**MADHAV RAO**

**Ph: 469-666-1701 E: madhavraog76@gmail.com**

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**Sr. Business Analyst:**

Business Analyst with 9+ years of industry experience and good understanding of gathering business requirements, Business process flow and Business process modeling (BPM), Mortgage, default, foreclosure, ARM ( Adjustable mortgage rate) and loan origination process. Experienced working in complex, cross functional, multi-dimensional and geographically dispersed team environments. I am highly motivated, self-starter with exceptional team building, leadership and interpersonal skills.

**PROFESSIONAL SUMMARY:**

* Consistent experience in the following areas: ability to elicit, analyze, gather, document and prioritize requirements.
* A result oriented individual with more than 9 years of diversified experience in Business Analysis and Software testing in commercial Banking, mortgage and healthcare industry.
* Organized **JAD** sessions to gather requirements at various stages. Good understanding of Project Process and ability to analyze business problems and identify solutions. Worked extensively with the team to meet business requirement, create prototypes and analyze workflow.
* Responsible for executing transformation projects to support high volume **print and mail** volume which exceed 20 million impressions per month.
* Negotiated all pricing, service agreements, and contracts for database **marketing, email and print vendors.**
* Excellent analytical skills to understand the business process, functionality, requirements and to translate them into System Requirement Specifications.
* Expertise in defining and documenting Business process flows and "As-Is" & "To-Be" processes.
* Experienced in developing functional specifications for business process refinement and automation **(BPR&A),** data modeling, system architecture, conducting feasibility studies and scope.
* Well Versed in dealing with Software Development Life Cycle **(SDLC)** using the Waterfall Model and Rational **Unified Process (RUP)** with a good understanding of Agile Methodology.
* Requirement gathering through interviews, workshops, **JAD** sessions with clients, developers and QA Analysts and referring to existing system documentation and procedures as well as test scenarios.
* Experienced in conducting **User Acceptance Testing (UAT).**
* Worked in a software development, created quality documentations such as Requirements Documents, Design Document, Test Plan, and User Acceptance Test Plans.
* Trained in Agile Safe.
* Writing Use cases and producing Behavioral diagrams (Sequence diagrams, Collaboration diagrams) and Class diagrams based on **UML Methodology** & creating Business process flow diagrams.
* Writing & documenting Business Plan, Requirements Document, Functional Specification Document, and Test Cases.
* Defining Test Cases, analyzing bugs, interaction with team members in fixing errors and User Acceptance Testing (UAT) .
* Assisted QA team in developing Test Scripts, Test Cases and Test Plans for the User Acceptance testing (UAT).
* Conducted several Requirement Gathering Sessions (RGS) for gaining detailed requirements and finalizing **Business Requirement Document (BRD)**
* Expert in creating project artifacts such as Business Requirements Documentation (BRD), Requirements Traceability **Matrix (RTM), Business Rules Spreadsheet (BRS)** and Functional Requirements Documentation (FRD), Data Mapping document, technical specification document, Architecture strategy document (ASD), Systems Design document (SDD) and reengineering business process and designing.
* Experienced in project management activities like defining / managing project scope, creating project plans, **Level Of Effort (LOE)** estimations, and providing status reports to management.
* Effective skills in applying various management tools like SWOT, Porter's generic strategies, Mc Kinsey 7s model and competitive analysis.
* Great facilitator and conflict management skills to derived project successfully.
* Exceptional ability to master new concepts and adapt to the environment changes.
* Creative and aggressive self-starter with integrative thinking skills, capable of forming and maintaining positive and productive working relationships in internal, external, independent, and team environments. Team builder with strong Leadership qualities. Demonstrated initiative, drive.

**Technical Skills:**

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| Operating Systems | Mac, Windows |
| Business modeling and requirement management Tools | MS Office Suite, MS Visio |
| Languages HTML | C- language , HTML,Java,.Net |
| Database | MS Access, MS SQL Server,Oracle Fusion |
| Content Management | Office 365 , MS - Share Point |
| Testing Tools | HP ALM , Software Application Testing Life Cycle |
| Other Tools Project | Share point |
| Software Methodologies (SDLC) | Waterfall, Agile Safe |

**Area Of Expertise :**  
   
Analytics & Reporting Problem solving Scope Management   
Strategic Thinking Quality Assurance Business Strategy Planning   
Change Management Business Process Analysis & Design User Training

**Education :**

Bachelors of Engineering in Osmania University 1997

**Client: Fannie Mae March 2015 – Present**

**Location : Reston , VA**

**Role: Sr. Business Analyst**

**Description**: Fannie Mae provides financial products and services that increase the availability and affordability of housing for low to moderate and middle-income Americans. The goal of this project is to develop and maintain QREP (Quality Reporting Enterprise Platform), which is used for reporting ULDD (Uniform Loan Delivery Data), LD (Loan Delivery) and Early Checks where all lenders submit their loans for processing.   
   
**Responsibilities:**

* Worked on Multiple Applications like **ULDD (Uniform Loan Delivery Data),** Early Check where Different Lenders Submit Loans to Fannie Mae.
* Also, worked on QREP (Quality Reporting Enterprise Platform), This application is used by all the major projects in Fannie Mae for reporting purpose and delivered the reporting application successfully.
* Managed discursions sessions with SMEs, Business departments, and IT Analysts Project Managers for planning and Requirements Gathering.
* Used group discursion sessions, and one-on-one meetings to identify business and System Requirements, and documented using Use Case Modeling, Process Flow diagrams and documentation.
* Identified the key stakeholders and the business users of the application.
* Created product roadmap for the various stages and releases thought the project lifecycle.
* As the part of team which was involved in upgrading the applications from Windows 2008 to **Windows 2010**. Successfully upgraded the applications and fixed all the issues on time which were the roadblocks for the upgrade in fast pace environment and short time.
* Conducted JAD sessions with stakeholders, end users and SME, to determine the critical business processes and identification key functional requirements.
* Created process flow diagram in MS Visio.
* Conducted timely requirement review sessions with Stakeholders and business and end users to ensure product verification.
* Actively conducted and participated daily standup meeting with team to know the status and progress of the requirements as a part of Kanban process.
* Assisted with User Acceptance Testing (UAT), developing and maintaining quality procedures, and ensuring that appropriate documentation is in place.
* Worked on Internal Fusion projects for **Oracle Fusion** practice, Fusion training documents creation, Test.
* Responsible to provide solutions for all **oracle EBS** financial issues.
* Responsible to handle all **Finance** related issues of Production Instance.
* Worked on Enhancement/Support of **Fusion** Financial modules.
* Identified and documented issues, risks, gaps and their impact to the project life cycle. Provided recommendations and alternatives. Analyzed the Gaps for Training purposes.
* Extensively used and managed all the requirements artifacts in Doors.
* Maintained all the stories and tasks in Jira which was used to know the status of requirements. Implemented **JIRA Safe methodologies** in the project.
* Maintained and reviewed the test cases in HPALM.
* Reviewed test cases and maintained the Requirement Traceability Matrix (RTM)
* Performed Functional and UAT testing before the system went live.
* Involved in creating User Manuals and training users for the application built.

**Environment:** MS-Office, MS Access, Excel, MS outlook, oracle Fusion ,Snagit9, Rational Doors, SharePoint, JIRA, Windows XP, Power point, SQL, HPALM, Rally, Tableau.

**Client: Synovus Bank, Jan 2014 – Feb2015**

**Location : Columbus, GA**

**Role: Business Analyst**

**Description**: The Synovus financial corporation is a financial services company with approximately $27 billion in assets based in Columbus, Georgia. The project involved enhancing the payment gateway with extra security measures; a technology-driven approach to online banking. As a business analyst played a key role in understanding the challenges of the client and ensured that the requirements are represented correctly in the final solution.   
   
**Responsibilities:**

* Built effective relationships with clients to develop a joint vision for the project.
* Consulted with business team to identify, define and document business needs and objectives, current operational procedures, problems, input and output requirements.
* Ensured that the requirements set forth by the business are captured and documented correctly before the solution is developed and implemented.
* Developed detailed functional and technical requirements from the high-level business requirements shared by stakeholders; prioritized the requirements for development.
* Analyzed processes As-Is and developed To-Be; ensured that the context and implications of change were understood by the clients and the project team.
* Developed an understanding of how present and future business needs will impact the solution; developed a risk analysis document.
* Provided guidance to the project team in regards to the in-depth business domain and assist them in technology development.
* Worked as a high-level business expert/ consultant to the project owners and executives in shaping the strategic decision-making process.
* Developed requirements management plan and disseminated the plan to all stakeholders; gathered requirements from various stakeholders through Brainstorming session and workshops.
* Participated in multiple **Agile Ceremonies** at various stages of the project.
* Performed resource estimations analysis for implementing the system requirements and charted out a project plan for execution involving all the stakeholders and assigning responsibilities.
* Explained the implications of the decisions to all the stakeholders, and provided alternative solutions when necessary.
* Developed mockups/design for presenting to end users.
* Delegated user requirements to security experts and developed a **Business Requirement Document(BRD)**   
  **Environment:** Windows XP, MS Office, UML, SQL, Rational Rose, MS Visio, Rational Clear Case, and Requisite Pro.

**Client: Walmart, Sep 2012 – Dec 2013**

**Location : Sunnyvale, CA**

**Role: Business Analyst**

**Description:** The goal of this project is to eliminate the delivery errors in order management at distribution centers performing cross docking and improve time management in fulfilling order shipments. In most instances errors occur in cross docking stage; shipments are either having products less or more than the order placed by the store. This is creating a total imbalance of supply chain system leading to a loss in economic terms.

**Responsibilities:**

* Attended various meetings with development and processing team to consider the existing systems architecture.
* Deployed project-management skills to bring projects under budget, on time, and with superior quality.
* Gathered requirements from the existing system to the proposed system.
* Interacted with the SME's regarding the software process flows and reporting options.
* Translated Business requirements to functional and technical language with the help of Use cases and UML diagrams for developers.
* Analyzed Requirements and created **Use Cases, Use Case Diagrams**, swim lanes, Activity Diagrams using MS Visio.
* Conducted meetings and **JAD sessions** for project definition, resource identifications and deliverable prototype identification.
* Developed Functional Requirement Document, Workflow diagrams and Use Case Specification document.
* Used MS Office suite components for project tracking, documentation, and presentation to senior management
* Interacted with SharePoint subject matter experts, developers and power users to understand the features of the SharePoint.
* Interacted with project managers and process analysts to understand the business processes. Gathered workflow requirements for multi-level approval workflows.
* Worked as a mediator between business users and SharePoint developers to build the intranet portal.
* Collected the site requirements from the business users and Interacted with SharePoint tech team.
* Tested the portal and conducted meetings with business users to explain the functionality.
* Conducted workflow, process diagram and **GAP analysis** to derive requirements for existing systems enhancements.
* Assisted with user testing of systems, developing and maintaining quality procedures, and ensuring that appropriate documentation is in place

**Environment:** MS-Office, Windows XP, Power point, Excel and SharePoint 2010, Visio.

**Client: Assurant Health, Oct 2010 – Aug 2012**

**Location : Milwaukee, WI**

**Role: Business Analyst**

**Description**: Assurant Health provides health insurance coverage for more than one million people across United States, and the company's lack of integrated and automated development tools made it difficult to effectively manage the scope of its increasingly complex projects. The project is to replace the company's development process with an integrated approach using **IBM Rational** tools including Rational **Unified Process (RUP),** for a full development lifecycle solution. I was also involved in easy access and maintenance of the online quotes for their existing website.

**Responsibilities:**

* Performed Gap Analysis to identify the inconsistencies of the current system and identified the requirements for the change in the proposed system.
* Facilitated Joint Application Development **(JAD) Sessions** for requirement gathering, communicating, managing expectations and to discuss the different ways and means for the integration of Rational tools and also prepared Business Requirement Documents.
* Participated in interviews and worked with the SME's (Subject Matter Experts) to discuss the various government standards, **HIPAA regulations, IT managers**, software architects to identify the key changes.
* Utilized UML diagrams such as activity and use case diagrams to document the requirements and ensured creation of the functional requirements documentation (FRD) .
* Participated in providing implementation assessment for Rational Requisite Pro, Rational Rose, and Rational Clear Quest, using **Unified Modeling Language (UML)** and Rational Unified Process (RUP).
* Created product documentation including online help, printed user manual, and training materials.
* Track the project using project management tools including the MS Project and Requisite PRO and presented various analyses to the top managements.
* Assisted in project management activities planning, developments, task allocation, project execution.
* Defined project milestones, scheduling, monitoring progress and updating plans using MS Project.
* Prepared monthly status reports for Enhancement Requests to the project team that was used in efficient tracking and monitoring of open issues of the project.
* Created the templates for test plan, test cases, and process flow diagrams.
* Assisted in validating and verifying defects to help set aside the superficial problems and keep the project on schedule by performing User Acceptance Testing (UAT)   
     
  **Environment:** RUP, UML, Windows XP, MS Visio, Word, Excel, PowerPoint, Rational Rose, Rational Requisite Pro

**Client: Elan Pharmaceuticals, July 2008 – Sep 2010**

**Location : San Francisco ,CA**

**Role: Business Analyst**

**Description**: Elan Pharmaceuticals is a neuroscience-based biotechnology company that is focused on discovering, developing, manufacturing and marketing advanced therapies in neurology, autoimmune diseases, and severe pain. The purpose of the new online time card system is to replace their paper time card. The new system was built to reduce paper work and increase accuracy.

**Responsibilities:**

* Worked as an interface between the users and the different teams involved in the application development for the better understanding of the business and IT processes.
* Facilitated the project manager to prepare Joint Application Development (JAD) sessions to identify business rules and requirements and then documented them in a format for inter and intra departmental review.
* Reviewed the **Software Requirements Specifications (SRS)** document with the Quality Assurance (QA) team and coordinate their efforts in the QA process.
* Prepared and involved in overall project plan, incorporated costs and tasks from the various components, ensured a successful and timely project implementation.
* Developed Use Case diagrams, Activity Diagrams and Sequence Diagrams based on Unified Modeling Language (UML) methodologies.
* Documented Business processes in terms of customer service and feedback.
* Documented functional, non-functional requirements and Use Cases.
* Ensured methodology compliance, document problem areas and coordinate resolutions, reporting to management as necessary.
* Developed, tested and implemented application.
* Provided weekly status updates and generated follow up tasks.   
     
  **Environment:** RUP, UML, Windows XP, MS Visio, Word, Excel, PowerPoint, Rational Rose, Rational Requisite Pro

**Client: State Farm, May 2008– June 2008**

**Location : Chicago ,IL**

**Role: Business Analyst**

**Responsibilities:**

* Claims Processing Application was built to give an access across distributed content stored in multiple different locations with a single unified workflow.
* This System built here lets the policyholder submit notice of loss.
* It lets policyholder fill in claims application where in it can add pictures, motor vehicle information.
* The Claim Handler can access this system and can also get access to Policyholders credit reports, police and field adjuster reports and reports on medical conditions.
* Responsible for requirements elicitation and analysis, generating workflow process and necessary documents for the project.
* Defined Business processes, analyzed and documented requirements, identified gaps and evaluated change requests.
* Managed project templates, Use case templates and traceability matrices in Rational Requisite Pro.
* Responsible for creating numerous Work flow diagrams and business processes.
* Worked with the development team to make sure that they understood the user requirements and that the system developed met those requirements.
* Supported **QA Process and QA documentation management**.
* Developed System testing plan for the application and provided guidance to the testing team.
* Developed system and user acceptance test cases.
* Created UAT plans and procedures.
* Documented inconsistencies and resolved issues.
* Wrote test scripts and cases in association with project manager.
* Evaluate test case coverage; analyze defects, determined if the success criterion has been met.
* Designed test packages and classes with designers.
* Involved in designing interface to automate tools and design test procedure behavior.
* Managed all types of change requests, defects, enhancements, issues and documentation changes.