**SUMITRA**

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**BACKGROUND SUMMARY:-**

* Business Analyst with 8+ years of financial, banking, healthcare and utilities domain experience expertise in Business Analysis, Data Analysis, Business Rules, GAP Analysis and developing/creating business process documents.
* Extensive experience in **Software Development Life Cycle (SDLC)** methodologies and techniques with expertise in **Requirements Gathering, Requirements Analysis, Design, Development, and post-production support and maintenance of various applications.**
* Well experienced in working with **Waterfall, Agile Scrum, Rational Unified Process (RUP) and Waterfall Scrum methodologies.**
* Experienced in conducting **JAD session**, **SWOT ANALYSIS**, **interviews, USER STORIES and requirement workshops** with business to gather requirements.
* Excelled at conducting **GAP Analysis** using **AS-IS and TO-BE** business processes, converting requirements into technical specifications and test plans.
* Possess excellent Business writing skills in creating **Business Requirements Document (BRD)**, **Use-Case Specifications, Functional Specification Document (FSD), Systems Requirements Specification (SRS), and Test case scenarios and reports.**
* Skilled in documenting **Unified Modeling Language (UML)** diagrams like **Use Case Diagrams, Activity Diagrams, Sequence Diagrams, Class Diagrams, Data Flow and Business Flow Diagrams using MS Visio and Rational Rose.**
* Expert in creating Specifications and designing **Conceptual, Logical and Physical Entity-Relationship diagrams.**
* Extensive involvement with **Data Warehousing, Dimensional Modeling**, **Data Analysis**, **Data Mapping** and **Data Modeling**
* Proficient in **Business Intelligence** tools like **Tableau,** and **IBM Cognos.**
* Working knowledge of **Structured Query Language (SQL)**
* Extensive years of experience in **Business Process Re-engineering**, Business Process improvements, Historical Data Analysis.
* Facilitated scrum ceremonies in **Agile Scrum Methodology** as Scrum Master and responsible for solving impediments, conflicts and conducting the various ceremonies
* Excelled in performing **Impact Analysis, Cost-Benefit Analysis, Gap Analysis,** and **SWOT Analysis** to check a project’s feasibility
* Knowledgeable at **risk management**, performance measure development, process development and WBS.
* Experienced in document sharing applications including **MS SharePoint** and documenting user stories using **Rally.**
* Designed, executed test plans, test cases; tracked defects and got them resolved and ensured the given requirements are met
* Possess experience in **Functionality Testing, System Testing, Integration Testing, Regression Testing, User Acceptance Testing (UAT), Load/Stress Testing, Performance Testing and Maintenance testing** in different projects.
* Comprehensive knowledge of web services related concept such as web methods**, XML, WSDL, HTML, AJAX, SOA and web architecture, business engines, XML schemas and web orchestration.**
* Strong balance of operational, **business, technical aptitude** and comprehension of their respective needs.
* **Adept** in team management, problem-resolution, conflict management and people management, and interpersonal skills.
* Highly experienced in leading different groups within different levels of management satisfying business needs of company.
* Confident in taking ownership and leading teams during the entire life cycle of the project.
* **Energetic, positive, and self-motivated**. Ability to adapt quickly to challenges and changing environments. Adept at multitasking various projects at one time, while maintaining high attention to detail.
* Actively used Joint Requirement Planning (JRP), Joint Application Development (JAD) and Rapid Application Development (RAD) sessions for requirements gathering and brainstorming ideas.

**TECHNICAL EXPERTISE**

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| --- | --- |
| System Analysis | SDLC, Critical Thinking, Decision Making Strategy, Analytical thinking,Use Case Analysis, Requirement Analysis, Rally Agile Software, RUP |
| Methodologies | Agile, RUP, Waterfall, Spiral, Iterative, UML, Six Sigma, CMM |
| Business Modeling tools | MS Visio, MS Office Suite, MS Project. |
| Applications | MS Office (Word, Excel, PowerPoint, OneNote, Publisher, Outlook) MS |
| Languages | UML 2.0, HTML, SQL, SAP |
| RDBMS/Databases | Oracle 12c/10g/9i, SQL Server 2012, SSRS Sybase, DB2, MS Access |

**EDUCATION**

Bachelor of Arts (1999 -2002)

Loreto College, Calcutta University, Kolkata, India, 2002

**WORK EXPERIENCE**

**US BANK, Minneapolis - MN Aug 2016- Current**

**Sr. Business Analyst**

The Online Account Management System ensures that the registered customers had online access to their accounts. To design and develop web and mobile application as a customer friendly and interactive to achieve smooth purchase transaction of e-commerce products online. The website is to create easy-to-use user interface and enhance the overall experience for the end users.

# **Responsibilities:**

* Conducted meetings/interviews with **stakeholders, SME's** to collect business requirements, analyzed them to convert into functional and non-functional requirements.
* Documented **business requirement document (BRD),** Scope Matrix, Functional and Non-Functional Requirements Specification, Design wire frame, data mapping/Transformations from **source to target (STTM)**, business process flows. Performed Data gap analysis, risk analysis against critical requirements.
* Heavily used **Waterfall** and **Agile** Methodology across all phases of **software development life cycle (SDLC).** Assisted the project manager with sprint planning, sprint reviews, sprint retrospectives and story maintenance, user stories, epics using Agile JIRA board and reviewed various reports in **JIRA** for defect resolving. Conducted weekly **SCRUM** to discuss about the progress of the project.
* Worked extensively with **MS Excel** and **MS Word** to understand prepare Requirements and performed document analysis.
* Create Use Case using **UML** tools and Process Analysis tool such as Fishbone Diagram, and business process flow chart using MS Visio, mapping documents. Prepared the **UML**Use Cases using Rational Rose
* Prepared, analyzed "AS-IS" and "TO-BE" of existing architecture and performed GAP Analysis, created workflow scenarios, designed new process flows, data flow diagrams and documented the business process.
* Involved in all phases of **Agile life cycle methodology** through the project.
* Expert in **Business Process Modeland Notation (BPMN),** Created Use Cases, activity and sequence diagrams.
* Delivery of project activities in adherence to **ITIL process/framework**, periodic client reviews
* Participated in Production release and conducted **UAT** and **Regressions testing** to ensure stability of the website services.
* Experience in writing user stories, epics and features using **JIRA** tool for maintaining Sprint Backlog.
* Prepared **Requirements Traceability Matrix (RTM)** ensuring the forward and backward traceability of the Business Requirements to the test Case and vice versa.
* Extracted data from **MS SQL databases**, utilizing **SQL scripts** and **Microsoft Access queries**, to analyze data, research and resolve inquiries, ensure data integrity and mapping, and create reports for management, business users and for testing purposes.
* Prepared Test Plan document, which included test scripts and test scenarios and test results. Experience in creating Test cases, defect reports using **Application Lifecycle Management (ALM).**
* Identified and tracked changes to scope of the project through change management process using **Microsoft SharePoint 2013**.

**Environment:** Agile, Scrum, Jira, MS SQL, ITIL, SharePoint 2013, ALM, MS Visio, MS Office

**ACS State Healthcare, Atlanta, GA Aug 2015 – Aug 2016**

**Sr. Business Analyst**

**Roles and Responsibilities:**

* Utilized **Rational Unified Process (RUP)** to configure and develop process, standards and procedures.
* Prepared the **Business Requirement Document (BRD)** and System Requirement Document (SRD).
* Wrote FRDs for the defects and enhancements and got approval from business for the developers.
* Worked on **Technical Design Documentation (TDD)** of the claims processing system.
* Performed task estimations and documentation of procedures.
* Designed, prepared and implemented test cases for system testing as well as for User Acceptance testing.
* Involved in the testing of web portal of New MMIS system.
* Conducted integration testing and regression testing with developers in development and QA, also conducted user acceptance testing with **UAT team**. Safety reporting on system-based projects, acted as a liaison, writing documentation and increased project coordination.
* Analyzed and documented system release/deployment issues according to version management, backward compatibility, load balancing of components in production environment.
* Did impact analysis for changing requirements and coordinated with business users for prioritizing the testing/release of the changes.
* Maintained a very close interaction between business users and developers to avoid any gaps in understanding or implementation of requirements.
* Served as a liaison between Payer Financial Services Management, performing DME Billing and IS Management.
* Provided EDI interfaces with Commercial and Government Insurance Payers that included **Medicare** and **Medicaid**.
* Performed Risk Analysis based on defect severity and priority.
* Tested User Interface inconsistency and application functionality.
* Developed Reports and Graphs to present the Stress Test results to the management.
* Created **BPR charts** for AS IS and TO BE processes of different business functionalities.

**Environment:** Windows XP, SQL, MS-Visio, Rational Rose, Requisite Pro, Clear Quest, UML, Axure, Java, Waterfall.

**Client:** **CIGNA Healthcare Bloomfield CT July 2014 – Aug 2015**

**Role: Business Analyst**

**Responsibilities:**

* Translated business product requirement into comprehensive, complete and accurate business requirements and functional specification.
* Involved in the full **HIPAA** compliance lifecycle from **GAP analysis**, mapping, implementation, and testing for processing of Medicaid Eligibility, Enrollment and Claims.
* Gathered Business Requirements including storyboards, Interacted with the Users, Designers and Developers, SME's & Project Manager to get a better understanding of the Business Processes.
* Attended high level system objective meetings and updated diagrams using **MS Visio** obtained a detailed knowledge of the business process being followed in the project environment
* Identified system integration requirements, coordinated the collection and verification of business needs, and developed use case models for the functional requirements.
* Managed all the requirements in repository **(SharePoint),** making requirements available to all team members.
* Planned and defined system requirements to **Use Case, Use Case Scenario and Use Case Narrative** and was the liaison between the client and developers.
* Conducted functional walkthroughs and **User Acceptance Testing (UAT)** sessions and assisted the QA team to prepare the User Manuals for customers.
* Status reporting for test execution, defect resolution, productivity and bug statistics.
* Performed data analysis and ran various **SQL queries** to critically evaluated test results and Wrote **PL/SQL** statement and stored procedures in Oracle for extracting as well as writing data.
* Experience in working creating and managing requirements using **Requirements Traceability Matrix (RTM).**
* Created **UML Diagrams Activity Diagrams, workflow diagrams, Sequence Diagrams, Collaboration Diagrams and Deployment Diagrams, Data Flow Diagrams (DFDs)**, Interaction modeling and Web Page Mock-Ups.
* Reviewed the **Joint Requirement Documents (JRD**) with the cross functional team to analyze the High-Level Requirements.
* Worked on data modeling and produced data mapping and data definition documentation.

**Environment:** Oracle, SQL, Data modeling, ALM, SharePoint, Test Director, Apache, MS Project, MS office Suite.

**Client: First American Bank, Chicago, IL June 2012- June 2014**

**Role: Business Analyst**

**Responsibilities:**

* Followed **RMM (Requirement Management Methodology)** to prioritize and prepare the strategies for internal Work Flow. This methodology further assisted in assessing **Business Use-Cases**, develop **analysis** **approach** and **estimate**, base lined the **Vision** Document.
* Along with other Stakeholders, identified and validated the current state **Business Use Case Model** and **System Use Case Model**. Then, developed and validated the future state Business Use Case Model and System Use Case Model.
* Worked closely with **Business Users, Functional Team** and other **Stakeholders** to identify the business initiatives and assisted them in preparing **Project Plan**. **Prioritized** and prepared strategies for internal Work Flow.
* Gathered **Business Requirements** and documented **System Requirements** for NCB’s elite Global Trade solution named Trade Information Management Exchange (**TIME**), and then monitoring them for suspects.
* Followed a structured approach to organize requirements into logical groupings of essential **Business Processes**, Business Rules, and Information Needs, thus ensuring that Critical Requirements are not missed.
* Extensively used **Rational Requisite Pro** to gather and manage requirement and used **Visio** to build business/system analysis process model. **Rational Requisite Pro** was used to developed **traceability matrices** and **attributes** between the requirements.
* Conducted **Gap Analysis** and developed Systems Specifications document to define the impactof the new requirements on the existing User Interface and further prepared **Business Impact Analysis (BIA) Reports** based on **GAP Scoring Sheet**.
* Framed a detailed **agenda** and coordinated Team Meetings and took aggressive efforts towards completion and finalizing of documents towards the end of the meetings.
* Managed **Change Requirements** and worked with business users for project status updates and resolved business and functional **issues** and participated in **Solution Alternative Analysis.**
* Participated in **Inspection** to **validate** and then **baseline** the inspected requirements. Monitored requirements throughout Project Lifecycle for suspects and documented additional supporting models, common terminology, requirement attributes.
* Assisted the **Quality** and **Testing Services (QTS)** team in following **Test Management Methodology (TMM)** and developing Test Cases/Scripts for validation and testing.
* Developed **Training Plan** for the different Business Teams to undergo training on the product. Developed **Presentations** and **Manuals** for project release, mentoring, knowledge transfer and User training.
* Documented the requirements for the **DEMO** on the product. This DEMO was designed for the **NCB’s Sales** & **Marketing Team** which can walk up to any prospective customer and show all the features of the new product.
* Developed **Disaster Recovery** (**DR**) Plan which included all information to restore and recover the application/server in case of some disaster.

**Environment:** RMM, Rational Requisite Pro, MS Project, Microsoft Visio, Microsoft Office (Word, Access, Excel, PowerPoint, Outlook), SharePoint, SQL Server.

**Client:** **Wells Fargo Des Moines, IA Oct 2010 - June 2012**

**Role: Business Analyst**

**Responsibilities:**

* Involved in **identifying** the **problem definition** as part of continuous process improvement using **Define,**
* **Measure, Analyze** and **Improve** to **support** the **business** **continuity** of the organization.
* Prepared **Cost benefit analysis**, calculated Benefit to cost ratio, and conducted **GAP Analysis.**
* Conducted elicitation techniques like **user observation, brainstorming, client interviewing** and **document analysis** and Conducted **JAD Sessions** with various stakeholders. Created workflows using **BPMN**.
* Created Project initiation document and established **Requirements Traceability Matrix (RTM)** using **Rational Requisite Pro** to trace the completeness of requirements.
* **Gathered requirements** from business and technical end to develop mainframe and the **web portal backend**.
* Documented **FRD, BRD, Functional specification** and **mapping documents**.
* Created **UML diagrams** such as Sequence diagram, **use case diagram** and **activity flow diagram**.
* Good Experience in testing and defect logging tools like **HP-ALM**, and **SOAP UI**.
* Worked on **SOA design** and development using **IIB**, implementing business logic and message flows.
* Created static **prototypes** and **screen mock-ups**. Conducted **Triage calls** for the testing team.
* Designed the **Test Plan** and **Test Cases** for all processes and **Web Services**.
* Documented functional requirement artifacts with detailed wireframes, workflows and **dataflow diagrams**.
* Managed stakeholder expectations, **status, risks, issues and escalations**. Created product release plans.
* Involved in identifying the problem definition as part of continuous process improvement using **Define, Measure, Analyze** and **Improve** to support the business continuity of the organization.
* Effectively communicated weekly project status, burn down charts to executive and business leadership
* Prepared **Cost benefit analysis**, calculated Benefit to cost ratio, and conducted **GAP Analysis**.
* Aided the back-end team in **data mapping, data mining, data validation** and **data integration**.
* Implemented and maintained development best practices including creating processes/documents.
* Demonstrated a proactive approach to identify risks to project success; developing effective action plans for resolution. Assisted with the coordination and management of certain aspects of the project under the supervision of the Sr. project manager and develop project schedules and timeline.
* Present solutions in **written** or **oral reports** and prepare and deliver presentations using **Power Point.**
* Manage activities associated with the project and the success of that project. Developed Templates and specifications for the **reports** generated.
* Develop excel tools used to track project progress and developed training orientation of new staff.
* Development of training programs to meet teams **identified educational needs**.

**Environment:** MS Word, MS Project, MS Excel, (Waterfall), MS Visio, XML, SOAP UI, HTML, UML, HP-Quality Center, MS PowerPoint, Oracle11g.

**Client: SunTrust, Atlanta, GA Aug 2008-Aug 2010**

**Role: Business Analyst**

**Responsibilities:**

* Analyzed, defined and managed stakeholder needs.
* Conducted individual and group (JAD) sessions with business stakeholders and technical units.
* Established the business analysis methodology using Rational Unified Process technique.
* Helped develop use cases, project plans and to manage project scope.
* Assisted in building the business analysis process model using DFD’s.
* Worked extensively with RUP methodology and Rational Suite Analyst Studio using
* Rational Rose, and Rational Requisite Pro.
* Performed GAP analysis of business rules, business and system process flows, user administration, and requirements.
* Provided strategic support in development of detailed project plans, work assignments, target dates etc.
* Research operational procedures and methods and recommended procedures for improvement with an emphasis on automation and efficiency.
* Provided key project inputs by working with users in defining the project and system requirements.
* Played a key role in the planning, testing, and implementing system enhancements and conversions.
* Assisted Test Lead, Testers understanding business process and help them successful completion of Unit Testing, Integration Testing and Requirements Testing.
* Played a major role in developing the user manuals.

**Environment:** Windows, MS Office (MS Word, MS Excel, MS PowerPoint, MS Visio), RUP, UML, SQL, Oracle, SWOT analysis, GAP Analysis.