**KHUSHNUMA IRANI**

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**PROFILE:**

A successful and motivated professional with over with **over 8 years** of experience in **project management, business analysis,** business process management, requirements gathering, **business intelligence and business object.** A **self-starter** – always eager to learn; with **excellent communication, leadership**, problem-solving skills and **analytical abilities**. Experience in information technology, banking, finance and retail industries. An expert at eliciting user requirements, analyzing them and documenting the functional specifications. **A business analyst with successful track record of delivering projects on time, within budget and meeting end user needs.**

**PROFESSIONAL SUMMARY:**

* Over 7 years of strong experience in Complete Software development Life cycle (SDLC) which includes Business Requirements Gathering, System Analysis & Design, Data Modeling, Development, Testing and Implementation of **Data warehouse and Business Intelligence Applications.**
* **Experience in finance, marketing and campaign management.**
* **Strong analytical approach to resolving issues.**
* Experience in **Teradata – FastExport and FastLoad.**
* Strong DBMS fundamentals. Experience with complex database queries.
* Hands on experience in customizing **reports, filters and charts in Oracle Answers**.
* Experience with **SAP BusinessObjects, Business Objects, IBM Cognos 8i** and **Microsoft BI** for business intelligence projects.
* Skilled in Logical and Physical Data Modeling and Dimensional modeling in Physical database design, Relational Models, **Star Schemas, and Snowflake Schemas**.
* Skilled in reporting strategy and design with a strong focus on **BI and analytics**.
* Extensive experience in creating business models and analytical repository -- RPD (Physical Layer, Business Model & Presentation Layer).
* Configured **OBIEE iBots** to deliver Analytics content based on schedule, automated **iBot** queries to obtain daily and weekly reports.
* Experience in understanding business processes requirements and translating them into technical requirements.
* Excellent **written and verbal communication skills** and the ability to perform independently as well as in team environments.
* Strong **leadership skills** and capabilities. Experience in **leading teams** on two occasions.
* Expert in analyzing business requirements and transitioning them into use cases, functional specs, activity diagrams using UML methodology.
* Skilled in **Use Cases and Unified Modeling Language** (UML) for requirements definition and creating Business Context Diagrams, Work Flow Diagrams and Implementation Checklists.
* Skilled in conducting interviews, surveys, brainstorming sessions.
* Skilled in writing SQL queries for database manipulation.
* Experience in creating and analyzing **BRD, FSDs** and perform **Gap Analysis** to propose changes for process improvement.
* Experience in working under different **SDLC environments** such as RUP, Agile, and Waterfall.
* Coordinated and worked in an **on-shore & off-shore team setup.**
* Ability to identify and analyze complex program, process and tool requirements.
* Strong understanding of Programming concepts, RDBMS & Object Oriented Methodology.

**TECHNICAL SKILLS:**

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| **Modeling & Designing Tools**: | MS Visio, Rational Rose, Adobe Photoshop CS3-CS4, Adobe In Design CS3-CS4, Dreamweaver CS3 |
| **Requirements Gathering Tools**: | IBM Rational Requisite Pro, Enterprise Architect, MS Office Suite |
| **Web Technologies:** | Web 2.0, HTML, HTTP, HTTPS and XML concepts |
| **SDLC Methodologies:** | Waterfall, RUP, Prototyping, Agile |
| **Project Management:** | MS Office Suite, MS Project, IBM Lombardi Blueprint |
| **Business Intelligence Tools:** | SAP BusinessObjects, Cognos 8i, Business Objects, Microsoft BI |
| **Quality Management**: | HP Quick Test Professional (8.2 – 10.0), HP Mercury Quality Center |
| **Utilities:** | MS SharePoint, MS Outlook, MS Office, ERWin 4.0 /7.3, Xmetal |
| **Database / Datawarehousing Tools:** | Oracle, TOAD, SQL PLUS, FastExport, Teradata FastLoad |
| **Operating Systems:** | Windows 2003, 2007/Vista, Mac OS X Tiger |

**PROFESSIONAL EXPERIENCE:**

**Citigroup, San Francisco, CA**

**Business Analyst**

**April 2009 to present**

**Project Summary:** Citigroup Inc., a global financial services company, provides consumers, corporations, governments, and institutions with a range of financial products and services, including consumer banking and credit, corporate and investment banking, securities brokerage, and wealth management. As a business analyst, I was a part of the project team that had to develop an automation solution to process payments to and from customer accounts, identify and resolve discrepancies, if any. A major responsibility was to build a centralized web application that would steer this entire automation process.

**Responsibilities:**

* Studied the process in depth to understand the as is process from end user viewpoint and systems point of view.
* Was responsible for all the **documentation requirements** for the project including **Project Charter**, **BRD** and **FSD**
* Used **COGNOS** and **Business Objects** to create reports and communicated these reports to senior management and stakeholders.
* Communicated with technical staff to implement report in **Cognos Report Net** using the data warehouse
* Schedule automated reports through **Cognos Web** and **Cognos Script Editor/Scheduler**
* Constant communication with the stakeholders to communicate progress
* Coordinate and run training for **Cognos Report Net**
* Documented and delivered **Functional Specification Document** to the project team
* Used **MS Project** to manage schedules, deadlines and resources and collaborate on the project
* Interacting with the developers and provided input to resolve reported bugs and various technical issues.
* Used **Teradata RDBMS tools (FastExport)** for exporting large quantities of data.
* Was actively involved in **UAT testing** through the different phases of the project Assisted the QA team in designing the Test Plan and Test Cases for User Acceptance testing

**Environment:** Rational Requisite Pro, COGNOS, Microsoft Front Page, Rational Clear Quest, Filenet, MS office Suite, MS Project, MS Visio, Oracle 9i, Dream weaver, SQL, Windows, Teradata FastExport, Cognos 8, Business Objects, Cognos Report Net.

**Genentech, South San Francisco, CA**

**Business / IT Analyst**

**May 2008 to March 2009**

**Project Summary:** Now part of the Roche Group, Genentech has been an industry leader in the field of bio technology for over 30 years. The company uses human genetic information to discover, develop, manufacture and commercialize medicines to treat patients with serious or life-threatening medical conditions. They initiated a multi-phased project **Enterprise Business Intelligence Tool Standardization** (EBITS) to address issues resulting from the use of multiple reporting tools at Genentech**.**

**Responsibilities:**

* Facilitated **requirements gathering** (JAD) sessions with **business stakeholders** and **subject matter experts** (SMEs) in order to gather information required to model current and future state business processes and document business requirements and rules
* Participated in system requirements and **design phases** of projects as the liaison between business **SMEs** and **IT solution developers** to develop the system vision, system features, system requirements and functional design specifications
* Developed **class diagrams**, and **interaction diagrams** to explain new business processes to developers, QA’s, and architects in facilitating the implementation process
* Participated in demos given by Business Object, Cognos, Hyperion and Microstrategy
* Analyzed and reviewed **requirement documents** with Subject Matter Experts (SME), Key Users, and Design Team to ensure business requirements are adequately reflected in the Business Requirement Document (BRD)
* Conducted in-depth project studying including data collection and analysis utilizing **Microsoft Excel**
* Experience working with **Business Objects and Microsoft BI tools.**
* Worked closely with the **Enterprise Business Intelligence group** throughout the development cycle.
* Assisted the QA team in creating **Test Plans** and **Test cases** and used the **Traceability Matrix** to track the changes
* Facilitated **User Acceptance Testing** with end users by creating workflows and test strategies.

**Environment:** Business objects, Microsoft BI, Microsoft Office Suite, Rational RequisitePro, Mercury Quality Center 8.2, Hyperion, SQL Server 2005.

**Yahoo Inc., Sunnyvale, CA**

**Sr. Business Data Analyst**

**January 2007 to May 2008**

**Project Summary:** Yahoo! Inc. is a leading global Internet brand and one of the most trafficked Internet destinations worldwide.

Yahoo acquired Flickr.com which is one of the world's fastest growing online photo and video sharing communities. The site provides consumers with a secure and easy way to view, store and share their digital photos with friends and family and get real prints of their pictures.

**Responsibilities:**

* Worked as business analyst to support the design of Flickr.com with a focus on enhancing the user experience in the Web 2.0 platform.
* Conducted interviews with **key business users** to collect requirement and business process information.
* Have experience in **leading a team** comprising of a Business Analyst and Quality Assurance Engineer.
* Developed **business process models in RUP** to document existing and future business processes.
* Designed the business requirement collection approach based on the **project scope and SDLC Methodology.**
* Facilitated and conducted **JAD sessions** with committee of **SME’s** from various business areas.
* Created **Dashboards**, metrics, analytics, goals, alerts using **Business Object Dashboard Builder.** Created Real Time statistics available to **Upper Management** via “Dashboards”.
* Coordinated with User Interface team to prepare HTML pages.
* Experience with **Business Objects** tools.
* Successfully collaborate cross-departmentally with Sales, Information Technology (I.T.) and Product Management to prepare data analysis & reports for National & Regional **marketing campaigns**.
* Played a key role in the planning, testing, and implementation of system enhancements and conversions.
* Worked with marketing team in knowing what exactly end - user wants. **(CRM Initiative)**
* Prepared Business Requirement Document **(BRD) and** System Requirement Specifications **(SRS)** then converted business requirements into Functional Requirements Specification **(FRS).**
* Identified areas of **risk** and process inefficiencies.
* Performed **Gap Analysis** for new functionality requirements, as well as prioritized them based on actual business needs so as to align them with the product release roadmap.
* Developed the **Project Plan** using **MS Project**.
* Designed and implemented basic SQL queries for **QA testing** and report / data validation.
* Extensively used **Rational Requisite Pro** to document and manage requirements. Created and managed project templates, use case templates, requirement types and **traceability matrix**.
* Followed the UML methodology to Create UML Diagrams including Use Cases Diagrams, Activity Diagrams, Sequence Diagrams, **Data Flow Diagrams** (DFDs), **ER Diagrams** using **Rational Rose** and MS Visio and thus defining the Business Process Model and Data Process Model.
* Monitored version control and defect tracking activities using **Rational Clear Case** and **Rational Clear Quest.**
* Worked closely with the QA teams in compiling a test plan and executed various levels of User Acceptance Test, Regression and Integration Testing using test cases to prove that the system conformed to specifications of business and quality requirements.
* Contributed to the overall execution, communication, and control of the project.

**Environment:** RUP Methodology, Business Objects XI R2, Rational Requisite Pro, MS Visio, Oracle 10g, MS Project , Rational Clear Case and Rational Clear Quest, PHP, Flickr API, HTML, CSS, JavaScript.

**Verizon Wireless, Basking Ridge, NJ   
Business Analyst**

**September 2005 to December 2006**

**Project Summary:** AT&T is one of the largest providers of fixed and mobile telephone, broadband and subscription television services in the United States.   
The project was to use a data warehouse to analyze the effectiveness of the marketing campaigns for the incentives and financial services offered by Verizon. Different customer related metrics like customer opinions, loyalty, customer profiles and customer satisfaction were analyzed, reports generated and solutions recommended.

**Responsibilities:**

* Participated in complete life cycle of the project from project initiation, to development, to production support and maintenance.
* Experience in working with **Teradata for warehousing and analytical applications**.
* **Developed and customized some of the existing Dimensions** (Drill-Down Hierarchies) & Logical objects in Business Model Layer, and creating the Presentation catalogs in Presentation Layer.
* Created Global/Local Prompts, Narrative Views, Filters, Charts, Pivot Tables, Compound layouts to design the dashboards.
* Used **SAP BusinessObjects Enterprise Information Management (EIM)** solutions to deliver structured and unstructured data across the organization.
* Developed **Dashboards** for each of metrics by embedding reports and providing intuitive drill-downs and links to exploit the full benefit of Analytics in providing summary and detail reports.
* **Used DAC (Data warehouse Application Console)** for both incremental and full loads.
* Monitored and Scheduled ETL along with reducing application configuration and development time by using DAC.
* Enhance performance of Reports/Dashboards by implementing the Aggregate tables, Table execution path by making use of hints, Creation/Re-building of Indices and Cache Management.
* Involved in developing the Incremental ETL process (Mappings & Mapplets) using various Transformation and Workflows with Sessions/Tasks, executed workflows through shell scripts using pm cmd.
* **Created & saved several BI Publisher reports** by selecting an Answers request as Data Source. Built multiple execution plans in DAC for weekly and daily loads.
* Created comprehensive and easy-to-understand Documentation of the complete implementation of the Customer Sales Business modules (Reports, Dashboards, Security and Star schema).
* Build test cases and tested the **Reports/Dashboards** by comparing the SQL Output on the Data warehouse to the values in the Reports/Dashboards, documented the test results.

**Environment:** InformaticaPower Center 7.8.4, Data Warehouse Administration Console (DAC), Windows XP, UNIX/LINUX Oracle 11g/10g, SQL, PL/SQL, and TOAD 6.3/7, SAP BOBJ, Teradata FastLoad, SAP Business Objects.

**Bank of America, Charlotte, NC**

**Business Analyst**

**October 2004 to September 2005**

**Project Summary:** Bank of America is one of the world’s leading financial institutions. It provides a wide range of financial and banking products & services ranging from banking and investments to asset management. The bank has approximately 57 million customers in the United States alone of which 29 million are active users of the bank’s online banking services. Bank of America has been known for being an industry leader in providing added security features for its online banking customers.

The SafePass project provides a solid enhancement to the security of the bank’s online system. At the option of the user, the system sends a 6 digit security code (as a text message) to the user’s mobile device. This code is then entered at the bank’s website to authorize large transfers, new accounts for fund transfers, new bill-pay merchants or when a user logs in from a new computer for online banking.

**Responsibilities:**

* Interviewed business team and various customer groups to gather business requirements, wants and needs concerning the project.
* Conducted **weekly status meetings** to keep track of the project development and communicated the project status to the business team on a periodic basis.
* Worked closely with the business team in carrying out a **SWOT analysis** for the project.
* Experience in **JRP Sessions.**
* Experience in conducting **JAD** sessions to handle conflicts arising during project execution.
* Documented the functional and non-functional requirements using **Project Charters, Business Requirement Documents (BRDs) and Functional Specification Document (FSDs).**
* Actively involved in **SDLC** right from the concept phase to the deployment phase.
* Developed and maintained **Requirement Traceability Matrix (RTM).**
* Performed thorough **GAP** Analysis to check the compatibility of the existing software functionalities with the new business requirements.
* Successfully **managed the scope changes** that came up during the design phase of the project. **Worked closely with CCB (Change Control Board).**
* Developed **use case diagrams, use case models** and **class diagrams** based on **UML** methodology.
* Worked closely with the business team on a detailed cost estimate for the project using **Work Breakdown Structure (WBS).**
* Reviewed **Entity Relationship (ER) Diagrams** using CA Erwin 4.0
* Experience in working closely on **UAT Testing and Functional Testing**.
* Experience in dealing with **offshore and on shore teams**. Developing documentation for customer support staff and teams in **foreign markets**.
* Experience in **SSRS and SSIS**
* Developed reports using **IBM Cognos 8 Dashboards**

**Environment:** Linux, MAC OS, Cognos 8, SSRS, SSIS, SQL, MS Visio, MS Office, ErWin.

**Citibank, San Francisco, CA**

**Sr. Business Analyst   
March 2003 to August 2004**

**Project Name:** Direct Deposit Payroll System (ACH)

**Project Summary:** Citibank, is a major international bank and the consumer [banking](http://en.wikipedia.org/wiki/Bank) arm of [financial services](http://en.wikipedia.org/wiki/Financial_services) giant [Citigroup](http://en.wikipedia.org/wiki/Citigroup). In addition to the standard banking transactions, Citibank offers [insurance](http://en.wikipedia.org/wiki/Insurance), [credit card](http://en.wikipedia.org/wiki/Credit_card) and investment products. Their online services division is among the most successful in the banking industry.

The project required setting up of a direct deposit system of the Payroll Servicesfor Citibank’s corporate clients through ACH payment services.

**Responsibilities:**

* Created a **Work Breakdown Structure (WBS)** using **MS Project** to help estimate project cost and sizing and to keep control over the project.
* Involved in **hiring decisions** for resources for the project.
* Worked with internal users for bug management and **bug triaging**.
* Performed **SWOT** and **GAP** analysis for new functionality requirements as well as prioritized them based on actual business needs. This helped optimize the business processes.
* Extensive experience in working closely with teams and **budgeting and forecasting** project timelines.
* Experience in **Requirements Traceability Matrix(RTM)**
* Experience in conducting **Joint Application Development (JAD)** sessions, project meetings, reviews, **walkthroughs**, and customer interviews to enable free communication among different teams and aided in conflict management.
* Excellent **communication skills**, leadership, management abilities, and team spirit.
* Had several user interviews and meetings with business teams to **elicit accurate information** and requirements.
* Worked closely with the Business Analysts and conducted **research** and documented needs in a **Business Requirement Document** and captured the functional needs in the **Functional Specification Document.**
* Put together a **risk-list** for the project
* Interviewed the **Key Stake Holders, SMEs, and Decision makers** to have a successful collection of requirements from all domains.
* Worked closely with the **top management** and was involved in risk management.
* **Preparing and tracking project plans** from project inception to completion
* Managing day-to-day individual workload, **monitor milestones and critical dates.**
* Assisted in **Risk Analysis** and authored a **Risk Management Plan.**
* Worked closely with the **marketing team to find out the client needs**.
* Reviewing **Use Case Diagrams, Activity Diagrams** put together using **Rational Rose**.
* Experience in adopting the **Waterfall SDLC**.

**Environment:** Rational Rose, MS Office Suite, MS Project, Oracle 10gi, Erwin 7.0, Waterfall SDLC

**EDUCATION:**

MBA – Corporate Finance & IT, University of North Carolina (Charlotte)

BS – Accounting & Business Management, University of Mumbai, India

**REFERENCES:** Available upon request