#### Mohana Acha 571-524-5626

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#### PROFESSIONAL SUMMARY

* Over 8 years of experience as Business/System Analyst in the IT Domain.
* Experienced in Software Development Life Cycle (SDLC) principles and methodologies such as Agile and Waterfall Methods.
* Proven experience working with complex concepts, practices, and procedures within the Financial and IT industry.
* Experienced in Disclosure platforms and Mortgage Loan Servicing. Knowledge about secondary mortgage market.
* Experienced in triage, troubleshooting Application Incidents and optimization of Production support services.
* Excellent skills in client relationship management, interaction with business partners, subject matter experts, portfolio architects and technology partners.
* Experience in documenting user requirements, User Centric Design and Development.
* Expertise in Test Driven Development (TDD) and Behavior Driven Development (BDD).
* Experienced in Scrum Methodology with daily scrum meetings, stand up meetings, burn-down charts presentations and reviews.
* Excellent skills in writing Business requirements document, Functional Specifications, Systems Design Specification, Systems Requirements Specification, Requirements Traceability Matrix (RTM) and UAT documents in DOORS.
* Expertise in creating Use cases, UML diagrams, wireframes, process flow diagram and data flow diagrams using Visio and other visualizations tools.
* Ability to understand, analyze and design business processes, workflows and recommend multiple solutions.
* Extensive experience of working on Tools such as Jira, Rally, Atlassian Confluence in Agile Environment.
* Thorough knowledge and extensive experience working on XML data, schema validation and writing

xml queries.

* Strong personal accountability with attention to detail.
* Ability to solve problems creatively and timely manner.
* Experienced in creating Database Queries using SQL/PLSQL.
* Proficient in MS office tools like Excel, Word, Powerpoint, Office365 online etc.
* Experience in working and Leading cross-functional teams. Experience in writing test plans, defining test scenarios and creating test cases based on business and functional requirements and involved in documentation of all phases of QA process.
* Expertise in Bug tracking Tools like HP Quality Center/Application Life cycle Management (ALM), and Clear Quest.
* Experienced in creating Test cases in Gherkin/Cucumber.
* Ability to work independently and/or in a team environment with minimal supervision.
* Quick Learner with excellent communication, presentation and interpersonal skills and willing to work in challenging environments.
* Self-motivated with result-oriented approach.
* Able to follow, critically evaluate, and improve upon current processes.
* Ability to multi-task and focus under pressure and deliver on deadline.
* Competent Leadership qualities in guiding team, problem solving and providing solutions.

**EDUCATIONAL QUALIFICATION**

Bachelor of Engineering in Information Technology, JNT University, Hyderabad, India.

**TECHNICAL SKILLS**

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| **Operating Systems** | UNIX, Windows 10, 8,7, Vista, XP |
| **Languages** | C,C++,SQL, HTML |
| **RDBMS** | Oracle 11.i, MS SQL Server, MS Access, Sybase |
| **Tools** | JIRA, Rally, Requisite Pro, Rational Clear Quest, Rational Clear Case, MS Visio, MS Share Point, DOORS, Service Now, VersionOne, Quality center, Ab Initio,Rapid SQL, MS Office Suite, Toad |

**PROFESSIONAL EXPERIENCE**

**Maximus Federal Services, Frederick, MD (Business/Data Analyst) June 2015 – Mar 2018**

The purpose of Debt Management and Collection System (DMCS2) is to support the U.S. Department of Education (the Department) in its implementation and oversight of defaulted student loans. It supports Federal Student Aid (FSA), Borrowers, and Schools in its tracking of student aid debt collections.

# Responsibilities:

* Interacted with external and internal users to understand the pain points in exiting process and areas for improvement.
* Identified gaps, performed root causes analysis for the process gaps and worked with technology team to find solutions to address the gaps.
* Identified all use cases, created prototypes, UML diagrams, wireframes, process flow diagram and data flow diagrams using Visio and other UI/UX tools.
* Reviewed the prototypes/wireframes with end users/stakeholders and modified the same as per their feedback.
* Created and maintained requirement traceability matrix in DOORS.Extracted requirements from DOORS into ALM.
* Documented process improvement/system redesign plans including optimization of Production support services.
* Uploaded and maintained project document on sharepoint. Acted as a superuser, controlled access to the Project sharepoint.
* Created user personas, empathy maps and user journey maps based on interaction with End users.
* Lead the engagement and consensus building among various stakeholders to identify the scope for a Minimum Viable Product (MVP) for the iteration.
* Worked with multiple versions of XML data distributed across various source systems.
* Created and executed complex XQueries to extract data from multiple sources.
* Analyzes user requirements, procedures, and problems to automate processing.
* Identified and Analyzed multiple Features to be built during Program Increment.
* Lead team of Release Train Engineers to refine the Features and identify dependencies across the teams.
* Worked with the scrum team to review the requirements, propose and discuss multiple design options.
* Created and refined user stories using Rally/JIRA, with acceptance criteria in Gherkin including detailed examples.
* Create and maintained solutions specification, functional and non-functional requirements in DOORS.
* Conducted sprint planning sessions with the scrum teams and supported the team in creating tasks, estimating the risk and dependencies for the stories and testing.
* Worked with Developers and Testers to create automated test cases (TDD).
* Ensure the Product development follows Test Driven Development process.
* Participated in Scrum team retrospectives and provided inputs that helped the teams to improve efficiency.
* Worked with Stakeholders and Governance teams to ensure application changes comply with Enterprise Data Governance Standards.
* Demo the product to the Business users and work with Development team to incorporate the feedback provided by the users.
* Performed extensive data gathering using complex Sql queries including Toad, Rapid Sql.
* Extracted ouput of queries into Excel, created Pivot Tables and provided summary report to upper management.
* Created Source to Target Data Mapping and Data Specifications.
* Worked with Architects/Modelers in creating and updating Conceptual and Logical Data Models.
* Partnered with technical team to ensure conversion code meets the data mapping requirements.
* Lead the effort to identify and maintain the configuration paramaters of the Application.
* Responsible for authoring and updating Business requirements, Solutions Specifications and non- functional requirements.
* Created test strategy, test plan and test data for out of sprint testing.
* Worked with Testing team in creating test cases in Gherkin.
* Executed system test plans, test scripts and documented the test results.
* Extracted data from multiple source systems and created reports for the Stakeholders.
* Lead the user acceptance testing and worked as POC for all the Business Users of the application.
* Tracked metrics for team performance /delivery and provided summary reports to the management team.
* Logged defects and tracked them through Quality Center.
* Lead the triage sessions to analyze the defects, prioritize and provided optimal solution
* Performed extensive backend testing to test verify the data flow.
* Identified, analyzed and recommended solutions for defects arising in sprint and out of sprint.
* Worked on creating user manuals and training guides for the users.
* Provided user training and assisted the users in navigating through the new functions.
* Performed business validation during production release.
* Provided training and guidance to the team in the nuances of the system functions and design.
* Identified and subsequently tracked any production defects. Provided level of effort and cost estimates for the project by iteration.
* Responsible for updating daily/weekly status and other ad-hoc reports.

# Environment: SQL Server ,Jira, Rally, Visio, Toad, SQL developer, Rational Requisite Pro, DOORS, Clear Quest, Quality Centre, Java, share point, Unix, XML, .Net, Windows 8, MS Word, MS Excel, MS Access, Sybase, MS Project, MS Visio, Share Point, Remedy,Ab Initio,Service Now, Adobe

**JP Morgan Chase, Kansas City, MO (Business/Data Analyst) Jan 2012 – Apr 2015**

Project 1: Enhancements to the Mortgage Loan Origination and Servicing Platform including reporting and data export enhancements.

Project 2: Build interfaces to Financial Disclosure Platform and building Business Intelligence report on Business data sourced from multiple sources.

# Responsibilities

* Worked with End users, Stakeholders and SMEs to elicit high-level business requirements.
* Created and updated Data Mapping specification documents for various complex data transformations.
* Worked on Computations and Analytics for Financial Disclosure Reporting.
* Interacted with Business users and created Mapping Documents for different functions, Interfaces and Disclosures.
* Performed data analysis on Financial data source systems to be integrated to the Disclosure platform.
* Created and maintained business rules in to be run on Disclosure data and reports, in DOORS.
* Created and maintained requirement traceability matrix in DOORS. Extracted requirements from DOORS into ALM.
* Worked with multiple versions of XML data distributed across various source systems.
* Created and updated Data Mapping specification documents for various complex data
* transformations.
* Worked with Stakeholders in creating and maintaining business rules for Financial Disclosure Reporting.
* Created and refined user stories usingVersionOne, with acceptance criteria in Gherkin including detailed examples.
* Lead the Scrum teams in upgrading the Financial Disclosure Platforms.
* Analyzed existing functionalities in Legacy Application and provided process plan to integrate the functionality in new system.
* Worked on Triage and Trouble Shooting Application Incidents.
* Engaged with End users to identify requirements for Interactive Dashboards.
* Worked with Architects and Technology Leads to elicit requirements for Data Level and Object Level security.
* Worked on requirements for developed Reports using different Views (Table, Pivot Table, Line Graphs and others).
* Analyzed and documented As-is and To-be scenarios across multiple applications.
* Uploading and updating requirement documents in DOORS.
* Performed extensive data analysis using complex Sql queries including Toad, Rapid Sql and other tools.
* Created Source to Target Data Mapping and Data Specifications.
* Worked with Architects/Modelers in creating and updating Conceptual and Logical Data Models.
* Lead the effort to identify and maintain the configuration parameters of the Application.
* Extracted data from multiple source systems and created reports for the Stakeholders.
* Performed extensive backend testing to test verify the data flow.
* Worked with Testing team in creating test cases in Gherkin.
* Produced Requirements traceability matrix (RTM) and updated them periodically to align with requirements and test cases.
* Identified, analyzed and recommended solutions for defects arising in sprint and out of sprint.
* Responsible for remediating any issues raised by Users during UAT.
* Performed business validation during production release.
* Identified and subsequently tracked any production defects.
* Analyzed productions and performance issues and provided action plans to the technology team.
* Created and executed elaborate sql queries for data analysis in production and verifying the validity of the data.
* Worked with developers and testers on improving the performance of the application.
* Delivered and clarified the requirements to the team members working offshore.
* Provided level of effort and cost estimates for the project by iteration.
* Responsible for updating daily/weekly status and other ad-hoc reports.

# Environment: Toad, SQL, developer,VersionOne, Rational Requisite Pro, Clear Quest, QualityCenter 10.0, sharepoint, Unix, XML, Windows 8, MS Word, MS Excel, MS Access,.Net, Sybase, Ab Initio,MS Project, MS Visio, Share Point, Service Now, Remedy, Adobe.

**Orange Business Services, New Delhi, India (Business Analyst) Jan 2010 – Dec 2011**

**STEP** **(Skills, Training and Enhancement Program)**: Grants Management for Orange's Skills & Learning Management initiative which includes funding, expenditure management, and Learning Management activities, and skills development tracking.

**Responsibilities:**

* Understand the customer’s business processes to analyze and identify the value drivers associated with the project.
* Gathered and clarified business requirements for budgeting and expenditure of Grants/Funds.
* Elicited reporting requirements for expenditure of Funds by program and Targeted groups.
* Worked with Application Developers, QA team, and Project Managers on the business requirements.
* During the build phase of the Program Life-cycle or Software Development Life Cycle, performed testing as a quality check to ensure business and data quality requirements have been addressed in the solution. When involved in testing, Planned and executed User Acceptance Testing by creating test scripts and coordinated testing efforts with end users.
* Provided proof of concept for the solution suggested
* Made enhancements of the product to meet the business requirements.
* Successfully translated the requirements into IT Solutions.
* Tracked projects, enhancements and fixes to the application as well as documented any support and technical issues with the application.
* Participated in the weekly defect status meeting with the clients.
* Conducted sessions on various functionalities and customization points to the development and testing team.
* Prepared test data and test scenarios for developers to perform UNIT testing.

# Environment: Windows 2003, Rational Clear Case, Rational Clear Quest SQL /PLSQL, Quality Centre 8.2, Excel, MS Access, SQL, MS Project, MS Visio, MS Share Point.