**Naimin Patel (716) 249-1565**

**Sr. Business Analyst** [**naiminpatel14@gmail.com**](mailto:naiminpatel14@gmail.com)

***McLean, VA***

***Residency Status: Permanent Resident***

**SUMMARY**

* 9 years of experience in business and systems analysis, business process analysis, system integration, user interviews, requirements elicitation and quality assurance testing
* Certified Scrum Master (CSM) with extensive experience in Scrum Agile methodology. Excellent at creating storyboards, user stories and defining acceptance criteria
* Proficient in developing visual presentations, infographics and charts to communicate complex business processes and problems
* Strong problem solving and analytical skills with hands-on approach to working with current and emerging technologies

**SKILLS**

Requirements Management, Systems Analysis, Data Analysis, Project Management, Write Clear User stories, Business Process Modeling

**TOOLS**

JIRA, SQL, SAS, Powershell, Tableau, Team Foundation Server (TFS), Rational RequisitePro, HP Quality Center, Microsoft Office Suite, MS Visio

**PROFESSIONAL EXPERIENCE**

**Business Systems Analyst**

**Leidos – Reston, VA (May-2017 – Present)**

Geographically diverse (US, UK and AU) merger and acquisition project that involved migration and integration of 10,000+ users and IT infrastructure of Lockheed Martin Business Unit to Leidos corporate infrastructure.

* Collaborate with 6 PMs across 9 project tracks such as Collaboration services (email, skype), Network services, Endpoint services, Identity & Access Management Services and Security services to create and update master list of tasks, timelines and dependencies in order to monitor overall program status for reporting to senior management
* Track 2000+ incidents in ServiceNow via Splunk Dashboard in order to continuously monitor issue trends, issue assignments and resolution velocity to provide insights to SMEs and engineering teams
* Create User Impact Matrix across 9 project tracks for Organizational Change Management Team to develop communications for 10,000+ end users to keep them informed about upcoming changes and impacts
* Drive and facilitate planning workshop for Windows 10 Upgrade project impacting 8,000+ users by collaborating with cross functional teams such as Endpoint Operations, Cyber Security and Infrastructure Operations teams
* Collaborate with 5 SMEs across 7 project tracks to develop troubleshooting scripts for Service Desk agents
* Define and update individual project plans, timelines and resource allocations for end user facing projects such as Windows 10 Upgrade, Endpoint Services and Service Desk

**Senior Business Analyst**

**M&T Bank – Buffalo, NY (Nov 2015- May 2017)**

The Risk & Regulatory Reporting projects involved implementing and enhancing financial systems and processes for Treasury, Credit Risk and Capital Planning business units.

* Collaborate with technical teams to successfully create 3 distinct proof of concepts (POCs) for designing a solution to improve business function performance by 40% on new business intelligence systems on Hyperion and Tableau
* Oversee implementation of 2 new COTS systems that involves integration and data migrations from existing ecosystem for bank’s Capital Planning Program
* Demonstrated excellent analytical, research and problem-solving skills to compare 2 financial modeling platforms (existing vs COTS) to convince senior management to make strategic decision
* Lead a team of 3 business analysts to establish end-to-end data flow diagram for regulatory CCAR process that revealed 3 major areas of improvement within 2 weeks
* Captured business and system requirements, to improve existing infrastructure that supports annual and mid-year Capital Reporting Process. Transformed requirements into Functional & System Specifications, Process Flows, Mockups and other artifacts
* Collaborated with database teams to reduce the financial data load time from 8 days to 19 hours by analyzing existing data model and querying SQL tables to understand the data fields and mappings
* Effectively managed Requirements Elicitation, Change Management, System Integration Testing (SIT) and User Acceptance Testing (UAT) across 3 projects concurrently. Responsible for troubleshooting, issue escalation and resolution in efficient and timely manner
* Awarded responsibility of being the primary point of contact for 4 clients / business units to oversee project implementations and delivery schedule

**Agile Business Analyst / Scrum Master**

**Abet Technologies – Milford, CT** **(Mar 2011 – Nov 2015)**

Multiple projects involved building and integrating scientific applications by analyzing trends and current processes to record, store, track and visualize data for end users. enhancing web application and services to perform analysis of insurance plan evaluation based on various metrics.

* Lead scrum team to facilitate various scrum ceremonies daily standups, sprint planning, retrospective, grooming, reviews and client demonstrations
* Primary collaborator with product owner, system architects and QA team to clarify epics/user stories and define backlog as the product evolved
* Improved team velocity using burndown charts to better estimate workload for future sprints Validated sprint deliverables and documented lessons learned as part of sprint retrospective
* Prepared business process models and defined “as-is” and “to-be” state flows to identify gaps
* Lead data mapping, data validation and data cleansing efforts to improve overall data landscape
* Prioritized and organized requirements to manage traceability and prepared Requirements Traceability Matrix (RTM)
* Reviewed test cases with QA team and ensured all defects, problems or blockers are logged and addressed in JIRA. Participated in sprint feature testing to validate system against acceptance criteria

**Graduate Student (M.S.) – University of Bridgeport, CT – (2008 - 2010)**

**Business Analyst**

**Elecon Ltd. – India (Dec 2004 – Dec 2007)**

Projects involved designing and building software applications based on customer requirements primarily for energy sector entities.

* Worked with cross-functional teams to gather and analyze requirements. Supported application design, database design and software testing to ensure regular delivery throughout SDLC process
* Assisted development team in writing technical documents. Co-ordinated product deliveries in a timely fashion and developed necessary user manuals
* Created use cases, flow charts and UML diagrams to document user requirements gathered through user interviews and JAD sessions. Collaborated with customers/clients to support strategic initiatives from senior management

**CERTIFICATIONS**

* Certified Scrum Master (CSM), ITIL Foundation, ASQ Six Sigma Greenbelt

**EDUCATION**

* M.S. Mechanical Engineering - University of Bridgeport, CT (2008 – 2010)
* B.S. Mechanical Engineering - A.D. Patel Institute of Technology, India (2004 – 2007)