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Introduction:

9+ years of experience in the field of business and data analysis supporting software solutions and analyzing business operations. Broad experience working on various domains such as **Investment Banking, Commercial Banking** and **Finance**. Worked in various software development environments including **waterfall and agile methodologies** like **Scrum, Kanban, Extreme Programming.** Implemented different projects in SOA architecture and dealt with different **Web Services**. Strong **communication, requirement elicitation** and **documentation** skills while maintaining professional relationships with **stakeholders, Project Managers** and **SME's**. Worked in the capacity of a Scrum Master by facilitating all **scrum ceremonies**, resolving **Impediments** and **dependency** issues. Proficient in data analytics – SQL querying, **Ad Hoc / Canned report** generation using tools like **IBM Cognos BI** and **SAP Crystal Reports**.

Professional Summary:

- Possess excellent business writing skills required for documenting, **Business Requirements**, **Functional Requirements**, **Non-Functional Requirements** and **System Requirements Specification.**
- Experience in developing relationship with **Stakeholders** and **Gathering Requirements** from them by utilizing requirement elicitation technique such as, **one on one interviews, Observation, JAD, Group Discussions and Analyzing Reports.**
- Experience in conducting **GAP analysis, Impact analysis, Feasibility study, Cost-benefit analysis, Risk analysis, SWOT analysis, SIPOC and ROI analysis tools** and **techniques**.
- Strong experience in all the phases of SDLC Life Cycle such as **Analysis, Design, Development** and **Testing and UAT.**
- Domain knowledge and experience on **Mortgage, Banking** and **Wealth Management systems.**
- Comprehensive knowledge of web services related concept such as web methods, **XML, WSDL, HTML, AJAX, SOA** and **web architecture, business engines, XML schemas** and web orchestration.
- Hands on expertise with collaborative tool like **SharePoint**.
- Extensive knowledge on **Data warehousing, Schemas, Data Marts, Data Governance, Databases** and **OLTP Databases.**
- Extensively interacted with the designers, developers to ensure functional implementation of business requirements and the QA team in executing **Test Plans, Test Case scenarios, Test Logs, Test Objectives**.
- Experience in **facilitating scrum ceremonies** such as **Daily scrum meetings, Sprint planning, Sprint review, and Sprint retrospective**
- Experience in maintaining **Scrum Artifacts** like **Product Backlog, Sprint Backlog, Burn down and Burn up charts.**
- Created **Data Mapping Documents** and worked with business to wrote **transformation rules**.
- Strong knowledge of **SQL** and **extraction/ transformation/ loading (ETL)** process.
- Expert in conducting **business reviews**, **walkthrough sessions** and facilitated monthly and weekly meetings/reviews.
- Involved in the **validation** process for **Client-side, Server-side and Database.**

Technical Skill Stack:

Operating Systems	Windows 7,8,10,XP/Vista/Mac OS X
Modeling Tools	Rational Rose, MS Visio, Axure, Balsamiq

SDLC Methodologies	Waterfall, Agile-Scrum, Waterfall-Scrum Hybrid
Requirement Management	MS Office, JIRA, TFS, Rally
Project Management Tools	MS Project, MS SharePoint Server
Testing Tools	HP QC/ALM v11.5, Bugzilla, JIRA
ETL Tools	Informatica PowerCenter, ,IBM InfoSphere Suite
Reporting Tools	Tableau Desktop, IBM Cognos, MS Office Suite, Spotfire
Languages	HTML, SQL, JavaScript, Java
IDE	MS Visual Studio, Eclipse
Databases	MySQL, Oracle, MS Access

Education Details:
- Bachelors in Mathematics from Osmania University, India completed in March 2008.
- Masters in Computers Information Systems from CalUMS, CA, US completed in May 2014.

Certifications:
- Scrum Master Certification from International Scrum Institute
- **Professional Scrum master I (PSM I) Certification**

Professional Experience:

Farm Credit bank of Texas - Austin, TX   **Sep 2016 – Present**
Business Systems Analyst/Scrum Master

Project: Mortgage Loan Origination System
Project Description: Scope of the project was to provide business users with a unified and integrated web based application for **Mortgage Loan Origination** and **Processing**. The application will be used from the initial contact with customer through the final closing documents. Due to business expansion; the Business Operation must reduce manual review of loans and supporting files throughout the loan origination process. The system performs all the Business functions of the loan process such as set-up Accounting formation, New Loan set-up, the Appraisal, credit, and income. This is built to maximize loan efficiency, maintain current staffing levels and double production volume within the current fiscal year.

My Roles & Responsibilities:
- Used various **Elicitation** techniques like **Document analysis**, **Group Discussion**, **requirement workshop**, **JAR session**.
- Created detailed business scenarios and writing master **use cases** with the help of **MS Visio** which covered step by step process of interaction between user and system.
- Worked with SMEs and Developers to develop and design the **GUI** of the system.
- Designed and developed **Use Cases, Activity Diagrams, and Sequence Diagrams** using **UML methodology**.
- Assisted **UI** and **UX** team in creating **Mockups** and **Wireframes.**
- Used **UDDI** to identify relevant web services. Created **Stub data** for web service testing.
- Created **Requirement Traceability Matrix (RTM)** to make sure all the requirements are covered with test cases.
- Team organized under Scaled Agile Framework (**SAFe**) following incremental delivery.
- Involved in the Train Planning Event(**PI**) and team breakout sessions to groom features for each increment.

- Facilitated Scrum **Daily Stand-ups**, **Sprint Planning**, **Sprint Review**, **Backlog Grooming** and **Sprint Retrospectives and** efficiently time-boxed the events.
- Resolved team **Impediments** and made sure that the team maintained the required **velocity.**
- Assisted Product owner in **slicing** the **epics** to **User stories.**
- Adopted **INVEST** criteria in writing user stories and acceptance criteria.
- Ensured that every task is tracked and updated in **JIRA** by the team and regularly monitored the progress.
- Assisted the Product Owner and the Scrum team in prioritizing product backlogs using **MoSCoW** technique and in estimating effort through **Planning Poker**.
- Created and reported Sprint **Burn-Down** charts to Product Owner, Stake Holders and Project Manager for sprint progress.
- Communicated Sprint Progress to senior management through **Burn-Up** charts.
- Helped teams to adopt agile practices by incorporating fun activities in Scrum coaching process.
- Conducted **Data Validation** for ensuring the **Data quality** in accordance with the business requirements.
- Formulated **SQL** Queries to generate relevant reports from the Database.
- Designed Database model using **TOAD.**
- Provided **ad-hoc reporting** and **analysis** in response to business requirements.
- Assisted in **UML Use- case**, **Sequence** and **Activity** diagrams creation for better understanding of the process using **UML** tools.
- Closely worked with **upstream** and **downstream dependency** projects to resolve the dependency issues.
- Assisted the Web service team in defining the business rules in **Business Rule Engine** as per the **Mortgage programs** and **rates**.
- End to end worked with multiple SOA teams and Tested **SOAP** and **REST** web services using **SOUP UI.**
- Facilitated **UAT** sessions for end users and collaborated with business team to get **UAT sign offs.**
- Expertise in writing the SQL quires like **Update**, **Create**, **Select**, **joins**.
- Facilitated **triage calls** between development team and QA team for resolving issues.

Environment: SAFe, Scrum, HTML5, CSS3, AJAX, XML, node.js, J2EE,MS Office suite 2010, MS Visio 2010, SOUP UI, Cognos BI, SQL, Oracle, Sharepoint2013, HTML, Jira, HPALM, OLTP, OLAP, Data Warehouse

Awards: I Was awarded '**Star Employee'**, for outstanding documentation

JPMC - Wilmington, DE   **Feb 2015 – Aug 2016**
Business Analyst/Scrum master

Project: Data Warehouse
Project Description: The project specifically aimed to develop a data warehouse on Nonperforming assets for internal business analysis which helps in generate complex reports by using business Intelligence tool such as Cognos BI for better strategic decision making and Develop the Dashboards as per business requirements.

My Roles & Responsibilities:
- I worked with business owners to Identify operation data sources(**ODS**) like **mainframes**, **OLTP systems**, **CSV files**.
- I worked with Database architects to understand the Data flow in **Data warehousing.**
- Closely worked with Data Analysts/Developers to understood the **database schemas** of multiple operational databases.

- Participated in developing **user stories** along with Product Owner, Dev lead and QA lead.
- Acted as a **liaison** between management and Data Warehouse management team. Involved in **Project Management** activities like managing project scope, schedule management, creating **project plans**, project status and deliverables.
- Responsible for writing user stories in JIRA for each iteration based on the **Charter and Epics**.
- Extensively interacted with data analysts during the **ETL operations** in identifying the source databases from **OLTP systems** and implementing the **transformation logic** for achieving **data uniformity** in operational data store **(ODS).**
- Performed **Data mapping** and **logical data modeling** also prepared **ER diagrams** for the system.
- Coordinated with the DW architects and developers to identify appropriate **dimensional modeling** (identifying dimensions/facts/referential integrity), measures (additive/semi-additive/non additive) and sizing (in terms of number of columns, records per dimension and fact table).
- Acted as a Scrum master by organizing and conducting **sprint planning meetings**, **daily standup meetings, sprint review, sprint retrospectives** and creating **sprint backlogs.**
- Closely monitored **burn down charts** to keep track of outstanding work and tracked the **velocity** and **capacity.**
- Conducted **user sessions** and created **user stories** based on the requirements gathered in sessions.
- Resolved **impediments** during the **collaboration meetings** discovered in daily standup meetings.
- Coordinated and participated in prioritization (**WSJF)** / estimation meetings to provide **user story points** for backlog items.
- Coordinated with the **Cognos BI** developers in building packages and developed various **reports** like Cross Tab, Master Detail and different charts including Line, Column, Area, and Pie Charts for analysis.
- Used **Mockup** screens to convey the look and feel of GUI screens for the end users to developers.
- Used Visio to prepare Use Case, business process flow (**BPMN**), sequence and activity flow diagrams.
- Used various SQL commands like **Create, Delete, Update, and Inner, Outer, Left, and Right Joins** to update the database and retrieve data for **data analysis and validation** along with creation of stub data.
- Built **presentation layers** (PL) with large complicated dataset for reporting and data modeling needs.
- Coordinated the execution of **Unit Testing**, **Data Migration Testing**, Performance & Service level testing and **User Acceptance Testing** (UAT)

Environment: Scrum, HP ALM, MS Office Suite, Rally, MS Visio 2010, SQL Server Services, Cognos BI, Informatica, OLAP, OLTP, Data Warehouse.

Fiserv - Alpharetta, GA   **May 2013 – Jan 2015**
Scrum Master

Project: Wealth Management System
Project Description: The idea was to develop a fully-featured software application, a Wealth Management System, as a single solution that would replace the Excel spreadsheets, CRM functions, calendar requirements, treasury services etc. The application includes a cock-pit like UI functionality for the advisors to have a 360-degree view of the investment instruments along with vast analyses and reporting functionalities.

My Roles & Responsibilities:
- Gathered Business requirements by conducting **JRP** session, **One on One interview** and **Group sessions** with **Stakeholders** and business Users
- Collaborated with the **SME** and interviewed the stakeholders to understand the **AS IS** and **TO BE** state of the project.
- Involved in Developing **asset allocation models** diversifying risk by researching funds using fundamental analysis.
- Facilitated **sprint planning meetings**, **daily standup meetings, sprint review, sprint retrospectives.**

- Closely monitored **burn down charts** to keep track of outstanding work and tracked the **velocity** and **capacity.**
- Shadow and assist some of the Product Owner activities by providing high level estimates, **prioritizing stories** for the sprint and maintaining backlogs and release plans.
- Resolved **impediments** for **scrum team** members by facilitating **collaborative meeting**.
- Facilitated **Sprint review meeting** to demonstrate **potentially shippable product** to **stakeholders**.
- Facilitated **Sprint retrospective meetings** to gather feedback. Made sessions interactive using **Idea boards.**
- Facilitated **Scrum of Scrums** to resolve dependency issues between different teams.
- Manage the assignment of **user stories** to relevant BAs based on the feature and process expertise.
- Suggested several process improvements within the **ratings process** and suggested solution options to **automate** manual data entry tasks performed by Data Managers.
- performed manual testing in each sprint and recorded the **Test Status** and raised the **tickets** on **Defects** by using **HPALM**

Environment: .Net, Scrum, HP ALM ,Windows (98/XP/7/Vista/8), MS Office Suite, Jira, , SQL.

Factset Research Systems, Hyderabad, India   **Feb 2010 – Nov 2012**
Business Analyst

Project Description: Scope of the project was to develop a intranet application to maintain and tack the tickets raised by the Factset Economics from the different team like production, Validation, QA/Monster.

My Roles & Responsibilities:
- Collected and documented business processes as well as **business rules** and Performed **GAP analysis**.
- Participated in the **identification, understanding**, and documentation of business requirements, including the applications capable of supporting those requirements.
- Researched and assessed client systems and business processes.
- Worked intensively on various phases in the **project lifecycle** to design the system in such a way that the high **risk** claims could be easily identified and monitored.
- Translated the business needs into **system requirements**, communicating with the business on a non-technical level, and with the System Analyst on a more technical level.
- Involved in walkthroughs with business team, architects and developers to refine the requirements.
- Generated **use-case diagrams** using UML.
- Implemented **Traceability Matrix** and User Requirement Specification Document (URS) to verify the functionality.
- Streamlined clerical work processes and mapped to the automated system.
- Involved with the Software Quality Assurance (**SQA**) Team to develop Test plans.

Environment: MS Visio, UML, SQL Server, SQL, MS Office and Windows 2000

ICICI Lombard, Hyderabad, India   **June 2008- Jan 2010**
Business Analyst

The scope of the project was to create a single, integrated system that will execute the calculation of sales compensation, for both external producers, based on consistent and reliable information captured from pre-determined data sources, improving business processes and controls, ensuring compliance and flexible reporting capabilities.

My Roles and Responsibilities:

- Interfaced with subject matter experts (**SMEs**) and users to gather business requirements.
- Communicated project status regularly to key business stakeholders and lead **UAT testing** activities co-ordinating with users.
- Successfully conducted (**JAD**) Joint Application Development sessions with the cross-functional team members for discussing various shared issues to ensure that business requirements are met and requirements are understood at all levels.
- Improved efficiency within the team by redesigning work flows and business processes.
- Prepared use case documents using **MS Visio and UML**.
- Used **SharePoint** 2010 to access and align relevant enterprise, operational, performance and financial data from multiple sources and departments and create advanced visualization charts and dashboards conveying the right information.
- Executed and designed SDLC cycle from inception to deployment (**Requirement Analysis, Test Planning, Test Cases, Script Development, Test Execution, Test Reporting, Test Result Analysis and Defect Retesting**).
- Developed complex **SQL scripts** to validate data integrity in the application.

Environment: Waterfall, SQL, MS Visio, MS Project 2003, MS Office Suite