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### Summary

- Agile Business Analyst with 10 plus years of experience including an understanding of business process flows, case tools, and business analysis.
- **Certified Scrum Master**
- Experience in translation of complex business concepts/strategies into deliverable product requirements and software requirement specifications.
- **Experienced in creating business requirement document (BRD)** and other functional and non-functional documents.
- **Experience in creating wireframes to enable conversation with the business teams and also help development teams to understand the requirement**
- Requirement analysis with **use case diagrams**, class diagrams, state diagrams, sequence and collaboration diagrams for application diagram.
- Experience with training and mentoring team members with product knowledge and business processes.
- **Experience in conducting joint application development (JAD) sessions for gathering requirements**, and rapid application development **(RAD) sessions** to converge early toward a design acceptable to customer.
- Experienced in software testing which involved development of test cases and test scripts and **user acceptance testing (UAT)**.
- Extensive experience in using Waterfall, **Iterative, Agile (SCRUM) methodologies** for the **project development life cycle**.
- Excellent understanding in the Business Workflow of Health Care, Banking, Mortgage, Insurance, Financial industries and CRM applications.
- Advanced analytical and project management skills with excellent problem solving capacity, throughout **SDLC**.
- Experience in gathering requirements, GAP analysis and documentation for front users.
- Experience in creating project and system metrics to communicate with the product owner and the team the performance of the system.
- Experience in performing website competitive analysis, documenting and presenting the results to the management team.
- Managing reporting, analysis and decision-making for a change request.
- Creating training manuals for the end-user and coordinating the training process, site readiness and user readiness.

### Skills and Core Competencies

Requirement Management Tools:	MS Project
Business/Data Modeling Tools:	MS Visio, Axure
Methodologies:	RUP, SDLC, Agile (SCRUM)
Languages Familiarity:	C, C++, Java, VB script, Visual Basic, HTML, XML, SQL, UML
Office Automation Tools:	Lotus Notes, MS Office, Project outlook
Quality Assurance:	ALM/ HP Quality Center, QTP, Load Runner
Operating Systems:	Windows XP/2000/NT/98
Version control System:	Rational clear case, PVCS
Multimedia:	Adobe Photoshop and Fireworks

### Experience

#### Ernst & Young, Alpharetta, GA

**6/16 – Present**

#### **Agile Business Analyst Lead**

- Work with the business to groom the product backlog and prioritize user stories for the Leases tool
- Write user stories to capture system features and work with the development teams on estimations
- Create data definition document needed for the tool
- Work on process flow documents to show the contract evaluation process in the Leases tool
- Work with the UI/UX teams on the wireframes needed for the tool as per EY standards and also create wireframes and prototypes as needed

- Work with the business and reporting teams to document the reporting requirements

## WME.IMG, Atlanta, GA

5/15 – 6/16

### **Agile Business Analyst**

- Work with the business to groom the product backlog and prioritize user stories
- Write user stories to capture system features and work with the development teams on estimations
- Document current business and system processes for the MyiCLC application
- Create wire frames for the .net rewrite phase of the MyiCLC application
- Interact with business to capture and document acceptance criteria for the rewrite phase
- Daily stand up calls with the development teams to access the Sprints progress
- Assist with test case preparation for testing the application
- Work with external vendors for tools being interfaced with the application

## Ernst & Young, Alpharetta, GA

5/14 – 5/15

### **Sr. Business Analyst**

- **Meet the business users to understand the need of the business and gather requirements to enhance the system functionality.** This involves interviews and brainstorming to present the best possible solution to meet their needs
- **Create BRD/user stories based on the interviews with the business users**
- **Identify and create all necessary business use cases from requirements**
- **Work on the Benchmarking Survey Tool UI design and data analysis for mapping to the Data Warehouse**
- Create prototypes and wireframes and present to the business users realization of the to-be system
- **Work with the UI development teams for implementation of user requirements.**
- **Analyze data from data sources purchased by Ernst & Young and document requirements for data to be loaded into the data warehouse**
- Work with the data warehouse team in the implementation of the data sources into the data warehouse
- Work with the data warehouse team for requirements to create SSIS scripts for loading master data
- Co-ordinate with development teams to ensure that **documented functional requirements** are met.
- Manage and work with the on-shore and off-shore development teams.

## T. Rowe Price Group Inc., Owings Mills, MD

3/10 – 05/14

### **Sr. Business Analyst**

- Plan the scope for releases of the **CRM** implementation for the Retirement Planning Services, Global Investment Services and the Third Party Distributors at T.Rowe Price
- **Assist the Project Manager with project scoping and resource planning.**
- Manage and work with the on-shore and off-shore development teams.
- **Work with the PM to plan resource allocation and track the project status**
- Perform Gap Analysis to check the compatibility of the existing system infrastructure with the new business requirements
- **Prepare implementation plan for system releases**
- Use **Agile and Waterfall methodology** in the project life cycle.
- Prioritize with the business the requirements that need to be worked in current **Sprint**.
- Work on **Sprints** that are 3-4 weeks long
- Attend **daily Scrum meetings** to access the Sprints progress
- Work with the development and integration teams to determine the deployment process for releases.
- **Meet the business users to understand the need of the business and gather requirements to enhance the system functionality.** This involves interviews and brainstorming to present the best possible solution to meet their needs
- **Create BRD based on the interviews with the business users**
- Create prototypes and wireframes and present to the business users realization of the to-be system
- Co-ordinate development teams to ensure that **documented functional requirements** are met.
- **Identify and create all necessary business use cases from requirements, created UML Diagrams including Use Cases Diagrams, Activity Diagrams using Microsoft Visio.**
- **Maintained RTM** (Requirements Traceability Matrix) to keep track of stake holder's requests for enhancements and changes.
- Work with SharePoint developers to design the document sharing system and upload documents to **SharePoint**.

- Interact with Touchpoint vendor's product design and development teams to enhance system features and create SI's (Service Incidents) to track the design and development process of the vendor for outstanding issues.
- Perform **benchmarking/time study** on the CRM system to ensure system performance
- **Develop test cases based on the requirements using HP Quality Center**
- **Testing system functionality of the developed system based on the new requirements and involved in the regression testing process**
- Test SSIS scripts and perform backend testing to check for data consistency and system performance
- **Testing of the new releases provided by the vendor and perform regression testing of the system**
- **Involved in the UAT testing process, create user acceptance criteria documents and post production support**
- **Created User training documentation of the application.**

**Environment:** .Net, SSIS scripting, **SQL Server**, **SharePoint**, **MS Visio**, **HP Quality Center 10.0**, **MS Excel**, **MS Word**, **MS Power Point**, **MS-Outlook**, **Windows XP**

## **Johnson & Johnson Healthcare Systems, Raynham, MA**

**9/06 – 3/10**

### ***Sr. Business Analyst***

- **Assist the Project Manager with project scoping and resource planning.**
- **Prepare implementation plan for system releases**
- **Involved in requirement gathering which included interviews, brainstorming and meetings with stakeholders and SMEs for JNJ Sales & Distribution, CRM Implementation.**
- Use **Scrum framework** to work on JNJ portal application
- Extensively involved in all the waves to make sure that documented functional requirements are met.
- **Create the business process model using UML and present it to the SME for validation.**
- **Conducted JAD sessions to allow different stakeholders** to communicate their perspectives with each other, resolve any issues and come to an agreement quickly.
- **Identified and created all necessary business use cases from requirements, created UML Diagrams including Use Cases Diagrams, Activity Diagrams and Sequence Diagrams using Microsoft Visio.**
- Maintained RTM (Requirements Traceability Matrix) to keep track of stake holder's requests for enhancements and changes.
- Resolved SCR's to enhance existing requirements.
- **Reviewed functional design, integration flows and testing requirements.**
- Worked with the functional team to understand the legacy system for the Order flow mapping and the business requirement needed to write test scripts and to analyze data for executing the test scripts.
- **Gather and analyze requirements** for the development of the CIC (Customer Interaction Center) for the CRM system.
- **Gather and analyze requirements** for the development of the Johnson and Johnson Gateway Commerce system.
- Perform a **time study** on the SAP portal application, CIC and J&J e-commerce site (Gateway) to measure for efficient order processing.
- Generated system metrics to communicate with the product owner and the team the performance of the system.
- **Developed Test Plans and Test Cases** for String and UAT testing process based on the OpCo requirements.
- Involved in Pre-String, String, Day in Life (DIL), UAT, OQPQ and Regression testing process.
- Involved in performing the business review during the testing phase so as to meet the OQPQ validation process for CFR (Code for Federal Regulations).
- **Participated in resolving post production issues and helped to resolve PPR (Production Process Review) and TPR (Test Process Review).**
- Led POV (Point of View) meetings and PSST (Production Support Simulation Testing).
- **Participated in pre & post implementation audits with Corporate Internal Audit to ensure alignment with corporate requirements.**
- **Participated in Bug-Review meetings** with software developers, QA engineers, managers and suggested enhancements to the existed application from business perspectives, provided solutions to existing bugs.
- **Coordinate the process of User Readiness, Site Readiness before Go-Live.**
- Involved in preparing a simple and detailed User manual for the application, for an intended novice user.

**Environment:** **MS Visio**, **HP Quality Center 9.0**, **MS Excel**, **MS Word**, **MS Power Point**, **MS- Outlook**, **Windows 2000**, **Windows XP**, **SAP**, **CRM**, **JDE**, **CODOASIS**, **ChESS**, **SQL**.

## **State Street, Boston, MA**

**10/05 – 8/06**

### ***Business Analyst***

- Interacted with clients to assess needs, identify key challenges and define project scope and deliverables for State Street web based application.
- **Developed process flows, use cases and SRS using RUP.**
- Performed problem analysis, research solutions and presented recommendations.
- Make use of the **Agile methodology** in the project life cycle.
- Developed additional processing and data models that will be added to existing system using MS Visio.
- **Gathered business requirements from users, used RequisitePro for documenting the requirements.**
- **Conducted business requirements, functional and technical meetings with business groups.**
- Performed the analysis & design workflow using Rational Unified Process (RUP) including modeling the pre-defined business requirements with Rational Rose to document business use cases and process scenarios.
- Involved in maintaining requirements traceability matrix (RTM) using Rational Requisite Pro.
- Attended meetings with QA team members for SME in order to deliver quality documents.
- **Reported status, milestones, and project plan tracking to project management and project owners on a weekly basis.**
- **Used MS Visio for flow-charting, process model and architectural design of the application.**
- Developed Test plans and scripts, utilized use cases as a basis for performing Integration and System testing.
- **Reported defects and bugs to development team using Mercury Test Director.**
- Supported and assisted Developers (J2EE) and QA in developing Quality Control (QC) test plans and test scripts, as well as supporting and assisting clients in all testing phases through UAT.

**Environment:** RUP, Rational RequisitePro, Rational Rose, Rational Clear Case, Load Runner 7.6, Test Director, Java, VISIO, Oracle, Sybase, LINUX, HTML, Windows.

## Hartford Insurance, Hartford, CT

6/04 – 9/05

### ***Business Analyst***

- **Prepared use case models based on business requirement documentation gathered through interaction with users.**
- Worked throughout the **SDLC**, which included requirements, specifications, design, analysis and testing utilizing **RUP** methodology.
- Performed Gap Analysis to check the compatibility of the existing system infrastructure with the new business requirements.
- Involved in creating and enhancing requirements, analysis and design using Rational Tools (Rational Rose, Rational Requisite Pro, Rational Clear Case, and Clear Quest).
- Assisted the project manager in preparing the project schedules, milestone tracking and resource allocation using MS Project 2000
- Involved in project planning, coordination and implementation of QA methodology.
- Performed business process mapping for new requirements.
- Creating user requirements document for company-wide reports by interacting with end users and developers.
- Interact with the developers and defined the needs to update the design of the Graphical User Interface.
- Participated in various meetings and discussed Enhancement and Modification Request issues.
- Worked with the data modelers, DBA's and QA teams to resolve issues that arose during the implementation phase.
- Assisted in the development, design and implementation of new relational or multi-dimensional databases, including the analysis of user needs.
- Responsibilities also included analyzing and testing the user interface and constantly redesigning the system to increase its user friendliness for the clients
- A major responsibility included interacting with the users and business relationship managers and implementing changes on the database in order to ensure UAT approval.

**Environment:** XML, UAT, UML, Rational Suite, MS Excel, MS Access, MS Word, MS Power Point, Windows 2000, UNIX, Java, Netscape, Firefox, MS- Outlook.

## **Education**

- **MBA in Information Systems, Troy State University, Troy, AL**
- Bachelor of Engineering, Bharatiyar University, Coimbatore, India