

# Tarun



**BUSINESS SYSTEMS ANALYST / Certified 'SCRUM MASTER' & 'PO'**

**Consult to Automate, Innovate, Improve and Reengineer the business process flow**

## Professional Summary

An accomplished consultant with 9 years of industry experience as **Business Systems Analyst** and **Scrum Master** with experience working in the **Finance, Banking, Healthcare, and E-commerce** companies

## Expertise Summary:

- Good Domain knowledge in **Investment Portfolio management, rebalancing and optimization, Regulatory laws in Investment Advising, Corporate Finance and Healthcare**
- Extensive experience in full SDLC Governance and Collaboration, **Waterfall & Agile– Scrum methodology**
- Experienced in front, middle and back office enterprise **system orchestration**. System analysis, design, test and implementation. Documented **Business Rules, system validations, web services documentation (WSDLs)**
- Scrum Ceremonies - **Daily Scrum, Sprint Planning, Review and Retrospective Meetings**. Maintaining scrum reports –**Burn Up/Burn down Charts, Velocity Charts, Kanban Board, Sprint Report, Control Charts, Swim lanes**
- Assisted in **grooming product backlog**, sizing user stories, following **Invest/Smart Criteria**. Removed impediments, & worked with **cross-functional teams – JIRA, Rally**
- **Conducted Gap, Impact Analysis, JAD, JRD, Brainstorming, Requirement workshops**, worked on **BRD, FRD, SRS, NFRD, FSD** and creating software manuals; created UML diagrams like Use case diagrams, activity flow charts, sequence diagram, data flow diagrams
- Proficiency in **database development life cycle**. Developing **conceptual data model, data normalization, logical design** considerations; Helped with **Data mining, cleansing, purging & mapping, data modeling, indexing and updating plan.; SQL querying. Canned & Ad Hoc reports, interactive dashboards, Statistical analysis**
- Aided development of **test plans, test cases, traceability matrices, and execute test cases, UAT – HP QC**
- Working Knowledge of **Equities, Fixed Income, securities, investment performance, IRA's, foreign exchange, bonds and derivatives, insurance, mutual funds and check processing, trading & risk environment, credit, interest rates, Treasuries, alternative investments – Commodities, Foreign Exchange Trading. Hands on Knowledge on wealth management - Financial Planning and Capital Markets**
- Good knowledge of **SAFe 4.0, ITIL V3, AWS, Hadoop. And trending technologies/ Practices**

## Tools and Technologies Summary

**Business Modelling tools:** Rational Rose Enterprise Suite, MS Visio, BPMN, UML

**Web Technologies:** HTML, CSS, JQuery, ASP.net, C#, Java Script, AJAX, XML, WSDL

**ETL Tools:** Data stage, Informatica, Teradata

**Management Tools:** MS Project professional, JIRA, MS SharePoint 2010, Rally (CA Tech), Version 1, HP-ALM, Confluence, Agile Craft

**QA Testing tools:** HP QC, JIRA, HP Load Runner, MS test Manager, Quick Test Professional (QTP), Load Runner, Rational Test Manager, Selenium

**Database and Server:** Oracle, MS SQL server, MS Access, IBM DB2

**BI Reporting tools:** Tableau Desktop, SAS, Crystal Reports, Cognos, QlikView, Microstrategy, R

**Financial KT:** Equities, Fixed Income, securities, foreign exchange, bonds and derivatives, insurance, mutual funds and check processing, trading & risk environment, credit, interest rates, IRA's, Treasuries, Mortgage. Regulatory acts - FINRA, SEC, DOL, KYC, Patriot act

## PROFESSIONAL EXPERIENCE

■ <b>Bank of America, New York</b> Business Systems Analyst/Scrum Master Portfolio Management Alerts system	May 2015 - Present
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The project was intended to add enhancements such as alerts and other modules to the investment portfolio application

### Responsibilities

- Acted as a **BSA** in the beginning of the project, and then became an **agile coach and scrum master**; **Enforced agile and scrum principles** coaching the teams transition into Agile Scrum environment so that the teams **incrementally develop the enhancements** through **PSPI's**
- **Gathered requirements using GAP analysis, Artifacts digging, Interviewing, Prototyping, Benchmarking and job shadowing** to create **Product Backlog and Release Backlog**
- Created **UML activity diagrams, sequence diagrams, Business Process Modelling Notation (BPMN), state diagrams** using Microsoft Visio to help developers understand the **user stories**
- **Organized and facilitated sprint planning, daily stand-up meetings, reviews, retrospectives, release planning, demos and other Scrum-related meetings**
- Used Scrum Related tools such as **Rally** to document and visualize stories, tasks and measure performance through **burn down charts/velocity charts**
- **Used Kanban Board** in implementing the project.
- **Implemented Kaizen Six Sigma techniques** to systematically achieve small, incremental changes in processes in order to improve efficiency and quality
- **Worked with cybersecurity experts** to improve the security aspects of the application
- Used **Mockup Screens** to convey look and feel of the **GUI screens**
- Assisted system architect in writing **client-side validations** for the **UI webpages** and also assisted UI developers in creating **Ajax** for **dynamic and interactive UI pages**
- Worked with team on **Microservices infrastructure and API documentation**
- Defined and suggested **SOAP, REST, XML based web services, web methods, (API's)**

- Prepared **Client side** and **Server side validation** in **SRD** and provided to lead developers
- 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**
- Helped in creating a **Data Dictionary**
- Used **HQ Quality center** to handle testing life cycle
- Created **Stub Data in XML** and provided to UI developers to progress the web page development.
- Facilitated the process of **orchestration** by providing **process flow diagram**
- **Prepared Test Plans, Test Cases, and Test Scripts** for **UAT process** with business users
- Researched keenly on **Investment finance – wealth management, financial planning and working of Capital Markets**
- Hands on experience with **portfolio management, futures, options, forwards and other OTC products and trained developers** for various financial products and help them understand the logic of operation of **Derivatives Analysis, Credit Derivatives and Fixed Income Securities**

**Environment:** Scrum, Windows 10, HP QC MS Office Suite, Java, Java Scripts, XML, SOAP, REST, MS Visio, UML, Adobe Photoshop, SharePoint, SQL Server Services, Tableau, HP Load Runner, Rally

<div> <div>■</div> <div> <b>MFS Investment Management, Boston</b>  Business System Analyst in Scrum Environment  Portfolio Rebalancing Application </div> </div>	<div>Aug 2014 – Apr 2015</div>
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The Application keeps track of portfolio weightage in comparison with the client's **risk appetite and investment preferences**. The Project was implemented in **SAFE 4.0 environment**.

### Responsibilities

- Interacted with the **Business Owners and SMEs** along with **Risk Managers and Project Architects**, to **gather client specific business requirements**
- Conducted **user interviews, facilitated JAD sessions**
- Helped to prioritize user stories using **MoSCoW and Planning Poker techniques**
- Worked as **Proxy Scrum Master** for certain sprints
- Acted as an **agile coach in Introducing Scrum, SAFE** to multiple team members
- Worked with **RTE's** and was involved in **Scrum of Scrum, PI planning, HIP sprint**
- Used Scrum Related tools such as **JIRA** to **document and visualize stories, tasks and measure performance through burn down charts/velocity charts**
- Created **UML - Use Cases, Activity Diagrams, and Work Flow Mockups** using **MS Visio**
- 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**
- Defined and suggested **SOAP, XML based web services, web methods and application programming interfaces (API's)** based on **JAVA**
- Prepared **Clientside validation and Server side validation** in **SRD** and provided to lead developers
- Created **Stub Data in XML** and provided to UI developers to progress the web page development.
- Referred to **UDDI** to **access external web services in WSDL** and also assisted in **SLA agreement**
- Extensively used Tableau for **building analysis flow for monitoring asset class performance**
- Used **Informatica ETL tool** for **data mapping, modelling and integration of multiple resources of data**
- Knowledge in **data profiling, root cause analysis, and quality improvement**
- Worked with Lead Developers in building the **ER Diagram, Connecting the databases to data warehouse, and creating data marts** about specific services for the concerned departments

- Created **RACI MATRIX**, Traceability Matrix between the Use Cases (Requirements) and Test Cases, developed detailed Test plan, Test Cases, Test scripts, GUI and security testing
- Strong understanding of **Equities and Fixed Income** products with respect to **Brokerage Operations, Margin trading and Securities Lending**
- Extensively used **BI** for analyzing securities including **equity, foreign exchange, bonds**; building analysis flow for portfolio rebalancing and monitoring asset class performance

**Environment:** Scrum, MS Office Suite, Java, Java Scripts, XML, SOAP, MS Visio, UML, Adobe Photoshop, SharePoint, HTML5, SQL Server Services, Informatica, Tableau, HP Load Runner, JIRA, Bugzilla

<p>■ <b>Cigna Healthcare</b>, Hartford, CT</p> <p>Scrum Master in 'Waterfall- Scrum' Hybrid environment</p> <p>Business Intelligence Reports Application</p>	<p>Jan 2013 – July 2014</p>
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- Studied various regulatory constraints like **CHIP, FISMA, ACA, HIPPA, HITECH** acts
- Helped resolve queries regarding **ICD 9 – ICD 10** transition and worked on **CPT** codes
- Facilitated daily scrum, sprint review, retrospective, sprint planning, grooming
- Elicitation of **Functional/non-functional** requirements and conducted **walkthroughs** with architects, developers, **SME's** and stakeholders
- Interviewed **Domain Analysts, SME's** and **Process Consultants** to review, verify and validate Project requirements for an **Integrated Sales, Customer Service and BI** system
- Used **SQL queries** to extract data from **DB** for testing the accuracy and efficiency of the data
- Used **Unified Modelling Language (UML)** to prepare **Process Flow Diagrams** and **Sequence Diagrams** from the gathered requirements with the help of **MS Visio**

**Environment:** Rational Suite, RRC/DNG, MS Office Suite, Java, MS Project, Office 365, , HP ALM/QC, MS Visio, UML, Adobe Photoshop, SharePoint, HTML5, SQL Server Services, Tableau, JIRA

<p>■ <b>Shoppers Stop</b>, Bangalore, India</p> <p>Business Analyst</p> <p>E-commerce Transaction Verification</p>	<p>Feb 2010- Sept 2012</p>
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#### Responsibilities

- Used **requirement workshops, reverse engineering, Doc Analysis** to create the **BRD, SRS**
- **Performed risk analysis** of the requirements and prioritized the application development
- Develop **HTML prototypes and UI deliverables**, such as wireframes, flowcharts, screen mock-ups, and interface design specifications. Helped in **Testing and DB** development

**Environment:** Waterfall, MS Office Suite, MS Visio, UML, SharePoint, SQL Server Services, Mockup Screens

<p>■ <b>Oriental Insurance Company Ltd</b>, Hyderabad</p> <p>Business Analyst</p> <p>Health Insurance Handling Application</p>	<p>Sept 2008 - Dec 2009</p>
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#### Responsibilities

- Elicited requirements by conducting **GAP analysis, Brain-storming, Focus group sessions** with the stakeholders and **SMEs**. Documented the **BRD, FRD** and the **Use Case Documents**

- Analyzed Requirements and created **Use Cases, Business Processing Modelling Notation (BPMN), Use Case Diagrams, Activity Diagrams** using MS Visio

Environment: Waterfall, MS Office Suite, MS Visio, UML, SharePoint, SQL Server Services

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## EDUCATION

- **Bachelor of Engineering** in **Computer Science** from Osmania University, India
- **Certified Scrum Master (PSM 1) (Scrum.org)**

<https://www.scrum.org/certification-list> # enter first and last name

- **Certified Scrum Master (International Scrum Institute)**

<http://www.scrum-institute.org/certifications/Scrum-Institute.org-SMAC7b6b35c8dd-31460311600007.pdf>

- **Certified Scrum Product Owner (International Scrum Institute)**

<http://www.scrum-institute.org/certifications/Scrum-Institute.org-SPOAC573b18427a-19809042660519.pdf>

- **Duke university** Certified '**Data Visualization and Communication expert**'

<https://www.coursera.org/account/accomplishments/certificate/TMJ33LCAZZ49>

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