**Arpita REDDY**

**Lead Business Analyst / Project Coordinator/ Scrum Master**

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**CERTIFICATION:**

* Scrum Master Certified (SMC) CSM
* Scrum Product Owner certified (SPOC)

**PROFESSIONAL SUMMARY:**

* Around 10+ year’s expertise in Business Analysis/Systems Analysis, Quality Assurance and Testing for small scale to complex business information systems
* Extensive Experience with GCX (Customer Experience), POS systems in Retail and Automotive domains.
* Strong knowledge of the Software Development Life Cycle methodologies (phases and gates) like Agile and Waterfall models
* Expertise in pro-active role play to align with Project's goals, timelines, constraints to help the team take the most optimal approach to implement a solution.
* Experience with Iterative Software Development Life Cycle Process like Agile Methodology (Worked as a Scrum Master), Rational Unified Process (RUP) - involved in inception, elaboration, construction & transition phases using rational tools like RequisitePro, Clear Case, Clear Quest during various phases of RUP and Waterfall methodology.
* Extensive experience in Business Requirements gathering and writing skills with expertise in developing and documenting Business Requirement document (BRD), Functional Requirement Document (FRD), Software Requirement Specification (SRS) across the deliverables of a project.
* Proficient in creating UML diagrams for Business Process Modeling: Use Case Diagrams (UCD), Activity Diagrams (AD), Sequence Diagrams (SD), Data Flow Diagrams (DFD), Flow Charts (FC) and Wireframe Prototypes.
* Effectively used Rational Requisite Pro to organize, track and change requirements of the system.
* Proficient in gathering and converting User Requirements into Business Requirements and Functional Requirement Specifications (FRS) and use Modeling tools like Rational Rose and Microsoft Visio for requirements modeling.
* Expertise in Business Process Modeling, Business Process Re-design and in designing Process Architecture.
* Proficient in transforming business requirements into functional specifications, focusing on workflow analysis and design, business process reengineering, user interface design, portal design, and process flow modeling.
* Sound understanding of Gap Analysis, requirement management, risk analysis and project plans.
* Responsible to Track, Document, Capture, Manage and Communicate the Requirements using Requirement Traceability Matrix (RTM) which helped in controlling numerous artifacts produced by the teams across the deliverables for a project
* Solid understanding of Rational Unified Process (RUP) using Rational Rose, Requisite Pro, Unified Modeling Language (UML), Object Modeling Technique (OMT), Extreme Programming (XP), and Object Oriented Analysis (OOA).
* Good functional knowledge of CRM created and maintained all deliverables related to Siebel.
* Excellent understanding of Data Models and Information Architecture and sound skills in SQL.
* Experience in Risk Management process and technology reengineering, Sarbanes Oxley implementation, valuation review process and technology, strategic sourcing, metrics and benchmarking
* Strong knowledge and experience in writing and executing SQL queries for database testing.
* Proficient in Manual Testing and well versed with Automated Testing Tools such as ALM / Quality Center, QTP/UFT, JIRA, Bugzilla.
* Experience in developing QA test cases, test scenario and leading towards UAT and Beta Testing for ensuring the application’s successfulness.
* Experience in conducting Joint Application Development (JAD) sessions, RAD sessions and White Board Sessions with end-users, Subject Matter Expert (SMEs) team, Architects and design group development and QA team for project meetings, walkthroughs and customer interviews commensurate with excellent communication skills.
* Creative and aggressive self-starter with integrative thinking skills, capable of communicating creative ideas through graphical analysis charts and statistical data display.

**DISCIPLINES:**

Business Analysis, Scum Master, Business Architecture, Data Mapping, Data Modeling, Requirements Gathering, Functional Specification Design, Testing (Test Cases) (Manual Testing & Automated Testing tools), Quality Assurance (QA), Documenting Process Flow, Process Re-Engineering, Process Mapping, Business Contingency/ Business Continuity Planning (BCP), GAP Analysis, SDLC

**TECHNICAL SKILLS:**

**Programming Languages:** C, C++, C#, VC++, VB, VB.NET, C#.NET, ASP.NET, Java, SQL, PLSQL

**Operating Systems:** UNIX, Windows 95/98/NT/2000/XP/7, Linux, LAMP.

**Databases:** MS-Access, MySQL, SQL Server (SSIS, SSRS), Oracle, Teradata, DB2, CICS, Sybase

**Prototyping/Wireframe Tools:** MS Visio

**Application Server:** IBM Web sphere, ATG Dynamo, BEA Web Logic.

**Web Technologies:** HTML, XML, XSD, XSLT, VB Script, ASP, JavaScript, JSP, J2EE.

**Automation Tools:** MS Visio, Rational Rose, Rational Clear Case, Rational RequisitePro, Documentum

**Bug Tracking Tools:** Mercury Test Director, Rational Clear Quest

**Utility Tools:** MS Office Suite, MS Project, TOAD, Adobe Photoshop

**Reporting Tools:** Crystal Reports, SQL Server Reports (SSRS), Cognos

**Data warehousing Tools:**  Informatica, Business Objects, Cognos, Erwin

**Testing Tools:** HPQC 10.0, HP UFT, Quick Test Pro (QTP), Test Director, Win Runner, Load Runner.

**PROFESSIONAL EXPERIENCE:**

**State of New Jersey, Trenton, NJ | Mar 2017- Till date**

**Lead business analyst/ scrum master**

**Description:**

New Jersey Judiciary has developed eCourts which is a web based electronic filing application that is designed to allow court management staff/ Judges and attorneys to file cases and documents with the New Jersey Courts. The project involved electronic filing and information exchange between the courts and attorneys, creation of an electronic filing system, establishment of an electronic case jacket, maintenance of an electronic case records and management system that provides both attorneys and the public with access to case information.

**Responsibilities:**

* Interact extensively with the Product Owner & Business Area Subject Matter Experts to understand the Product and Business Processes thoroughly.
* Identified opportunities for business process improvement through various meetings with business users and developers and initiated efforts to make improvements.
* Worked with business experts for the different modules and set up meetings with them to gather the requirements for functionality, workflow, and business rules.
* Analysis of requirements, creating, and maintaining the Business requirements document for software development project for a multi-tiered B2C website.
* Conduct JAD– Joint Application Development Brainstorming sessions with team staff to generate leads on Process Improvements suggestions and Co-ordinate with Business Development Team to ensure the closure of Leads.
* Conducted GAP analysis between current system functionalities and the planned system expectations.
* Conduct Training for the Team on Product, Developed and performed user training prior to implementation, Processes, usage of systems and Document management system.
* Authored various documents like BRD’s, Project Plans, Requirements Traceability Matrix, URS, FRD, Validation Plan, Validation Summary Reports, , Test Scripts, CR’s, defect tracking, UAT, Training Materials, and User Guides.
* Designed and developed UML Diagrams including Use Case Diagrams, Activity Diagrams and Sequence Diagrams and wireframes.
* Worked with Product owner to create a comprehensive set of non-functional and functional requirements, prioritized requirements for all Sprint Meetings.
* Facilitating Daily scrum meetings, spring planning, spring review, and spring retrospective.
* Partnered with the Product Owners in keeping the Backlog management, grooming and stories prioritization for consistent delivery.
* Identified System Requirements, generated the Business and Functional process models and established timelines, milestones and deliverables.
* Provided weekly updates to team on release calendar, managing software deployments and testing timelines.
* Worked on creating artifacts Such as Product Backlog, Spring Backlog, Sprint Burndown, Release Burndown, and release notes.

**Environment:** VSMS, Java, SharePoint, JIRA, HP ALM, HP UFT, Blue zone (IBM Mainframe), MS Project, Waterfall/ Agile, SnagIt, MS Excel, Word, Project, Power Point and Visio.

**general motors, Detroit, MI | Mar 2016- Mar 2017**

**Sr. IT Business Analyst/ Project coordinator**

**Description:**

GM is one of the largest automakers which produces vehicles in 37 countries under 12 brands. The aim of the project is to make changes to the Vehicle System Management System (VSMS) which is an interface that facilitates the configuration of software in the vehicle’s electronic control modules. The projects involved changes to the features to the OnStar platform management, Mobile Apps for OnStar, campaign management, implementing new initiative’s like AT&T scheduler for vehicle updates, JEDI for updating vehicle’s external components and Automated Node read.

**Responsibilities:**

* Conducted GAP analysis between current system functionalities and the planned system expectations.
* Responsible for converting the User requirements into business requirements and functional requirements respectively.
* Organized workshops with Subject Matter Experts to obtain domain level information.
* Facilitated and mediated JAD sessions with development, business, and executive teams to elicit and analyze needs and define system specifications, prepared gap analysis, documented and defined business requirements, functional specifications, use cases, workflows and wireframes and design concepts, interacting with development teams to ensure successful development of requirements.
* Documenting requirements and specifications in the form of BRDs and use case diagrams.
* Documented detailed Functional Requirements, Process Model and Data Flow Diagrams detailing main flows, alternate flows and exception handling scenarios.
* Created Mock-up forms for better visualization and understanding of the software solution.
* Providing status updates to the Project team, and senior stakeholders.
* Work with multiple IT Teams to create and manage a detailed release implementation plan.
* Assure milestone adherence and approve mitigation plans when necessary
* Coordinated QA and UAT test strategies defect reporting and change requests.
* Prepared project and resource plans, and managed project communications at all levels of the organization.
* Created slide presentations for business reviews for corporate-level management documenting business status, performance, and pending and new business initiatives.
* Responsible for coordinating multiple projects, maintained feature backlogs, monitored timelines and made adjustments as needed to achieve project milestones.
* Successfully performed flexible project task organization, deadline management with internal project team and external client teams

**Environment:** VSMS, Java, SharePoint, JIRA/Confluence, HP ALM, IBM RTC, MS Project, Waterfall/ Agile, SnagIt, MS Excel, Word, Project, Power Point and Visio, Oracle Toad.

**Burlington Stores, Edgewater Park, NJ |Mar 2015- Feb 2016**

**Sr. Business Analyst / project coordinator**

**Description:**

Burlington Stores is an American national off price retailer, with 540 stores in 44 states. The purpose of the current project is to create Knowledge Base for the current ecommerce tools and their backend processes. The project also involved working on small changes on the ecommerce website, Mobile and Tablet Apps upgrades for Baby registry, training process and implementation of new tools (PIM), Payment system upgrade, Migration form cheetah mail to Epsilon, Implementing PCI standards, Fulfillment-warehouse change (order management and supply chain).

**Responsibilities:**

* Acted as the liaison between the Business users and the Technical development teams, by effectively translating the business needs into specific software requirements.
* Assisted in creating the scope and timeline for each project.
* Responsible for coordinating all IT ecommerce projects with developmental managers and executive team
* Created weekly status reports and involved in communicating the project status with higher management.
* Manage post implementation support and report status.
* Managed resource allocation based on project priorities and deadlines for ensured project success
* Documented and analyzed the information gathered from the various teams and recommended solution approaches.
* Translated Business Requirements into a formal Business Requirement Document (BRD) with scope statements, business requirements, use cases, business process flows, and implementation needs to support the desired end-state.
* Facilitated BRD reviews with the IT team and revised the BRD as needed based on scope, timelines and technical feasibility feedback.
* Conducted JAD sessions, Rad sessions and worked closely across multiple user groups during requirements definition and analysis of business and process flows.
* Prepared documents like Functional Requirement Specifications (FRS), Software Requirement Specifications (SRS), created Request for Proposals (RFP) and Requirements Traceability Matrix (RTM).
* Worked closely with the various business user groups for detailed requirements gathering, understanding the current (as-is) and to-be process maps.
* Created a Knowledge Base document for the current AS-IS process for the front end and back end systems including vendor escalation procedures.
* Track and maintain Stakeholder requested enhancements and changes by providing required post production support
* Coordinated UAT training and testing for the functionality with the Business.
* Worked closely with vendors, other business analysts and the IT team to ensure that enhancements and configurations are implemented in a timely manner and achieve quality standards
* Prepared status reports, documented process flows, policies & procedures & developed training materials.
* Assist in project user acceptance test, including reporting and documenting defects, and conducting complex root cause analysis. Documentation of root cause and communicating with senior management.
* Documented the user requirements, analyzed and prioritized them and converted them as system requirements
* Worked with audit teams to ensure that processes followed were in line with PCI compliance
* Performed data analysis to come up with changes that have to be made to the databases to conform to the new PCI compliance standards.
* Created Templates for standardizing the Structure of Corporate Documents

**Environment:** Media Chase, Oracle ATG, PIM, JIRA/Confluence, SharePoint, Service Now, Kount, .NET, SQL Server, MS Project, SAFe Agile, Test Director, MS Excel, Word, Power Point and Visio.

**ebay, Salt lake city, UT | Apr 2014 – Feb 2015**

**Sr. Business Systems Analyst**

**Description:**

ebay is into Online Auctions and E-commerce, the Internet serves as a platform for e-commerce transactions and Multimedia Advertising. The purpose of the current project is Order to cash and End of Life CSI, which is a non-maintained tool that is still in use. CSI had around 1600 users globally and is being used by eBay, PayPal and half.com, the impact of CSI deprecation was global. The Web system performs all the functions of billing process such as billing customers, updating accounts receivable and getting transaction summary. The project also involved migrating from Siebel CRM to Microsoft Dynamics CRM.

**Responsibilities:**

* Implemented Agile Methodology, performed extensive requirements analysis and requirement gathering including data analysis.
* Met with various groups, including business owners, SMEs (subject matter experts) and marketing team, for requirements gathering in definition Stage.
* Gathered requirements, developed Process Model and detailed Business Policies.
* Involved in business analysis and project management, coordinating between the team members according to the business requirements.
* Organized and facilitated meetings with the management and the development team, conducting requirements gathering sessions with the purpose of defining the functional business and system requirements.
* Acted as the primary liaison between the business stakeholders and technical teams to make communication and development efforts more effective.
* Involved in backlog meetings and implemented Agile methodology.
* Verified the functional aspect as per the business process and validated the interfaces with the other systems and data conversion from the legacy systems.
* Conducted walkthroughs and meetings with development team to discuss solution designs, requirements clarifications and defect resolutions.
* Actively involved in scoping, identifying the risk, and prioritizing the project.
* Perform GAP analysis between the current system and future system to make sure all the data elements to perform the business have been taken care of.
* Experience in analysis and design of as-is business processes and to-be design processes (Gap analysis) using Business Process Modeling Notation (BPMN)
* Update and create/develop Use Cases based on Project impact.
* Prepared UI mockups for mobile store front.
* Update and create process flow diagrams and sync up those diagrams with IT team for accuracy and maintain for future references
* Supporting and development of Functional Requirement and system design to ensure that they meet defined business and project objectives.
* Support change controls of projects that comes in during and/or after the project being implemented.

**Environment:** Siebel 8.1, Microsoft Dynamics, Agent Desktop, CAT, CSI, JIRA, Windows 2000, iOS, Android, Oracle, SQL server (SSIS, SSRS), DB2, UML, MS Project, Agile/Scrum, SharePoint, Test Director, MS Excel, Word, Power Point and Visio.

**Kohl’s Departmental Stores, Milwaukee, WI |Aug 2011- April 2014**

**Sr. Business Systems Analyst**

**Description:**

Kohl’s Corporation is one of the biggest retail companies in US. Kohl's stores and its ecommerce site Kohls.com features nationally recognized brand-name merchandise, exclusive labels, and private-branded goods. The purpose of the project was to redesign its ecommerce site Kohls.com and Mobile Application with new features and a clean navigation of the site. The project also involved a complete revamp of the site search, zoom features and its shopping lifecycle.

**Responsibilities:**

* Performed usability analysis and testing including user interface design throughout the development life cycle, provided Client meetings.
* Performed Data mapping, logical data modeling, created class diagrams and ER diagrams and used SQL queries to filter data
* Tested the final application for Usability testing to verify whether all the User Requirements were catered to by the application.
* Used Test Director and Mercury Quality Center for updating the status of all the Test Cases & Test Scripts that are executed during testing process.
* Rational ClearCase was used to manage all the changes and change requests in the projects. Worked with QA team with the aid of ClearQuest for the bug tracking and Mercury Test Director for Test Case Management.
* Articulated the business Usability as per the business needs and made sure that all the functional and business requirements were met.
* Utilized corporation developed Waterfall/ Agile SDLC methodology. Used Scrum Work Pro and Microsoft Office software to perform required job functions.
* Developed reporting specifications by identifying business needs, prototyping sample reports and mapping data elements from reports to data models.
* Utilized Agile/ SCRUM and PMI methodologies to monitor steer and develop project objectives.
* Wrote Use cases to effectively meet the usability standards and also tested the system on the same lines.
* Provided Business Requirement Documentation (BRD) for the customers after thorough market and technology research and by analyzing current market trends.
* Worked on designing the screens and developing screen shows, and prototyping of the user interface and usability testing.
* Created wireframes and prototypes of the new web interfaces to communicate the ideas to the business users and the management teams.
* Prepared User Interface Document (UID), wireframes and prototypes to help design user interfaces.
* Establish documentation for Agile methodology for implementation with a very water-fall-centric development team.
* Coordinated usability workgroups for the re-designed site prototypes, conducted feasibility study and performed impact analysis for proposed enhancements.
* Created Data Stage jobs to extract, transform and load data into data warehouses from various sources like relational databases, application systems, temp tables, flat files etc.
* Involved in the story board discussion of portal design and usability
* Created Mock-up forms in MS word for better visualization and understanding of the software solution.
* Worked on designing the screens and developing screen shows, and prototyping of the user interface and usability testing using Snag It.
* Developed estimates, project plans (Microsoft project), training material, BI reports using Micro strategy
* Used MS Visio for Process modeling, Process mapping and Business Process flow diagrams.
* Managed workload, schedules and coordinated status review meetings with project managers, business managers and team members.

**Environment:** Infor Workbrain, SnagIt, MS Project, MS Access, SharePoint, XML, XSD, XLST, Open Workbench, Java, JavaScript, Java2EE technology, .NET, ASP.NET, iOS, Android, SQL Server (SSIS, SSRS), DB2, UNIX / Oracle Platform, NIKU, MS Visio, MS Outlook, MS project, MS Dynamics, Rational Rose, Rational Clear Quest, Rational ClearCase, Rational requisite pro

**BELK, Charlotte, NC | June2007 – Jul 2011**

**Sr. Business Analyst**

**Description:**

The Project termed AE 2011/10 focused on preparing the Benefits administration system for the ANNUAL ENROLLMENT for the year 2011/10. The project aims to ensure the BELK’s Benefits business unit, delivers accurate yearly plan rollovers and resets, to all its associates. Includes resets for accumulators, compensation and contributions that are to occur post enrollment.

**Responsibilities:**

* Interviewed the Business team to gather relevant business requirements, wants/ needs concerning the project and documented the requirements using BRD’s and FSD’s
* Conducted JAD Sessions with SMEs, end users to resolve what data should be shown in the initial phase.
* Involved in the SDLC including requirements gathering, designing, developing, testing, and release to the working environment. 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.
* Generate stored procedures, macros and triggers to improve processing time.
* Generate daily/weekly/monthly dashboards and reports from various BI sources for readouts and reporting to the Business and IT Leadership.
* Drive and facilitate key discussions with respective business areas and leads to navigate discovery of scope and assess/architect resolution options
* Performed business process mapping for change requests and new requirements.
* Performed gap analysis between the current state and future data warehouse environment identifying data gaps and quality issues plus recommends potential solutions.
* Worked closely with the data warehouse development team to ensure user requirements and issues are being addressed while controlling scope.
* Understanding ETL processing methods, underlying data warehouse data models, security, and capabilities of the front-end delivery products.
* Attended meetings with the SMEs and technical lead to discuss the enhancement issues and bridge the gap for future design modifications.
* Responsible for gathering requirements (BRD), writing functional specifications (FSD) and use cases for the application.
* Analyzed, documented and managed requirements as well as changes to requirements using Rational Requisite Pro.
* Developed use case diagrams, use case models and class diagrams based on UML methodology.
* Utilized Rational Unified Process (RUP) to configure and develop process, standards, and procedures.
* Prepared the Regression Test list for the QA Team.
* Conducted UAT in the final phase of software development process to check the functionality of the Designed and implemented basic SQL queries for QA testing and report / data validation software.
* Compiled, tabulated and coded statistical reports using pivot tables to produce spreadsheets, graphs and databases

**Environment:** Windows XP/2000, Oracle, SQL, MS-Project, MS-Office Suite, MS Visio, MS Visual Source Safe, Quality Center , Data Warehouse, PeopleSoft, SQL Server Services (SSRS, SSIS, SSAS), Visual Studio, Reports, Quick Test Pro (QTP)