**Richa Adhikari**

**PROFESSIONAL SUMMARY:**

* **7+ years**IT experience in **teaching, software analysis, design, development, testing, training, implementation, support and project management** with strong analytical skills and a broad range of computer expertise.
* Thorough knowledge of **Business Processes, Business Requirements gathering, Process Flows, UML Modeling,** and related technical processes skilled in eliciting user requirements and translating them into **data, functional**, and usability requirements and also experience in **development/programming** part of the applications.
* Demonstrated theability to work actively with different **Design Tools** to create **Use Cases** and **UML** diagrams such as **Use casediagrams, Work Flow Diagrams/Process Flow Diagrams**, and **Entity Relationship Diagrams and Data Flow Diagrams.**
* Experiencing in gathering user requirements, analyzing and preparing **Project Deliverables** such as **Project Charter, Business Requirement Document (BRD) and Functional Requirement Document (FSD)** and proposed changes for process improvement using **Rational Requisite Pro.**
* Experienced in development of **Web-based Portfolio** management system, **Mobile Banking** system, **Online Banking, Asset Management system** and **Financial E-business** applications
* Good understanding of relational databases design concepts, ability to read database model and **Report Query** using **SQL** Working knowledge of **E-commerce, Mobile Banking**,and**Card Payment Systems**
* Interacted with the **Business Users, Stakeholders** and worked with afocus group to identify business system needs, obtain sign-off on the **BRD** for **Online Banking**.
* Strong Knowledge of **SDLC** and project life cycle and extensive working experience in **AGILE, Scrum**,and**Waterfall** methodology.
* Adept at creating and transforming business requirements into functional requirements and designing business models using **UML diagrams** – **Use Case, Sequence, Activity diagrams** in **MS Visio**.
* Prepared presentation slides in **MS PowerPoint**, which was extensively used in different **JAD** sessions and to track progress.
* Assisted the **project manager** with activities like effort **estimation, resource management, issue/risk analysis, milestone tracking** and **associated documentation**.
* Conducted **Business Reviews, User Interviews,** weekly meetings with **Business Users, SME’s**.
* Developed/executed **test scenarios, Test Cases, Test Plans** and **use cases** to support the development team and business groups.
* Developed **Test Cases** for **Unit Testing, Parallel testing, Integration Testing, Regression Testing**, **Volume Testing**, and **User Acceptance Testing** along with **issue/bug tracking.**
* Created and maintained **Test Matrix** and **Requirements Traceability Matrix (RTM).**
* Expertise in designing and developing strategic **Test plans, Test Cases, Test Scripts, Test Scenarios,Test Reports, Test Matrix** for both **manual** and **automated Tests**
* Extensive experience in **Functional, Regression, Integration, System** and **User Acceptance Testing**
* Exposure in creating and analyzing **Data flow diagrams**.
* Expertise in creating **Stored Procedure, Triggers, User Defined Functions, Cursor, SSIS, Codeoptimization** and **performance tuning**.
* Developed **Internet/Intranet-based** applications with **ASP.NET, XML, HTML, JQuery, AJAX** and **CSS**
* Self-motivated and possess theability for critical thinking, analysis, team-oriented, technically
* motivated, creative, user-oriented with ardent desire to learn client’s business requirements.

**TECHNICAL SUMMARY**:

**Platforms: UNIX, AIX, WindowsXP/Vista/7/8**

**Languages: Groovy, C#, SQL, PL/SQL**

**Web Methodologies: Grails, .NET Framework, ASP.NET, Java Script, CSS, HTML**

**Requirement gathering Tool: Blueprint V5.4**

**Testing Tools: Manual Testing, Quality Center & QTP, Version One (V1)**

**Programming Language: C#, SQL, and Visual Basic**

**Microsoft Office Tools: Word, Excel, PowerPoint, Visio, and Outlook**

**Version Control Systems: Clear Case, CVS**

**Defect tracking tool:Quality Center, Rational Clear Quest, Team Tracker, DTS**

**Database Technologies: Oracle, SQL server**

**PROFESSIONAL EXPERIENCE:**

**Texas Tech University, Lubbock, TX November 2014 – Current**

**Role: Programmer Analyst**

**Responsibilities:**

* Worked with **Business Analysts**to understand business requirements and analyze **use cases**.
* Involved in developing the application using **Agile Methodologies**.
* Provided technical specifications for the tasks and implemented as per suggestions.
* Database transactions were achieved through **Datasets, Data View, Data Reader, SQL Data Adapter**.
* Software Developer with **3+ years** of diverse experience with functions for complex software development projects in distributed client/server and web applications through all stages of the **software development lifecycle (SLDC).**
* Actively participate in requirement Analysis, **Functional Studies, design, Coding, Quality Reviews** and **Testing, Deployment** and **Application Maintenance** of **Client-Server** and **Web programs** with **Water Fall** and **Agile Methodologies**.
* Expert knowledge of**Object-Oriented Programming (OOPS) Concepts** including **Inheritance, Abstraction, Encapsulation,**and**Polymorphism** with **ASP.NET**.
* Used of **SQL** to write stored procedures, User Defined functions,and proper database objects.
* With **Business Intelligence (BI)** tool, we build different solutions of data like **SSIS** for data integration and **SSRS** for generating the reports.
* Followed **SOA** pattern for designing and development of the application.
* Used **XML** and **SOAPWeb Services** in **.NET** in order for interacting with other application and components.
* Designed and implemented components that convert disconnected recordsets to valid **XML** that is transformed by **XSL/XSLT** files to **HTML**.
* Extensively used **AJAX** Controls for quick user experience through **Partial Page Refresh**.

**Environment:Groovy and Grails, Visual Studio 2012, .NET Framework 4.5 ASP.Net, SOAP Web Service,ADO.NET, LINQ, XML, HTML, AJAX, SQL Server 2012,SSIS,SSRS, IIS,CVS, NUnit, Windows.**

**Merrill Lynch, New York, NY Augus2012–Oct2014  
Business Systems Analyst**

Merrill Lynch is a premier regional investment firm offering full-service investment banking, securities brokerage, and trust and asset management. Merrill Lynch serves the diverse financial needs of individual investors, corporate and institutional clients throughout the U.S. and abroad. This project was to build a centralized, integrated bonds trading system to receive, process and disseminate market data to

different applications in a streamlined and organized fashion to handle increasing business volumes and satisfy the demands of different users.

**Responsibilities:**

* Gathered business requirements through interviews, surveys, prototyping and observing from account managers and **UI (User Interface)** of the existing Applied **RUP** methodology with its various workflows, artifacts,and activities to manage life cycle from Inception to Transition phase.
* Identify source systems, their connectivity, related tables and fields and ensure data suitably for mapping.
* Conducted **JAD** sessions with management, vendors, users and other stakeholders for open and pending issues to develop specifications
* Involved in the design of the **data model**.
* Worked as liaison between external clients and **SMEs** to generate and standardize product requirements specification documents such as **URS/FRS/Use Cases**that was the project to convert the **manual claim process** to automated process. Along with that, I worked on various minor projects under **Application Support System** team.
* Facilitated/Participated in **JAD** sessions to gather requirements from the **Business users**.
* Performed gap analysis of thecurrent system to thedesired system and document requirements for control gaps identified.
* Conducted review sessions with **Business** and IT teams to baseline the **BRD (Business Requirement Document).**
* Created a **Systems Requirement Document (SRD)** based on the **BRD**.
* Extensively coordinated with the source application team to created/Update a **Data Dictionary** listing all the source system data elements.
* Responsible to create a **Data mapping** document between source and target.
* Involved in working on **Medicaid** and **Medicare claim process**.
* Used **Visio** to create various **Environment diagrams** and **Data Flow Diagrams (DFD).**
* Responsible to maintain the **Requirement Traceability Matrix (RTM).**
* Conducted Requirements walkthrough within the **Testing** team.
* Assisted testing team to create test data to cover all the scenarios.
* Wrote **SQL queries/scripts** to test the data.
* Worked with the testing team to log and **track** the **defects**.
* Coordinated **Regression Testing** and create test scenarios for **User Acceptance Testing (UAT).**
* Created user **manual** and training materials for users to **Create/Execute reports**.
* Tested **MicroStrategy** reports Report layout, **Attributes/Metrics**, positions, **Totals**&**Grand Totals, Drilling** options.
* Assisted the support team by reaching out to the source systems to resolve data issues.
* Maintained documents for change request and implemented procedures for testing changes.

**Environment**: **MS Visio, UML, Bugzilla, SSIS,SQL Server 2012, MS Office (Word, Excel, PowerPoint).**

**MasterCard MCIdeas & Easy Saving, St Louis, Missouri June 2011 – July 2012**

**Business System Analyst**

MasterCard Incorporated is a global payment solutions company that provides a variety of services in support of the credit, debit and related payment programs of nearly 25,000 financial institutions.

MasterCard generates revenues from the fees that it charges its customers for providing transaction processing and other payment-related services (operations fees). The mcideas project involves extensive use of data warehousing. In the existing environment, the compressed data warehouse files contain the cardholder numbers. MCIdeas project engine is used to pull card holder number field along with other fields from clearing and debit compressed files. MasterCard Easy Savings is an automatic rebate program

that enables participating Program Partners to provide rebates on qualifying purchases for MasterCard business cardholders enrolled in the program.

**Responsibilities:**

* Developed **Business Requirement Document (BRD)** using **MS Word** and **DOORS**.
* Transformed **Business Requirements** into **Software Requirement Specification (SRS)** and **Functional Requirement Specification (FRS),** using **MS Word** and **DOORS**.
* Participated in the research, development of business opportunities and brainstorming sessions for ideas within the scope of the project.
* Contributed to the definition of scope, preparation of work plans and definition of business requirements.
* Served as a resource for internal stakeholders as well as third-party clients with respect to credit questions on assigned deals.
* Reviewed and assessed information gathered, defined key facts and issues, identified potential problems and facilitated problem resolution.
* Responsible for making the test strategy and defining the test methodology.
* Interact with **Project Managers** to develop project schedule and resource allocation for **QA** projects.
* Work on **Quality Centre** for **Requirement tracking**, **test coverage, defect tracking** and reporting via **Dashboard.**
* Worked in a credit appraisal department for credit analysis and lending
* Organized walkthroughs and inspections of the Business people, Business analyst,and developers to decide the Scope of testing and **Testability** of Requirements.
* Assist **Advisory** clients with implementation of defined credit assumptions
* Adopted a **Risk-based** approach to setting the scope, goals,and**Priorities** for **testing.**
* Extensively used **SQL Server Enterprise Manager** and **Query Analyzer** for **Data Prep** and to validate the data in the **UI** and the **Reports**.
* Anticipates project release problems and takes corrective action, escalating as needed, to resolve and achieve commitments.
* Effectively communicated the Defects to the developers and helped them in fixing the issues.

**Environment**: **Quality Centre 10.0, QTP 9.2, DB2, Teradata, Oracle 10g, Java, IE. 6.0, Web logic Portal, JavaScript; RTM Services, MS Office,and Windows XP**