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### **Business Analyst**

#### **Summary:**

- Over 9+ Years of experience in Business Analysis, Design, Software Testing, Product Configuration, Project Co-ordination with End user training.
- Have experience in Post production and Support which includes Training to the end users and preparation of End user manual and Business Process Procedures (BPP)
- Adept in analyzing information system needs, evaluating end-user requirements, custom designing solutions for complex information systems management.
- Extensive experience in Lead position with expertise in Requirements Gathering, Analysis, Testing coordination etc. Interface with business users to assess business needs and create business requirements well within timeframe exceeding the expectations.
- Practical knowledge of SDLC methodologies like Waterfall, Spiral, ASAP and Agile.
- Worked extensively on Oracle Cloud HCM(Core HR, Benefits, Payroll, compensation, talent management)
- Experienced in the documentation of system and business requirements.
- Proficient in creating UML diagrams including Use Case, Sequence, Activity Diagrams.
- Experienced in developing and maintaining overall testing methodology and strategy, documenting Test plans, creating Test cases and executing Test Scripts based on baseline requirements.
- Experienced in performing Functional Testing, Regression Testing, User Acceptance Testing (UAT). Expert in Manual Testing and well versed with various test management tool like Mercury Quality Center.
- Sound knowledge of Utility and Contract Account Receivable and Payable domain.
- Proficient in Microsoft Office skills including Word, Excel, PowerPoint, Access, Visio.
- Good Knowledge of Six Sigma.
- Coordinating resources, prioritize group activities and establish schedules to ensure that plans are consistent with overall company objectives
- Sound communication skills, self-starter, team player and quick learner with strong analytical and problem-solving skills. Proven capability to meet deadlines and work under pressure situations.
- Capable of forming and maintaining positive and productive working relationships in internal, external, independent, and team environments.

#### **Technical Skills:**

<b>Databases:</b>	MS SQL Server, Microsoft Access
<b>Operating Systems:</b>	Windows Vista, 7, 13.
<b>Modeling Tools:</b>	Microsoft Visio, scrum wise, HP ALM QC, Rally
<b>Office Tools:</b>	Microsoft Word, Excel, Power Point
<b>ERP System:</b>	Peoplesoft

**Education:**  
**Bachelor of Engineering**

**Work Experience :****Ascension Health, St Louis, MO****Aug 2017- Sep 2017****Business Analyst****Responsibilities:**

- Test Execution and Reporting of the status in daily scrum call
- Tracking Issues and Communicating with Developer Team Offshore and get it fixed in time.
- Involved in Business Process Testing using HP ALM Quality Center 12.0.
- Performed Database Testing using SQL to inspect & Verify Back end Database Table updates.
- Providing functional support for HR, Payroll, MSS applications and their interface
- Worked on Enrollment forms to be used later with Open Enrollment and event Maintenance for participating employees.
- Created testing strategy documents for unit, system and Integration testing for self-service applications.
- Verified time entry data from Kronos, schedules and time card entries.
- Performed cross browser testing and mobile device testing for the Adaptive Responsiveness
- Responsible for interacting with developers to fix the problems, especially pertaining to the databases which are not populated to the online screen when customer enters his quote.
- Constant communication and collaboration with cross functional teams
- Coordinated and managed daily agile meetings and addressed end to end issues and resolutions on a daily basis.

**Environment:** Microsoft Office (Excel Word, PowerPoint, Project), SharePoint, MS-Visio 2010, Oracle HCM, Kronos, HP ALM.

**State of Delaware, Dover, DE****Jan 2017 – July 2017****Business Analyst**

**PHREST** is the State of Delaware's central payroll operations group for all state agencies, school districts and charter schools districts, and charter schools. PHRST system is integrated software application and is the HCM ERP system.

**Responsibilities:**

- Interacted with HCM Team to gather the requirements to start the Testing process by understanding the Business process and Blue Print for implementation.
- Designed the Test Plans and Test Cases specifying clearly the Test Data and the Result Expected.
- Coordinated team meetings, Created Requirements in the Mercury Quality Center, Logged Defects in QC, pulled Defects in Report and conducted the team meetings, mentored team members, coordinated with other module leads in order to complete the testing with in the time Frame.
- Created test scripts for unit and integration testing using HP Quality Center Test Tool and coordinated ITC testing for the user in the same environment.
- Validate the menu verbiage plays as documented and menu options route as indicated in call flow documentation.
- Worked with the Technical/functional Team and Business Users to design HR customizations.
- Worked on HCM setup for company information, location, department, salary grades, job codes, benefit programs, plan types, pay groups and other payroll related issues.
- Involved in testing various inbound and outbound files.
- IVR tests and screen pop to validate accurate data transfer into the Siebel application for call flow testing efforts.
- Created & executed test cases for Time Approval and Time Load processes.
- Developed test cases, test procedures and test scripts.
- Responsible for Integration, functional, security and regression testing.
- Co-ordinated user acceptance testing handling multiple business process users.
- Developed test cases/test data for Preproduction testing.

**Environment:** Microsoft Office (Excel, Word, PowerPoint), Peoplesoft 9.2, QC ALM.

**Wheels, Des plains, IL.**

**Dec 2014 – Dec 2016**

**Business Analyst**

Wheels is World's most experienced automotive fleet leasing and management company, and trusted industry leader, Wheels provide organizations around the world with company cars and trucks along with state of art services and support. Wheels is known for its Strategic fleet management, Global services, cutting edge technologies, Vendor management, Quality services these are embedded in the wheels culture ensuring a consistent level of excellence for all client.

**Responsibilities:**

- Interacted with the Stakeholders, Business Users, finalized Business Requirements.
- Performed Requirement Analysis generated Document of Understanding and project deliverables.
- Coordinated with Management, Business Areas, and Application Owners and designed
- Functional Specifications in accordance with the scope of the project.
- Coordinated and Managed daily Agile meetings and addressed end to end issues and resolutions on a daily basis
- Identified the current Business Process, defined Use Cases from the requirements, created
- Sequence Diagrams using tools like DIA, MS-VISIO and developed a revised Business Process Model.
- Actively involved in prioritizing requirements deliverables throughout the SDLC in association with the Business Partners.
- HR and Self Service Implementation for 7000 US employees
- UAT and Parallel Testing planning and implementation. Conversion assistance.
- Collect and document HR requirements
- Gap analysis for all HR requirements
- Design/Develop application extensions for multiple gaps. Including:
  - Data entry edits and default values for key HR data
  - GL Cost allocation design for 10 General Ledgers
  - Automation of Benefits Eligibility Determination Test Execution and Reporting .
- Tracking Issues and Communicating with Developer Team Offshore and get it fixed in time.
- Involved in Business Process Testing using HP ALM Quality Center 12.0.
- Performed Database Testing using SQL to inspect & Verify Back end Database Table updates.
- Performed cross browser testing and mobile device testing for the Adaptive Responsiveness
- Responsible for interacting with developers to fix the problems, especially pertaining to the databases which are not populated to the online screen when customer enters his quote.
- Constant communication and collaboration with cross functional teams
- Coordinated and managed daily agile meetings and addressed end to end issues and resolutions on a daily basis.
- Participated and Organized daily stand up meetings (scrum call), Retrospective meetings, Sprint review and sprint demo.
- Prepared documentation on the user manuals, Go-Live and Post-Live support and helped the end users as and when required by upgrading their knowledge.

**Environment:** Microsoft Office (Excel, Word, PowerPoint), Scrum Wise, JIRA, SharePoint, Jenkins ,Kronos, Oracle HCM.

**Capital One Financials, Virginia**  
**Business Analyst/ Quality Analyst**

**Jan 2014 – Nov 2014**

Capital one is a diversified bank that offers a broad array of financial products and services to the customers, small business and commercial clients. Capital one has one of the most widely recognized brand in America. As one of the nation's top 10 largest banks based on deposits, capital one serves banking customers through bank locations primarily in New York, New Jersey, Texas, Louisiana, Maryland, Virginia, and District of Columbia.

**Responsibilities:**

- During requirement analysis phase interacted with the Stakeholders, Business Users defined & finalized Business Requirements.
- Performed Requirement Analysis generated Document of Understanding and project deliverables.
- Coordinated with Management, Business Areas, and Application Owners and designed Functional Specifications in accordance with the scope of the project.
- Coordinated and Managed daily Agile meetings and addressed end to end issues and resolutions on a daily basis
- Actively involved in prioritizing requirements (vs.) deliverables throughout the SDLC in association with the Business Partners.
- Created reminders (internal and external to project) and task alerts, to ensure that every one is aware of the upcoming changes in the Infrastructure and ensured that the Infrastructure is Silent.
- Ensured that all the procedures, processes, issues, problems are documented prior to, and after the Release and used them towards the Knowledge Items and Lessons Learnt for further Releases.

**Environment:** Microsoft Office (Excel Word, PowerPoint, Project), Innotas, Rally, SharePoint, MS-Visio 2010.

**Hallmark Health Care, Hauppauge, NY**  
**(Henry Ford, JFK hospital, Atlantic diagnostic, ST Joseph mercy hospital)**  
**Business Analyst**

**Dec 2012- Dec2013**

**Healthcare industry**, we are not just a job sourcing agency. We offer clients strategic solutions by sourcing highly trained travel nurses skilled in various nursing specialties as well as healthcare professionals suitable for all other allied healthcare jobs. We do not consider our job done by just sourcing personnel. We are with our clients through the life of their staffing and recruitment needs.

**Responsibilities:**

- Conduct Meetings with stakeholders, subject matter experts( SMEs), and end users at all levels covering multiple departments for requirements elicitation and defining business processes.
- Document detailed business and functional requirements and enhancement documents after conducting user interviews and performing GAP Analysis between existing processes and to-be scenarios.
- Assisted in Analysis and expansion of adult day health services program via marketing, public relations , recruiting new client through various members of health care community.
- Developed business Use Case for new product functionality after conducting requirement elaboration sessions with client teams.
- Conduct analysis and feasibility studies to enhance application functionality and improve user experience (Einstein 2).
- Lead weekly project status meetings between the project development team, onsite consultants and clients. Worked closely with the QA team to help create manual test cases and maintain test plans.
- Coordinate end to end process business process from posting of an open item, return process, installment process, write off etc.
- Responsible for resolving various multiple issues and converging conflicts between requests from various stakeholders.

- Maintained the requirement Traceability matrix (RTM) to track the coverage of Requirements vs designed test cases.
- Created various UML diagrams including Use case, Sequence, Activity Diagrams etc.
- Developed High Level Business Flows using MS Visio.

**Environment:** Microsoft Office (Excel Word, PowerPoint), MS Visio 2010, SharePoint 2010.

**CRI-Criterion Shell, Houston, TX.**

**June 2011 – Nov 2012**

**Business Analyst / SAP SD module**

CRI Criterion is a Catalyst Company which provide a broad range of high performance catalysts to support renewable fuels production by thermochemical processes including pyrolysis and gasification.

**Responsibilities:**

- Documented the detailed pricing condition types and pricing procedure, customer pricing procedure and document pricing procedure.
- Worked on Availability Check and availability to promise for stock maintenance
- Configured different types of contracts and schedule agreement
- Created BRD's for Shipping Point, Route, Customer Master Records, and Material Master Record.
- Configured components related to Sales Orders, Deliveries, and Billing Modules.
- Created effective SMOKE testing and SPRINT Test Suites for execution and tracking.
- Test Execution and Reporting of the status in daily scrum call
- Tracking Issues and Communicating with Developer Team Offshore and get it fixed in time.
- Involved in Business Process Testing using HP ALM Quality Center 12.0.

**Environment:** SAP ECC 6.0 , SD , EH&S, FICO , ALM, Scrum wise

**Fidelity Investments, Merrimack, NH**

**Sep 2010–May 2011**

**Business Analyst**

Fidelity Investments has wide range of financial products like mutual funds, retirement plans, annuities, asset management. It has different source systems in various locations. This project is about calculating the compensation for agents who sell Fidelity products. This is a data warehousing project wherein the data from several source systems is picked and sent to data marts for agent compensation calculation after a few validation checks. Data is picked from 7 mainframe source systems and sent to a staging area using ETL. The data then is directed towards a transaction enrichment data store. After a series of validation checks and filtering, the data is finally sent to the data mart. This data is utilized for the downstream applications.

**Responsibilities:**

- Conducted detailed Requirement gathering, Gap Analysis, Impact Analysis by interacting with internal stakeholders, business users in understanding their business processes, in understanding their proposed IT system.
- Created specs for the data extraction, cleansing, validation & population using automated Decision Stream scripts.
- Developed activity flow use case diagrams for a module to make the IT team understand the functionality of various scenarios.
- Designed the detailed Data-Models of Conformed Dimensions in the worker's compensation subject areas, corresponding to the agent balances & Journal Detail Fact entities.
- Involved in Design mappings, created data flow diagrams and documented the ETL high level and low-level design approach.

- Designed workflows using Informatica Power Center to perform ETL on the data from the staging area to the transaction enrichment data store and to the compensation data marts.
- Developed various transformations like expression, joiner, and aggregator as per the requirements and executed the workflows and verified the data on data mart.
- Worked with DBA teams to transitional logical data model to physical database design.

**Environment:** Microsoft Office (Excel Word, PowerPoint, Project), Rational Requisite Pro, MS Visio.

**Public Service Electric and Gas (PSE&G), Newark, NJ**

**July 2007 -- Jun 2010**

**Business Analyst/ SAP ISU CCS- Billing and invoicing functional Consultant**

Public Service Electric and Gas PSE&G is one of the largest combined electric and gas companies in the united States and is also New Jersey's oldest and largest publicly owned utility. PSE&G implemented SAP ISU replacing the legacy CIS system.

**Responsibilities:**

- Performed as is study to understand the Billing and Invoicing needs of the residential/ commercial customers of PSE&G
- During the design phase, worked with the development team to ensure testability, reliability, usability, maintainability and performance by documenting processes and workflow, identifying cross functional and organizational process improvement opportunities.
- Identified business stakeholders, gathered, discussed and refined business requirements by interacting with users.
- Formulated clear, well-defined Business Requirement Document(BRD) and Functional Requirement Document(FRD) for the IT development team to work on
- Facilitated the project manager to prepare Joint Application development(JAD) sessions to identify business rules and requirements and then documented them in a format for inter and intra department review.
- Created Use cases for any new and/or updated functionality of the product.
- Involved in doing End to End testing, Regression Testing of Quarter Releases. Tool used is Mercury Test Director, Geneva Billing system.
- Involved in training of new members joining the team.
- Demonstrated strong ability to work on multiple tasks while successfully meeting established goals and deadlines. Approaches all tasks in an organized and structured manner.
- Worked on the business objects of both technical and Business master data.
- Configured & extended the Enterprise structure.

**Environment:** SAP 4.7 and ECC 6.0, ISU, SD , FICO , ALM, Scrum wise