

B Shaker

Business Systems Analyst/Scrum Master

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INTRODUCTION

9+ years of experience in the field of business and data analysis supporting software solutions and analyzing business operations on various domains such as **Banking, Finance and Insurance**. Worked in various software development environments including **waterfall** and **agile methodologies** including **Scrum, Kanban, XP** and **SAFe**. Implemented multiple projects in **SOA** architecture and dealt with **APIs, SOAP** and **RESTful Web Services**. Worked in the capacity of a **certified 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 **Tableau**.

PROFESSIONAL SUMMARY

- Possess excellent business writing skills required for documenting, **Business Requirements, Functional Requirements, Non-Functional Requirements** and **System Requirements Specification**.
- **Strong Leadership** skills in handling **multiple** teams and **Offshore** teams and ability to **effectively communicate** with senior management, third party vendors, technical staff and Business users to improve business value.
- Experience in conducting **GAP analysis, Impact analysis, Feasibility study, Cost-benefit analysis, Risk analysis, and ROI analysis**.
- Good Exposure in **Mortgage** domain and the acts like **CFPB (Consumer Financial Protection Bureau), TILA (Trust in Lending), RESPA (Real-Estate Settlement Procedure Act), and TRID (TILA-RESPA Integrated Disclosure)**.
- Strong experience in all the phases of **SDLC** Life Cycle such as **Analysis, Design, Development** and **Testing and UAT**.
- Knowledge on **UI development** languages such as **HTML5, CSS3, AJAX** and Java Scripting languages.
- Comprehensive knowledge of **SOA** related concept such as **APIs, SOAP** and **RESTful Web Services, web methods, XML, JSON, XSD, WSDL, URI** and **web architecture, business engines** and **web orchestration**.
- Extensive implementation knowledge of **Databases, Data table structures, Data warehousing, Schemas, Data Marts, OLAP** operations like drill Through, slicing/dicing using BI tools.
- 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** and **Test Automation**.
- Hands on experience in Master Data Management (**MDM**), managing Data and **ETL** processes to support solution needs.
- Proficient in writing **user stories (INVEST format)** and handling the **requirement churn**. Efficient at facilitating **Estimation** techniques such as **Planning Poker, T-shirt sizing, Relative Mass Valuation** and **Prioritization** techniques such as **MoSCoW** and **WSJF methods**.
- Experience in maintaining **Scrum Artifacts** like **Product Backlog, Sprint Backlog, Burn down** and **Burn up charts**.
- **Hands on** various tools such as **MS Word, MS Excel, MS PowerPoint MS Visio, Atlassian Jira, Rally, Team Foundation Server (TFS)** and **MS Project Professional** for planning, tracking and managing projects.
- Experience in creating **SQL queries/ SQL scripts** for data analysis including triggers procedures.

Technical Skill Stack:

SDLC Methodologies	Waterfall, Agile-Scrum, Hybrid, SAFe
Modeling Tools	MS Visio, Balsamiq
Requirement Management	MS Office, JIRA, TFS, Rally
Project Management Tools	MS Project, MS SharePoint Server
Testing Tools	HP QC/ALM, Bugzilla, JIRA, Selenium, Soup UI
ETL Tools	Informatica PowerCenter, IBM InfoSphere Suite
Reporting Tools	Tableau, IBM Cognos BI, SSRS, Power BI
Languages	HTML, CSS, SQL, PL/SQL, JavaScript, Java, XML, AJAX, JSON
Databases	MySQL, Oracle, MS Access, Teradata, DB2

Farm Credit bank of Texas

Business Systems Analyst/Scrum Master
Austin, TX

Sep 2016 – Present

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. 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 **Sequence** and **Activity** diagrams for better understanding of the process using **UML** tools.
- Worked with SMEs and Developers to develop and design the **GUI** of the system by using **MS Visio**.
- **Supported multiple Scrum teams** by tracking **inter-team dependencies** and ensuring those were being mitigated by working with the Product Owner by maintaining a risk log and creating a plan.
- Used **SharePoint** to store the all the artifacts such as **BRD**, **SRS**, Communication plan and **Traceability matrix (RTM)** etc.
- Assisted **UI** and **UX** team in creating **Mockups** and **Wireframes**.
- Assisted in creating WebPages with the help of **HTML5**, **CSS 3**, **AJAX** and **Java Script**.
- Used **UDDI** to identify relevant web services. Created **Stub data** for web service testing.
- Successfully transitioned Agile scrum team from **Waterfall** to **Scrum** and implemented Scaled Agile Framework (**SAFe**).
- 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.
 - **Led story writing sessions** with an aim of decomposing the **scope** into **epics** and **user stories** with **product owners**. Also, worked on the **acceptance criteria** for the above developed user stories.
 - Ensured that every task is tracked and updated in **JIRA tool** 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**.
 - Utilized **Rally** for **metrics/reports, user stories** and **defect tracking**.
 - Closely worked with **upstream** and **downstream dependency** scrum teams to resolve the dependency issues.
 - Worked on **Mulesoft ESB** in terms of mapping the **web services** and **APIs**
 - Involved in the development of **APIs** and **web services** along with Middle tier developers also involved in developing the **web orchestration** for **loan underwriting** process.
 - Worked on designing the **request** and **response** of **web methods** and test those in **SOUP UI**.
 - Assisted the Web service team in defining the business rules in **Business Rule Engine** as per the **Mortgage programs** and **rates**.
 - worked with end to end SOA teams and tested **SOAP** and **RESTful** web services using **SOUP UI**.
 - Created **Requirement Traceability Matrix (RTM)** to make sure all the requirements are covered with test cases.
 - Facilitated **UAT** sessions for end users and collaborated with business team to get **UAT sign offs**.
 - Closely worked with **database** developers and **ETL** developers in terms of **data modeling** and **data mapping** while **migrating** the data from source systems to target systems.
 - Expertise in writing the SQL queries like **Update, Create, Select, joins**.
 - Facilitated **triage calls** between development team and QA team for resolving issues.
- Environment:** SAFe, Scrum, HTML5, CSS3, AJAX, node.js, MS Office suite 2013, MS Visio 2013, Sharepoint, Mulesoft ESB, Informatica Power Center 9.6, Cognos BI 10.4, SQL, Oracle 11g, Sharepoint2013, Jira, HP Quality Center, Teradata.

JPMC

Business Data Analyst/Scrum master
Wilmington, DE

Feb 2015 – Aug 2016

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:

- Coordinated with business owners to Identify operation data sources(**ODS**) like **mainframes, OLTP systems, CSV files**.
- worked with Database architects to understand the Data flow in **Data warehousing**.
- Closely worked with Data Analysts/Developers to understand 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.
- Experienced in developing conceptual, logical models and physical database design for **OLTP, OLAP** systems and Master Data Management (**MDM**).
- 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 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 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.
- 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, Oracle

Fiserv

Scrum Master

Alpharetta, GA

May 2013 – Jan 2015

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
- 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**.
- Proficient in **Rally** for **defect, task tracking**.
- 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, Oracle, Tableau, HTML, CSS, Json, XML, Soup UI, HP ALM, Jira,

Factset Research Systems, Hyderabad, India

Business Analyst

Feb 2010 – Nov 2012

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.
- 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

Business Analyst

June 2008- Jan 2010

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 coordinating 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**.
- 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.
- Developed **test cases** and **test scripts** and performed testing using **HPQC**.

Environment: Waterfall, SQL, MS Visio, MS Project, MS Office Suite, HP ALM, Teradata

Education Details:

- Bachelors in Mathematics from Osmania University, Hyderabad, India.
- Masters in Computers Information Systems from California University of management and Sciences.

Certifications:

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