Vivek Joshi
Business Analyst
Bellevue, WA

Business/Systems Analyst professional with 12 years of experience with excellent communication and analytical skills, Solution Development, requirements gathering in managing projects using Agile methodologies.

- Ability to coordinate and lead cross-functional teams towards task completion.
- Ability to translate high-level business wants and needs into technical requirements including workflow diagrams.
- Participate in system design sessions and provide input to architecture
- Experience designing and authoring agile user stories based on functional analysis of epic stories and assisting developers in implementation of features.
- Knowledge of software development cycle, testing, and agile release train methodologies.
- Working with scrum master for sprint/Iteration planning activities.
- Document design specifications and other system-related information.
- Provide technical guidance or support for the development or troubleshooting of systems.
- Develop, document and revise system design procedures and review test procedures, and quality standards.
- Provide advice on project costs, design concepts, or design changes.
- Effective leadership, analytical, technical writing, and verbal communication skills.
- Experience in project management managing multiple teams concurrently.

Technical Skills:
- Agile (Rally, TDP, JIRA),Waterfall, SDLC, QA
- MS Excel, Visio, MS PowerPoint, Microsoft SharePoint
- Requisite Pro, Rational Quality Manager, HP QC
- Working knowledge of using SQL queries
- Design of Micro services.
- Creating Swagger files (JSON) for APIs
- Knowledge of APIGEE proxy APIs implementation

Work Experience
System Analyst –I Net Soft Inc(Sept 2017 to till date)

Project Description
Client:T-Mobile Bellevue Washington ((Sep 2017 to till date)

Communication product: Provide a new product to the T-Mobile for Business marketplace to support interactive unified communications and collaboration via app-based real-time voice and text, conference calling, and fax including support of a cloud PBX without the traditional barriers of the GSM network.

Contribution

As a system analyst of digital technology and development team, is responsible for:

- Communicate with client to understand the business / system specific requirements.
- Facilitating meetings for the team. This includes, preparing, moderation &post processing
- Interacting with Product owner
- Understanding the requirements and creating user stories
- Interacting with team and have them understand the functionality
- Write user stories, acceptance criteria
- Participate in grooming sessions and actively think for all requirements and capture those
- Creating Swagger files (JSON) for APIs and communicate to development team
- Validating API end points in POSTMAN tool.
- Able to work and coordinate with other teams' scrum master to discuss any conflicts from product integration perspective
- Helping with the release planning.
- Being familiar with the team's work
- Keeping in touch with every stakeholder regularly
- Helping the team to continuously improve their process.
- Reflecting issues to the team through observation from outside of the team

Business Analyst/Consultant - Tech Mahindra (Feb 2011 to Sept 2017)

Project Description
Client: AT&T
AT&T Collaborate: Middletown New Jersey ((May 2015 to Sept 2017)
AT&T Collaborate™ offers a flexible hosted voice solution that gives you the traditional voice features you need and the collaboration tools you want, regardless of your work location.

Contribution

As a system engineer of Ordering team, is responsible for

- Perform System Engineer(T2) activities for Trinity/Hosted Communications (AT&T Collaborate) for ordering system.
- Provide e2e knowledge and expertise, support T3 SEs in researching, tracking and writing requirement and user stories for GUI, database, and backend processing as well as Application Interface Documents.
- Support defect management process by providing support for e2e data flow and provide support for Developers and System Testers in defect calls and chats.
- Work with product team and user experience team to drive the best user experience and flow.
- Provide impact assessments and estimates.
- Partner with extended team members from e2e teams to ensure successful deployment.
- Requirement Analysis
- Writing User Stories since the project is on Agile
- Review Application Design documents and test cases to ensure developers and system testers have clear understanding of expectations
- Designing of Architecture
- Reviews on other Impacted applications and interfaces

- System/Application Testing Support
- Deployment & Support activities

Project Description
Client: AT&T Noida, India ((Feb 2014 to Apr 2015)
GCP DPPCO: Supporting AT&T's Target Architecture systems (Sales Express and SSDF) & FMO applications ADOPT (Design, Price, Propose, Contract, and Order) applications to support Sales teams in the FMO and PMO ordering flows.

Contribution
As a system engineer of Sales team, is responsible for
- Owning inventory management API
- Work with product team and user experience team to drive the best user experience and requirements analysis for Inventory API
- Writing User Stories for any code/test impact on the API
- Designing and creation of Application Interface Document (AID) and High Level Document (HLD)
- Reviews on other Impacted applications and interfaces
- Support defect management process by providing support for data flow and provide support for developers and system testers in defect calls and chats.

Project Description
Client: AT&T, Mumbai, India ((Dec 2012 to Feb 2014)
AT&T Business Manager: ABM is the front end ordering system which provides the BellSouth Large and Small Business groups a straightforward, functional interface to support the creation and modification of regional service orders. This system provides a graphical user interface with backup data retrieval and flexible window presentation. It provides Service Order negotiation and generation functionality for Small Business and Large Business customers in the South East region.

Contribution
Part of front end team, was responsible for:
- Attending the business requirement meetings.
- Creating High Level Document and Impact analysis
- Communicate with client to understand the business / system specific requirements.
- Coordinates with Client, Product Owner, Designers, Architects, and Technical Leads through regular grooming sessions to define user stories and API requirements for each technical project including acceptance criteria and traceability
- Performs impact and dependency analysis with Tech Leads and engineering stakeholders
- Reviews on other Impacted applications and interfaces
- Participation in daily scrum meeting.
- Providing requirement and its traceability with business requirement (Waterfall Project))
- System/Application Testing Support
- Deployment & Support activities

Project Manager -Netwing Technologies – Mumbai India
May 2009 to Dec 2010
Contribution
- Overall Project management by understanding the client's requirements, delivering the quality results and reports, meeting the client deadlines in the required cost estimated.
- Analysis of the requirements provided by client
- Preparation of Business Requirement Document
- Developing project plan
- Helping the team in all technical aspects
- Preparation of RFP documents
- Vendor Management

Senior Engineer - Independent Mobile Infrastructure Ltd, Jaipur India
Dec 2007 to Feb 2009

Contribution
This essential position at the state level is a key determinant of where IMIL erects its Mobile towers and reports to the Head of Circle Operations, with functional reporting to the GM - Operations Planning at HQ. Administrative reporting is to the Circle Head.

As a senior engineer, was responsible for
- Technical data analysis
- Project plan tracking with inputs from all stakeholders.
- Updating existing & planned database
- Team management

RF Engineer – Nutek India Ltd, (Feb 2006 to Dec 20007)
Client: Ericsson, Gurugram India
Contribution
GSM RF Performance maintenance, stats monitoring with trouble shooting and optimization on GSM-1800 and Frequency planning of new sites.

As a team member, was responsible for
- Drive Test including voice and data for GSM
- Optimize system performance based on field test data and reports
- Updating existing & planned database
- Perform frequency/carrier planning, traffic and capacity analysis

Education
Bachelor of Engineering – 2005 batch