment.
* Designed SSIS Packages to transfer data between servers, load data into database on SQL Server 2010 environment and deploy the data.
* Facilitated meetings, identified and prioritized **data requirements**.
* Provided optimal workflow and capacity planning solutions for the upcoming initiatives and new service launches at that site
* Created **data flow diagrams, data mapping** from Source to stage, Stage to Target mapping documents indicating **source tables, columns, data types, transformations** required and business rules to be applied.
* Worked on **API documentation** using **Swagger tool**. Performed **API Testing** using **Postman** to check if the APIs are returning the data in JSON, XML format as defined in the API documentation and required by workflow.
* Developed test cases, test scenarios and extensively involved in UAT testing. Knowledge of the wealth/ asset management data domain, especially investment performance (composites, portfolios, securities, total return, risk statistics, etc.)
* Conducting UAT testing of proprietary applications and providing workflow and procedural materials according to established deadline.
* Used SSRS to create versatile reports and presentations for business groups and sales associates.
* Wrote **SQL queries** to document and integrate data from various sources for real time collateral monitoring.

**Environment: Scrum-Waterfall(Hybrid), JIRA, SSIS, SSMS, SSRS, MS Office, MS Project, SQL Server 2008, MS Visio, SharePoint, HP ALM QC, Tableau.**

**Santander Bank Boston, MA**

**Business System Analyst/ Scrum Master Sep 2016- Oct 2018**

Implemented online loan approval system.Helped in marketing bank's products and services, packaged loans and credit facilities, booked investments, relationship management.

**Responsibilities:**

* Studied, analyzed and documented as-Is business process for loan approvals
* Hands on Experience with **JIRA** for drafting the **User Stories** and managing the requirements.
* Wrote and executed **SQL** queries using Query Analyzer to provide custom reports to marketing and sales
* Helped in enhancing the bank to fully understand **KYC (Know Your Customer)** and **AML (Anti-Money Laundering).**
* Performed **Gap and Cost-Benefit analysis** to establish the significance of the enhancement.
* Worked with **Product Owner** to review the **working demo** of **Potentially Shippable Product Increment (PSPI)** in **review meeting** and helped deciding which features are **done** and satisfies the **acceptance criteria**. Enterprise Data and Insight MDM, DBMS platforms like SQL Server, Oracle and DB2.
* Assisted **UI Team** to create **Graphical User Interface(GUI),** **mockup screens** and **wireframes** using **Balsamiq tool** to portray the look and feel of **PSPI** (Potentially Shippable Product) establishing **Definition of Done** and **Acceptance Criteria**.
* The scope covered the broader set of **Loan** products.
* Worked on payments processing and **SWIFT** messaging standards.
* Reviewed existing **stored procedures**, supported developers by tuning SQL queries for better performance.
* Advanced ability to create production-ready motion **graphics** to suit client needs and/or demonstrate user interface interaction and functionality so that design scope is aligned with development.
* Documented **REST API via JSON** using documentation tools **Swagger** and used Plugins for integrating with JAVA.
* Generated Business Intelligence reports for senior management using the **Tableau** reporting tool and reports on Customer behavior pattern using **Splunk** tool.

**Environment:** **Agile-Scrum, MS Office (MS Word, MS Excel, and MS PowerPoint), MS Visio, UML, JIRA, Data Manager v10.2, JAMA, SOA, Tableau, Cucumber, REST, ServiceNow, Swagger, Splunk, Balsamiq.**

**Amazon Development Center Hyderabad, India**

**SQL Analyst June 2014 – Nov 2015**

**Responsibilities:**

* Elicited and documented requirements **in Epics, User Stories** and **Business Use Cases** in **CA Agile Central**. using techniques like **Brainstorming, JAD Sessions and Interviewing** and resolving open items to a closure.
* Helped **Product Owner** break **EPICS** into **User Stories** using **INVEST** Technique and use **SMART** technique to help Scrum Development Team to break **User stories** into **Sprint Tasks**.
* Performed **Document Analysis** to understand the **AS-IS process** and collaborated with the team to design **TO-BE process** based on the requirements gathered and designed TO-BE process using **BPM Tool**.
* Responsible for creating **Workflow Charts, Use Case Models, Data Flow Diagrams, Entity Relationship Diagrams** using **Visio** and managed requirements and documentation artifacts using **CA Agile Central**.
* Worked on the **assignment of cases** into **workbaskets, worklists** and used **skills, operators, access groups**.
* Well versed with the **case management workflow, routing, case status, urgency, SLA conditions**.
* Developed advanced **SQL queries** using **joins, unions, outer joins, group by, order by and aggregate functions** to extract data to manipulate and calculate information to fulfill data and reporting requirements including identifying tables and columns from which data is extracted.
* Participated in preparing the **defect management documents** and tracking of defects in **HP QC ALM**.
* Used **Business Process Management tool PEGA** for performing the case management functionality.
* Conducted **Data Accuracy Analysis**, and support stakeholders for decision-making and used **Tableau** for report generation of the data to be analyzed for the stakeholders in accordance with the requirements.
* Exclusively used **SQL designing**, modifying and maintaining the **SQL Server Tables, Views and Stored Procedures** using **MS SQL Server**.
* Tracked and Reported Defects using **HP ALM QC** and provided **defect status reports** to the Management.
* Assisted with **User Acceptance Testing (UAT)**, developing and maintaining quality procedures and ensure that appropriate documentation is in place.

**Environment: Scrum, N-tier Architecture, PEGA, CA Agile Central, HP QC ALM, MS office tools, MS project, MS Visio, UML, MS SQL Server, Web Services, HTML, CSS, Java Script, Postman, Tableau, Informatica Power Center, Confluence.**

**ICICI Prudential Hyderabad, India**

**Quality Analyst June 2013 - July 2014**

**Responsibilities:**

* Worked with SME for drafting standard operating procedures for various LOBs.
* Involved in designing and maintaining Requirements Traceability Matrix.
* Exclusively used SQL designing, modifying and maintaining the SQL Server Tables, Views and Stored Procedures
* using MS SQL Server.
* Tracked and Reported Defects using HP ALM QC and provided defect status reports to the Management.
* Performed Backend testing using Data Verification and Data Validation concepts for Payment Gateway
* application which is integrated with the Portal application.
* Assisted with User Acceptance Testing (UAT), developing and maintaining quality procedures and ensure that
* appropriate documentation is in place.
* Environment: Waterfall, HP ALM QC, SmartDraw, QlikView, Balsamiq, MS SQL Server, Rally.