**Nikhila T**

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**Summary**

An experienced Management and IT Professional with **over 6 years** of experience as a **Business Analyst.** Have an excellent track record of implementing large scale technology products in challenging and deadline driven environments and ensuring delivery of high quality projects while managing multiple projects for **Investment and Banking industries**. Acted as a liaison between system owners at client end and technical team to identify gaps between current and future state and defined business specifications for effective communication between both ends. Proved ability to lead and manage development, testing teams, client system owners and third party vendors towards successful completion of **projects on time and within budget** enhancing customer satisfaction and profitability.

* 6+ years of professional experience working in various comprehensive projects in Investment and Banking sectors domains as a Business Analyst, Financial Data Analyst
* Expertise in the full Software Development Life Cycle **(SDLC)** using the **Waterfall Model** and **Agile (**Scrum**)** Methodology
* Adept at serving as the liaison between the customer and the project team, ensuring customer expectations are met, and acting as the Subject Matter Expert during the project lifecycle and experience in tracking, documenting, mitigating and resolving project Risks and Issues
* Expertise in analyzing the Business Requirements and documenting them into artifacts like **Business Requirement Document (BRD), Functional Specification Document (FSD), Functional Requirement Document (FRD), System Requirement specification (SRS),** working with **Requirements Traceability Matrices (RTM)**, re-engineering business processes and **designing**
* Experienced in Handling Change Request Management and implemented the change effectively by using change management process
* Served as **single point of contact** for **client and managed expectations** for my team
* Proficient in analyzing and creating Use Case diagrams, Sequence diagrams, Activity diagrams, Business flow diagrams using MS Visio and Rational Rose
* Domain expertise including **Mortgage**, **Finance**, **E-Commerce (B2B/B2C/ B2E), Banking**
* Exemplary coordination and planning skills. Well experienced in **GAP Analysis**, **Cost Benefit Analysis**, Risk Analysis, Impact Analysis, organizing, facilitating and coordinating **Joint Application Development** **(JAD)** sessions, weekly meetings, Conference calls and other regular project meetings
* **Valuable experience in coordinating and managing resources and vendor selection**.
* Extensive experience with process modeling using **UML, flow charts, task diagrams, sequence, activity diagrams and use cases**
* Experienced in Test Plan Preparation, Test Case Preparation and User Acceptance Testing (UAT)
* Experienced in **Sanity test, integration**, **UAT Test and UAT** support to client.
* Experienced in writing **SQL** and **UNIX** Shell scripts.
* Experienced in **MS-Office Suite** (MS-Word, MS-Excel & MS-Access)
* Work closely with **Business stakeholders**, perform detailed **baseline assessment** and act as a **key liaison** with the Technical team to communicate requirements to measurable **IT deliverables via business use cases**
* Capable of adapting to new and fast changing technologies quickly to deliver quality product on time
* Excellent Communication, Strong Analytical skills and Multi-Tasking abilities, Presentation and Management skills with experience in conflict resolution, creative problem solving techniques and working in a challenging environment

**Technical Skills:**

Databases Oracle 10g/9i/8i, SQL Server

SDLC Methodologies: Agile (SCRUM), Waterfall, RUP Methodologies

Business Modeling: Microsoft Visio, MS Project, Sharepoint, Confluence, Quality Center and JIRA,

Analysis Skills: Backlog, User Stories, Use Cases, Process Flow Diagrams

**Professional Experience:**

**FIS Global, Milwaukee, WI April’2016 - Present**

**Business Analyst**

**Description:**

The project involved development and evaluation of a web based interactive application for retail and institutional banking, payments, asset and wealth management, risk and compliance, trade enablement, transaction processing and record-keeping.

**Responsibilities:**

* Involved in gathering specifications, interacted with the users, project manager and SMEs and worked as a technical liaison between management, users, programmers and developers
* Worked closely with the business to identify opportunities for process redesign, developed Current State and Future State process models
* Assessed and recorded project deadlines, deliverables, schedules and business requirements
* Analyzed and optimized the process, documented business and system requirements, and converted them into functional requirements
* Conducted JAD Sessions periodically with various stakeholders at various phases of the Software Development Life Cycle (SDLC) to discuss open issues and resolve them
* Provided Project Management input to the development of formal business cases, Use Cases, QA and "go-live" dates when enterprise-wide business solutions are proposed
* Created policies for associates with user roles and rules
* Drafted Business Acceptance Criteria (BAC) based on requirements stated in use cases
* Designed and developed Use Case diagrams, Activity Diagrams, Sequence Diagrams using Rational Rose
* Created targeted Questionnaires for SMEs to gather requirements using Use Case Modeling
* Developed project plans, communicate plans and perform risk management analysis
* Audited several major accounts prior to financial approval on new ventures and secured term loans for leading business clients
* Established a business analysis methodology around the SCRUM method
* Documented business and functional issues such as security roles and accesses required to contribute to the design of an identity and access management solution
* Created and made presentation of budgets and reports
* Document, manage and develop mitigation plans for risks during the project life cycle
* Organized walk-through’s system developers to explain the business and system requirements and validate end-user requirements

**Environment:** SQL, MS Office, MS Visio, SWOT Analysis, Agile (SCRUM) Methodology, Rational Suite, Site Minder, SQL Navigator 5.1.1, Oracle 9i, QC 9.0.

**Uptake Technologies, Chicago, IL Sept’2015 to Mar’2016**

**Business Analyst**

**Description:**

The project aimed at development of application that aides in converting the data from mining equipment into value. This included providing a connected, intelligent and viable ecosystem that gives a clear insight into each step of their operations.

**Responsibilities:**

* Responsible for gathering and documenting the Business Requirements Document (BRD) and reviewed functional and non-functional system requirements for data migration.
* Worked with business owners to identify, prioritize and document specific business requirements from conceptualization stage onwards
* Provided process engineering expertise with an understanding of technical problems and solutions as they relate to the business environment for data migration.
* Performed Impact Assessments, system and process Gap Analysis, determined and prepared Level of Effort (LOE) in consultation with various analysis, development, test and support teams
* Facilitated JAD sessions. Worked with business owners, development groups, various analyst groups and other stake holder to drive out detailed business requirements for data migration.
* Defined the business need based on the business goals and objectives, and defined the solution scope based on the assumptions and constraints, dependencies and business needs
* Conducted elicitation activities using brainstorming, interviews, prototyping, observation, requirement workshops, questionnaires and documented results
* Created and maintained relationships between business objectives, requirements, solution and deliverables by creating and managing requirement traceability
* Created Web Design Documents consisting of Wireframes, workflows, Use-cases and used UML modeling techniques with MS Visio to document
* Created complex spreadsheets, pivot tables, linked information charts and graphs using MS Excel
* Prepared Test Plan, Test cases and Test scripts for User Acceptance Testing.
* Tracked the Project Change Requests from business and development, analyzed and negotiated and got approvals as required.
* Worked with Senior Architects/teams and development teams to investigate and determine feasibility of proposed solutions and impact on existing systems, processes and interfaces.
* Worked with testing team to provide input to testing activities and managed issues in JIRA

**Environment:** Waterfall, MS Office, MS Project, SWOT Analysis, HTML, SQL, JIRA.

**ICICI Bank, Hyderabad, India June’2011 to Aug’2015**

**Financial Data Analyst**

**Description:**

ICICI Bank, is India’s largest private sector Bank based in Mumbai, India. ICICI Bank was originally promoted in 1994 has total assets of US$ 109 billion and profit after tax of US$ 1,468 million. ICICI Bank currently has a network of 4,501 Branches and 14,146 ATM's across India and provides Credit cards, [consumer banking](https://en.wikipedia.org/wiki/Retail_banking), [corporate banking](https://en.wikipedia.org/wiki/Commercial_bank), [finance and insurance](https://en.wikipedia.org/wiki/Financial_services), [investment banking](https://en.wikipedia.org/wiki/Investment_banking), [mortgage loans](https://en.wikipedia.org/wiki/Mortgage_loan), [private banking](https://en.wikipedia.org/wiki/Private_banking), [wealth management](https://en.wikipedia.org/wiki/Wealth_management), personal loans, payment solutions services to individuals, businesses, governmental entities, and other financial institutions.

**Responsibilities:**

* Involved in the requirements and design walkthroughs with designers, developers and management staff
* Analyzed and optimized the process by performing various kind of analysis.
* Translated the business needs into system requirements
* Involved in Creation of UML Diagrams including Use Cases Diagrams, Activity Diagrams/Flow Chart Diagrams, and Sequence Diagrams etc.
* Analyzed the business and functional requirements and the master test plan. Created Test Cases for various forms of the application manually
* Involved in executing and designing test cases manually
* Performed Integration, Functional and Regression Testing of the UAT
* Performed GAP Analysis to check the compatibility of the existing system infrastructure with the new business requirements
* Documented and delivered Functional Specification Document to the project team
* Provided technical assistance in identifying, evaluating, and developing systems and procedures that are cost effective and meet business requirements
* Collaborated with development architect and the business to develop both high-level and detailed application architecture to meet the business needs
* Involved in various financial calculations and manual validation of the results produced by the application. Involved in booking different types of bonds and calculating the Present values of the bonds
* Extensively used Test Director Bug Tracker to keep track of bugs. Involved in submission of bugs through modification reports and frequent review of MR by conducting meetings during the development phase

**Environment / Tools:** Agile (SCRUM) and Waterfall project management methodologies, MS office 2010, MS project2010, and MS Visio 2010, SWOT analysis, Scenario planning, Critical path analysis