

# Komala

## Sr Business System Analyst/Scrum Master



### PROFILE:

Success driven business analyst with 8+ years of experience eager to join the team. Proficient in providing analytical support for diverse business projects. Maintaining a record of improving productivity, expert in business cycle management, business data clarification and eliciting project requirements. Driven by low supervision, strong leadership, and high competence, written & verbal communication skills shared with ability to work under pressure to keep up with the deadlines.

### CERTIFICATION:

- **Scrum Master Accredited Certification** (International Scrum Institute).
- **Lean Six Sigma Green Belt Certification**

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### PROFESSIONAL SUMMARY:

- Overall 8+ years of experience as a **Business Analyst/Business System Analyst and Scrum master** in IT industry.
- Experience in various **Software Development Life Cycle (SDLC)** such as **Waterfall and Agile methodologies - SCRUM, SAFE**.
- Extensive knowledge of **Spiral, Extreme programming(XP), Rational Unified Process (RUP), Kanban and Scrum-ban**.
- Communicated with different **SME's, Developers, Testers, higher level management** and other stakeholders to develop a quality project and worked on delivering the product within budget without any **Scope creep** to reach the deadlines on time.
- Thereby, proven success in **Impact Analysis, Cause and Effect, GAP Analysis (As-Is and To-Be Analysis), SWOT Analysis** and assisted the project manager in **Cost Benefit Analysis, Work Break Down Structure and Critical path analysis**.
- Facilitated and gathered requirements through **Requirements Gathering Sessions** using various **elicitation techniques** like **Prototyping, Interviews, Requirement Workshops, Telephonic interviews, Survey/Questionnaire, Brainstorming and JAD**
- Analyzed source systems and business requirements, to develop **User requirements, Functional and Nonfunctional requirements**.
- Documented Requirement Artifacts such as **Business Requirement Document (BRD), Functional Requirement Document (FRD), System Requirement Specification (SRS)**, and elaborative expertise with **Change Management Handling**.
- High expertise in tracing requirements throughout the development process and verifying their adherence to **Requirement Traceability Matrix (RTM)** and **RACI chart**, preparing test cases with the help requirements gathered with proper tracing back and forth.
- Highly experienced in creating **Mock up screens, Wireframes and Prototypes** to assist the UI team for better understating of user interface requirements and sit with the SME'S to get more insights on **Graphical User Interface** for the system.
- Designed the **UML diagrams** such as a **Use case diagram, Activity diagram, Sequence diagrams and Data Flow Diagrams** by using **Rational Rose and MS Visio** and wrote use cases for the development team based on the requirements gathered.
- Proficient in Microsoft Office tools like **MS Access, MS Visio, MS Excel, MS Word, MS PowerPoint and MS Project**.
- Experience as a **SCRUM MASTER**, facilitated the **SCRUM ceremonies** and time-boxed the ceremonies (**Planning Meeting, Daily SCRUM, Sprint Review Meeting, Sprint Retrospective Meeting, Product Backlog Refinement Meeting**).
- Converted the Requirements into user stories by conducting a **user story writing workshop** which helped the team in developing user stories that meet **INVEST (Independent, Negotiable, Valuable, Estimable, Small, Testable)** criteria. And tasks that met the **SMART (Specific, Measurable, Achievable, Relevant, Timeboxed)** criteria to identify the **workflow analysis** and designing the functions.
- Maintained the artifacts like **Product Burndown chart, Sprint Burndown chart, and Sprint Burn Up chart** and made them visible through **Information Radiator**. Experience in tools like **JIRA, RALLY** to maintain the user stories and artifacts.
- Highly skilled as **Scrum Master** in facilitating scrum ceremonies for the scrum team. Make sure they stay focused on the project to perform better and conducting several estimation Techniques like **Planning poker, T-shirt sizing, Relative Mass Valuation**.
- Helped the product owner to prioritize the **Product backlog** using techniques like **MOSCOW, KANO** and prioritized the backlog
- Assisted the **QA team** in developing in creating the **Test scenarios, Test plans and Test Cases** and created **RTM** to track requirements

- Experience in supervising **Black-box Testing, Functionality Testing, Unit Testing, Integration Testing, Regression Testing.**
- Involved in **User Acceptance Testing (UAT)** where **demonstrated** the system to the **end users** and **validated** the product with them.
- Good knowledge of creating **SQL Queries** like **DML, DDL, DCL** commands which include **Joins, Aggregate and unions** in understanding the database and good knowledge about **RDBMS (Relational Database Management systems).**
- Good understanding of **Data Warehousing** concepts like **OLAP, OLTP**, top down Approach, bottom up Approach, data cleansing. Worthy knowledge of **Entity Relationships (Logical, Conceptual and Physical diagram)** and **User Administration.**
- Highly expertise in using tool likes **JIRA** for writing requirement, **Issue tracking, Creating defects** and **Generating reports** throughout application development lifecycle and experience in using **Confluence** for better communicating with the team.
- Good understanding of using **ETL Tools** like **Informatica** and **SSIS** for extracting the data from data sources, **Transforming** the data using **business rules** as per the requirement and then **loading** the data in to the **data warehouse.**
- Good knowledge in validating **XAML** scripting language and have a good understanding of user interface programming language such as **ASP.NET.** Extensive knowledge about **Visual Studio Suite** like **Visual Studio Team Services** and **Visual Studio Code.**
- Strong **Management Skills**, demonstrated proficiency in leading and mentoring individuals to maximize levels of productivity, while forming cohesive team environments and great Ability to **manage multiple large-scale projects** concurrently and efficiently.

## TECHNICAL SKILLS

|                                       |   |
|---------------------------------------|---|
| <b>SDLC Methodologies</b>             | Waterfall, Agile-Scrum, Waterfall-Scrum Hybrid, Extreme Programming(XP), Spiral, SAFE, Kanban, Scrum-ban, Rational Unified Process (RUP). |
| <b>Requirement Management Tools</b>   | JIRA, Rally, TFS, Version ONE, MS Project, Rational Requisite Pro, HP QC, HP ALM  |
| <b>Reporting Tools</b>                | IBM Cognos BI, MicroStrategy, Business Objects, Tableau, SQL Server Reporting Service, Microsoft Power BI, Spotfire.                      |
| <b>Graphical &amp; Modeling Tools</b> | MS Visio, Balsamic, Rational Rose, UML, Mockup Screens.   |
| <b>Databases</b>                      | MS Access, MYSQL, Microsoft SQL (T-SQL), Oracle 9i & 10g (PL/SQL).  |
| <b>ETL Tools</b>                      | SQL Server Integration Services, Oracle Warehouse Builder, IBM Cognos Data Manager, Informatica Power Center, Oracle Data Integrator.     |
| <b>Testing Tools</b>                  | HP QTP, LoadRunner, Bugzilla, Selenium, SOAP UI, Oracle Application Testing Suite (OATS)  |
| <b>Microsoft Tools</b>                | MS Office Tools (Word, PowerPoint, Excel) MS Access, MS SharePoint, Outlook 365   |
| <b>Languages</b>                      | SQL, PL/SQL, T-SQL, HTML, XML, C, C++   |
| <b>Operating Systems</b>              | Windows XP, 7, 8, 10, Linux, Mac OS   |

## PROFESSIONAL EXPERIENCE

| <b>KOHL'S,</b>                                   | <b>Menomonee</b> | <b>Falls,</b> | <b>WI</b>         |
|--|------------------|---------------|-------------------|
| <b>DURATION</b>                                  |                  |               |                   |
| <b>Sr. Business System Analyst/ Scrum Master</b> |                  |               | <b>AUG 2016 -</b> |
| <b>PRESENT</b>                                   |                  |               |                   |

**PROJECT DESCRIPTION:** The scope of the project was to enhance the management and **tracking of orders** at a Store associate level when the **Order cycle** starts so that we had an increase in sales and customers with an **optimized revenue** to provide better **customer service.** Enhancement was done on a **Store facing application** mainly to track and complete the **Picking and Packing** process of the **Orders.** Two sequences of applications ran on the device namely **Ship from Store(SFS)** and **Buy Online Pick Up in Store(BOPIS).** **Orders** were assigned to the Store associate in two ways namely **Custom Picking** and **Auto batch** and it was further shipped to the customers either by **Drop-Ship** through third party **vendor** or **Customer Pickup.**

### ROLES AND RESPONSIBILITIES:

- Involved in **prior documentation** and **business process** to understand the scope and development of the system being developed
- Facilitated **JAD, Brainstorming** sessions to allow different stakeholders to communicate their viewpoints with each other, resolved any concerns and came to an agreement quickly. Conducted one on one interviews to understand the requirement of the stakeholders.
- Performed **GAP** analysis to define gaps between **As-Is** and **To-Be** processes and bridged the gap to work on system enhancements.

- Reviewed and Analyzed **Business Requirement Documents (BRD)**, **Functional Requirement Documents (FRD)** and translated them to **System Requirement Specification (SRS)** to enable development team to better understand the requirements
- Assisted in design review meetings so that all the requirements are within the project scope and does not adhere to **Scope creep**.
- Involved in writing **Test Plans**, **Test Cases** and **Test Scenarios** using **HP Quality Center** and arranged triage calls between developers and testers so that the **bug** cycle was taken care and made sure that requirements didn't get deviated.
- As a **Scrum Master** ensured the team is effectively and actively performing as a team. Ensured that the team is **self-organized** and **collaborative** in nature to develop the product in an **evolutionary** and **timeboxed** manner ensuring product delivery on time.
- Facilitated **Scrum Ceremonies** and ensured that the team follows their process and pursued continuous innovation in their practices.
- Wrote User Stories fulfilling **INVEST** criteria, assisted the **Product Owner** in prioritizing the **Product Backlog Items (PBIs)** using **MoSCoW**, **KANO** and engaged the whole team in estimating **Story Points** using **Planning poker** and **Relative Estimation**.
- Used **JIRA** to keep track of the issues that are logged and in-progress along with the person responsible. It helps to generate reports to see the status of an issue and improving the productivity of the development team.
- Generated **Sprint Burndown** and **Product Burndown** charts which helped **Product Owner** to plan accordingly. Tracked and effectively communicated team's velocity and sprint/release progress to the stakeholders to assure them about the development.
- Involved in breaking down the user stories into task satisfying **SMART** criteria with the help of Scrum team.
- Conducted **Sprint review meeting** by inviting all the stakeholders including the product owner and worked with the team to give a live demonstration of the **Potentially shippable product increment (PSPI)** to the stakeholders and collected feedback.
- Performed different fun **Retrospective techniques** like **Happiness histogram**, **Silent writing**, **Speed Dating** in **Retrospective meeting**
- Jotted down the feedback from the stakeholders and updated the same in **Product Backlog** for the team to start working on it.
- Effectively recorded and maintained the artifacts like **impediments** list, **Sprint burndown charts** and **Sprint burnup charts** to track the team's performance and keeping it visible to the team members and owners.
- As a **Scrum Master** conducted various fun activities in the **Sprint retrospective** meeting to improve the team building skills and collaborative skills within the team.
- Involved in **User Acceptance Testing (UAT)** for successful implementation of requirements and generation of reports. Used **JIRA** for defect tracking, facilitating and monitoring the process throughout the development process.
- As a Scrum master facilitated and time-boxed **Scrum ceremonies** such as **Sprint planning**, **Daily scrum**, **Sprint review**, **Sprint retrospective** and **Backlog refinement meeting**.
- Used **SSIS** for transforming data from source to target destination, **SSAS** for analyzing the data and updating multiple databases with the product information and **SSRS** used to update the reports in **Database**.

**ENVIRONMENT:** Waterfall-scrum hybrid, HPQC 10.0, JIRA7.0.0, MS Visio, MS Project, MS (Power Point, Excel, Word, Project), SharePoint, REST, MS Azure, ASP.NET 4.0, SQL Server 9.x/10.x, VS 2010, TFS, Visual Studio Team Services, Visual Studio Code.

**NJDOC, Trenton, NJ**

**DURATION**

**Sr. Business System Analyst  
2016**

**MARCH 2015 -JULY**

**PROJECT DESCRIPTION:** The project was aimed at creating a **Data Mart** to provide **Educational department** to analyze educational history of an inmate the moment he enters the prison as well as tracks whether the Inmate completed his mandatory education programs or not. The enhancement was done on legacy system where they were unable to track the **historical data** of educational programs of inmates in the **Database**. Legacy non-integrated databases are a core to business processing which **overrides** the existing data instead of updating it. New Data Mart was designed, and **Source** and **Target Data** were **Mapped** to ensure that **business rules** were imposed to get an updated status history of the **Inmates** as well as their history. Integrated system would provide ease of access, analysis, transparency and enhanced reporting capabilities which had the complete details of the Education level of an Inmate when he enters the prison and whether the Inmate completed his mandate education while he was serving inside the prison.

**ROLES AND RESPONSIBILITIES:**

- Interacted with users and stakeholders to Identify business needs, evaluated solutions for business problems.
- Gathered business requirements by participating in **JAD sessions**, **Interviewing** business users and stakeholders and did a **pre-analysis** for collecting the requirements and went through the previous documents for understanding and analyzing the system.

- Conducted one on one meetings with the clients to discuss the business needs and gathering business requirements and had meetings with **SME** and **Database Admin** to understand the application and **Oracle database** terminology.
- Understood problem definition through one to one meetings with **Data architect**, **Enterprise architect** and **Solution advisors**.
- Involved in creating **Project plan** and deliverables for the project by assisting the Project manager in creating a **Work break down structure** and **Critical Path analysis** so that we had a clear-cut idea of the amount of work required to complete the deliverables.
- The methodology used for the project was Waterfall and had a deep understanding about the requirement gathering. Provided clear and consistent information about project status both internally as well as to the IT team and stakeholders.
- Used **MS Visio** for **Process modelling**, **Process mapping** and **Business Process flow diagrams**. Understood the **As-Is** system, developed the **To-Be** system concepts and analyzed the bridge between the **source** and **target** systems and evaluated the same.
- Prepared **Business Requirement Document (BRD)**, **Functional Requirements Document(FRD)** and Drafted **Systems Requirement Specification (SRS)**. Analyzed modified, validated these artifacts and then verified the same with the stakeholders.
- Closely worked with Data Architect in creating **Data Mapping**, **Data modelling** and **Data Mart** design. Assisted in increasing **Data Integrity** by performing **Data Normalization** and adding **Data Verification** and **Validity** to maintain accuracy and integrity.
- Responsible for writing the business logic and other business rules for generating reports based on the requirements.
- Documenting weekly updates of the project to the project manager and project director. Documenting the current project status and tasks that were accomplished this week and tasks for to be accomplished for the up -coming week
- Closely worked with the data warehouse team in implementing history for the tables and available for them in discussing business requirement document if they need any assistance in verifying the requirements back and forth and clarified their doubts.
- Involved in generating report in business objects with the help of business intelligence team and created report based on requirements and identified source systems for **Data Profiling** to take appropriate decisions for the betterment of business.
- Established Incident Reporting and did an Impact analysis for **Change Control procedure** which was further taken to the **Change Control Board** and was further handled by the Change manager who put forth with a **go or no- go decision** for the change.
- Worked with **QA team** to design and develop **Test Plan** and **Test Cases** and was involved in the test environment to create a Test strategy for the testing environment to perform **User Acceptance Testing (UAT)**, **Functional Testing**, **Regression Testing**.

**ENVIRONMENT:** Waterfall, MS project 2013, MS Outlook 365, MS Office 2013 (Word, Excel, PowerPoint and Visio), My SQL, Oracle 10g, Oracle TOAD, Erwin, Oracle warehouse builder, OBIEE Enterprise edition, Outlook 365, Oracle applications.

**AMWAY, Ada, MI**

**DURATION**

**Sr. Business Analyst**

**JAN 2014 -March 2015**

**PROJECT DESCRIPTION:** The scope of the project was to offer a **unified shopping experience** to its customers, giving a wide variety of options while shopping through multiple channels. It was an enhancement to a legacy system feature which provides new feature and updated information about the **products** in categories. The products list along with **Cost**, **image** and **description** were presented and the customer can make a choice of products and shop. checkout of shopping cart was made easier than before. The project also provided a new functionality of **cashback & reward program** in an existing **E-commerce online shopping** application. The new functionality could register interested customers and based on their purchasing habits system could generate various cashbacks and rewards options.

#### **ROLES AND RESPONSIBILITIES:**

- Performed JAD sessions, interviewing and surveys with **Business users**, **SME** & app developer teams for gathering requirements for Application development. Interacted with the legacy system to understand the requirements for to be system.
- Analyzed the gathered requirement and reviewed **Business Requirement Document (BRD)** and **Functional Specification Document (FSD)** for developing better understanding of system requirement to assist development team's operations.
- Considered the customers interest while the customers ordered the products so that the customer had choice to view the orders and make necessary changes while the order is still placed in the **Shopping cart**.
- Made sure the products list was updated with the **Cost**, **Image** and short description regarding the product and the Warehouse had **transparent inventory** which eventually increased the **Traffic acquisition** for the existing site further managing the Traffic for the site.
- Performed data retrieval using the **SQL queries** from database to extract the data that was required to analyze the insights of system.
- Analyzed the gathered requirement and reviewed **Business Requirement Document (BRD)** and **Functional Specification**



**Document (FSD)** for developing better understanding of system requirement to assist development team's operations.

- Coordinated and controlled **Change Request** for the clients by conducting impact and cost analysis, prioritizing and mitigating changes. Prepared change request form to provide details of change request and the further process was carried by Change Manager.
- Prepared project deliverables through business workflow analysis, process analysis, user requirement documents (**Use Cases & Activity diagrams**) and managed the requirements and made sure they were well understood by the development team members.
- Used **SQL queries** for analyzing data and identifying required data with pain points and solving them with effective solutions.
- Designed and developed **Use Case diagrams** and involved with design team in creation of **Activity Diagrams** and **Sequence Diagrams** to depict process flows of the entire system.
- Used Data analytics for analyzing the data for type of products sold and types of maximum buying customers which helps in targeting them for developing the business strategies and implement cash rewards based on purchases made by the customers.
- Developed a simple database and **ETL process** to load the existing data to store the data for the business process.
- Worked with QA team for designing Test Plan and Test Cases for the **User Acceptance Testing (UAT)** and **Regression and Load Testing**.
- Used **Tableau** for data visualization to communicate information clearly and efficiently via the statistical graphics, plots and charts.
- Used **HTML-5 CSS 3.0** to enhance the **User Interface** of the existing site and to make it user friendly with the **Application layer** comprising of Java Script and used **Oracle Database** to maintain the complete data about the users ordering the **products**.

**ENVIRONMENT:** Waterfall, MS Visio, MS Word, MS Excel, Oracle9i, MS Access, MS SharePoint, Waterfall, Java /Eclipse IDE, Spring framework, Balsamic, REST Web service, GitHub, HP Quality Center 10.0, SOA, HTML-5 / CSS 3.0 / JavaScript: jQuery and AJAX (JSON and XML) technologies, IBM Requisite Pro 7.1, IBM Cognos Data Manager 10.2, Tableau

**AIG Insurance, Berkeley Heights, NJ**

**DURATION**

**Sr. Business Analyst/Scrum Master**

**June 2012- DEC 2013**

**PROJECT DESCRIPTION:** Business Technology Operations team wanted an application that can offer personal insurance rating engine for **Auto, BOP and Workers compensation** line of business (**Property& Casualty Insurance**) for all US customers reducing all the manual efforts. The role involved to comprehend the **business requirements** and create functional specifications for the Development team by helping them throughout the development life cycle, perform **functional** and **regression testing**.

### **ROLES AND RESPONSIBILITIES:**

- Gathered requirements in the form of use cases and user stories based on the need and necessity. And Assisted product owner to work on **User stories** to create **Product Backlog**.
- 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**.
- Updating agile tracking systems to provide transparency on **Product and Sprint Backlog** for the development team.
- **Time-boxed** scrum ceremonies as a **Scrum master** and helped the product owner to prioritize the **Product Backlog Items (PBI's)** using various techniques along with the development team.
- Actively involved in prior documentation and business process for understanding the Scope and Developed knowledge of system.
- Conducted **Gap Analysis** for current state and to-be state of the system which involved in the identification of **business rules, business and system process flows, requirements and assumptions**.
- Interacted with the internal and external Stakeholders, project leads for gathering requirements for the system design & understanding the business process model and worked closely with the SME's to understand the requirements effectively.
- Created **Mock-up Screens** and **Wireframes** using **UI Components** such as Radio Buttons, Drop-down list, Checkboxes for different screens for demonstration to business users, stakeholders and to give insights of the '**TO-BE**' system.
- Well versed in Breaking down **Epics** through **slicing** strategies and then writing **user stories** satisfying the **INVEST criteria**.
- Facilitated **Daily scrum** meetings, **Biweekly Sprint planning**, **Sprint Review**, **Sprint Retrospective**, **Backlog grooming meetings**, and **Planning poker** sessions with technical team supporting threat management application.
- Helped the **Product Owner** to prioritize the **Product backlog items (PBI's)** for developing **Sprint tasks** by taking suggestions from the cross-functional development team so that evolution was done in sprints and could sustain.
- Tracked and communicated team's velocity and sprint/release progress by maintaining **Burnup** charts and **Burn down** charts.
- Create, maintain, and organize backlog of **features, epics, stories, and tasks** in **JIRA**.

- Meet with product owners and operational business managers for selected modules to introduce scrum and program processes.
- Wrote test cases, test plans depicted in documented requirements and traceability matrixes for **User Acceptance testing (UAT)**.
- Compile, analyze, and present statistics about time estimation accuracy, team velocity, and burndown rate to development team and management each sprint.
- Support monthly release cycle by facilitating **Release Feature Selection** meetings and organizing and monitoring eligible release candidates as well as Creating, maintaining, and organizing backlog of **Features, Epics, User Stories, and Tasks** in **JIRA**.

**ENVIRONMENT:** Waterfall Agile Scrum, JIRA, Confluence Mock-up screens, SQL Server, MS Office (MS Word, MS Excel, MS PowerPoint, and MS Visio), GAP Analysis, Data Warehouse, Tableau, UML, and UAT Testing.

## AMAZON, Hyderabad INDIA

## DURATION

**Sr. Business Analyst  
2012**

**MARCH 2011 -MAY**

### PROJECT DESCRIPTION:

**Project1:** The primary objective of this project is to capture day to day **Inventory transactions, Cash Flows, Purchase Orders, Customers, Policies, Products** and financial related data from multiple systems and Main frame files. The **ETL architecture** consists of **Landing, Pre-landing, CDC, ODS and Integration layer**.

**Project2:** Automation of **widgets** (36 widgets in total) in the **FORTRESS** to lower the time taken by **TRMS (Transaction Risk Management System)** in solving **fraudulent transactions**. The key objective of this project was to increase the productivity of the **TRMS** team by 15% and lower the time taken per investigation to three minutes.

### ROLES AND RESPONSIBILITIES:

- Gathered business requirements by participating in **JAD sessions**, interviewing business users and stakeholders, conducting one to one sessions and consulting existing systems documents.
- Conducted **Interviews** with project managers, **SME's**, business users to collect requirement and business process information.
- Assisted PM in creating **Work Breakdown Structure** and **Project charter** using **MS project**.
- Consulted extensive **GAP analysis** by identifying **As-Is** and **To-Be** process models and process flows, which in turn helped me to bridge the gap between the existing and the current system.
- Performed **SWOT analysis** to discover new functionality requirements, prioritized them based on actual business needs.
- Analyzed feasibility of business requirements and defined scope, found out dependencies by interacting with Stakeholders, Subject Matter Experts, Project Manager and Technical Lead.
- Used **Waterfall methodology**. Assisted in **Use Case Modeling** and prepared **Functional Requirements documents (FRD) and System Requirement Specification (SRS)** incorporating business, **functional** and technical specifications with **GUI requirements**.
- Created **Use case diagrams** to make sure it was well understood by developers and testers as well as performed excessive **Prototyping** using **Mockup screens**.
- Created **Mock-up Screens** and **Wireframes** using UI Components such as **Radio Buttons, Drop-down list, Checkboxes** for retrieving data from the user with **client- side verification**.
- Coordinated and controlled **Change Request** for the clients by conducting **Impact and Cost analysis**, prioritizing and mitigating changes and prepared change request form to provide details of **Change request**.
- Created environment for self-organization and organized team engagement activities to ensure team collaborates in an efficiently.
- Worked with the QA team for designing data fields when the data is expanded. Also assisted the development team to define data
- Documented and represented them in **Requirements Traceability Matrix (RTM)** and made sure that there are no deviations from the original requirements and was same as the requirements that were put forth by the stakeholders.
- Used bug tracking tools to combine a clean, fast interface for capturing and organizing issues with customizable workflows.
- Conducted **User Acceptance Testing (UAT)** and developed the **test plan, test conditions** and **test cases** and manually executed these to verify actual result against the expected results and exported test case created in MS Excel Sheet

- Used **Quality Center/HP ALM** for reporting and **defect tracking**, also followed up with the development team to verify defect fixes and updated defect status also documented all the **bugs** so that the application was bug free before getting **deployed**.
- Analyzed Business Requirements from Black Box testing perspective. Reviewed **Test Strategy** and **Test Plans** to ensure that test cases reflect user needs for the **Functional, Performance, Usability** and **Security** requirements.
- Used **Informatica** to map the data in central **Data repository** and for enhanced Data management & **Tableau** for generating reports.
- Worked on Excel using **pivot tables, data exports**, excel formulas and created **training curriculum** and wrote **training scripts**.
- Strong knowledge of client side and **server-side validation** and assisted writing verbiage for **client-side validation** using **JavaScript** and **Ajax**.

**ENVIRONMENT:** Waterfall-scrum hybrid, MS Project, MS (Power point, Excel, Word), SharePoint, *Rational RequisitePro*, Oracle 11g, Informatica Power Center 8.6, ETL, Microsoft .Net framework 4.0, SQL Server 2008R2, AJAX, HP ALM v11.5, Bugzilla, HP Quality Centre 10.0, HTML-5, CSS, Microsoft Server Integration Services.

**Mutual Insurance, Mumbai INDIA**

**DURATION**

**Business Analyst  
2011**

**JULY 2010-MARCH**

**PROJECT DESCRIPTION:** Worked for **Commercial Intelligence Teams**, one of the key departments of Farmers Insurance which extract the business **Insurance (Property & Casualty)** data from several sources applications and load it to the **Commercial data Mart(CDM)**. CDM will cover the data for users from products, **Finance** and **Actuarial** groups. This will cover two major areas of the Insurance domain: **Policy and Claim** and all the other required dimensionality and **Workers compensation**. Data in the Data Mart was to **generate business objects** reports by the reporting team.

#### **ROLES AND RESPONSIBILITIES:**

- Performed **JAD sessions, interviewing and surveys** with SME's and multiple teams for requirement gathering and refinement.
- Identified and defined **Entities, relationships** and **attributes** in the data model as per new specifications after analyzing the database systems currently in use.
- Identified source elements and **data mapping** with the target systems and Improved performance on **SQL queries** used indexes for tuning created **DDL Scripts** for database and manipulated the data using **DML**.
- Created **PL/SQL Procedures** to implement Property & Casualty related business logics and created database objects like **Tables, Stored procedures, indexes, Sequences, Views and rules etc.**
- Implemented the standard naming conventions and maintained **Entity, Referential** and **Domain** integrity while using **SQL** queries.
- Created Informatica workflows to **integrate** data from different sources, **transform** the data and **load** it in **IBM DB2** databases.
- For database management system, **TOAD** was used for designing creating and managing **DB2**.
- Created **data mapping documents** for the migration of data from **transactional OLTP database to OLAP databases** of **Property & Casualty** related **policy and claim data** to different environments while enhancing the system.
- Did rigorous load testing by using **Load Runner**. Used **SQL** scripting & automated the scheduling of the data to reduce efforts.
- Analyzed the gathered requirement and reviewed **Business Requirement Document (BRD)** and **Functional Specification Document (FSD)** for developing better understanding of system requirement to assist development team's operations.
- Created **System Requirement Specification (SRS)** document to describe data, **functional** and **non-functional requirement** with the system modes and states with the system capabilities and highlighting the technical specifications that are supposed to be developed.
- Wrote Use Case and built **Use Case Diagram/ Activity Diagram** for proper understanding of the system and communicated the same to development team and created **Requirement Traceability matrix (RTM)** using **MS Excel**.
- Worked with the QA team for designing **Test Plan** and **Test Cases** for the **User Acceptance Testing (UAT)** and **Regression Testing**.

**ENVIRONMENT:** Toad, IBM DB2, Informatica Power center, MS Access, LoadRunner, Mercury, Quality center, MS Office Suite (MS Word, MS Excel, MS SharePoint, MS PowerPoint, Waterfall, TFS, SQL Server, Microsoft .Net framework, IIS

**OLX, Hyderabad, INDIA**

**DURATION**

**Jr. Business Analyst**

**OCT 2009-June 2010**

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**PROJECT DESCRIPTION:** The scope of the project was to add a **shipping cost estimator** which calculates the shipping cost based on the **product, distance** and **weight** and implement detailed tracking information of the customer and providing updates to the customer regarding the delivery of the packages.

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**ROLES AND RESPONSIBILITIES:**

- Was involved in creating the **Project Initiation Document(PID)**.
- Assisted **Project Manager** in performing **Cost benefit, Risk assessment** and **SWOT analysis**.
- Assisted PM in creating **Work Breakdown Structure** and **Project charter** using **MS project** as well as involved in analyzing business requirements and developing system specifications.
- Created mockup screens for the user interface for the better understanding of the requirement and to resolve the business issues.
- Actively interacted with different business groups to perform **GAP analysis** to identify the deficiencies in the system by comparing the actual objectives with the system objectives desired.
- Used **Waterfall methodology**. Assisted in **Use Case Modeling** and prepared **Functional Requirements documents (FRD)** and **System Requirement Specification (SRS)** incorporating business, **functional, non-functional data** and **GUI requirements** which would in turn serve as the counter piece of the project.
- Wrote **Business rules** pertaining to shipping functionality.
- Coordinated and controlled **Change Request** for the clients by conducting **Impact and Cost analysis**, prioritizing and mitigating changes and prepared change request form to provide details of **Change request**.
- Crated documents like **BRD, FRD, SRS** based on the requirements gathered from the business.
- Participated in the development and preparation of **test plan** with the **testing team** as well as ensuring testability, reliability, usability, maintainability and performance of the application.

**ENVIRONMENT:** Waterfall, Oracle, Java, XML, Java script, Oracle warehouse builder, Rally, TFS, MS Access, MS Excel and MS Word.

**EDUCATION:**

- Bachelors of Technology in Electrical Engineering.