KAJARI DE

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PROFESSIONAL HIGHLIGHTS:

* Business analyst with 15 years of industry experience and expertise in Business Requirement gathering, Business Process flow, Business Process Modeling and Business Analysis, Project management experience using PMI, ITIL, CMMI, and best practices for Telecommunication, Infrastructure, Health Care, Disability and Absence management and Manufacturing Industry.
* Worked with business stakeholders to gather and analyze business need, Proposals, finalize requirement using business process descriptions, use cases, user stories with acceptance criteria and workflow, coordinate requirements walk-through verifying with user representatives/stakeholders that use cases and process models accurately portray specific business needs.
* Experienced in planning, development and implementation of projects with understanding of the Software Development Life Cycle (SDLC) phases such as Planning, Analysis/Design, Development, and Testing for the software/system development process, Quality Control Audits, Metrics and SLA performance reporting for Mainframe and Web based application involving onshore and offshore project team using both water fall and Agile Methodology.
* Experience in facilitating test process by using defect tracking tool, creating and executing test plans for functional tests, QA tests, regression tests, smoke tests and UAT to help test the system with system architects developers and end user to ensure system is properly implemented.
* Lead the planning and implementation of project; define project scope and project timelines, document requirements changes using Traceability matrix, deliver progress reports and presentations, create operating and user manuals and conduct training sessions.
* Facilitate team and client global meetings effectively, document agenda and minutes, attention to details, track project status, create and maintain project deliverables for all phases.
* Conduct business process assessment, improvement initiative and define and maintain standards of process and tools for PMO .
* Proficient in MS Office Suite (Word, Excel, PowerPoint, Outlook and MS Project), Share Point, Visio. MS SQL, Team Foundation Server, CA Agile Central Rally, HP-QC , Qlikview.

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**CERTIFICATIONS:**

* Professional Development certification from Compuware Corporation
* ITIL Third Version Certification
* Pursuing Project Management Professional - PMP certification

**PROFESSIONAL SUMMARY:**

#### Ford Motor Company (MSX International), Jan, 2017 – Present

**Business System Analyst/Product Manager**

Support the New Global FIN Enrolment system, which is developed keeping all existing information where Fleet customers are identified differently across regions and accommodated inside the new systems to meet FIN enrolment standards.

* Gather requirements from Global Business owners for the development of Web based Global FIN Enrolment application.
* Analyze business, user and technical requirements for proposed web-based and system solutions. Identify data sources for system integrations.
* Partner with technical teams to translate client business need to functional requirements
* Create use cases, user stories using CA Agile Central Rally Interface documentation
* Apply IT Policy across the project maintaining documents in SharePoint and share with the Global Team.
* Provide development estimates for user stories, perform functional testing and support QA testing using HP – Quality Centre testing tool.
* Follow Agile methodology to deliver a thoroughly-tested Global FIN Enrolment Process across regions with Common Global Data repository, Automated Communication. Mechanism and Translation tool with user friendly screens, flexibility in creating adhoc reports from multiple data sources and analysing relationship between data to support more concurrent users.
* Involved in creating Web based training material, Redesigning Mainframe reports in Qlikview.
* Supporting Data migration and data validation from Mainframe to SQL Server.

#### REED Group, 2012 – 2016

#### Absence Management (Formerly Aon Hewitt),

**Business System Analyst**

Oversee multiple external clients on a highly customizable web based claim management system which integrates with client HRIS and payroll systems  
• Gather requirements from clients to customize and enhance the product, ensuring compatibility with company disability, Federal and State leave of absence and HIPPA regulations  
• Partner with technical teams to translate client business needs into a well-developed, thoroughly-tested, on-time deliverable  
• Develop use case scenarios and coordinate user acceptance testing during product testing phases  
• Coordinate UI testing, performing root cause analysis to evaluate defects  
• Analyze data to provide internal leadership and clients using SQL and IBM Cognos

* Achievement of the project objectives
* Defining project baselines
* Tracking project progress
* Project status reporting, Coordinated with stakeholders and technology status calls to assist and track progress on deliverables, maintain project documentations
* Identify project issues and taking corrective actions

#### ACS – A Xerox Company, Lexington, Kentucky, 2010 -2011

*Business Process Outsourcing and IT Services provider*

**Business Analyst**

* Manage and deploy new healthcare applications, enhancements to existing applications and provide ongoing support for healthcare application systems. Document all aspects of projects, including workflows and processes, change management procedures and lessons learned.
* Translate conceptual user requirements into functional requirements and deliver system functionalities as required by business unit stakeholders, provide user training and the infrastructure need for the sustainment of the application.
* Responsible for IT governance compliance initiatives, understand and implement process improvement best practices in the organization.
* Used agile software development method focusing on task-level tracking, attend Daily Scrum meetings to display daily progress and awareness about the state of the project at all times.

#### MPROI, Detroit Michigan, 2009 –2010

#### Management Consulting & Staffing

**Process Manager**

* Analyze and plan activities to achieve high level performance in process; identify opportunities for improving quality and operational performance and ultimately customer satisfaction.
* Define process using proven methodologies and strategic alignment using metrics based goals and objectives.

#### Wipro Technology, Detroit, Michigan, 2008 -2009

**Process Lead**

* Support PMO with process and tools, analyze and document detail requirements, identify problem and formulate resolutions for the insurance and warranty management application for GMAC.
* Responsible for the SDP project deliverables, project configuration, integrated change control, QA audits for tollgate compliance and off shore development team training.
* Measure performance against process requirements and provide dashboards for management.

#### AT&T Solutions, Detroit, Michigan, 2006 – 2008

**Transition PMO Office, Project Manager**

* Support the Transition PMO for Global 3rd Generation Outsourcing program, identify process gaps and work closely with customer and senior management to create detailed scope and project durations to transition service from three tiers to AT@T as primary service provider for GM telecommunication infrastructure projects.
* Develop a customized project management methodology for helping AT&T project managers better serve GM. Analyze complex business process scenarios. Facilitated and conducted workshops to gather requirements, created business and detailed requirements document. Worked as a liaison between business partners.

#### ACS – A Xerox Company, Detroit, Michigan, 2000 - 2006

#### Business Process Outsourcing and IT Services

**Business Analyst and Project Manager**

* Plan, manage, track all system life cycle phases, coordinate all actions of customer service requests and regulatory changes from inception to final implementation , analyze the current system and identify process gaps, issues and enhancements for GM’s Company Vehicle Management System (CVMS) and Trade Management System
* Support the Integrated Process Improvement group along with the QA and Metrics teams for CMMI Level 3 audit, CMMI certification and SCAMPI.
* Support the Help desk for production support and incident management using ITIL process and create training material and conduct training sessions with end users, Automating manual, paper-based processes, Securely stores all of your organization’s content in one place.
* Create and update project documents. Schedule meetings, create agendas and minutes.
* Create and update project plan/schedule,
* Create and update project budget and tracking spreadsheets
* Document project team organization, stakeholder lists, roles & responsibilities grids, contact lists, etc.

#### Electronic Digital Systems, Detroit, Michigan, 1997 - 2000

**Business Analyst and Project coordinator**

* Support both application development and production releases, gather requirements, design technical specifications and participate in technical and coding reviews and complete all project documentation.
* Manage the Disaster Recovery Application project with, a team of DBA and organize, plan and coordinate DRA activities across GM systems. Perform UAT with customer for application testing.

#### Compuware Corp, Detroit, Michigan, 1996 - 1997

**Business Analyst**

1. Gather and analyze client requirements for migrating Tandem based HR system to AS 400 based system. Conduct testing and validate requirements.

#### Ford Motor Corp CDI, Detroit, Michigan, 1995 - 1996

**System Analyst**

1. Support application development including coding, testing (unit, system and integration), and user acceptance testing with customer and production support for the Global Inventory and Parts releases.

**EDUCATION:**

* Bachelor of Arts, English and Economics