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| --- | --- | --- | --- | --- | --- | --- |
| **Deepa Rani Jangity** | | | | | | |
| **Candidate Contact #** | | **Candidate Email ID** | | | **Candidate LinkedIn** | |
| 408.306.3008 | | [deepajangity@gmail.com](mailto:deepajangity@gmail.com) | | | <https://www.linkedin.com/in/deepajangity/> | |
| **Interview POC Name (Supplier)** | | | | **Interview POC Contact # (Supplier)** | | |
| Savita Kumari | | | | 510-516-7821 | | |
| **Current Location:** | Sunnyvale, CA | | | | | |
| **Willing to relocate? If so, please provide the preferred location:** | No | | | | | |
| **Willing to attend in-person interview?** | Monday -Thursday (10pm-12pm) | | | | | |
| **Availability to Start** | ASAP | | | | |  |
| **Notice Period/ LWD on last project** | July 31, 2019 | | | | |  |
| **Interviews/ Offers in Pipeline** | No | | | | |  |
| **LIST ALL EMPLOYMENT FOR THE PAST 7 YEARS** | | | | | | |
| **Dates of Employment**  **(Month/Year – Month/Year)** | **Parent Employer Name /Project Company Name**  **i.e. ABC Staffing / Project at XYZ Client Name** | | | | | **Location** |
| Jan 2019- Present | Cisco systems | | | | | San Jose, CA |
| Jan 2018-Dec 2018 | Brokaw Capital | | | | | San Jose, CA |
| Mar 2015 - Dec 2016 | Cisco | | | | | San Jose, CA |
| Mar 2012 - Feb 2015 | Sage Intacct Corporation | | | | | San Jose, CA |
| Sep 2010 - Feb 2012 | Fiserv Inc | | | | | San Jose, CA |
| **Supplier Synopsis** | | | | | | |
| **Mandatory Skills**  **(As listed in JD)** | **# of Years Experience** | | **Summary of Candidate’s relevant hands-on experience** | | | |
| Project Manager | 2 Years | | * Good understanding in using Cisco CCW-R, CCE tools, Agile Central, Smart sheets for projectmanagement and bug reports, BOX, ART tools formerly known as ON RAMP, CSSM tools for SmartAccounts and Smart Licensing, CCNP Collaboration tools. * Experienced in Scripted migrations, sales lead migrations, quoting, ordering, and software licensing, subscriptions and contract management. | | | |  |
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| **Nice to Have Skills**  **(As listed in JD)** | **# of Years Experience** | | **Summary of Candidate’s relevant hands-on experience** | | | |
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| **Additional comments:** | Candidate is local to Sunnyvale, CA and also available for F2F interview.  And the distance between the Bachelor’s and first project as well from Dec 2016- Jan 2018 is because she was a self employed candidate. | | | | | |

**Professional Summary:**

* ***An accomplished Business Analyst/Business Data Analyst/ Project/ Program management professional with extensive and diversified experience of overall 8 years in various domains like Banking, Finance, IT Solutions and CRM platforms.***
* Experienced in Financial, Banking, CRM and IT fields.
* Well versed in all stages of the Software Development Life Cycle (SCRUM, RAD and RUP) with emphasis on Business Analytics, Data Analytics, Gap Analysis and Quality Assurance and BAT/UAT Process.
* Experienced in gathering business requirements from business/users, creating Business Requirement Documents (BRD), Functional Required Documents (FRD) and Functional Specification Documents (FSD) creating Process Flows and Data Flow Diagram (DFD) performed GAP Analysis between AS IS and TO BE workflow models.
* Well versed in AML (Anti Money Laundering) BSA (Banking Secrecy Act) compliance and online security.
* Worked in close co-ordination with the testing teams in developing test plan and test cases and building the acceptance criteria for functional and business requirements.
* Worked in different relational databases environments such as Oracle, SQL Server, DB2 and MS Access.
* ***Good understanding of Source to Data Mapping, Data Warehousing, Data Modelling, Data Validation and Business Object (BO) reports and overall ETL process.***
* Experience in Unified Modeling Language (UML), Software Development Life Cycle (SDLC), and Software Testing Life Cycle (STLC) and Bug Life Cycle (BLC).
* Produced detailed functional or operational requirement documentation, monitor project progress, identify potential roadblocks and keep projects on track.
* Exceptional Communication Skills, Strong drive and Commitment in getting things done right, relying on positive attitude, a good sense of humor and the ability to work with people at all levels allowing a quick understanding of project context and organizational factors.
* Strong ability to co-ordinate between onsite/offshore teams. Worked and coordinated with small to medium to large globally dispersed teams.
* Self-Starter, Highly Organized, motivated and a team player for any business.
* Passion to adept new technologies quickly to advance the business needs.

**Education Details:-**

B.E in Computer Science from Andhra University, Visakhapatnam, India (2004)

Master’s Degree in Business Administration from SJSU, San Jose, CA (2007)

**Professional Experience:**

**Cisco systems - San Jose, CA Jan 2019- Present**

**Business Analyst /Program Management**

***Cisco sells its products and services, both directly through its own sales force as well as through its channel partners, to large enterprises, commercial businesses, service providers, and consumers.***

**Project: Cisco WebEx teams migration project from BLIS to CCE Q3FY19**

* Good understanding in using Cisco CCW-R, CCE tools, Agile Central, Smart sheets for projectmanagement and bug reports, BOX, ART tools formerly known as ON RAMP, CSSM tools for SmartAccounts and Smart Licensing, CCNP Collaboration tools.
* ***Experienced in Scripted migrations, sales lead migrations, quoting, ordering, and software licensing, subscriptions and contract management.***
* Contributed in Cisco WebEx teams Migration Project from BLIS to CCE (Cisco Commerce Express)
* Coordinated with cross functional teams to achieve business objectives for program operations for its business testing needs identifying the requirements, validation process and enhancements for further release.
* Well versed in creating features, writing User stories, developing Use Cases, building Test cases and Acceptance Criteria, coordinated with the stakeholders to get the successful sign offs for release management.
* ***Well versed with project execution and translate the requirements into actionable insights, Identify the issues, problem solving, trouble shooting and escalate to cross functional teams as per the requirement***.
* Supported the BAT/UAT phases from start to end and acquired success sign offs
* Performed Requirement Traceability Matrix Analysis, maintained process flows and prepared the documentation for product backlogs and for reusability.
* Know ledged in implementing strategies to improve business practices also worked with IT to commit the release dates.
* Supported the team’s Adhoc projects such as invoicing issues, Tax exempt issues for invoicing and provide valuable inputs to the team.
* Performed the data mappings for Invoicing, TAC related issues for scripted migrations.
* Worked on training materials and support documentation for new releases.
* Highly organized and possess conflict management skills.
* Communicate status to senior members, Stakeholders& Sponsors and successfully met the deadlines in a timely fashion.
* Good understanding in requirement gathering for business needs, tracking, forecasting risk, developing required tasks, timeline and awareness of available resources for the project.
* Hands on experience on process analysis, documentation and agile methodologies with great cross functional follow up skills.
* Experienced in tracking the tasks actively for business needs and willing to adept new cisco tools based on the project requirements.
* Good understanding of Change Management activities such as updating wiki’s, providing the info about project initiatives, updating the community pages about the project readiness assessments, SOW’s, SLA’s, customer onboarding, communication, vision, planning, stakeholder trainings, playbook documentation and road maps.
* Excellent project coordination and project management skills and well experienced in communicating cross functional teams.
* Highly organized and can motivate the team towards the positive results

**Brokaw Capital - San Jose, CA Jan 2018-Dec 2018**

**Business Analyst/Project Management**

Brokaw Capital is an integrated financial Services organization. It offers services in Investment Banking, Mortgages and Wealth Management. I worked on implementation of their mortgage system.

* Requirement gathering from business users to prepare an Interface Specification Document to be provided to various LOBs for sourcing data both transactional data and reference data.
* Involved in gathering requirements from the Business Users in creating an effective data model to capture all the required data attributes.
* ***Involved in performing a gap analysis on the existing data model of the staging layer versus the requirement on Data Management Portal.***
* Involved in exception handling process by create workflow to escalade it to the respective LOBs.
* Run a BO report to validate the process developed in DM Portal for report generation.
* Involved in a periodic reconciliation of data between the various source and the end target system and create a BO report on the reconciliation breaks to be displayed in the DM Portal.
* Creating a Monthly Release Notice to communicate and aware various business partners on upcoming releases and implementations.
* Involved in creating a detailed user manual on the DM portal applications to be provided to the users.
* Creating Data Model for Feed Management.
* ***Worked on creating a Data Model for Compliance Regulatory Library and helped implementing the SDLC process.***
* ***Performed Data Analysis and Data validation using SQL and ORACLE database.***
* Worked on automation process to maintain Reference Data from various systems to refresh the data periodically.
* Worked with the QA team to create test plan and test cases.
* ***Extracted data into MS Excel and created reports.***

**Cisco - San Jose, CA Mar 2015 - Dec 2016**

**Business Analyst**

***Cisco sells its products and services, both directly through its own sales force as well as through its channel partners, to large enterprises, commercial businesses, service providers, and consumers.***

* Work cross functionally to define problem statements, collect data, build analytical models and make recommendations.
* ***Worked in relational data bases to ETL data bases, SQL, convert the data sets in excel and SQL***
* Leads and coordinates business modeling efforts and requirements documentation.
* Develop the program for data collection, modeling, Data Mapping and reporting the operational performance of data.
* Identify and implement streamlined processes for data reporting and communication.
* Use analytical models to identify insights that are used to drive key decisions across the Organization.
* Routinely communicate metrics, trends and other key indicators to senior leadership.
* Provide leadership to other members of the team to support various Adhoc projects.
* Experience with data access tools and building visualizations using large datasets and multiple data sources such as data extraction, cleaning, analysis and presentation.

**Sage Intacct Corporation - San Jose, CA Mar 2012 - Feb 2015**

**Implementation & Product Support - Client services**

Sage Intacct is a market and technology leader in cloud computing for financial software for businesses and CPA firms. The Intacct financial management and accounting software system includes accounting, contract

management, revenue recognition, inventory, purchasing, vendor management, financial consolidation and financial reporting applications, all delivered over the Internet via cloud computing.

* Conducting daily scrum for project updates.
* ***Administering the Intacct Salesforce Environment.***
* Provide support by identifying customer needs, clarify information and research every issue.
* Experienced in working to meet client expectations by providing superior quality of support and expediting the services when situations requiring urgent attention.
* Monitor continuously towards identifying the opportunities for improvement, contributes to solutions, and to enhance the workflow efficiency to enhance the customer experience.
* Ongoing assessments for client implementation need, craft innovative solutions and implement the plans to exceed the client’s expectations.
* Identify potential issues around the Integration of the client services that may case disruption within the organization and client base solutions to ensure the Internal and External goals are met.
* Provide timely support to the client needs on various systems and processes through documentation and by conducting demo’s webinars and/or KT sessions.
* Daily Case Management, which includes Maintaining, updating and prioritizing to meet the published client’s SLA’s (Service License Agreement)
* Logging and tracking cases with accurate information to provide a full record of each issue which helps cross functional teams to find the right solutions.
* Escalate appropriate cases and coordinate problem resolution with appropriate departments.
* Communicate new features to clients and stay current on releases.
* ***Expert in building/trouble shooting salesforce dashboards and reports.***
* Feedback customer issues and work with the development team to resolve the issues.
* Experienced in building positive relationships with clients/users and serve as a reliable and trusted advisor.
* Well versed in coordinating onsite and offshore teams.

**Fiserv Inc - San Jose, CA Sep 2010 - Feb 2012**

**Financial Fraud Investigations Analyst - Risk Management**

* Conducted Risk Assessment for new relationships and responsible for the on boarding and ongoing Risk
* Management, Analysis and Reporting on those relationships.
* Analyzed cases to Identify Trends, conducted Internal and External Fraud Investigations to include recovery and prevention of funds lost.
* Performed Link Analysis to escalate and to prepare cases and file with appropriate Law Enforcement Jurisdiction for Criminal Prosecution and charge backs.
* Excelled in investigating new data sources and determine predictability of new information.
* Contributed disruptive ideas to bring a new product called Navigator from Concept to Launch.
* Experienced storyteller with a strong history of translating case data into actionable insights and to investigate the fraud payments and phishing scams.
* Good understanding of compliance includes a deep understanding of Electronic Payments, Credit Card Processing, Online Banking, and Fraud & Risk Management for B2B, Credit Unions and Wealth Management Firms.
* Clearly and thoroughly documented investigational findings and conclusions every time.
* Experienced in various 3rd party Investigation tools.
* Experienced in key findings and recommend AML (Anti Money Laundering) processes, BSA(Banking
* Secrecy Act, customer onboarding and compliance.
* Collaborated with cross-functional teams for system enhancement changes, data sources, functionalities, and fraud detection methods and running SAR reports.

**Fiserv Inc - San Jose, CA Mar 2010 - Sep 2010**

**Business Analyst - Risk Management**

* Gathered Business Requirements, interacted with the stakeholders, developers, Project Manager and SME’s and facilitated JAD sessions to formulate Business Processes.
* Experienced in preparing Business Requirement Documents (BRD) User Requirements Document (URD) and Functional Requirements Document (FRD).
* Developed Use Cases and Use Case Scenarios and visualized those using UML diagrams in MS Visio.
* Designed the User Interface prototype for the Customer Information System based on the Business and
* Functional Requirements using MS FrontPage.
* Prepared Business Process Models that includes modeling of all the activities of the business from the conceptual to procedural level. Followed top down, leveled technique for building Business Process Models.
* Developed a Traceability Matrix to keep track of the Requirements, Use Cases and Test Cases.
* Reviewed Test Plan, Test scenarios inventory and Test Cases to ensure that they meet the requirements.
* Assisted the development team with design and development of the application, provided usability metrics collected from user surveys.
* Acted as liaison between the senior management and different teams with effective presentations to achieve best results.
* Coordinated walkthroughs and meetings with cross functional teams, to articulate the issues and negotiations.
* Documented best practices in the project for reusability, able to respond quickly to problem solving with great analytical skills.

**Cisco - San Jose, CA Mar 2009 - Feb 2010**

**Business Analyst**

* ***Cisco sells its products and services, both directly through its own sales force as well as through its channel partners, to large enterprises, commercial businesses, service providers, and consumers.***
* Worked on a project involved in new Mergers and Acquisitions for Cisco from discounting and pricing side- Customer Rationalization and end to end process analysis.
* Performed Customer Specification analysis and cleaning up of erroneous old data – improved quality of data by implementing ways to improve integrity of data, without compromising day-to-day business activities. Reduce discount leakage resulting in huge savings to Cisco.
* Worked on designing and implementing change for the new Service Contractual Legal Agreements process and training new resources for the team.
* Responsible for standardizing and the validation of discount names, types, and other attributes in Cisco’s company tools and posting daily updates to LiveLink to further ensure team communication is seamless.
* Reviewed large data sets of Product Contractual Legal Agreements (US, Canada, APAC, Global) to analyze the terms and conditions to ensure the actual product contractual discounts were accounted for accurately in CMS, ECLM, and the EDMS Applications.
* In-depth knowledge of ETL Data processing for contract management.
* Conduced Contract Review Cleanup Process for EMEA contracts and migrated the data in EDMS.