**SR BUSINESS ANALYST**

**SRI NIVEDITA**

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**PROJECT SUMMARY:**

* Business Analyst with 7 years of IT experience in all phases of the systems development life cycle: analysis, design, development, testing and implementation of projects. Developed applications to track risk exposure.
* Extensive experience in Investment Banking, Finance and health care and Telecom Domains.
* Professional Experience in IT Industry with Core competency in Areas of Manual testing and Automated Testing, UAT, End to End Test Coordination.
* Extensive experience in **Business Process Flows**, Case Tools and Business Analysis for Integrated Enterprise Business systems, Manufacturing, Services, and Inventory control systems.
* **Experience in Requirements Gathering and Business Requirements Analysis**
* Strong understanding of Business Process Management, Business Process Reengineering, Business Process Modeling, Business Analysis and System Analysis
* Full Software Development Life Cycle (SDLC) experience including Analysis, Design and Review of **Business and Software Requirement Specifications**.
* Proficient in Rational Unified Process (RUP), Strategy Planning, SWOT Analysis, and GAP Analysis
* Experience in building Use Cases, Use Case diagrams, Activity diagrams, and Sequence diagrams
* Well versed in project management tools like MS-Project for status reporting and planning.
* Experience working with end users to **create business requirements**. Experience working with development and testing teams to create testable **system requirements**, functional specifications and testing cases.
* In depth understanding of the AS-IS and TO-BE business processes and experience in **converting requirements into technical specifications** **for preparing test plans.**
* Possess excellent leadership, organization, communication, presentation, critical thinking and analytical skills.
* Experience in testing database applications of RDBMS in ORACLE, SQL Server and MS Access
* Expertise in testing Performance, Load and Stress for Web and Client/Server Applications
* Expertise in Problem solving and Bug Tracking Reports using Bug tracking Tools

**TECHNICAL SUMMARY**

**Business Skills:** Microsoft Word, Power Point, Excel, Outlook, Word Perfect, BRD, FRD, Root Cause Analysis, ER- Diagrams, Class Diagrams, Sequence Diagrams, **Workflow Diagrams**, Use Case Diagrams, Use case Document, Prototyping, Project Management, Change management document, PCR

**TECHNOLOGY USED:**

**Operating Systems:** Windows 98/NT/2000/XP, Windows Vista, UNIX, Windows XP

**Languages:** C, C++, Java, HTML, UML, SQL, PL/SQL, .NET

**Databases:** Oracle, SQL Server 2000/2005, RDBMS, TOAD, MS Access 2000, DB2

**Business Applications:** MS Office 2000 (Word, Excel, PowerPoint, Outlook), MS Visio, MS Project Suite

**Methodologies:** SDLC, Object Oriented Analysis and Design (OOAD), Rational Unified Process (RUP), Unified Modeling Language (UML), Joint Application Development (JAD)

**Projects:**

**Bank Of America, Hopewell, NJ Nov '13- Till Date**

**Role: Sr. Business Analyst**

The project involved creating a rules engine that assigns Tiers and offers based on Clients **Total Assets** (**Bank and Brokerage Assets**), **trades** etc. Clients are segmented and placed in a commission price Tier based on which commissions are charged. Along with this, clients may also be eligible for offers like Zero Dollar Trades (ZDT), which if qualified will receive Zero dollar commission trades.

**Responsibilities:**

* Conducted user **interviews with SME’s** and end users to determine business requirements
* Designed and conducted **surveys** for different market end users.
* Used **DOORS** to understand the impact of changing a requirement and to define the **traceability** across the entire project lifecycle.
* Assisted project manager and worked with **high level management** team to identify project scope, develop phase plans and schedules using Agile methodology
* Participated in the **Daily standup meetings.**
* Conducted **JAD** sessions to maintain understanding and resolve bottleneck.
* Developed **BRD** and **FRD** with **UML** diagrams as **Sequel diagram, activity diagram** using **MS Visio**.
* Used **Crystal Clear** to design generate reports from different data sources.
* Developed the **Business Process Flows** to support the products and services selected.
* Assisted in design review meetings making sure all the requirements are covered in the development **project scope.**
* Performed **Gap Analysis** to check compatibility of the existing system infrastructure with the new business requirements.
* Reviewed Business Requirements and guide business partners to complete business requirement documentation. Clearly defined system’s **work scope** and **objectives** based on Business Requirements.
* Conducted **data analysis and data val**idation by writing complex **SQL queries** and codes using **TOAD for ORACLE database**.

**Environment**: Agile, MS Project, Oracle 9i, Doors, Mercury Test Director MS SQL Server 2005, Rational Rose, iRise, TOAD

**AmeriHealth, Edison, NJ Dec'12– Oct '13**

**Role: Business Analyst**

***AmeriHealth*** *is a growing group of health care plans with its base in the states of New Jersey, Delaware and Pennsylvania.*

The requirement was to develop a program to identify and fill gaps in **Health Coverage** and **Administration**; and to develop an improved method of gathering and evaluating meaningful **Clinical Data** to improve **Physician practices**. Project involved in creation of the program, which evaluates and identifies leading network physicians and hospitals using quality and efficiency criteria based on evidence-based medicine across a broad spectrum of care.

**Responsibilities:**

* Worked closely with technology and business user staff to complete workflow improvement and document functional specifications for systems
* Served as a liaison between the Business and Technology Department. Enhanced communication lines between executives, managers, and peers.
* Involved in requirements gathering and system analysis through RUP of an online portal to provide visibility to corporate customers.
* **Developing Use Case Models, Entity Relationship Diagrams (ERD), Activity Diagrams, State Diagrams and Data Flow Diagrams (DFD).**
* Conducted weekly meetings for deciding the **Policies and Procedures** to be followed while **constructing new sites.**
* Gathered requirements for the integration of **POS system with the supply chain system**
* Trained all Users on use of Point of Sale (POS) system
* Prepared interview questionnaires for the clients to gather requirements and prepared Functional Specifications and User Requirements.
* Documented the FRDs and BRDs for Ecommerce project using Rational Requisite Pro.
* Prepared Use Case Models based on Business Requirement documentation gathered through interaction with users.
* Prepared Flow Diagrams, Sequential Diagrams in MS Visio.
* Conducted JAD Sessions for understanding the workflow.
* Used DOORS for writing business requirements and functional specs.
* Worked with team members to execute various functional and performance test cases
* Provided status reports on weekly basis to the project manager
* Initiate sub-groups or sub-teams as appropriate to resolve issues and perform tasks in parallel
* Used Smart Identification to distinguish Objects that are difficult to identify by using default identification

**Environment: Advance Microsoft Visio, MS Project, MS Visio, MS Office Suite 2005/2007, Microsoft Visual Studio 2005, Business Intelligence,**

**BTMU, Jersey City, NJ Dec '11 – Nov '12**

**Role: Business Analyst**

***BTMU (Bank of Tokyo-Mitsubishi)*** *is a part of BTMU's acquisition of Union bank. It is the largest banking group in Japan and one of the largest in the world. It provides retail banking, corporate banking, and trust services in more than 40 countries.*

The **Dodd-Frank Act** introduced new requirements pertaining to the management and monitoring of customer relationships and related **Trading** activity. To date, the effort to consolidate and maintain customer regulatory data, is managed in a stand-alone excel spreadsheet. This project included creating a ‘Golden Source’ for customer data and its related trading activity and providing a Dashboard for the users.

Project 27 included assessment of trading platform to be used by our sales and trading desk. Currently, the bank uses various platforms for different asset class to price and book the products.

**Responsibilities:**

* Engage in project initiation activities such as developing the **Project Charter, Project Scope** and assisting the management in resource and budget estimation.
* Worked with business users to gather the requirements and coordinated with Project Manager to understand the feasibility of their need.
* Worked on **Agile/Scrum** development methodology.
* Facilitated (JAD) **Joint Application Development** sessions to identify the business rules and requirements and then documented them in a format that can be reviewed and understood by both business people and technical people.
* Created **Business Requirements Document** and converted them into **System Requirement specifications** Document.
* Designed wireframes and mockups to explain the business implications in details.
* Studied and analyzed competitor’s applications and brainstormed to gather effective requirements for a quality product.
* Analyzed Requirements and created **Use cases, Use Case diagrams, Process Flows, and Activity Diagrams** using Enterprise Architect.
* Worked with the systems architects in designing the system, flows etc.
* Worked with the database design team to assist them in designing the database and also created data dictionary.
* Collaborated with the QA team, and developed **UAT Test cases** and executed Test cases based on business requirements and technical specifications.
* Extensively used **SQL Queries** and performed **Data Analysis**.

**Environment**: **Environment:** Agile/Scrum**,** Rational Requisite Pro, Rational Rose, JIRA, RUP, JAD, UML, MS Project, MS Visio, Oracle, SQL,.

**Cigna Healthcare, Bloomfield, CT Mar '09 - Nov '11**  **Role: Business Analyst**

Project: I’m engaged in providing support through the entire lifecycle to multiple projects involving EDI Gateway consolidation project. The purpose of the EDI gateway project is to streamline claims coming in for HIP and GHI line of business in the form of Institutional, Hospital and Dental claims and going out to different claims engine.

Responsibilities:

* • Interviewed Business Users to gather Requirements and analyzed the feasibility of their needs by coordinating with the project manager and technical lead.
* • Extensively involved in every phase of the development process starting from Inception to Transition
* • Prepared Business Requirement Documents (BRDs) after the collection of Functional Requirements from System Users that provided appropriate scope of work for technical team to develop prototype and overall system.
* • Created UML specifications such as Use Cases, Activity Diagrams, Sequence Diagrams and ER Diagrams.
* • Prepared graphical depictions of Business process diagrams, State Diagrams, Activity Diagrams, and Sequence Diagrams using Visio.
* • Participated in Website redesign UI prototyping, mockups, development and deployment.
* • Interacted with the developers on resolving the reported bugs and various technical issues.
* • Conducted functional walkthroughs, User Acceptance Testing (UAT) sessions, and assisted the development of User Manuals for customers.
* • Worked on Documents for Version Controlling, to maintain up to date changes in the Documents.
* • Participated in Joint Application Development (JAD) sessions with IT groups. Identified the Key Changes and participated in Stakeholder Management to communicate effectively with them.
* • Interacted with users for verifying User Requirements, managing Change Control Process, updating existing Documentation.
* • Developed and Documented timelines for Project Delivery and managed Projects and Resources to successful completion.

Environment/Tools:Rational Enterprise Suite (Clear Case, Clear Quest), Visual Basic, SQL, SQL Server, Oracle, C#.Net, Web Logic, DOORS, J2EE, Java, HTML, Windows Forms, Web Forms

**Qualcomm Hyderabad ,India           Jul ‘08 - Feb ‘09**

 **Business Analyst**

**Lightspeed- OMS System Test**

Lightspeed is a SBC’s initiative for providing customer the facility of having IPTV, High speed internet , Voice over IP and Wireless product at the same time so that the customers have more options to choose and also at the same time have more flexibility. OMS is one of the core subsystems of Lightspeed. It supports the entire life cycle of each order. Orders are placed by CSR using clarify and processed in OMS.

**Responsibilities**

* Involved in various phases of the project which was implemented using the Rational Unified Process (**RUP**) methodology.
* Performed **Gap analysis** to compare the ‘**AS-IS**’ and ‘**TO-BE**’ models.
* Conducted **JAD sessions** and captured business specifications requirements.
* Documented and managed the captured requirements.
* Extensively designed **object diagram, class diagram, use case diagram, activity diagram, sequence diagram, component and deployment diagram.**
* Maintained the **Requirements Traceability Matrix** (**RTM**) for the project.
* Developed and documented Project Plan including **Milestone Plan**, assisted project manager in creating **RACI charts**.
* Used Rational Rose to create business **Use Case diagrams**.
* Involved in documentation of business constraints and assumptions.
* Assisted in **Defining, Validating and Refining procedures** in accordance with Capability Maturity Model (CMM) guidelines.
* Created **presentations** using MS PowerPoint for monthly meetings with upper management.
* Involved in **test strategies** and **test execution**.

**Environment:** Microsoft Office Suite, Microsoft Visio, SQL Server, RUP, UML,