Neelima

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**PROFESSIONAL SUMMARY:**

* Over **9 years** of experience in IT as **Business Analyst, Data Analyst and Data Warehouse Analyst** in **Mobile banking**, **Internet banking**, **cards** and **payments**, **Health Care** industries
* Extensive knowledge of **Java programming**, **SQL**, **PHP** and **data analysis** in addition to **Business Analysis**
* Retrieved business data using complex **SQL queries**, analyzed information, and developed improvement and enhancement solutions based on findings.
* Documented process information using visual diagrams in the form of business process models using the Business Process Management Notation(BPMN) or the Flowchart Notation
* Performed data profiling and analysis in order to craft business and data requirements to deliver quality data to support the business
* Assisted in conducting feasibility studies and gave recommendations to meet business needs.
* Strong experience in writing system specifications, screen designs and reports
* Experienced in providing a subject matter expertise to different business units
* Designed and developed **MDM** Dashboards and reports
* Helped define and document on-going MDM process and change management
* Experienced in interacting with business users to identify information needs and initiating process changes
* Proficient in developing **Use Case Model**, **Analysis Model**, **Design Model**, **Implementation Model**, **Use Case Diagrams**, **Behavior Diagrams** (**sequence diagrams**, **collaboration diagrams**, and **activity diagrams**) based on **UML methodology** using modeling tools
* Strong facilitation skills and experience leading requirements elicitation efforts, **Use case** walkthroughs and functional requirement sessions
* Strong experience in all phases of Software Development Lifecycle(**SDLC**) using **Waterfall**, **Agile/Scrum** and **Software Testing Life Cycle**
* Experienced in **White Box**/ **Black Box** Testing, **UAT**, **Unit**, **Integration**, **Functional**, **Stress**, **Load** and **Interoperability testing**
* Strong experience in creating wireframes, mockups using tools like MS Visio and Balsamiq
* Strong experience with **Scrum**, Waterfall and RUP methodologies and also well versed in writing user stories
* Experienced in training and mentoring team members with **product**, **domain knowledge** and **business processes**
* Facilitated optimal internal communications by serving as liaison between services organization and **product development**, **product management**, and **technical teams**
* Skilled in **team building**, **conflict resolution** & **escalation awareness**
* Monitor new **Salesforce** released features and functionality to provide recommendations for process
* Drive solution development, **Change management**, customer **communications**, **monitoring** of department efficiencies, and managing both long and short-term customer delivery plans
* Analyzed data from **Google Analytics** tool to create customized reports calculating key performance indicators, metrics and trends
* Experienced in conducting **GAP Analysis** between the "**AS-IS**" and the "**TO-BE**" system. Performed **SWOT Analysis** and **Cost-Benefit** Analysis during project inception phase.

**TECHNICAL SKILLS:**

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| **Domain:** | Banking, US Healthcare, Airline |
| **Methodologies**: | Agile/Scrum, Waterfall |
| **Requirement Management Tools:** | Rational Requisite Pro, |
| **Business Modeling Tools:** | MS Visio, Balsamiq, Rational Rose |
| **Bug Tracking Tools:** | JIRA, Rally, Bugzilla |
| **Reporting Tools:** | MS Excel, R, SQL, Tableau, Google Analytics |
| **Database:** | MYSQL, Oracle 11g, AQT |
| **Operating Systems:** | UNIX, LINUX, WINDOWS, MacOS and MS-DOS |
| **Languages:** | C, C++, Java, HTML, CSS, JavaScript, XML, SQL, R, PHP |
| **Others** | Quality Center, ALM, AWS(EC2, S3, ELB, VPC) |

**Benefit focus, Charleston, SC June 2015 – Till Date**

**Sr Business Analyst**

Benefit focus provides a leading cloud-based benefits management platform that simplifies how organizations and individuals shop for, enroll in, manage and exchange benefits. Every day leading employers, insurance companies and millions of consumers rely on this platform to manage, scale and exchange benefits data seamlessly. In an increasingly complex benefits landscape, this brings order to chaos, so our clients and their employees have access to better information, make better decisions and lead better lives.

**Responsibilities**:

* Discussed the **Data model, data flow and data mapping** with the application development team
* Evaluated approaches for integration of cloud applications into other enterprise systems and applications
* Written **user stories** that are precise and testable
* Interviewed several candidates for Business Analyst positions, part of resource management and resource allocations for each phase and iteration(s) of the project
* Created complex **SQL queries**. Applied extensive understanding of database tables, relations, data types and values
* Worked closely with Product Owner and other Business Analysts within the program to ensure integrity of the end-to-end solution
* Created user stories with acceptance criteria in **Rally** for technical Implementation
* Facilitated **Sprint Planning, Backlog Grooming, Sprint Reviews, Sprint Retrospectives** and other Scrum ceremonies
* Coached the PMO and executives on Scaled Agile framework and guided them to formulate a plan for transition to SAFe model
* Supported and educated the Product Owners with respect to **grooming** and maintaining the **product backlog**
* Participated in **Backlog Prioritization** with Product owner and scrum master
* Assisted Product Owner with **Backlog grooming**, User Story development and prioritization
* Collaborated and provided business analysis support to the product owner, business sponsors, SMEs and testers during development
* Answered ad hoc questions and provided clarification to development and support teams regarding user stories and functions
* Planned and conducted requirements elicitation meetings with the business to collect functional and non-functional requirements relating to client's **Salesforce** technology enhancement and initiatives
* Assisted in designing and creation of training material and conducted internal training sessions for business users on Salesforce technology functionalities
* Monitor new Salesforce released features and functionality to provide recommendations for process
* Developed and updated charts and graphics and prepared **SQL** queries
* Supported ETL mapping activities as per established business requirements
* Responsible for checking new data for accuracy and removing inaccurate or corrupted data
* Created visually impactful dashboards in **Excel** and **Tableau** for data reporting by using **pivot tables** and **VLOOKUP**. Extracted, interpreted and analyzed data to identify key metrics and transform raw data into meaningful, actionable information.
* Performed **GAP** and **Risk analysis** of existing system and evaluated benefits of new system
* Determined user/business/functional requirements. Created vision, scope, and use case documents; business process models, use case diagrams, activity diagrams, and state chart diagrams using MS Visio
* Assisted in process modeling, conducted and participated in JAD sessions with system users
* Gathered requirements from users across the enterprise, liaised with the development team and completed the implementation of **Core Analytics** dashboard within 12 months
* Designed and developed **MDM** Dashboards and reports.
* Created business process workflow diagrams using **Business Process Modeling Notation** (**BPMN**)
* Provided user interface design for Guided recommendation engine of eEnrollment module
* Conducted user research through interviews and usability testing before and after the re-design
* Responsible for understanding business logic, designing requirements, assisting other business analysts in generating Functional Requirement specifications (FRS) and User Requirements Specifications (URS)
* Created Requirements Traceability Matrix to keep the stakeholders informed of the progress of the project
* Conducted user acceptance testing and data validation of enrollment systems used to present benefit information
* Helped define and document on-going MDM process and change management
* Conducted Gap analysis to assess the eEnrollment module requirements and accommodate those for customization
* Provided system documentation, researched system requirements, participated in system testing and verification for **HIPAA** implementation
* Performed Vulnerability Analysis and Deep Dive analysis of the enrollment system to identify vulnerable areas and to strengthen them by offering solutions
* Created User stories in **Rally**, uploaded the test cases, necessary documents & approvals for each sprint along with next **sprint's planning** & grooming.
* Responsible for conducting **Knowledge Transfer** Sessions among **onsite/offshore** users for technical support and enhancements of the application & also mentored new members to speed with various aspects of the project.
* Documented/updated various artifacts like test strategy, user manuals, SOP (**Standard Operating Procedure**), **traceability matrix** & **Impact analysis** documents, operations manual.
* Trained employees on how to use the enrollment system module and its subsequent ones
* Provided post implementation support and performed root cause analysis and fixed post implementation issues

**Environment:** Microsoft SharePoint, BPMN,Jira, Rally, SQL Server, MS Office, MS excel, Tableau, MS Visio, MS-Project, Agile Methodology.

**American Express / Valuelabs**, **Phoenix, Arizona** **Jan 2014 – April 2015**

**Sr Business Analyst**

The Personalization application provides personalised services to customers and prospects by providing offers, services and products that may be of interest and more likely to be opted by them. This increases the Customer retention and revenue by Cross-selling of products or offers.

**Responsibilities**:

* Gathered business requirements for the releases along with business process, and developed functional requirements specifications document
* Served as an MDM Analyst for overall program data management to include data gathering and collection, analyses, reviews and storage/archiving management
* Executed data modeling using ERwin data modeling tool
* Used data analysis techniques to validate business rules and identify low quality missing data in the existing Amgen enterprise data warehouse (EDW)
* Organized regular meetings with Off-shore development team, captured meetings, documented and shared MOM (Minutes of Meeting) with the team
* Performed business process automation through requirements engineering and business process redesign for a web UI with gap analysis
* Proposed and implemented a business idea pertaining to **online banking** application
* Conducted walkthroughs with the development team to have a deeper understanding of the requirements. Developed flow diagrams for Business process of the consumer banking, UI Wireframes and Mockups using Microsoft Visio
* Conducted collaborative games like 100point method, Planning poker etc. with key stakeholders and SME's to prioritize requirements
* Created Meta-data dictionary, Business Glossary, and MDM Business Rules Framework
* Developed BPMN flows of online banking using Visio and documented user stories
* Conducted domain and product training sessions for the team. Acted as a product specialist for answering any queries raised by product team. Translated customer’s requirement in the form of use cases, functional flow charts and data flow charts
* Participated in user acceptance testing (UAT), and created a user manual for easy transition of business users from every day manual processing to the newly established automated system
* Worked heavily on SQL Server database to extract data and build Business reports.

**Environment:** MS Visio, BPMN, SQL Server 2000, Excel, Word, Power Point and Microsoft Project, JIRA, HP Quality Center.

**Metlife / Valuelabs, St Louis, MO June 2013 – Jan 2014**

**Specialist Locator Safeguard**

**Sr Business Analyst**

The objective of the project is to locate dental Specialists for people residing in specific geographic areas. This search is made by providing zip codes of that area. The Project scope was to maintain the new change requests and to provide support.

**Responsibilities:**

* Involved in Requirement analysis for the Enhancements proposed and in preparing **Business requirements**, **Understanding** and **Functional requirements documents**
* Provided a prompt, efficient and personalized service to clients by interacting with them
* Involved in supporting the application
* Facilitated Disaster Recovery testing of the application and documented the information for future reference
* Analyzed and reviewed reporting data, data warehouses and ETL solutions
* Prime responsibility during Month end, to ensure all deliverables are sent and to maintain the SLA
* Participated in Code Reviews, System Testing and UAT followed by production verification, post production testing and support
* Created change requests, reviewed them with the team and published the Change Request Document
* Resolved issues related to financial processing of claims daily.
* Performed Risk analysis, prioritization of risks and its impact to project
* Documented and maintained Requirement Traceability Matrix (RTM) to ensure proper requirements management
* Documented and managed Product and Sprint backlogs
* Participated in Daily Agile Scrum, Biweekly Sprint Planning and Retrospective Sessions and update the team on work status
* Created Test cases and test scripts which are aligned with requirements
* Performed root cause analysis to determine solution for pain points using Fishbone analysis technique
* Performed stakeholder analysis to perform identify team members and build a communication plan to interface with different user groups
* Identified and defined pain points, business need, problem areas and opportunities

**Environment**: MS office (2013, 2016), MS Visio (2013, 2016), Rationale Requisite pro, JIRA

**Hyatt Legal Plans / Valuelabs– Hyderabad, India Sep 2012 – June 2013**

**Business Analyst**

The Group Legal plans/Hyatt application is a Voluntary Benefits Administration System that provides the Groups with the ability to administer voluntary products for employees of the sponsored customers. Each registered group can set up schedules, locations and plans in VBA (Admin) for the employees of the group. The project scope was to provide support and to involve in the enhancement activities.

**Responsibilities**

* Conducted BRD walk through sessions with the entire team, business, testers and developers after the completion of the BRD
* Responsible for conducting Knowledge Transfer Sessions among onsite/offshore users for technical support and enhancements of the application & also mentored new members to speed with various aspects of the project
* Assessed business problems, elicited business objectives and requirements with management and IT teams on-site.
* Conducted weekly issue meetings with customers and SMEs for the dependent systems
* Conducted requirement workshops and elicited requirements including: Business/Functional requirements, user interface requirements, non-functional requirements, business rules, and decisioning requirements
* Prepared the Functional Specification Document (FSD) and Software Requirement Specifications (SRS) as per SEI CMM standards
* Led post-implementation enhancements and efforts for bug fixes
* Followed UML based methods using Rational Rose to develop use cases and activity diagrams; assisted developers in creating sequence diagrams and collaboration diagrams
* Created data sets for analysis using database and analytic tools
* Responsible for running Premium billing and updating Bill Through Dates every month for UHG plans
* Managed the Daily Standup meetings and ensured that quality standards were enforced as per the build-release schedule
* Performed Backend testing by using PL/SQL queries to test the integrity of the application

**Environment**: MS office (2013, 2016), MS Visio (2013, 2016), Oracle 11g, Rational Requisite pro, JIRA

**Branch Banking & Trust/ Cognizant – India Aug 2011 – Sep 2012**

**Systems Analyst**

**Project Description**

The project was to develop an online application for both desktop and mobile. It allows the customers to manage their accounts, which include obtaining account and loan information, making online payments, managing personal and amortization schedules, obtain documents, forms, and payoff Statements.

**Responsibilities**

* Presented ideas for more effective design, implementation and +testing with other team members
* Verified enrollment for transfers, suspended or un-suspended accounts, and researched failed transfers
* Assisted members with banking issues such as enrollment problems and activation codes for debit cards
* Prepared training materials pertaining to the web application and developed training structure to meet objectives
* Performed data analysis on existing data warehouses
* Worked with UI team and assisted in creating wireframes and mockups of web pages and user interfaces using Balsamiq
* Collected and analyzed qualitative data from various systems through creation of pointed customer questionnaires
* Proactively identified any risk/dependencies in time for the assigned project activities before their likely occurrence. Highlighted emerging issues as the audit lifecycle progresses and provided ad-hoc advice and guidance for the best approach.
* Provided go-live support, post- live support, trouble-shooting and problem solving as they arise for the web and mobile banking users
* Worked on configuring Accounts Receivable (Sales), Accounts Payable (Purchase), Inventory Management, Bill of Materials and Production Order Management modules
* Provided operational assistance and support as needed to the fund group during the transition phase of the project
* Managed changes to requirements and baseline through a change control process
* Organized and lead meetings with client and the development team to define and document the business requirements as well as functional requirements.
* Created presentations and demos to help train additional teams on existing & new functionality
* Demonstrated superior coordination of performing Pre-UAT & UAT (User Acceptance Testing) across cross functional teams for end-to-end testing.

**Environment**: MS office (2016), MS Visio (2016), JIRA, HP Quality Center, Balsmiq

**MNT bank/virtusa –India**  **May 2009 – Aug 2011**

**Business Analyst**

**Project Description**

The project was to develop an online application for both desktop and mobile. It allows the customers to manage their accounts, which include obtaining account and loan information, making online payments, managing personal and amortization schedules, obtain documents, forms, and payoff Statements.

**Responsibilities**

* Participated in creation of Business Process Workflow Diagrams of cash management banking with Stakeholders
* Conducted meetings with business users and SMEs to identify and gather various functional and non-functional requirements
* Analyzed business requirements and organized high-level and low-level Use Cases
* Conducted GAP analysis of the different reports that are being presented to clients to accommodate their requirements
* Created artifacts such as Use Cases, Activity Diagrams, and Sequence Diagrams using MS Visio
* Reviewed System Test Plans, wrote test scripts and worked with business stakeholders to validate and execute the test
* Thorough understanding of banking products, assisted in consolidating the summary of products
* Leveraged data from Google analytics tool to create custom key metrics reports and trends

**Environment**: MS office (2016), MS Visio (2016), JIRA, HP Quality Center, Google Analytics