**NITISH**

**Sr. Business Systems Analyst/Scrum Master**

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**PROFESSIONAL CAREER**

* A competent professional with more than 9+ years of experience as a **Scrum Master & Business analysis,** system design and IT service management in Investment and Banking, Commercial Lending, Mortgage, AML, Wealth Management, Retail industry, Portfolio Management Manufacturing, Property and Casualty insurance, Credit Card.
* Solid understanding of **Software Development Life Cycle (SDLC)** processes including requirements gathering, analysis and design, development tools and technologies, release and version control, testing
* Solid Agile experience with **SCRUM** teams, **KANBAN** teams and SAFe teams.
* Organized and Coordinated a **SAFe** release train.
* Acted as **Scaled Agile Framework Release Train Engineer** for seven high-performance Scrum teams.
* Excellent analytical skills to understand the business process functionality and to translate them to **Business Requirement Specification** and **System Requirement Specifications.**
* Hands-on experience with process modeling using **Unified Modeling Language (UML)** including use case, sequence, activity and deployment diagram.
* Experience in implementing **Rational Unified Process Methodology** using Rational tools, working with **Agile Development** methodology by implementing and delivering Business Processes in **iterations**
* **Coordinated with QA team to ensure all testing materials including manual, performance, or load testing scripts are developed accurately and to ensure compliance to standards.**
* Experience in leading successful **JAD session** for performing gap analysis, deriving functional/non-functional requirements and document decisions on the future state of the systems and processes
* Deep understanding of regulatory and compliance issues complements, leading technology and innovative solutions to help our clients achieve their business goals.
* Extensive working knowledge on **web browsers, multiple interfaces** with three tier architectures
* Working knowledge of **Service Oriented Architecture like SOAP, REST API,** JSON.
* Successfully managed **User Acceptance Testing** (UAT) & also performed regression testing.
* **Involved in Test planning, writing Test cases based on Use cases and Functional Specifications Documented, reviewed, and verified testing procedures for compliance to Interface Quality Assurance and Development standards and policies.**
* Facilitate sprint planning, daily scrums, retrospectives, stakeholder meetings, and software demonstrations.
* Protect development team from outside distractions, impediments or team conflicts, and maintain focus on product backlog and project timeline.
* Work closely with project owner in backlog management and continuous delivery of features.
* Educate and reinforce scrum methodology and agile framework to team members and key stakeholders.
* Direct and lead development team from project initiation through delivery of final product.
* Proficient in working with **SWIFT agreement, CHIPS, FedWire, SAS, Actimize.**
* Well versed with various **Governance Risk Management** and **Compliance** tools.
* Well versed with Case management
* Assisted designers in **Data Modeling**, in identifying the information should with one another and alsoinvolved in progression from conceptual model to logical model to physical schema.
* Well versed with the **.Net** and **Java** platforms, especially with **3 tier architecture** which involves **User Interface**, **Middle Tier, Data Layer**, **IIS**, **Tom Cat**, **Apache**, **Application Servers**, **data layer etc.**
* Facilitated **end-user** training for Intra organizational departments on the functionalities developed.
* Dedicated & Self- motivated, proven **leadership** capabilities and time **management** skills.
* Excellent **analytical, problem solving, communication** and **documentation** skills.

**Domain Knowledge**

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| **Finance** | Mortgage, Insurance, Credit Risks, Wealth Management, Portfolio Management, Case Management, Equity platforms, Commercial Lending. |
| **Risk and Compliance** | Operational Risk, Market Risk |
| **E-Commerce** | Transaction Verification |
| **Others** | Manufacturing, Retail, Insurance, Property and Casualty Insurance |

**Technical Skills**

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| **Modeling Tools** | Rational Rose, MS Visio, Mockup Screens, Wireframes |
| **SDLC Methodologies** | Waterfall, Agile-Scrum, Waterfall-Scrum, Waterfall-RUP, KANBAN, SAFe |
| **Business Skills** | Change Management, Impact Analysis, JAD Sessions, SWOT analysis, Project Planning, Project Scheduling, and Project Budgeting, GAP Analysis, “AS-IS” “TO-BE” processes. |
| **Requirement Management** | MS Office, JIRA, Confluence, HP ALM 11.5. |
| **Project Management Tools** | MS Project, MS SharePoint Server |
| **Testing Tools** | HP QC v10.0, HP ALM V11.5, Load Runner, Fiddler. HedgeHog |
| **Financial tools** | MS Excel functions and pivot tables, Financial Statement Analysis |
| **ETL Tools** | Informatica, Data Stage |
| **Reporting tools** | Tableau Desktop, IBM Cognos, MS Office Suite, Spotfire, SAP Logon, SSRS, Power BI |
| **Languages** | HTML, XML, SQL, Angular JS, CSS, jQuery, C#, .Net, Java, J2EE. |
| **Databases** | MySQL, MS Access, Oracle, PLSQL |
| **Cloud Computing** | Microsoft Azure, AWS. |
| **Customer Relationship Management Tools (CRM)** | Microsoft Dynamics GP, Microsoft Dynamics AX |
| **Business Process management tools** | Application Server Provides, Business Process Modeling, Business Activity Monitoring, Enterprise Planning Systems, Business Intelligence, Business Process Re-Engineering. |

**Professional Experience**

**DuPont Pioneer**, **Johnston, IA** **June 2015 – Dec 2017**

**Role: Scrum Master/Sr. Business Systems Analyst**

**Project: Global Seed Field Management (GSFM)**

**Project Description:** The scope involved automated system for processing data entry process in a convenient, easy and economical manner. This automated and self-functioning platformprovides a comprehensive suite of connectivity solutions designed to reduce the time line for data entry processing on global standard.

**RESPONSIBILITIES:**

* Involved in complete project life cycle of various web based project implementations.
* Served as a liaison between Business and the IT team.
* Walked through the product owners on the user stories with more technical details.
* Facilitated the sprint planning meetings, review meetings, retrospectives, resolved impediments and the daily standup and helped the team maintain their Burn down chart.
* Documented Business rule for the automated underwriting system to assist underwrites for decision making.
* Involved in working with Microsoft Azure Cloud infrastructure.
* Involved in **Scoping** and created the Project Initiation Document (PID).
* Assisted in creating test plan, test cases **UAT** Testing and in System Integration **Testing** and providing support for User Acceptance.
* Involved in developing test strategies and assisted in developing test scenarios, test conditions and test cases.
* Extensively worked on the SharePoint application especially on the Intranet Portal, Extranet site. Also managed the enterprise content and documents.
* Performed **GAP Analysis and Cost Benefit Analysis** and summaries the current project scope
* Interviewed the **SME’s** and carefully recorded the requirements by asking detailed questions and documented all the requirements so that they could be understood by both business people and technical teams.
* Involved/Monitored the development of **Mobile IOS version** for Pioneer applications in May 2017 release.
* Analyzing of web **services/API** functional and design documents and prepared test cases based on User requirements.
* Acted as **Scaled Agile Framework Release Train Engineer** for seven high-performance Scrum teams.
* Involved in developing Test plan and Test cases based on Use cases and Functional Specifications Documented, reviewed, and verified testing procedures for compliance to Interface Quality Assurance and Development standards and policies
* Used Gantt Charts as Project Management tools to showcase the due tasks
* Experience in working with **Web Content Management** tool like CMS.
* Maintained requirements traceability in order to keep all the teams up-to-date with the progress of the project.

**ENVIRONMENT:** SAFe Agile, TFS, MySQL, MS Office, SharePoint (2010), MS Project, MS Visio

**Quicken Loans, MI Mar 2014 – May 2015**

**Role: Scrum Master/ Sr. Business Systems Analyst**

**Project: Underwriting Mortgage System**

**Project Description:** The scope involved automated system for processing mortgages in a convenient, easy and economical manner. The platformprovides a comprehensive suite of connectivity solutions designed to reduce the time line for loan processing.

**RESPONSIBILITIES:**

* Actively Involved in **Pre-Analysis** of project with **SMEs** and Developers.
* As a Scrum Master, facilitated the daily standup, helped the team maintain their burn down chart.
* Involved in working with Amazon Web Services Cloud infrastructure
* Conducted **GAP** analysis to understand new business model and additional functionalities to be incorporated Walked through the product owners on the user stories with more technical details.
* Facilitated the sprint planning meetings, review meetings, retrospectives, resolved impediments.
* Facilitated **JAD** sessions for better understanding and refining of requirements in coordination with multiple teams.
* Clarified and prioritized requirements by conducting brainstorming sessions with the stakeholders and SMEs.
* Studied and analyzed requirements to be achieved and brainstormed to gather effective requirements for a quality product.
* Acted as liaison between the business and the development team .
* Customized **SCRUM framework** and executed it all through the project lifecycle.
* **Requirement Gathering** from clients/user groups and analyzed workflows.
* Collected, documented, and managed business requirements using Confluence.
* Conducted **Gap Analysis** to derive requirements for existing systems enhancements.
* Identified and documented different significant **architectural aspects** of the system.
* Created test plans and test cases iteratively to guarantee application meets the requirements.
* Extensive knowledge working with **Loosely Coupled** and **Tightly Coupled Architecture** in an **SOA environment**
* Involved in a thorough analysis on the **Risk** involved and **Risk** factors affecting in collection of documents.
* Prepare Project Requirements Document and Design Information Systems Business Solution.
* Created business rules, business vision document, business glossary and implementation up to functional and technical specifications.
* Assisted QA team by reviewing **test plan** and **test cases** and clarifying requirements to ensure complete coverage of requirements.
* Worked with the User Experience team to attain the user satisfaction and also achieve **Customer Relationship Management**.
* Provided training to the users, and involved in facilitating UAT sessions to gain user confidence and approval.

**ENVIRONMENT:** Agile -Scrum, JIRA, MySQL, Informatica, MS Office, SharePoint (2010), MS Project, MS Visio, HP QC, Cognos, XML spy, LoanServe.

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**Fifth Third Bank, Cincinnati, Ohio Jan 2013- Feb 2014**

**Role: Sr. Business System Analyst**

**Project: Transaction e-Verification System**

**Project Description:** The scope involved an E-commerce services company committed to providing an e-commerce transaction verification system creating documentary verifications. The project also defines way to re-verify the information from the client by having an automated call and later the information were turned into reports through Data ware housing.

**RESPONSIBILITIES**:

* Actively Involved in **Pre-Analysis** of project with **SMEs** and Developers.
* As a Scrum Master, facilitated the daily standup, helped the team maintain their burn down chart.
* Conducted **GAP** analysis to understand new business model and additional functionalities to be incorporated Walked through the product owners on the user stories with more technical details.
* Facilitated the sprint planning meetings, review meetings, retrospectives, resolved impediments.
* Facilitated **JAD** sessions for better understanding and refining of requirements in coordination with multiple teams.
* Translated **Business Requirements** and translated them into **System Requirement Specifications.**
* Clarified and prioritized requirements by conducting brainstorming sessions with the stakeholders and SMEs.
* Studied and analyzed requirements to be achieved and brainstormed to gather effective requirements for a quality product.
* Extensive knowledge working with **Loosely Coupled** and **Tightly Coupled Architecture** in an **SOA environment**
* Involved in a thorough analysis on the **Risk** involved and **Risk** factors affecting in collection of documents.
* Prepare Project Requirements Document and Design Information Systems Business Solution.
* Created business rules, business vision document, business glossary and implementation up to functional and technical specifications.
* Coordinated and controlled **change request** for the clients by conducting impact and cost analysis, prioritizing and mitigating changes.
* Prepared **change request artifact** to provide details of the changes requests, and obtained approvals from the appropriate stakeholders.
* Conducted **ETL** workshops to understand requirements for **Data Warehouse design** (Extract Transform and Load) operations on database.
* Assisted in client side validation to the channel the right kind of data through the user interfaces.
* Assisted Data architects in structuring and enterprising data models.
* Participated in various architectural development sessions to provide technical teams with a better understanding of the requirements.
* Assisted QA team by reviewing **test plan** and **test cases** and clarifying requirements to ensure complete coverage of requirements.
* Worked with the User Experience team to attain the user satisfaction and also achieve **Customer Relationship Management**.
* Provided training to the users, and involved in facilitating UAT sessions to gain user confidence and approval.

**ENVIRONMENT:** Waterfall-Agile, SharePoint (2007), MS Visio, HP QC v8.0, MS Project, MySQL, Informatica.

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**Master Card ltd, Bangalore, India Aug 2011- Dec 2012**

**Role: Business System Analyst**

**Project: User Experience**

**Project Description:** The scope involved Enhanced and customized Web User Interface to more efficiently support business processes and user friendly process for client for online banking.

**Responsibilities:**

* Customized web user interface to support the online transactions and make it user friendly.
* Managed project to update data interfaces with financial and procurement systems.
* Served as a central point of contact between IT Asset Mgmt, data center operations, systems engineers, external technical support teams, consultants and auditors.
* Trained new users and authored training and process documentation.
* Delivered ad-hoc data analysis, built customized reports, documented process flows.
* **Requirement Gathering** from clients/user groups and analyzed workflows.
* Collected, documented, and managed business requirements using Share point.
* Coordinated and controlled **change request** for the clients by conducting impact and cost analysis, prioritizing and mitigating changes.
* Assisted in **client-side validation** on the data provided by the client or the end user**.**
* Prepared **change request form** to provide details of the changes requests, and obtained approvals from the appropriate stakeholders.

**ENVIRONMENT:** Waterfall, MS Visio, MS Office Suite, UML, Windows XP, Test Director, MS Project, MS Access.

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**Flipkart Inc, Bangalore, India Jan 2010- June 2011**

**Role: Business System Analyst**

**Project: Payment Systems.**

**Project Description:** The scope of the project also involved coming up with a system which could allow the clients to have a safe payment pathway online and also choose of paying by cash at their door step, which evolved into the online shopping store.

**Responsibilities:**

* Involved in preparing the project **scope** and **objectives.**
* Prepared business requirements documents by conducting client group interviews, **focused groups**, workshops and online surveys.
* Assisted in developing the project deadlines/deliverables/strategies to effectively manage projects
* Prepared and maintained the **Requirement Traceability Matrix (RTM)** to record the **business and functional requirements.**
* **Expert** in creating user stories from requirement gatherings while following various elicitation techniques.
* Prepared **business requirement document (BRD)** and **System Requirement Specification (SRS)** to provide details of each business and functional requirement, development and implementation plan of these requirements, timelines, owners, etc.
* Prepared **use case diagrams and description** documentation based on the analysis, and obtained approvals from the clients.
* Prepared Mockup screens with the help of **UI components** using wireframes for testing the front end.
* Prepared **activity diagrams** on **MS Visio** to better understand the flow of activities along with the timelines of each actor.
* Came up with **email-campaign, message campaign** for Business owners to attain the present customers and also to gain market share through **CRM**
* Coordinated with project stakeholders to track the progress of the project, update status and lead review meeting to ensure that schedules and deliverables are met.
* Coordinated and controlled **change request** for the clients by conducting impact and cost analysis, prioritizing and mitigating changes.
* Prepared **change request form** to provide details of the changes requests, and obtained approvals from the appropriate stakeholders.
* Assisted in **client-side validation** and **server-side validation** on the data which was given or submitted by the client.

**ENVIRONMENT:** Waterfall, MS Visio, MS Office Suite, UML, Windows XP, Test Director, MS Project.

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**Bajaj Insurance ltd, Hyderabad, India June 2008 – Dec 2009**

**Role: Junior Business System Analyst**

**Project: Insurance Claim Management.**

**Project Description:** The scope of the project involved coming up with an online application for Insurance claims for clients who could apply online with documents proof.

**Responsibilities:**

* Gathered business requirements and developed **BRD** and **FSD**.
* Conducted interviews with **project managers, business users** to collect requirement and business process information.
* Developed **PowerPoint presentations** for monthly meetings with upper management.
* Teamed up with **insurance advisors** to perform market survey and learn client requirements to assist technical team in Software development.
* Assisted Engineers in coming up with technical documents **Functional design documents**
* Used **UML** to prepare **Use Cases** from the gathered requirements and created diagrams using **MS Visio**.
* Conducted **JAD Sessions** with various **stakeholders** and project team.
* Conducted a budget planning of the project through **walkthroughs** and **meetings** involving various leads from **Development, QA and Technical Support teams**.
* Assisted in preparation of **UAT test plan, test cases, testing cycle schedules, test scenarios** and **implemented** them with **QA team.**

**ENVIRONMENT:** Waterfall-RUP, UML, SQL Server, Rational Requisite Pro, Rational Rose, MS Office, MS Project.

**EDUCATION**

**Bachelors of Business Administration**

Karnataka University, Karnataka, India

**CERTIFICATIONS**

Certified Scrum Master (CSM)