<div align="center">

Robinson Edward
Business Analyst/Consultant

</div>

Highly accomplished Business Analyst / Consultant with proven track record of managing complex IT projects and exceeding expectations. Practiced in clarifying business requirements, performing gap analysis between goals and existing procedures/skill sets and designing process and system improvements to increase productivity and reduce costs.

S Y N O P S I S

- Diligent and Result driven MCA professional with more than 10 years of experience as a Business Analyst / Consultant
- Domain Experience: Banking, Payments & Supply Chain Management.
- Analyse and document the business process flows and high level scenarios by interacting closely with Customers
- Prepared detailed Functional requirement document(FRD) based on the Business requirement document(BRD) along with the coordination of Design Team for accounting systems
- Support the Project managers in Estimations, Test Planning and Test Strategy.
- Project Scheduling, Resource pooling and conduct meetings with stakeholders for project implementation
- Prepared Gap Analysis where Functional and domain gaps are identified and advised.
- Process Maps and Requirement Documentation based on User Inputs.
- Validation of Data using SQL queries and Analysis of data post migration
- Involved in preparation of User Manuals & provided training for the technical & bank users
- Worked on Testing Projects and has gained good knowledge of SDLC.
- Planning and organizing Test Team during Preparation and Execution Phases.
- Handled the testing team in preparing and reviewing the scenario & test cases and also clarifying the queries related to functional requirements. Core competence includes depth knowledge in Finacle & Global Pay Plus (GPP)
- Triage defects to review the validity and business severity to Manage defect delivery
- Updating customers periodically and escalating Issues and Risks to ensure the test schedule is on track
- Produce functional UAT Business scenarios and review SIT and UAT test cases
- Change Request (CR) document preparation and impact analysis for the same and provided Estimation of Cost and Effort
- Knowledge of Behavior Driven Development (BDD)
- Played the role of a System & Audit Analyst in Retail Banking for ICICI Bank & Dhanlaxmi Bank, expertise includes in depth knowledge of Branch operations, KYC, AML, Audit & Compliance and Risk analysis
- Achievements include nomination for Leadership Program by Cluster head and preparation & execution of Live Project in Customer service (FOCUS) by meeting the customer and gather requirements and providing a new process and implement the same to increase the customer service.
- Played the role of a EDP Analyst in Paper & Medical Industry which involves Interaction with the user and the management and provide feasible solution & customized reports based on the requirement in an ERP Application
- Possess strong leadership, interpersonal, decision-making, critical thinking, problem solving and communication skills used to foster positive relationship with management, internal staff, and clients, honed through extensive experience as Module lead and handling upto 15 members very well towards the project delivery.

- Expertise in End to End Testing of Banking and Financial Services Applications
- Expertise in Functional testing of web based applications
- Expertise in defining defect management process
- Expertise in translating Business requirements to understandable systems requirements.
- Expertise in Functional Test scenarios, Test Execution and Bug reporting
- Expertise in Managing status reports, analysis and decision-making for a change request.
- Good domain knowledge of Core Banking Modules especially Retail Banking & Payments
- Expertise in analysing the Functional requirement & Business Rule document.

E X T E R N A L   C E R T I F I C A T I O N

- ISTQB Certified

T E C H N I C A L   S K I L L S

Methodologies	**:** SDLC, Waterfall Model, Agile / Scrum
Databases	**:** MS Access, SQL
Business Process Modeling Tools	**:** MS VISIO
Quality Management	**:** HP Quality Center, JIRA, Rational Clear quest, Red mine
GUI/Tools	**:** MS Word, MS Excel, SnagIt, Photoshop
Documentation Tool	**:** SharePoint, MS Office Suite (Word/Excel/Power Point)
Languages	**:** C, JAVA
Application	: Finacle, Global Pay Plus, Flexcube, JD Edwards

E X P E R I E N C E   S U M M A R Y

IT World Build, US   **Apr 2016 to**
Business Analyst
Finance & Inventory Application

Project Description:
This application is developed to run a small business and manage both the financial and Inventory. The application includes business functionalities such as Accounting, Finance, Inventory, Sales, Purchase, Point of Sales, Payroll, reports and Branch Management.

Responsibilities:
- Analyzed the overall system/application and gained an overview of its functionalities
- Collaborated closely with stakeholders and cross functional groups to gather, analyze and document Business and Functional Requirements (BRD and FRD)
- Followed Software Development Life Cycle (SDLC) using Agile methodology
- Obtained Business Signoff for the deliverables after detailed reviews by the stakeholders, project manager and business system analyst
- Assisted the project manager in creating project plans and scheduling and tracking project timelines
- Worked as a primary liaison between the business users and the developers throughout the project cycle
- Planned and attended SCRUM meetings
- Conducted Functional Requirement Walkthrough sessions with the business and development teams
- Developed test scenarios and implemented test plans
- Performed User Acceptance Testing (UAT), Integration testing and Regression testing

ENVIRONMENT: JIRA, MS Office, Agile/Scrum, ERP, SQL

Barclays Bank, UK   **Jun 2013 to Jan 2016**
Business Analyst
Project: Masspay – Global Payments
Project Type: Implementation – System Testing & System Integration Testing

Project Description:
Barclays an International bank with a strong European presence is implementing SEPA with Global Pay Plus application for Masspay

Responsibilities:
- Understanding the Business requirements, Functional specification documents, Functional requirement document and Interface requirement document.
- Analysis of Requirement and providing domain guidance to the team
- Understanding the Business Requirement Document and involved in Preparation & Review of Functional Requirement Document
- Preparation and Review of Testware - Test Scope, Test Scenarios, Test conditions, Data Guidelines and Run Plan within the timelines
- Collected the related data guidelines and ensured the same is updated in the system by the business to perform the UAT
- Prepared Requirement Traceability Matrices (RTM) and managed every change requests effectively throughout the software development life cycle.
- Mapping the business rules to the requirement associated with it and ensure that the same is triggered during execution
- Validate the data for the reports at the backend using SQL queries
- Created Change Request (CR) Documents. Analyzed the change request and co-ordinate the changes required with the development team and business users
- Co-ordination/Liaison between the Client and the testing team.
- Review and Analysis of Testware.
- Review clarifications raised by testers and facilitate closure

ENVIRONMENT: QC 10.0, Global Pay Plus 3.4, MS Office, XML, Agile/Scrum

The Housing Bank for Trade & Finance (HBTF), Jordan   **Jan 2013 to May 2013**
Lead Business Analyst
Project: Implementation of Core Banking System
Project type: Implementation – Systems Integration Testing & User Acceptance Testing

Project Description:
HBTF a leading commercial bank in Jordan wanted to replace its legacy system with Finacle V10.3.6 (CBS) for its banking operations.

Responsibilities:
- Understanding the Business requirements and Functional specification documents.
- Preparation of Testware - Test Scope, Test Scenarios, Data Guidelines & Run plan
- Guided and facilitated the team by answering queries promptly especially during UAT execution.
- Co-ordination/Liaison between the Client, Development team and the testing team.
- Performed data analysis using SQL queries.
- Involved in migration of Data from one DB to another DB
- Performed GAP Analysis by comparing the existing system to the future system to create "AS-IS" and "TO-BE" flow charts and generated impact and risk involved.

- Responsible for efficient document management and Version Control using MS SharePoint and to update the document and transmit the information to the management
- Review and Analysis of Testware.
- Defect Analysis, Co-ordination and involved in Defect meeting with developers & business users
- Involved in preparation of Functional Analysis
- Review of Hold case analysis and Deferred case analysis
- Review clarifications raised by testers and facilitate closure

ENVIRONMENT: Rational clear quest, Red Mine, Finacle 10.3.6, CRM, SQL, Waterfall

Ratnakar Bank Ltd, Mumbai   **May 2012 to Dec 2012**
Business Analyst
Project: Implementation of Core Banking System
Project Type: Implementation – Systems Integration Testing & User Acceptance Testing

Project Description:
Ratnakar Bank Ltd, a bank in India which is having more than **100 branches PAN India** wanted to have a new **Core Banking system** for its banking operations.

Responsibilities:
- Understanding the Business requirements and Functional specification documents.
- Preparation of Testware - Test Scope, Test Scenarios, Data Guidelines & Run Plan
- Guided and facilitated the team by answering queries promptly especially during UAT execution.
- Co-ordination/Liaison between the Client, Development team and the testing team.
- Performed data analysis using SQL queries.
- Involved in migration of Data from one DB to another DB
- Coordinated tasks with multiple systems and departments to successfully complete the UAT effort
- Planned and facilitated AS-IS Business process and workflow models to create TO BE Business scenarios.
- Created Non Functional Requirements (NFR) with the inputs from Technical Architects
- Review and Analysis of Testware.
- Defect Analysis and Co-ordination.
- Created Change Request (CR) Documents. Analyzed the change request and co-ordinate the changes required with the development team and business users
- Prepared the User Manuals and provided training for the technical and bank users
- Equipped in learning cross-functional modules to understand the system better and provide alternate solutions
- Assisted Project manager on preparing the Business Proposals

ENVIRONMENT: JIRA 5.0, Finacle 10.2.9, CRM, MS-Office, SQL, Waterfall

Dhanlaxmi Bank Ltd, Chennai   **Sep 2011 till Apr 2012**
System & Audit Analyst
Retail Banking

Responsibilities:
- Managing a team of 10 members and taking care of the operations.
- Examining the current system of the Bank
- Interacting with users to gather business and technical requirements
- Identified opportunities for Business Process Improvement and initiated efforts to make improvements.
- Analyse requirement to provide solutions satisfactory to the Bank, taking into account established standards and guidelines
- Translating business requirements to functional specification document

- Identifying the impact and risk for the new or modified system
- Liaising with developers and testers to support implementing the new or modified system
- Conducting due diligence for the Account opening forms.
- Monitoring registers such as cash, security items, deliverables, inward, outward, key movement & gold loan registers.
- Monitoring dormant, deceased claim, lien marked accounts & KYC documents of the customers
- Monitoring AML (Anti Money Laundering) such as high value transactions, genuine of cash transactions above 10 lacs and reviewing transactions in new accounts.
- Ensure that the daily CRL (Cash Retention Limit) is maintained and surprise cash verification being conducted randomly.
- Ensure that gold loan packets, deliverables, kits and security items are in dual custody.
- Ensure that all RTGS & NEFT transactions are successful.
- Monitoring routing accounts on a daily basis and suspense account on monthly basis.
- Generating & validating daily reports such as Cash, Authentication, Batch Journal and exception reports.
- Review of requests lodged in E-tracker for customer requests and account opening forms.
- Checking of all vouchers for the day and review for correctness of authorization.
- Ensure updation of lockers issued in online module and locker access register.

ENVIRONMENT: Flex cube, Windows 95/98/NT/2000, MS-Office, QC

ICICI Bank Ltd, Chennai   **Jan 2007 to Sep 2011**
Audit Analyst
Retail Banking

Responsibilities:
- Managing a team of 21 members and taking care of the entire branch
- Analysing the current system and understanding the operations of the Bank
- Interacting with the users and gather requirements
- Provide specifications for new or modified systems
- Worked with Business Users and Stakeholders if there were requirement changes to be on the same page.
- Performed end to end testing of the new functionality designed before it went for the release
- Liaising with IT staff such as programmers to produce new systems
- Monitoring of various Registers such as Cash, Deliverables, Inward, Outward, Key movement and Fake notes register.
- Submission of various reports to Corporate office such as CAT1, CAT2, CAT3, CAT5, COMP1, COMP2, PFORM and ISRA.
- Monitoring of Office Accounts.
- Generation of Exception, Irregularity, Mitra, Service Wait time reports and unresponded entries on a daily basis
- Reconciliation of reports such as Inventory status, Gold coin, locker, Deliverables, Travel Cards and I-KITS on a fortnightly basis
- Monitoring of KYC & AML transactions.
- Conducting Customer service meet on monthly basis and submitting the same to Regional office.
- Submission of Self Audit MIS and Control Returns on a monthly basis.
- Preparation of SOAX report for the branch on a Quarterly basis
- Reconciliation of Fixed Asset list for the branch on a Quarterly basis
- Internal Audit Compliance
- People Management and Time Management
- Scrutinizing the documents pertaining to Trade Finance and FOREX such as Outward Remittances, Import payment, Purchase and Sale of Foreign Currency.

ENVIRONMENT: Windows 95/98/NT/2000, Finacle, Siebel CRM, Finacle CRM, Finnone, MS-Office, QC

Johnson & Johnson Ltd, Chennai   **Jun 2006 till Dec 2006**
EDP Analyst
Supply Chain – Material Management, Logistics, Reports

Responsibilities:
- Working in an ERP Environment - JD Edwards (MM)
- Inspected existing system and documents, and reviewed new Business Requirement Documents
- Conduct Requirement Walkthrough Sessions with Technical & QA teams to analyse on the management reports.
- Record the desired reports in Excel with sample data and presented to the Development and Business users for sign-off
- Maintaining Stock Inward & Stock Outward register and preparing reports on a monthly basis.
- Performing Inventory count and preparing accuracy report.
- Interaction with the user and Customers over phone as well as through Email and gathering requirements

ENVIRONMENT: Windows 95/98/NT/2000, JD Edwards-MM, MS-Office

South India Paper, Chennai   **Jul 2005 till May 2006**
EDP Analyst
Supply Chain – Inventory Control, Invoicing, Logistics, Sales & Distribution, Reports

Responsibilities:
- Placing indent on Manufacture & Arranging for clearance.
- Goods Receipt Note Preparation & Invoicing.
- Inventory Control & Stock Reconciliation.
- Preparing Credit Notes / Debit Notes.
- Generation of Various Reports (Weekly, Monthly & Yearly).
- Preparing Trial Balance, MIS, Balance sheet and Profit & Loss account.
- Document the requirements gathered from the users and management
- Providing the customized reports based on the requirement

ENVIRONMENT: Windows 95/98/NT/2000, Foxpro, MS-Office.

EDUCATIONAL QUALIFICATIONS

- Masters of Computer Application (MCA) – Madras University, Chennai, India. (2005).
- Bachelors of Computer Science (BS) – Madras University, Chennai, India. (2000).