**Hemant Parmar, MBA**

**Sr. Business System Analyst**

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Sr. business analyst with **8 years** of professional experience in **Supply Chain Management, E-commerce, and Retail** domain, along with a strong understanding of critical supply chain management functions such as Warehouse management, Vendor Management, and Transportation management. Successful at responding to shifting business needs and priorities in an effective systematic way.

**Business Analysis & Project Management Expertise:**

* Well-versed in all the phases of Software**Development Life Cycle (SDLC)** and have extensive experience working with traditional **Waterfall** methodology as well as **Agile** methodologies such as **Scaled Agile Framework (SAFe)**, **Agile-Scrum, Kanban, Srumban, XP, and Scrum Hybrid.** In addition, I have knowledge and experience working with **Amazon Web Service, Google Cloud Platform, Salesforce, Oracle, and SAP.**
* Competent in performing **Feasibility study, Business Case analysis, Stakeholder analysis, GAP analysis**, **Impact analysis, Cost Benefit analysis, Root Cause analysis,**anddrafting project management reports such as **Project Plan, Project Charter,** **Work Breakdown Structure (WBS), Risk register, and RACI matrix.**
* Adept at working with varied business and technical stakeholders to elicit **SMART** (Specific, Measurable, Attainable, Realistic and Timely) requirements using diversetechniques such as **Interviewing (Structured and semi-structured), Brainstorming sessions, JAD sessions, Document analysis, Interface analysis, Job shadowing, Requirement workshops, Questionnaires/Survey, Focus groups** and**Cause-Why analysis.**
* Proficient in creating **BPMN, Wireframe, Mockups, UML Diagram (Use Case, Activity diagram, Sequence diagram), User Stories, SMART Tasks**and in drafting high-level documentslike **Business Requirements Document (BRD), Functional Requirement Document (FRD)**; and low-level documentslike **Systems Requirements Specification (SRS)**for various traditional methodologies like a waterfall and water-scrum fall.
* Assisted Product owner in splitting High-level Epics into features and further into user stories & tasks, writing **acceptance criteria, DOR & DOD**, definingproduct minimal such as **MVP, MMP,** backlog grooming through prioritization techniques like **MoSCoW (Business Value,) Kano (Customer Satisfaction), Weighted Shortest Job First, 100 points,** and performing **requirements analysis**to help maximize ROI for stakeholders.
* Collaborated with Product Owner to review **PSPI** (Potentially Shippable Product Increment) during review meeting and aid in deciding which features satisfy the **acceptance criteria**. Also, assisted in capturing feedback and new requirements from stakeholders and converting them into **product backlog items (PBI).**
* Detailed understanding of **RACI chart** to manage overall project risks & mitigation plans, prepared Requirement Traceability Matrix (**RTM**) to map requirement with its origin throughout the process to verify adherence.
* Conversant with database concepts like**Relational data modeling (ER model), Dimensional data modeling (Star and Snowflake schemas)**and assisted in data migration, data integration, developing **data marts** (DM), and **data warehouse** (DW) via **Extract, Transformation, and Load** **(ETL)** tools like **Informatica PowerCenter or Informatica Intelligent Cloud Service**. Experience in transforming data from OLTP applications to OLAP cubes and performing operationslike**slice, dice, pivot, roll-up, and drill-down.**
* Prepared **Data Mapping** to assist in **the ETL**process and identified sources using **Data Catalog** (Metadata).
* Proficient in generating **Standard Static Reports, creating interactive Dashboards, Interactive MOLAP reports** **as needed**using **Tableau and Power BI**to support strategic, tactical, and operational decision-making.
* Wrote and executed **SQL queries** using **Data Definition Language (DDL) & Data Control Language (DCL)**syntaxes to perform **data analysis, retrieval, and validation**for ensuring high-qualitydata in the target.
* Assisted Data Architect in creating **Data Models** like **Conceptual data model** and **logical data model** in the form of **entities and relationships** to capture the user requirements adequately in the underlying database.
* Performed **API testing** using **Postman** and **SoapUI** to check if APIs return data in **JSON, XML** format as defined in **API documentation** using the **Swagger** tool and created API mapping documents which map API to UI fields.
* Adept at working with varied business and technical stakeholders to elicit **SMART** (Specific, Measurable, Attainable, Realistic and Timely) requirements using diversetechniques such as **Interviewing (Structured and semi-structured), Brainstorming sessions, JAD sessions, Document analysis, Interface analysis, Job shadowing, Requirement workshops, Questionnaires/Survey, Focus groups** and**Cause-Why analysis.**
* Expertise in **Supply Chain** domain with a focus on Procurement, Resource Allocation, Demand Planning & Forecasting, Reverse Logistics, Warehouse Management System, Transport Management System, and baseline change requirements per contractual terms & earned value methods.

**Technical Skills:**

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| **SDLC Methodologies** | Waterfall, Agile-Scrum, KANBAN, and Waterfall Scrum Hybrid |
| **Project Management Tools** | MS SharePoint, MS Teams, Atlassian-JIRA, and Confluence |
| **Cloud Technologies** | Amazon Web Service, Google Cloud Platform, and Salesforce |
| **Modeling Tools** | MS Visio, Lucid Charts, Draw.io, Google Drawings, and Balsamiq |
| **Requirement Management** | Atlassian-JIRA, MS SharePoint, Confluence, RALLY, Version One, and HP-ALM |
| **BI Reporting Tools** | Tableau, Power BI, Google Analytics, IBM Cognos, and QlikView |
| **API** | Swagger, SOAP UI, and Postman |
| **Defect Tracking and Testing Tools** | HP ALM (Quality Center), Selenium, Load Runner, Cucumber, and JIRA Zephyr |
| **ETL Tools** | Informatica Power Center, Informatica Intelligence Cloud Service |
| **ERP and CRM** | SAP, Oracle, and Salesforce. |
| **Databases** | MySQL Server, SAP HANA DB, Amazon Web Service, Oracle, and MS SQL. |

**Professional Experience:**

**Walmart Bentonville, AR**

**Sr. Business System Analyst Oct 2020 – Present**

The project was part of Walmart’s data privacy and governance framework to create a supply chain control tower for data protection officer and leadership. The purpose of the project was to develop a unified, robust solution consisting of a centralized repository in **Google Cloud Platform**, developing web portal and dashboards on Tableau to bring visibility to leadership and assisting compliance team in ensuring regulations were complied with while authorizing data access requests throughout global operations of the company.

* Identified and categorized all relevant key stakeholders involved in the project by performing Stakeholder Analysis, using **RACI matrix**, and creating **Importance-Influence Matrix**.
* Elicited requirements from Data protection officer, SMEs (Subject Matter Experts), Compliance team, Functional managers, Database administrators by employing techniques like **Interviews,** **JAD** **Sessions,** and **Workshops**.
* Conducted **Document Analysis** to closely study the **AS-IS** process and **TO-BE** for process vision and flow. Also, conducted **GAP Analysis** to capture all the essential **Functional, Non-Functional,** and **GUI** requirements.
* Led a team and assisted product owner for end-to-end deliverable of Project Plan, POC, created **wireframes and mock-up screens** utilizing **Balsamiq,** and got them validated by stakeholders.
* Product owner for managing the Data landing for the Operational Data Ops team. Feature creation, PI planning using project management and **JIRA** management techniques.
* Participated in the **Backlog Grooming** sessions, breaking down Features into executable user stories, ensuring user stories are “ready” for development with defined **Acceptance Criteria**, and reducing complexity.
* Prepared **Logical Data Models** containing **Entity-Relationship Diagrams** for disparate OLTP systems and **Data Mapping** documentation with required metadata to build **Supply Chain Control Tower**.
* Assisted in **Data Integration** using **Informatica Intelligent Cloud Service** for **extraction**, **transformation,** and **loading** processes from various data sources to a centralized repository.
* Wrote and executed SQL queries in **HIVE** to perform data validation and to see if data access could be provided.
* Created **Descriptive & Diagnostic reports** along with **Dashboards** on **Tableau** for leadership to assist them in ensuring compliance in upcoming global projects and making informed decisions for strategic B2B partnerships.
* Attended **Daily Stand-Ups** to understand the progress and **impediments** for assessing the possible risks and created a **risk register** to log potential issues. Aided Product Owner during Sprint Review Meeting in deciding which stories meet **DOD** (Definition of Done) and acceptance criteria.
* Monitored progress of the overall project**,** tracked individual issues such as user stories, defects and technical debt using **Atlassian JIRA,** allowing for improved visibility of the project and accurate forecasts for project completion.
* Extensively used **Confluence** to record and maintain the artifacts such as **Roadmaps, Scope Document, UML diagrams, and quick links** for data protection regulations**.**
* Supported QA teams in preparation of test documents like **Test Plans**, **Test** **Scenarios, Test Cases** and traced them to user stories with the help of **Requirement Traceability Matrix** (RTM).
* Involved in **systems integration** testing, **User Acceptance Testing**, **web services API** testing using **Postman**. Assisted in the development of **end-user documentation** with **user manual**.

Environment: Scrum, Google Cloud Platform (Cloud Spanner, Cloud drive, APP engine & Big Query), Informatica Intelligent Cloud Service, HIVE, Tableau, JIRA, Confluence, Postman, and Balsamiq.

**eBay Salt Lake City, Utah**

**Sr. Business System Analyst**  **Nov 2019 – Sep 2020**

The project objective was to implement a B2B solution using **SAP and AWS** along with creatingdashboards that integrates eBay with its partner to automate planning, organizing, coordinating, and controlling with regards to Inventory management, Outbound management, Inbound Management, and Transportation. The solution was aimed to remove inefficiencies and halt the continuously increasing cost curve of the current distribution centers. Also, dashboards were created that enabled real-time visibility and alerts for efficient planning and provided route optimization capability.

* Conducted JAD, Interview sessions, and floated surveys to elicit the requirements, understand the existing systems and determine areas of inefficiencies in the existing business process.
* Facilitated cross-functional working sessions with **Product Owner**, Line of Business Managers, **Subject Matter Experts (SMEs)** and other **business stakeholders** to refine the business process further.
* Creates **Business Process Model** using **Visio** and performed GAP analysis to document the results in as-is and to-be categories for improving and automating the existing business process.
* Automated the shipping point allocation in **SAP ERP** to automate planning, organizing, coordinating, and controlling with regards to Inventory management, Outbound management, Inbound Management, and Transportation, **reducing the cost by 17%** and **enhancing the efficiency** of on–time delivery by **25%.**
* Conducted Time Studies / Process Mapping to maintain and revise times standards in Packing/Shipping point areas.
* Documented high-level documents like **project charter,** created **user stories,** and maintained **product backlog**.
* Prepared **data mapping document** to identify and agree on the data that will be sent back and forth between two companies, ensuring the legal contract is complied with throughout the process.
* Ensured successful sharing of informationas per the contractbetween **SAP** of eBay and its partner through **IDOCs.**
* Successfully integrated **SAP** with **AWS** and assisted in **ETL** process between **Amazon S3** and **Amazon Redshift** using **Amazon Glue** for developing a machine learning model through **Amazon Sage maker** to optimize delivery, truckload, and route.
* Performed Data Profiling of data using **SQL** queries to ensure high quality data in the target system.
* Assisted QA teams in preparation of **Test Cases** and **Test Data** and traced them to user stories with the help of **Requirement Traceability Matrix** (RTM).
* Created **diagnostic & live simulation dashboards** onthe integrated data of eBay and its partner to assist management with the critical decisions to remove inefficiencies in distribution centers.
* Initiated training sessions for the team as per the requirements, as and when requested by the Project Manager.

Environment: Scrum, Amazon Web Service, SAP ERP, Tableau, AWS glue, Amazon Redshift, Amazon S3, Amazon Sage maker, Tableau, and MS Visio.

**Hertz Estero, FL**

**Business System Analyst Feb 2018 – Aug 2019**

The project focused on customizing the Salesforce cloud to meet the internal requirements of the enterprise to allow for a smoother relationship with customers. The interface was upgraded to allow for faster navigation to the desired information/section. Also, the project involved integrating **Salesforce** with **AWS** and enhancing the mobile application features, which will enable customers to do interactive changes/updates such as extending or editing a rental reservation, resulting in increased customer retention (17%), agent productivity (26%), and faster case resolution (35%).

* Interacted with **business users, stakeholders and, SMEs** to elicit requirements via **interviewing, document analysis, and market analysis** to maximize effective usage of the **Salesforce** platform.
* Managed the implementation activities including **data mapping,** object modeling, **page layout design** and rule logic definition for both **Salesforce** and **mobile application**.
* Performed in-depth **business process analysis** and identified opportunities for **process optimization, process redesign**, or development of new process/policies.
* Assisted in **Salesforce Quip integration** to create a document sharing and impediment tracking process. Developed training materials and delivered training to the service centers and other stakeholders.
* Supported Product Management in **PI planning** (Product Increment) and ensured high business value was deliveredby aligning teams towards **achieving PI objectives** and **minimizing dependencies.**
* Served as **Scrum Master** and facilitated **Agile/Scrum meetings** (**Sprint** **Planning, Daily Scrum, Sprint Review, Sprint Retrospective**).
* Spearheaded **Story Writing Sessions** with the aim of decomposing the Features into User Stories as per the **INVEST** Criteria and led **Planning Poker** Sessions to estimate them in Backlog Grooming and Sprint Planning Meetings.
* Monitored progress of the overall projectthrough reports and tracked issues such as user stories, defects, and technical debt using **Atlassian JIRA,** allowing for improved visibility of project status and accurate forecasts for project completion.
* Worked with the QA team to design and develop **Test Plans, Test Cases** to perform **User Acceptance Testing (UAT), Functional Testing, and System Testing**.
* Created and maintained **SharePoint sites** for scheduling, communication & coordination between teams and agile release trains.
* Documented APIs using **Swagger** **and tested CRUD operations** with HTTP requests using **POSTMAN** and verified that response, response time, and error codes were within expectations.

Environment: Essential SAFe, Salesforce CRM, MySQL, Force.com, Salesforce Lightning, Apex, Visualforce, POSTMAN, Swagger, SharePoint, and Jira.

**Honda Motor Gurugram, India  
Business System Analyst Jul 2016 -Dec 2017**

The scope of the project was to develop an in-house application for a batch tracking system to identify inventory using unique identification labels, which resulted in minimizing waste, increasing production yield, and streamlining orders from vendors. Changes in inventory were reported through the ID and barcode scanning in real-time and were connected to various vendors and central warehouse inventory through dashboards to match the system inventory to on-floor inventory. Dashboards provided visibility to management for resolving issues with product location, inventory tracking, and out of stocks.

* Elicited requirements from key stakeholders and SME’s using **interviews, document analysis, site visits, business process descriptions, and workflow analysis** to define the scope of the application.
* Created **business requirement document**, **functional specifications, use case specifications, change request document, activity diagram, and wireframes.**
* J**ob shadowed** business users to understand the business process flow and created enterprise business process modeling (BPM) of as-is and to-be processes using **Lucid charts**.
* Performed **Gap Analysis** to check the compatibility of existing system infrastructure with the new business requirements.
* Developed plans for **verification and validation of requirements** at all levels so that developed software successfully fulfilled user expectations and business needs.
* Created **Data Mapping Document** to capture changes in inventory and ensured required datasets were present for the new application and **dashboards**.
* Analyzed and tested UI and was involved in constantly redesigning the system to increase its user-friendliness for the clients.
* Coordinated in creation of **Test Cases**, **User Acceptance Test (UAT)** and **Requirements Traceability Matrix.**
* Involved in dealing with **Change Requests** by performing **Impact Analysis**.
* Created **customized dashboards** on **Tableau**, showing reports that satisfied business need.

Environment: Waterfall, MySQL, MS Visio (v14.0), MS Access, Oracle, UAT, MS Project, HP ALM, and Tableau.

**Mahindra Mumbai, India**

**Business Analyst/ Tester Nov 2014 – May 2016**

The project was to create a centralized procurement master data of two different business lines for more efficient organizational spending and better procurement strategies/contracts. Also, it involved revamping the website for internal employees engaging in indirect procurement.

* Fostered effective working relationships with key stakeholders to effectively elicit requirements for creating a **centralized data repository** and for enhancing the **internal website**.
* Analyzed data warehouse requirements and supported the team with **ETL** process.
* Executed **SQL** queries to perform **data validation** and **data integrity** to ensure high data quality.
* Created functional specifications for a website, managed **User Acceptance Testing (UAT),** and ensured system governance is maintained.
* Prepared test cases and test data. Coordinated and communicated testing timelines, deliverables, and other information to the QA manager.
* Attended **Daily Stand-Ups** to understand the progress and impediments in testing.
* Liaised with developers on defect resolution. Prepared weekly status report and RTM document.
* Managed defects and requirements using **HP Quality Center.**

Environment: Scrum-Waterfall Hybrid, HP Quality Center, Informatica Power Center, Database SQL Testing, and MS Visio.

**Action Construction Limited Haryana, India**

**Supply Chain Data Analyst August 2013 – Oct 2014**

*ACE is India’s leading Material Handling and Construction Equipment manufacturing company with a majority market share in Mobile Cranes and Tower Cranes segment. In addition to Mobile Cranes, ACE also offers Mobile/Fixed Tower Cranes, Crawler Cranes, Truck Mounted Cranes, Lorry Loaders, Backhoe Loaders, Vibratory Rollers, Piling Rigs, Forklifts, Warehousing Equipment, Tractors, Harvesters and other Agri Machinery.*

* Collaborate with key stakeholders to understand shortcomings between supply & demand as well as purpose immediate process improvements.
* Forecast consumer demand using statistical and collaborative forecasting techniques on partner demand data and conduct detailed analysis to minimize forecast error.
* Performed **data retrieval** and **transformation** along with conducting quantitative and qualitative analysis to solve business issues.
* Long term quarterly forecasting of products and responsible for the accuracy of those forecasts as well as framing any differences.
* Created **reports/dashboards** using excel and **Tableau** to provide insight to management.
* Conducted process design workshops to define **process changes & gaps** between **‘as-is’** and **‘to-be’** processes across Action Construction Limited locations.
* Develop process training material and ensure process and systemknowledge was embedded across the Supply Chain function.
* Drive continuous improvement in **business processes** across the supply chain departments.

Environment: Oracle, Tableau, SQ, and MS Visio

**Education:**

Master of Business Administration Rutgers University, NJ

Bachelor of Technology in Mechanical Engineering Amity University, India