**PROFESSIONAL SUMMARY:**

* 8+ years of experience in Business Analysis, Design, Quality Assurance, Software Testing, Product Configuration, Change Management and Project Co-ordination across Banking, Financial, Insurance and Healthcare domains.
* Proven expertise in Project Coordination, Requirements Gathering, Acceptance Testing, **GAP Analysis**, Cost Benefit Analysis**, Feasibility Analysis,** Impact Analysis, Vendor Management and **Release Management**.
* Experienced in **project scope definition,** based on business objectives and preliminary business requirements, including documentation of constraints, assumptions, business impacts, project risks and scope exclusions.
* In-depth knowledge of Software Development Life Cycle (SDLC) methodologies such as: **Rational Unified Process (RUP)**, Waterfall, Rapid Application Development (RAD) and **AGILE**
* Experienced in conducting **Joint Application Development (JAD)** sessions for requirements gathering, analysis and design to converge early towards a design, acceptable to the customer and feasible for the developers and to limit the project’s exposure to changes.
* Proficient in formulating **Business Requirement Documents, Use cases, Test Cases**, and **UML Diagrams.**
* Experienced in the documentation of **System and Business Requirements and Specifications**.
* Experienced in developing and maintaining overall testing strategy, **documenting Test plans, creating Test cases and executing Test Scripts** based on baseline requirements.
* Strong experience in projects based on Oracle ERP tool. Adept in implementing and upgrading projects using Oracle 11.5.10 and R12.
* Experienced in performing **Functional Testing**, Regression Testing, **User Acceptance Testing (UAT)** using manual testing and various automated testing tools like Rational Robot & Quick Test Professional and test management tool like **HP Quality Center**.
* Ability to work independently and within groups to meet deliverables with an action and result oriented approach to work; ability to build and maintain strong working relationship with all levels of management along with cross-functional team of Business Customers, Financial Specialists, Technical Subject Matter Experts (SME’s) and Developers.

**TECHNICAL SKILLS:**

Operating Systems: Windows, MS DOS, UNIX

Languages: PL/SQL, SQL, JSP, C, HTML, XML, HL7

Project Methodologies: Rational Unified Process (RUP), Agile, SCRUM, RAD, Waterfall

Packages: MS Office Suite (Word, Excel, Access, PowerPoint), MS Visio, MS Project, MS SharePoint, Metastorm BPM 7.6

Defect Tracking Tools: Rational ClearQuest, JIRA, HP Quality Center 10

Reporting Tools: Cognos 7

Databases: Oracle 10g/11i, SQL Navigator, SQL Plus, MS SQL Server

ERP Tools: Oracle 11.5.10, Oracle R12

**EDUCATION:**

**Master of Business Administration,** Loyola University, MD **May 2011**

**Bachelor of Technology,** India **May 2002**

**WORK HISTORY:**

**Client:** **NetApp, Sunnyvale, CA.**  **Mar 2011 – Till Date**

**Sr. Business Systems Analyst**

**Environment:** Oracle 11.5.10 and R12, Rational Doors 9.2, MS Visio 2007, Rational ClearCase 7.1, HP Quality Center 10.0, Ajile methodology.

**Project:** NetApp Everest

In the current role I am responsible for managing the requirements process, review and validate the solution and design documentation, validate the test scenarios and ensure smooth item conversion and integration from Oracle 11.5.10 to R12.

**Responsibilities:**

* Responsible for **creating and base lining scope for the project** which includes moving item data and BOM from Oracle 11.5.10 to R12.
* Responsible for creating Requirements Management Plan for the project.
* Worked with internal and external customers to capture Requirements using **Joint Application Development (JAD) Sessions.**
* Reviewed and gathered feedback on the business requirements with business and technical teams.
* Identified and documented the business rules for the requirements.
* Created detailed **functional and Non – functional requirements** based on the business requirements using **Use Cases**.
* Obtained approval from the business and the technical teams on the functional and non-functional requirements.
* Conducted **Scrum meetings** and updated product backlog by consulting Scrum Master and Product Owner to ensure timely delivery of each Sprint.
* Created ‘**as-is’ and ‘to-be’** business process documentation using BPMN methods.
* Identified gaps and issues between the ‘as – is, and the ‘to – be’ business process by using **forward and backward trace.**
* Documented the issues and action items for the project and worked to get closure on the items working with the business or technical teams.
* Developed **activity diagrams** to enable developers understand workflows.
* Responsible for creating the Access based Roles for the project and mapping them to the appropriate business groups.
* Created **data mapping document** and logical data models using Visio.
* Created UI design as necessary.
* Worked with end–users to create UAT test plan and ran the test scenarios.
* **Analyzed the conversion results and assigned defects to the appropriate group using HP Quality Center.**
* Worked with the training team to develop training plan and documentation.

**Boeing, Renton, WA June 2010 – Feb 2011**

**Sr. Business Analyst**

**Environment:** Oracle 11.5.10 and R12, RUP, Rational Requisite Pro 7.1, Rational Rose 7.1, Rational ClearCase 7.1, HP Quality Center 9.0, MS Access, Oracle10g.

**Project:** This is an upgrade project for Boeing SSG that is responsible for global procurement. The SSG has upgraded Procure to Pay modules from Oracle 11.5.10 to Oracle R12 and developed their own supplier management system, apart from the central BEST, to improve accountability and service. I played the role of a coordinator which required me to interact with various stakeholders, gather their requirements and communicate it to the development team apart from overseeing testing process.

**Responsibilities:**

* Conducted **user interviews, gathered requirements,** analyzed, and documented Business requirements.
* Designed the business requirement collection approach based on the project scope using **JAD sessions.**
* Facilitated meetings with stakeholders to determine what data needs to be converted into R12 and **prepared the Business Requirements document.**
* Coordinated with business and gathered requirements for translating global purchasing currency to USD and then send for approvals
* Coordinated between BEST (Boeing Enterprise Supplier Tool) and SSG (Shared Services Group) teams to ensure that supplier information is transferred from the BEST team to SSG group on a daily basis to have the updated supplier information.
* Prepared Scenarios, **Use Cases, and UML Diagrams using MS Visio.**
* Developed Test Data for the application as per the specifications of the Requirements Document.
* Created **Requirements traceability matrix** and conducted forward and backward trace to find gaps.
* Used **RUP iterative process** to conduct Data Analysis on the conversion results to find missing data fields in the application and customized them.
* Developed **SQL queries** to extract data during conversion and integration process.
* Worked in **HP Quality Center to document testing artifacts** (Test cases, Test Results) and generated reports (Test Execution Summary, Test Case Reports) as per SDLC Standards.
* Developed and maintained the **Data Mapping Document** for multiple releases in the project using Access Database/ Excel Spreadsheets.
* Identified system test issues and coordinated bug fixing along with test manager.
* Managed scope changes through change control board process and worked withRational ClearCase and ClearQuest for **configuration management and handling change requests.**
* Worked with testing teams to validate detailed reports, problem detection during testing, and problem resolution**.**

**Client:** **CareFirst Blue Cross Blue Shield, Owings Mills, MD. Aug 2009 – May 2010**

**Sr. Business Systems Analyst**

**Environment:** Rational Rose 7.1, ClearCase 7.1, RequistePro 7.1, MS Access, MS Project, HP Quality Center 9.0, Agile Scrum methodology.

**Project:** The requirement was to integrate and upgrade the **claims processing system**. The requirements gathered were for Health Care and Pharmacy claims. BCBS received claims from primary vendors for different insurance products in the form of either batch or real-time. The project involved accessing the impact of the already existing (Blue Options) and new insurance products (GoBlue) on the current claims processing system (Diamond).

**Responsibilities:**

* Involved in **Data Mappings** including **ANSI 837, 835, 270, 271, 997** for **institutional, professional**, and **commercial claims**.
* Met with client groups to determine user requirements and goals.
* Facilitated **Joint Application Development (JAD)** sessions, as well as conducted interviews of appropriate business/technical stakeholders.
* Actively participated in enhancement meeting with business process owners and **SME’s**.
* Worked closely with the technical team and project manager to analyze, document and optimize the durations and resource allocations on the project to meet the deadline.
* Utilized **RUP methodology** and created **Use Cases, Activity, and Workflow process diagrams.**
* Analyzed business requirements and segregated them into **Use Cases** and activity diagrams according to **UML methodology.**
* Analyzed, documented and managed project requirements and changes to requirements throughout the software development lifecycle using **Rational Requisite Pro**.
* Performed **GAP analysis** to identify the deficiencies of the current system and to identify the requirements for the proposed system.
* Documented Functional Requirement Specifications (FRD) and assisted Systems Analyst to come up with System Requirement Specifications (SRS).
* Worked with developers to test the iterations of the System under Development (SUD) to ensure it met the user’s needs.
* Conducted User Acceptance Testing (UAT).

**Client: JP Morgan Chase, New York, NY Sep 2008 – Jul 2009 Sr. Business/Data Analyst – Client Reporting**

**Environment:** ClearQuest 7.1, ClearCase 7.1, DOORs 9.0, Quality Center 9.0, UML, Oracle10g, SQL, Cognos 7

**Project:** The goal of the project was to provide clients and portfolio manager’s month-end reporting on all portfolios managed by the firm. The application allows for the management of the month-end Client Reporting process.

**Responsibilities:**

* Worked with cross functional teams in order to establish comprehensive business and functional requirements and then translate those requirements into **software design specifications using various notations of UML.**
* Developed **Stakeholder planning exercise** to build a strong relationship with the client group, internal and external and to understand, document, and deliver the analytical and reporting solutions required.
* **Facilitated JAD sessions** with the clients and portfolio managers and assessed the facts of the discussion to not only gain an understanding of the issues, but drive to a solution.
* Conducted **Requirement Analysis and GAP Analysis.**
* Performed Extensive **Data Analysis on Oracle Databases.**
* **Developed QA Test Plan & QA Objectives/Requirements** and maintained traceability throughout all documentation by **using DOORs.**
* Developed **Source to Target Mappings** using Excel Spreadsheets and maintained them by **Versioning using ClearCase**.
* Worked with developers and Quality Assurance lead to understand Use Case and functional requirements.
* Worked in HP Quality Center to Write and Execute Test cases based on business requirements.
* **Executed SQL to ensure data is populated into correct table and data integrity is maintained.**
* Submitted **change requests, viewed and modified existing change requests,** checked already listed data quality issues **using Rational ClearQuest.**
* Worked with portfolio managers and clients to develop user acceptance plan and test cases.
* Isolated and simplified problems discovered during testing so that developers can fix them easily.
* Attended various meetings with the developers, clients, and the management team to discuss major defects found during testing, enhancement issues, and future design modifications.

**Clients: IFA Insurance Company- Clark, NJ Jan 2008 – Aug 2008
Senior Business Analyst**

**Environment:** MS Project 07, MS Word 07, MS Visio 07, MS Excel 07, Rational Requisite Pro 6.0, Rational ClearQuest 6.0, MS Access 07

**Project: Data Integration**

IFA is an independent **insurance** agency company, started in 1972, operating in New Jersey and Pennsylvania, providing competitive rates for drivers. The project involved integrating different sources of data input into a common system with a user-friendly interface.

**Responsibilities:**

* Facilitated requirements gathering sessions with users and documented **user requirements** for creation of new Accounts maintenance system for Existing Accounts.
* Gathered Report Specifications and prepared recurring Management Reports.
* Performed **GAP Analysis** to uncover discrepancies and worked with both **Internal and External customers.**
* Performed Data Analysis using pivot tables and pivot charts apart from creating mapping tables in MS Excel. Developed **workflow models and use case models** for creating and tracking New and Existing Accounts, Payment Processing and Customer Account Statements.
* Maintained **Wireframes** to display the new approved contents.
* Used **Enterprise Content Management (ECM)** to capture, manage, store, preserve and deliver content and documents related to organizational processes.
* Created workflow functionality and processed and monitored data at all levels for the **Business Process Management.**
* Involved in the **Change Management** process for the entire project.
* Managed, updated and controlled projects to ensure time delivery using MS Project.
* Planned, conducted, and directed the analysis of **business** problems to be solved with automated systems.
* Involved in test plan and test case preparation as per business specifications along with performing End to End testing.

**Client: Wells Fargo, San Francisco, CA Jul 2006 – Dec 2007**

**Business Analyst**

**Environment:** Oracle 9i, MS Visio, Agile, MS Project, SQL, MS Access, MS Excel, MS Word

**Project: Policy Administration System**

Wells Fargo offers variety of financial services in various fields such as banking, insurance, wealth management, retirement planning, etc. This particular project called Policy Administration System was created to improve the processing times for Auto & Other Vehicle insurance, Life & Health Insurance, Home & Property Protection Insurance and Business Insurance. Front & back office integration lowered cycle time enabling faster cost / benefit analysis to determine feasibility of product changes. It also resulted in increased product release with reduced rollout time.

**Responsibilities:**

* Contributed to definition of scope, preparation of work plans & development of **business requirements.** Co-authored **Business Requirement Document (BRD)** and **Functional Requirement Document** with project teams.
* Worked with the business users, tech lead and third party vendors to gather requirements and data transaction information**.**
* Designed and conducted **interviews** with individual regional managers to understand the high-level requirements.
* Conducted **Joint Application Development (JAD) sessions.** Conducted **Brainstorming session** with financial agents within the team who were dealing directly with customers to understand and gather requirements.
* Reviewed and assessed information gathered, defined key facts and issues, identified potential problems and facilitated problem resolution for auto & home Insurance.
* Developed **Use Cases, Use Case Diagrams, Activity Diagrams and Sequence Diagrams.**
* Developed **test cases and scripts** based on business requirements for the Functional & Performance testing. Conducted **Manual Testing** during various phases of the project.
* Functioned as the liaison between the business line, operations, and technical areas throughout the project cycle, **trading application** & **customer migration**.
* Developed training materials for future use. Well versed with PM concepts including **Risk management, Quality Assurance and control, Risk Analysis.**

**Merrill Lynch, New York, NY Oct 2005 – Apr 2006**

**Business Analyst**

**Environment**: Rational Requisite Pro 6.0, Rational Rose 6.0, RUP, UML, SQL, PL/SQL,MS Office, MS-Project

**Project:** Merrill Lynch is a premier regional investment firm offering full-service investment banking, securities brokerage, Trust and asset management. Merrill Lynch serves the diverse financial needs of individual investors, corporate and institutional clients throughout the U.S. and abroad. This project was to build a centralized, integrated bonds trading system to receive, process and disseminate market data to different applications in a streamlined and organized fashion to handle increasing business volumes and satisfy the demands of different users.

**Responsibilities:**

* Worked closely with SMEs, and **identified, analyzed the core requirements** and key features of the ongoing project.
* Designed the business requirement collection approach based on the project scope and SDLC methodology.
* Facilitated **user interviews and workshops** to gather requirements using Requisite pro and created UML diagrams using Rational Rose.
* Developed **Business Requirements Document** (**BRD**) with project teams. Extracted, discussed, and refined business requirement from business users and team members.
* Co-authored **Functional Specifications Document** (**FSD**) by interacting with development teams
* Prepared **Implementation Document**, in conjunction with the Project Manager and Solutions Architect, and presented the progress reports to clients in order to keep them current on the project status.
* Functioned as the primary liaison between the business line, operations, and the technical areas throughout the project cycle.
* Participated in **documenting User manuals**. Conducted User Acceptance Testing (**UAT**).
* Developed timelines for project delivery, and managed projects and resources to successful completion.
* Assisted in **development of training materials** for new technology and process improvements. Worked with PM and Sr. BA to provide training to users and user managers.
* Provided **remote and onsite support** to end users during and after implementation.

**Client: Kenrich Commodities, Ahmedabad, India Jan 2004 – Sep 2005**

**Business Analyst**

**Environment:** MS Office, Visio, SQL, RUP, UML.

**Project:** Kenrich Commodities (formerly M/s Yogin A. Doshi), established in 1989, is a private broking firm and a member of Multi Commodity Exchange of INDIA. The goal of the project was to avoid all manual/physical transaction and create web based application so that their clients can login online and receive their Position file, Transaction details, Statements and Confirms, Margin details, Market Watch for their selected Portfolio, Brokerage Statements and Tax information online.

**Responsibilities:**

* Facilitated collection of requirements from system users and prepared **Business and Functional Requirement Documents**.
* Analyzed and prioritized requirements and used them to outline timeline for completion of goals.
* Performed **GAP Analysis** with system functionality and **existing Business Processes.**
* Designed **Use Case Diagrams** using Visio andcommunicated specifications to design & development team. Managed scope and requirements throughout the project life cycle.
* Discuss and propose conversion / interface solutions with the clients and users.
* Performed **Functional Testing, Integration Testing, System testing and Regression testing.**
* Wrote **Test cases, test scripts and test plans** for UAT.

**International Labour Organization, New Delhi, India Apr 2003 – Nov 2003**

**Business Analyst**

**Environment: Visio, SQL, MS Office**

**Project:** Workplace Monitoring System was a $20 million joint project between the Government of India and US Department of Labor to help eliminate child labor in India under the supervision of United Nations (UN) (South Asia Advisory Team) and ILO

**Responsibilities**

* Gathered and analyzed business requirements by **conducting numerous meetings and interviews** with social workers, social scientists and project officers at ILO, New Delhi
* Developed a high-level report, under supervision from PM, to analyze the feasibility of the project specifying the implementation architecture for the information system including hardware and software needs, number of machines, internet connectivity, training of personnel, cost of development, monitoring and maintenance of 80,000 child record database spanning four states and 20 districts with a three year lifespan.
* Formulated hard copies of data capture forms for social workers and presented the report to social scientists at ILO
* Assisted PM in developed project baseline.