**Farhan Mahesania**

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**BUSINESS ANALYST**

*An Information Systems professional leveraging 7 years of expertise in all aspects of business analysis in Healthcare, Banking and Finance domains, Human Resource, State and Government to support design, development and implementation of sophisticated applications, systems, and processes.*

Managed and gathered business requirements, functional specification development and process mapping. Providing development teams with detailed information and project artifacts to ensure solutions fully meet user and business needs. Expertise in SQL development, capable of working with complex RDBMS and optimizing performance of databases, queries, database objects and creation of data dictionary objects, data warehouses, performing data modeling and data mapping. Coordinate ETL process to ensure its compliant with business rules and regulatory requirements. Assisted quality assurance team with development of test cases, execution, and tracking defects to verify functionality and UI/UX aligns with user expectations. Strong communicator and a creative problem-solver, skilled at conducting requirements elicitation sessions for analyzing the business needs and applying prerequisite technical knowledge in achieving the desired results in software development.

Business Requirements • BRD • SRS • FRD • User Stories • Functional Specifications

JAD Sessions • Process Modeling • UML • Flow Charts • Sequence Diagrams • Activity Diagrams • Use Cases

SQL Development • Data Warehouses • ETL • Tableau • Data Mapping •Data Modeling • Test Supervision

UI/UX • Mockups • Wireframes • Prototyping •Stakeholder Engagement • Project Reporting

# technical certifications

Certified Scrum Master (CSM), International Scrum Institute (Actively pursuing)

# Technical Proficiencies

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| Methodologies: | SDLC, Agile Scrum, Waterfall, RUP, Kanban, Safe |
| Software Support Tools: | JIRA, VersionOne, Rally, MS SharePoint 2010/2013 |
| ETL Tools: | Informatica- v7-9.3, ETL |
| Software Languages: | MS SQL, Oracle SQL, SAP HR-ABAP, SAP ABAP, Core Java, JavaScript |
| Web and Scripting: | HTML5, CSS, XML |
| Operating Systems: | Windows 7-10, Windows Server NT-2008, Linux, Mac |
| Testing Tools: | HPQC v 10.0, HPALM v 11.5, Quality Center (Test Directory) v7.0, TFS TM |
| Data Modeling Tools: | MS Visio, UML, Wireframes, Mock-up Screens |
| Quality Management: | IBM Rational Manual Tester, Quality Center, QTP, JIRA |
| Databases/DBMS: | Advanced Excel, Distributed DB, Oracle 10g/11g, MS Access, My SQL, PL/SQL, RDBMS |

# Professional Experience

**Cemex, Houston, TX.**

**Sr. Business Analyst** ***Dec 2016 to Present***

CEMEX S.A.B. de C.V., known as Cemex, is a Mexican multinational building materials company headquartered in San Pedro, near Monterrey, Mexico. It manufactures and distributes cement, ready-mix concrete and aggregates in more than 50 countries. The project was about implementing an ERP system to automate all the processes of human resource department for Cemex. The solution involved in this program were SAP ECC 6.0 (HCM), SAP BW, BO-BI and Mobility.

### Responsibilities:

* Serve as **Scrum Master**; facilitate and time-box all scrum ceremonies and backlog grooming sessions, track sprints, prioritize product backlog, and perform backlog grooming in collaboration with product owner and scrum development teams. Create and maintain Sprint burn down chart and release/product burn down charts. Produce reports and analyze project performance.
* Facilitate **Joint Application Development (JAD)** sessions; identify and document business rules and requirements for business and technical teams. Create Business Workflow Models, perform gap analysis, and document “as is” and “to be” workflow processes.
* Lead **Requirements Gathering Sessions** to elicit detailed requirements, finalize Business Requirement Document (**BRD**), translate BRDs into Functional Requirement Document (**FRD**), and create user stories, acceptance criteria, **use cases**, **use case diagrams**, and activity diagrams.
* Worked with development team to create custom **Report Programs (ALV reports), Conversion Programs(BDC’s), enhancements and Data warehousing.** Designed and developed **Adobe forms** using form designer.
* Acted as **module lead** for data digitization module, single handedly addressed most of its issues and was responsible for releases of this module. Created data dictionary elements such as **Domains, Data Elements, Structures and Tables** in SAP ECC 6.0 environment. Experienced in **OM, PA and Time module** of SAP HCM.
* Implement **business modeling**, **data modeling**, and **object modeling** using **MS Visio** to develop application business architecture. Perform extensive **data mapping** and **E-R modeling**.
* Prepare test plans and execute test cases for unit, integration, and **User Acceptance testing** **(UAT)** to verify conformance with business requirements and performance criteria.

***Environment:*** *MS Visio, Microsoft Visual Studio, Rational Requisite Pro, MS Project, MS Office Suite (Word, Excel, PowerPoint), SAP ECC 6.0, SAP BW, BO-BI and Mobility, Adobe LiveCycle designer 9.8.*

**Aperia Solutions, Dallas, TX**

**Sr. Business Analyst** ***Feb 2016 to Dec 2016***

Aperia Solutions has provided BI solutions to payment process industries for more than a decade using reporting and data management. The project was about designing, implementing and delivering ACCESSONE module that assimilates data and reporting in single location for quick access of batch detail, transaction detail, charge backs, retrieval and deposits. The final product also included a ticketing system called APERIA TICKETING SYSTEM for application users to log, track and monitor cases for the issues reported by end users.

### Responsibilities:

* Involved in gathering requirements of new **API**’s built on **REST** (Representative State Transfer) and **SOAP** (Simple Object Access Protocol) technologies, by creating specification documents and tested API on SOAP.
* Gathered, analyzed, and prioritized requirements, translated high-level requirements into functional specifications, and worked with users and technical teams to create **swim lane diagrams** for system design and **process mapping**.
* Performed extensive **GAP** analysis to develop a thorough understanding of **AS-IS** business processes model and **TO-BE** business Process model.
* Created **BRD** and **FRD** by representing the business requirements through **User Stories, Use Cases, Entity relationship diagrams** and **process flow diagrams**.
* Constructed data mapping document by identifying source attributes, target destination and business rules to setup the **ETL** process. Worked on file processing in an extensive ETL environment.
* Created **wireframes**, page and **UI/UX mock-ups**, and blueprints in accordance with industry standards. Contributed to UX enhancement and supervised UI components design/layout.
* Executed system integration testing and **UAT** with product owners, logged bugs, and conducted defect management analysis.
* Worked with developers and DBA to support database design and modifications; analyzed database structure and created new **functions**, **triggers**, **stored procedures**, **views**, **tables**, and **SQL scripts** in alignment with requirements.

***Environment:*** *Oracle 11g, Microsoft SharePoint Server 2010, MS Office Suite (Word, Excel, PowerPoint), Visio, Microsoft SQL Server 2012, MS Access, IBM API Connect, IBM Data power, Axure RP (Functional Wireframes).*

**Baltimore City Health Department, HIV/STD Prevention Program (HSPP), Baltimore, MD**

**SQL Developer/ Business Analyst**  ***Mar 2015 to Jan 2016***

Key member of project to develop e-commerce Web portal to enable clinic users to view and order products. This project is for the implementation of an e-commerce application for health clinics that buy products on a large scale, including an in-house API portal implementation that would enable clinics to access all Health Department products via in-house development. Participated in all phases of the project life cycle from initiation through delivery.

### Responsibilities:

* Liaised with stakeholders to create **Business Process Workflow Diagrams** and **Data Flow Diagrams** (DFD).
* Leading the development and testing of **API**’s built on REST (Representative State Transfer) and SOAP (Simple Object Access Protocol) technologies.
* Gathered, analyzed, and prioritized requirements, translated high-level requirements into functional specifications, and worked with users and technical teams to create **swim lane diagrams** for system design and **process mapping**.
* Coordinated data transmission process; identified communication partner, quality of service, user authentication, user privacy, and constraints on data syntax.
* Mapped HIPAA-compliant EDI transactions 837 Health Care Claims and 835 Health Care Claim Payment and Remittance Advice; performed Gap Analysis between HIPAA 4010 and HIPAA 5010 EDI transactions.
* Created **wireframes**, page and **UI/UX mock-ups**, and blueprints in accordance with industry standards. Contributed to UX enhancement and supervised UI components design/layout.
* Executed system integration testing and **UAT** with product owners, logged bugs, and conducted defect management analysis.
* Worked with developers and DBA to support database design and modifications; analyzed database structure and created new **functions**, **triggers**, **stored procedures**, **views**, **tables**, and **SQL script** in alignment with requirements.

***Environment:*** *Oracle 11g, Microsoft SharePoint Server 2010, MS Office Suite (Word, Excel, PowerPoint), Visio, Microsoft SQL Server 2012, Informatica, MS Access, Waterfall SDLC*

**JP Morgan Chase & Co, Houston TX**

**Business Analyst *Dec 2013 to Feb 2015***

### JP Morgan Chase Invest Banking LOB uses an application called DealWorks to manage documents and deal lifecycle. It helps the banker to resolve conflict of interests and manage confidential legal and compliance documents etc. DealWorks also tracks progress of deals towards its completion. It interacts with several other applications to track revenue as well.

### Responsibilities:

* Involved in gathering requirements, created project artifacts (**BRDs, FRDs, user stories, use cases, entity relationship diagrams, process flow diagrams**) using **JIRA**, interviewed stakeholders and conducted UX sessions.
* Acted as **Scrum Master**, facilitated standup meetings and release/sprint planning, reviews, demos, and retrospectives. Produced and distributed reports and project documentation. Facilitated Meeting, led **JAD** and **brain storming sessions** and met the desired goals.
* Drove continuous improvement by analyzing and recommending improvements to operating procedures and policies; provided insights to **Business Process Re-engineering (BPR)** and streamlining opportunities; experienced in **Process mapping diagrams such as Swim Lanes**.
* Develop web site and UI/UX prototypes and screen specification documents, such as wireframes, interface specification document, mock up screens, and storyboards; liaise with business team to validate UI.
* Involved in designing and creating database tables, helped DBA team with creating database views and SQL tuning.
* Worked with business users to test data to verify adherence with requirements; assisted with UAT, including creating test plans/test cases and supervising execution.

***Environment:*** *Agile / SCRUM, IE, Oracle 11g, Microsoft SharePoint Server 2010, JIRA, Master Data Management, Microsoft SQL Server 2012, SQL Queries, Tableau, MS Access, MySQL, MS Office Suite (Word, Excel, PowerPoint, Visio), JUnit (unit testing).*

**City National Bank, Los Angeles, CA**

**Data Analyst** ***Sep 2012 to Nov 2013***

City National Bank (CNB) is an American financial institution headquartered in the City National Plaza in Los Angeles, California. The project involved building a Data Warehouse system to improve overall quality and productivity of existing processes and deploying reliable and accurate information. As a Data Analyst, I was responsible for the development of Enterprise Data warehouse (EDW) system for Retirement and Investor Services (RIS) of Wealth Management Group.

### Responsibilities:

* Responsible for gathering Business and Technical Requirements, Source System Analysis, Gap Analysis, Data Profiling, Requirements Documentation for **ETL development** and report development.
* Prepared various statistical data analysis reports for corporate clients, provided ad-hoc updates and modified report templates as required. Managed implementation of Document Management System while meeting requirement deadlines.
* Collected business requirements to set rules for proper data transfer from Data Source to Data Target in **Data Mapping**. Performed **SQL Scripting**, Transactional Data Analysis and Reporting on MS SQL database.
* Gathered and analyzed **business requirements, user requirements, design, technical specification documents**. Worked with various business groups to understand their data analysis requirements and provided appropriate support to reduce the number of reports.
* Interacted with the **SMEs** and Stakeholders to get a better understanding of client and business processes. Analyzed relational data with SQL to quickly understand existing data stores and to validate source/target mappings and transformation logic.
* Worked with Quality Assurance team in creating **Test cases**, executed **Test Plans** and **SQL** **Scripts** to verify application functionality is in adherence to business requirements.
* Created walk through and validations on logical model and created physical data model using forward engineering. Executed queries from customer data base using SQL. Manually performed Back End Testing by extensively using SQL queries to verify the integrity of the database.

*Environment: MS Word, MS Excel, MS Visio, MS Project, SharePoint, SQL, JIRA, Quality Center, MS SQL Database MS SQL Server 2008.*

**Infosys Limited, DIPP Ebiz, GoI.**

**Business Analyst** ***Jun 2011 to Aug 2012***

The project was about the automation of the processes where business owners needed to get several levels of clearances from the government authorities before starting a new business. Our website acted like a one stop shop for businessmen to apply for getting required clearances and register their business online with the government authorities. We worked on tools like Oracle BPM 11g, Adobe LiveCycle Form Designer ES 8.2.

### Responsibilities:

* Designed and developed **Adobe interactive forms** in Adobe LiveCycle form designer for processing online applications for different services to get clearances from respective department.
* Responsible for creating and executing data scripts for storing the captured data from uploaded Eforms by customers.
* Worked with **XML** for transporting data from adobe e-forms into the Java system for further processing and validating the data.
* Wrote complex **SQL** queries, created **PL/SQL** objects, including **triggers**, **stored procedures**, **functions**, and **packages**, and **optimized queries** and stored procedures. Implemented data viewers and error configuration for error handling.
* Assisted in supporting DBA team with SQL tuning, constructing materialized views, creating triggers, and creating temporary tables.
* Worked with project manager in organizing daily meetings to discuss open issues, new change requests and to update status of open objects.

***Environment:*** *Agile / SCRUM, Oracle, JIRA, Microsoft SQL Server 2008, SQL Queries, MySQL, MS Office Suite (Word, Excel, PowerPoint), Visio, Oracle BPM 11g, Adobe LiveCycle Form Designer ES 8.2.*

# Education

**Bachelor of Technology in Information Technology**

*NMIMS university of MPSTME Mumbai, India*