**Neelofer Firdous**

**Sr. Business Analyst**

neelofer5257@gmail.com

(804) 719-1276

**SUMMARY OF SKILLS**

* 8 years of experience as a Business Analyst with solid understanding of Business Requirements Gathering, Business Process Flow, Business Process Modeling, Data Analysis, Data Mapping and Business Analysis.
* Conducted various JAD sessions with Business Users and separately with development & QA teams.
* n-depth knowledge and experience with all phases and methodologies of Software Development Life Cycle including Waterfall, Agile/Scrum and RUP.
* Strong experience in Business & Data Analysis, Data Profiling, Data Migration, Data Integration and Metadata Management Services.
* Highly qualified in changing the needs of Business Users and Stakeholders to the Functional/Technical Requirements.
* Experience conducting JAD (Joint Application Development) sessions with Stakeholders and Business Partners to resolve issues.
* Expertise in creating project artifacts such as Business Requirements Document (BRD), Use Case Documentation, Requirements Traceability Matrix (RTM), Business Rules Spreadsheet (BRS), Functional Requirements Document (FRD), Data Mapping Document, and Systems Requirements Specification.
* Strong experience in RUP Business Modeling process, complete UML artifacts related to Business Modeling, Requirement Elicitation, Analysis, Specification, Traceability, Validation and Verification.
* Performed GAP Analysis, SWOT Analysis, User Acceptance Testing (UAT) and Cost Benefit Analysis.
* Proven capability of adapting to new and fast changing technologies.
* Expertise to see the issue in the big picture, analyze the functioning of the system as a whole, break it down into smaller elements, identify bottlenecks, develop unique custom solutions.
* Expertise in designing and developing Test Plans and Test Scripts.

**WORK EXPERIENCE**

**Sr. Business Analyst**

*John Marshall Bank, Reston, VA April 2017 – Present*

The project involved building and supporting an online personal loan services portal which would allow enrolled customers to apply for a loan, make loan payments, advances on lines of credit and review their loan transaction history.

* Collaborated with cross functional teams in an Agile environment and participated in daily scrum meetings and conducted Sprint sessions with 3-week iterations.
* Conducted Stakeholder Analysis, GAP Analysis, Root Cause Analysis, Cost Benefit Analysis before signoff and funding approval of the project.
* Extensively worked on the HP Quality Center test management tool in order to standardize testing and fix defects.
* Scheduled meetings with developers, system analysts and testers to collaborate resource allocation and project completion.
* Conducted go/no-go meetings based on functionality priority with business Stakeholders.
* Acted as one of the leads for UAT and product functionality validation.
* Created product documentation including online help material, printable user manuals and training materials.
* Identified and involved all key stakeholders, contributors and technical resources, and worked with business users to prioritize Backlog items.
* Participated in stakeholder management meetings to communicate effectively with the right stakeholders in order to gather and analyze requirements.
* Maintained account holder database and updated it as per the needs of the organization.
* Managed various components of the application management solution including defining the project scope, estimating the resources and cost of the solution, customizing processes, defining the support organization model, defining appropriate governance and customizing the support tools.

**Environment:** MS Word, MS Excel, MS PowerPoint, MS Outlook, MS Visio, HP Quality Center, RUP, UML.

**Business Analyst**

*Sunrise Banks, St. Paul, MN February 2016 – April 2017*

The project involved upgrading an online functionality which would enable the bank help manage account holders bills and payments for different credit cards, from a single account with a new centralized billing system that maximized automation.

* Participated in iteration kick-off meetings scheduled by the Scrum Master to document Product Backlog Items (PBI) into JIRA.
* Facilitated prioritizing and scoping out the Product Backlog Items (PBI) with the input from business subject matter experts (SMEs).
* Helped maintain User Stories and Story Boards with 3-week iterations.
* Incorporated UAT throughout the life cycle in order to deliver a defect free working software during each phase in an Agile environment, and developed strategies with QA team to implement Test Cases in Test Manager.
* Used detailed knowledge of application features and functions to assess the scope and impact of business needs.
* Conducted user interviews and JAD sessions to gather and analyze requirements.
* Conducted GAP Analysis to document requirements for existing system enhancements.
* Developed Use Cases, Activity Diagrams and Sequence Diagrams using MS Visio.
* Developed Test Plan, Test Conditions and Test Cases to be used in testing based on business requirements, technical specifications and product knowledge.
* Acted as a liaison for projects with other corporate departments including Executive, Legal and Information Services as well as vendor partners.
* Assisted in development of training materials for new technology and process improvements
* Acted as a primary liaison between Business & the development team throughout all phases of SDLC.
* Developed strategic partnerships with the business users to develop a solid knowledge base of the business line including the business plan, products, processes and revenue streams.
* Conducted AS-IS Analysis and SWOT Analysis to identify potential needs of the business.
* Participated in Story Mapping and Story Boarding sessions to help prioritize and categorize User Stories.
* Extensively worked on the HP Quality Center tool in order to manage product quality at all phases of the SDLC including unit testing, UAT, business process testing and defect tracking.

**Environment:** MS Word, MS Excel, MS PowerPoint, MS Outlook, MS Visio, HP Quality Center, RUP, UML, Test Manager.

**Business Analyst**

*State Farm Insurance, Bloomington, IL May 2014 – January 2016*

The project involved enhancing the Customer Initiated Assignment. CIA is a solution that enables customers the ability to change their servicing agent for any or all of their existing policies and accounts at any time through any channel they prefer directly with their agent, online with a customer care network representative or additional sales associate. Another objective of the project was to provide technical support to research team who wanted data to be extracted out of government open source databases, transformation of said data to suit the research requirements and load them onto analytics tools such as IBM SPSS, IBM Watson, SAS.

* Created Business Requirement Specifications (BRS) and Functional Requirement Specifications (FRS) documents.
* Followed Software Development Life Cycle using RUP Methodology, which was based on iterative and incremental development.
* Created Use Cases, Use Case Diagrams, Activity Diagrams and Business Flow Diagrams using Power Designer.
* Authored progress and completion reports, which were then submitted to project management on a weekly basis.
* Gathered User and Business Requirements through interviews, surveys, prototyping and studying the AS-IS processes.
* Conducted Feasibility Study and GAP Analysis before implementing a new feature.
* Worked as an interface between Business Users and the different teams involved in the application development for better understanding of the business and IT processes.
* Collaborated with Quality Assurance Analysts in Bugzilla to track defects and to maintain consistency in the builds.
* Performed preliminary data quality analysis in SAS and SPSS.
* Designed a unified data mart from multiple open source databases.
* Performed Data Analysis on Insurance related data to ensure compliance requirements.
* Design Dashboards in R and Tableau to visualize the data and portray research findings.
* Set up definitions and process for test phases including Product Testing, Integration Testing, System Testing and User Acceptance Testing (UAT).
* Involved in analysis of the technical specifications of the current system and the infrastructure needs performed GAP Analysis.
* Conducted Training Sessions to familiarize users with system.
* Automated ETL jobs to perform weekly data enrichment and integration using SQL Triggers and Views.
* Load the data to SAS and SPSS data source files such as XLS and CSV.

**Environment:** RUP, SQL, XML, MS Excel, MS Power Designer, MS PowerPoint, MS SharePoint, Bugzilla, Lotus Notes, Oracle, Java, SAS, SPSS, Watson, R programming, Tableau, SQL Development.

**Business Analyst**

*Health Net, Woodland Hills, CA November 2011 – March 2014*

The project involved developing an online claims processing system to facilitate customers to file claims electronically with the help of PEGA web application tool.

* Drove the requirement gathering phase and interacted with the business users and the IT team for understanding the requirements.
* Participated in daily Scrum Meetings, Sprint Planning, Sprint Review and Sprint Retrospection with the Scrum Master as part of the Scrum Ceremonies.
* Ensured that the requirements were not in violation of SOX and HIPAA compliances and got the business sign off on requirements.
* Incorporated the business requirements into workflow to depict various scenarios.
* Documented and followed the methodical Change Management Process for any change requests in the requirements after the requirements were finalized.
* Used Cause and Effect Analysis while facilitating JAD sessions to gather requirements and specifications as precisely as possible.
* Defined specifications through Use Cases, Activity Diagrams, Behavior Diagrams (Sequence, Collaboration, State Chart), Class Diagrams.
* Analyzed market trends, behavior, habits by collecting relevant data at various points and organizing that data into appropriate data warehouses.
* Used SQL queries to retrieve and process demographic data.
* Worked extensively with the QA team to identify bugs; create bug report; prepare test plans, test cases and monitored technology implementation during UAT to ensure requirements were tested thoroughly before sign off.
* Performed post migration support of the system and reported errors to technical teams via in‑house priority reporting system.
* Reviewed and analyzed current documentation and elicited new requirements to prepare business requirements document (BRD), Project Scope and Project Spec.
* Conducted Workflow, Process Diagrams and GAP Analysis to derive requirements for existing system enhancements.
* Functioned as a Development liaison and advocated to outside departments and end users. Effectively handled conflicts and resolved them amicably.

**Environment:** MS Word, MS Excel, MS PowerPoint, MS Outlook, MS Visio, HP Quality Center, RUP, UML, MS Project, MS SharePoint.

**Business Analyst**

*Macy’s, New York, NY February 2010 – October 2011*

The project involved developing a system to track and maintain the quality of Macy’s products. The need was to create and provide certifications for the inventory through a comprehensive system. My duties centered around eliciting the requirements of a system that collects data for supplier reviews, working with suppliers to obtain product documentation, and also making the system scalable.

* Defined and groomed multiple User Stories along with Acceptance Criteria taken in a particular Sprint.
* Participated in daily Scrum Meetings and Grooming Sessions for Sprints with 3-week iterations.
* Helped develop User Stories and maintain Story Boards in JIRA.
* Worked with the UI developer to implement UI and create enhancements to optimize user experience.
* Created screen mockups to review the requirements and provided feedback on the screen designs.
* Facilitated discussions around Solution Intent design and documented action items and System Flows, highlighting integration between multiple systems.
* Acted as the requirement Subject Matter Expert (SME) for the architects and the development team.
* Helped prepare for and conducted User Acceptance Testing (UAT).
* Logged all issues/defects found in JIRA.
* Held meetings to discuss resolutions for bugs with the Product Owner, Development and QA teams.
* Create a weekly report for higher management to review
* Handled any timeline related issues due to delay in delivery with the Project Manager.
* Held sessions with business to define streamlined processes and new business rules.
* Held sessions to prepare Data Flow and Visio Diagrams.
* Prepared for and conducted iteration kick-off meetings with Business Users, Lead BSA, Project Manager, Development and QA teams to document Product Backlog Items (PBI).
* Worked closely with the merchandising and inventory control business teams to prioritize Product Backlog Items (PBI).

**Environment:** MS Word, MS Excel, MS PowerPoint, MS Outlook, MS Visio, HP Quality Center, RUP, UML, MS Project, MS SharePoint, JIRA.

**EDUCATION:** Master’s in Business Analytics