**Humaira I.**

**Senior Business Systems Analyst**

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**Senior Business Systems Analyst** with 8 years of experience in **Multiple Cross Functional Projects** in different domains such as **Telecom** and **Banking**. An enthusiastic **Team Player** and highly skilled Professional with **Analytical Skills** and **Project Management** skills. An Engineer with a **Go-getter** attitude, **Problem Solving** and **Communication Skills**.

**Professional Summary:**

* Extensive knowledge and involvement in various phases of Software Development Life Cycle (**SDLC**) including, **Waterfall**, **Scrum**, and **Scrum-Waterfall Hybrid** among multiple domains in **Cross Functional Projects**.
* Expertise in conducting **Elicitation Techniques** such as Surveys, Interviews, Brainstorming, Focus Group, Requirement Workshops, Interface Analysis, Prototyping and **JAD** sessions with internal and external stakeholders.
* Involvement in **GAP** Analysis, Root Cause Analysis, SWOT Analysis, **Cost Benefit** Analysis, **Feasibility** Study, **Impact** Analysis, **Risk** Analysis, and **As-Is** and **To-Be** Business Analysis and several types of Report Generation.
* Served as a liaison between Technical and Non-technical stakeholders to translate **Technical Requirements.**
* Experience in **Project Management** Artifacts like **Project Vision**, **Scope Statement**, **Project Management Plan**, **Project Charter, Change Request Document, Work Breakdown Structure (WBS)** and **Risk Register.**
* Successfully assisted in **Scope Planning**, **Release planning** and defining the **Triple Constraints** of the Projects.
* Skilled in successfully gathering requirements by conducting diverse **Elicitation Techniques** and transforming them into Business Requirements documents (**BRD**), Use-Case Specifications, Functional Requirements Document (**FRD**), Functional Specifications Document (**FSD**) and System Requirements Specifications (**SRS**).
* Assisted the **Product Owner** define the **Minimum Viable Product (MVP)** and **Definition of** **Done (DOD).**
* Involved in converting **Epics** into User Stories (**INVEST** format) and **Vertically Slicing** User Stories.
* Assisted in Prioritizing Items for Product Backlog and Sprint Backlog using **MoSCoW** and **Kano** techniques.
* Facilitated estimation workshops techniques like Planning Poker, T-Shirt Sizing and Bucket System.
* Hands on experience in several activities of **Scrum Ceremonies** such as, Product Backlog grooming, Sprint Planning meeting, Daily Stand-ups, Sprint Review and Sprint Retrospective for Agile Scrum as Scrum Master.
* Actively participated in testing **User Story** before the product demo and demonstrated the **PSPI** with PO.
* Planned, Designed and Created various High and Low fidelity **Wireframes and Mock-up’s** using **Balsamiq**, and **UML diagrams** like **Class**, **Use Case**, **Activity** and **Sequence** diagrams using **Lucid Chart and MS Visio.**
* Experienced in creating **Test Plan, Test Scripts, Test Scenarios, Test cases** and **UAT**. Possession of Knowledge in conducting Black Box, Performance, Regression, Automated, Functional and Non-Functional **Testing**.
* Proficient in using tools like **JIRA, Confluence, MS Office**, and **MS Project** for **Project Management**.
* Knowledge of Application Program Interface (**API**) testing using **Postman** to check if the (**API)** response data is in JSON or XML format as per the requirement and use of **Swagger Tool** to create **API Documentation.**
* Worked in Implementing, Monitoring and Using different tools on **Amazon Web Services** cloud platform such as **EC2, Sage Maker, Lambda, Kinesis Firehose, S3, Glue, Athena, POLLY**, **Amazon** **Translator** etc.
* Good practical experience in Retrieving and Analyzing Data using **SQL** Queries like **Joins, Aggregators, Sub-queries, Triggers and Stored procedures** using tools like **MS SQL Server Management Studio**.
* Experienced in creating **Data Mapping Specification document**, **Conceptual and Logical Data Model,** **Data profiling, Data Cleansing and Normalization** by identifying the key data elements from different systems.
* Widespread knowledge of **Data Profiling,** **Data Source** **System** and **Target System** **Exploration**, **Extraction** of data from Source Systems, **Transformation**, and **Load** Process **(ETL**) using **Informatica PowerCenter.**
* In-depth knowledge and involvement in **Databases**, Data Table Structures, Data Marts, Data Analysis, Data Integration, **Data Modelling**, Schemas and **OLAP operations**- Slice, Dice, Pivot, Roll-up, and Drill-down.
* Worked on Reporting Tools to generate Standard Static Reports, Ad-hoc Reports, Dashboards, Interactive MOLAP reports using **Tableau**, and Power BI and presented them to the Stakeholders and Executives.

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| **Analysis Skills** | Change Management, Impact Analysis, Risk Analysis, Cost-Benefit Analysis, Feasibility Analysis, JAD Sessions, SWOT Analysis |
| **Cloud Platform** | Amazon Cloud Services, Salesforce |
| **SDLC Methodologies** | Agile, Waterfall, Scrum, Waterfall-Scrum hybrid |
| **Requirement Mgmt.** | MS Office, Jira, HP ALM |
| **Collaboration Tool** | Confluence, MS SharePoint, MS Teams |
| **Modeling Tools** | MS Visio, Lucid Chart, Balsamiq |
| **ETL Tools** | Informatica Power Center, AWS Glue |
| **Data Warehousing** | Data Marts, OLTP, OLAP, MOLAP, OLAP Operations |
| **Database** | MYSQL, AWS Athena, Oracle SQL |
| **BI Tool** | Tableau, Power BI, AWS Quick sight |
| **CRM** | Salesforce CRM |
| **Testing Tools** | HP ALM, Postman |
| **Web services** | REST, XML, JSON, Swagger tool, POSTMAN, SOAP UI |

**Comcast | Philadelphia, PA November 2020 - Present**

**Sr. Business System Analyst:**

The scope of the project was to develop **Machine Learning Enhancement** of **Translator** and **Text-to-Speech** for an existing **Customer Service Chatbot** for **Automation Solutions** and the **Communication System** **Integrates** into a Centralized **Data Warehousing** System on **AWS** via **ETL Process** for a **Real-Time Reporting** Interface.

**Roles and Responsibilities:**

* Involved in Document Analysis, Stakeholder Analysis, Interface Analysis and Process Analysis to identify the Business Process and key stakeholders. **As-Is** system and created **To-Be** system by conducting **GAP** Analysis.
* Conducted Elicitation Sessions with the **Key Stakeholders** and **SME’s** such as Marketing Analytics Expert, Marketing Executives and Sales Executives by conducting different elicitation techniques like **Prototyping**, **Interface** Analysis, **Interviews**, **Questionnaires**, **Focus Group** and Joint Application Development (**JAD**).
* Documented Business Requirements, System, GUI and Functional requirements using **HP ALM** and **MS Excel**.
* Conducted Risk Analysis, Impact Analysis, Feasibility Study and Business Scenarios like Segmenting Audiences based on their behavior, preferences, and demography to understand different **Interfaces** for the **Service Provider**.
* Created **UML** Diagrams (Use Case and Sequence) using **Lucid Chart** to help developers understand interaction between Systems and created Workflow Diagrams. Created High/Low fidelity **Mockups** and **Wireframe**s.
* Actively participated in **Scrum Events** like Backlog Refinement Meetings, Sprint Planning, Offshore/On shore Daily Stand-Up meetings, Sprint Review and Sprint Retrospective following Agile Practices and Scrum Principles.
* Involved in writing stories with **INVEST** criteria and **Vertically Slicing** User Stories within Story Writing Sessions with the **Product Owner** and Creating Tasks with the Development Team following the **SMART** criteria.
* Participated in defining Definition of Done (**DoD**), **Acceptance Criteria** for the **PSPI** and **Release Planning**.
* Actively participated in Backlog Grooming Meeting, Assisted **Product Owner** to Prioritize the Product Backlog using **MoSCoW** and **Kano** techniques and prepared **Sprint Backlog Items** with the team for development.
* Participated in Sprint Review meetings with **Product Owner** and **Stakeholders** to demonstrate and Test **PSPI** if it they satisfied **Acceptance Criteria** and if the **PSPI** is Done. Documented the feedback from the Stakeholders.
* Assisted Scrum Master calculate, monitor, and track team **Velocity** forSprints and **PSPI** Progress using **Sprint Burn Down Chart** and **Product Burn Down Chart**, Identified Impediments by participating in **Daily Scrum**.
* Conducted extensive research and ensured that **Licenses** for **Amazon Clouds** were properly obtained and maintained by following all the rules, policies, and guidelines of the client company according to **AWS Contract.**
* Created **Data Mapping Document** for the data gathered from different data campaigns sent though different Channels using **Amazon Pinpoint** to analyze the data and for further processing for the **Report Generation**.
* **Exploration of On-Premises** Database **Source System** and **Target System** and identifying Data for the Data Migration to **AWS DynamoDB** for Streaming and Buffering with **AWS Lambda (Trigger)** Function.
* Assisted and participated in Drafting, Executing and Monitoring **AWS Firehose** Configuration with DE for Buffering and Invoking the Specified **Lambda** command before loading both Transformed data to **S3 Bucket**.
* Assisted Data Engineers draft and design the **ETL** **Process** using **AWS GLUE** for data from different Campaigns.
* Assisted Data Engineers Integrate Data into **AWS S3** **Bucket** for storage as the raw data before the **ETL** **Process**.
* Assisted the Development Team with defining Schemas for **AWS Athena** and designing **Tables** for Query.
* Facilitated **Code Review** and **Query Sessions** with the team to prevent **Technical Dept** and **Scope Creep**.
* Assisted **ETL** developers Create, Run, and Monitor **ETL Workflows** with few clicks on **AWS Glue Studio**.
* Performed task of Enriching, Cleansing, and Normalizing data with **AWS GLUE Data Brew** for visual purpose.
* Monitored progress of the overall project, tracked individual issues such as **User Stories**, Triple Constraints, **Defects** and **Technical Debt** using **JIRA** to improve Project Status and track forecasts for project completion.
* Collaborated with **QA** team to conduct **Test Plan**, **Test Scripts** and **Test Execution**, Issue Resolution and Defect Tracking Report using **JIRA** to assure that (Done) Releasable Product align with Business Requirements.
* Created **API** Document which included **Query Parameters**, **Headers**, **Body** and **Authentication** for **REST** requests using **API** Tool SWAGGER. Involvement in **API** **Test Development Execution** using **Postman**.
* Created **Ad Hoc Query**, **Static Reports** and **Dynamic Dashboard** **Reports** using **Tableau** to give Business Executives and Marketing Team, insights of User Experience, Revenue Generated and Model Performance.

**Environment:** Scrum, HP ALM, AWS, EC2, POLLY, AWS Translate, AWS Sage Maker, AWS GLUE, AWS GLUE Studio, GLUE Data Brew, AWS S3, Athena, Lambda, RedShift, Jira, Tableau, SWAGGER, Postman, Tableau

**Huntington Bank | Columbus, OH July 2019 – October 2020**

**Sr. Business System Analyst:**

**Re-Engineering** company’s **Credit Appraisal System.** It involved improving **Performance Analysis** of **Credit Card Business** and accommodating **Changes** and **Regulatory Requirements** into the application. A system was developed within their existing application to process and approve **Electronic Credit Card Applications** for the **End-Customers**.

**Responsibilities:**

* Analyzed stakeholders demand for consistency, flexibility, and completeness. Elicited requirements by assembling the **JAD** team for the session along with other techniques such as **Questionnaires**, **Interviews** and **Prototyping**.
* Organized workshops with Subject Matter Experts (**SME**) to obtain **Domain Level** information. Developed a **Vision Plan** that defined the primary goals and objectives of the project along with the **Triple Constraints**.
* Created **Functional Requirements** from system users and business requirement documents using **Jira**.
* Created **Use Cases**, Activity Diagrams/State Chart Diagrams, Sequence Diagrams, Collaboration Diagrams.
* Worked with the Management Team to create and communicate critical information to the user community via email and discussion boards. Followed up with the clients and **Customers Feedbacks** to the stakeholders.
* Developed good knowledge of Customer Invoice, Transaction Processing, Unauthorized User, Refund Process, Handling Unidentified Payments, Payment Management Status, **Issue Resolution** and Mortgage Accounts.
* Participated in various **Scrum Ceremonies** such as Sprint Planning Meeting, Daily Standups/Daily Scrum Meeting, Sprint Review Meeting, Sprint Retrospective Meeting and Refinement Meeting with the Scrum Development Team.
* Broke down **EPICS** into User Stories using **INVEST** model and created **Tasks** using **SMART** criteria.
* Assisted Product Owner with management of **Product Backlog and** theDevelopment Team **Sprint Backlog**.
* Worked with the Product Owner during the **Sprint Review Meeting** for the Potential Shippable Product Increment (**PSPI**) and help decide which feature is **“Done”** by validating **DoD** and testing the Acceptance Criteria.
* Involvement in **Technical Designs** with IT Developers against **Functional Specifications**. Reviewed **System-Testing** results with the business and technical teams to see if they align with the **Business Requirements**.
* Followed up with the overall Task Status, **Spike Creation/Resolutions**, and Defect Management with **Confluence**.

**Environment:** Scrum, Credit Appraisal System Management, MS Tools (Access, Word, Excel), JIRA, Confluence

**Dish Network | Denver, CO January 2018 – June 2019**

**Business System Analyst:**

The Project involved implementation of **Salesforce CRM** with different **Modules** including Sales (Reports and Dashboards, Account and Contact Management), Customer Service & Support (Automations and Workflows, Case Management), Marketing (Campaign Management). It aimed to increase Customer Satisfaction, Sales Measurements and Data Accuracy.

**Roles and Responsibilities:**

* Conducted successful Requirement Sessions with internal and external stakeholders and managerial executives.
* Acted as a **Liaison** between the Non-Technical stakeholders and Development Team. Drafted and Designed **User Interface** for better communication with developers and participated in discussion with the **Design Team**.
* Created **Use Case Diagrams**, and **Activity Diagrams**, using **MS Visio** and **UML2.1** according to **UML** strategies and in compliance with **Agile Standards**. Also involved in creating High and Low Fidelity **Mockups**.
* Participated in Scrum Workshops for **Scrum Practices** and Story Writing Workshops to write **User Stories**.
* Assisted the Product Owner determine and write **Acceptance Criteria** for **PSPI** and Definition of Done (**DoD**).
* Assisted the Product Owner in **Prioritizing** and the Team **Estimating** Product Backlog Items (**PBIs**).
* Worked simultaneously on **Salesforce CRM** to set up and manage **New Accounts** and **Manage Teams**.
* Created and Defined **Object Tabs**, **Field Tabs** and **Field Dependencies** on Salesforce for each Modules
* Conducted and wrote **Test Plan** and **User-Acceptance Testing** before the release of the **PSPI** to the market.
* Interacted and discussed with the **Development Team**, **Quality Assurance Team,** and **Engineering** team for resolving the **Report Bugs** and **Technical Issues** through **Salesforce CRM** by **SQL** querying on “**TOAD**”.
* Assisted in creating **Staging Area**, **Source**, **Target Databases** for **ETL** and **Mappings** with Informatica.
* Collaboratively monitored Project Resources, Planning and Implementation using **Jira** and **SharePoint**.

**Environment:** Salesforce CRM, Scrum, UML2.1, SQL, MS Word, MS Excel, MS Visio, Jira, SharePoint

**Liberty Global | Denver, CO December 2016 – November 2017**

**Business System Analyst:**

Developing a **Visual Analytics Dashboard** which would perform **Analytics** using different metrics of data from **Sales** and **Marketing** Department to help Executive Committee in **Decision Making** and **Forecasting**. The existing reporting **BI Tool** for each department was insufficient to provide Consolidated Data, which was resolved by the **Analytical Dashboard**.

**Roles and Responsibilities:**

* Conducted **Document Analysis** to understand **AS-IS** and **TO-BE** business process models.
* Elicited Business and System Requirements for the project using **Interviews**, **Surveys**, **Site Visits**, **Use Case Scenarios** and **JAD** sessions with **SME’s** maintaining connection with stakeholders.
* Decomposed the Scope from the **BRD** to write User Stories (INVEST) and **Vertically Sliced** them.
* Assisted **PO** with defining **DoD (Definition of Done)** and **Acceptance Criteria** for the **PSPI**.
* Responsible for creating **UML diagrams** such asUse Cases, Activity and Class Diagram.
* Responsible for **Bug tracking**, **Spike creation, Issue Tracking** and **Progress Report** using **Jira**.
* Prepared **BPM**: Created **Process Flow Diagrams** for management and **mapping** the logical aspects of the process aligning with the **Business Needs** and requirements using Microsoft **Visio**.
* Participated in **Scrum Events** like **Backlog Refinements**, **Grooming Sessions**, Story Writing Sessions, **Sprint Planning**, **Sprint Review**, Daily Scrum/Standups, and **Sprint Retrospective**.
* Submitted **Change Requests** and worked with **Change Request Records** in **ClearQuest**.
* Designed **Test Plans**, **Test Scripts** and **Test Cases** for **UAT** with the help of **QA** **Team**.

**Environment:** Scrum-Waterfall hybrid, MS office Tools (Access, Excel, Word), MS Project, Tableau, Jira and ClearQuest.

**Earthlink | Atlanta, GA June 2015 – November 2016**

**Jr. Business Analyst:**

Enhancing website by adding shipping **Cost Estimator** feature to the existing system the feature calculates the Shipping Cost based on the shipping Distance, Type and Weight of the product in an existing Telecom Shopping Website. The solution provided was more convenient for the online shoppers as they could calculated their total shipping cost.

**Roles & Responsibilities:**

* Analyzed and defined Business Needs by conducting various Elicitation Sessions with the Stakeholders.
* Created **AS-IS** and **TO-BE** Business Process Flow Diagrams to show End-to-End Business Process.
* Assisted in discovering Use Cases, Project Vision, Project Plans and to manage Project Scope Statement.
* Provided key project inputs by working with users in defining the project and **System Requirements**.
* Designed, Drafted and Developed **UML** diagrams like Use Case Diagrams, Sequence and Activity Diagrams.
* Played a key role in the **Planning**, **Testing**, and **Implementing** System Enhancements and Conversions.
* Assisted Test Lead, Testers in executing **Unit Testing**, **Integration Testing** and **Requirements Testing.**
* Played a major role in developing the **User Manuals** with the **Development Team** and **Users Base** of the system.

**Environment:** Waterfall, Windows, MS Office (MS Word, MS Excel, MS PowerPoint, MS Visio), UML, SQL.

**Main Street Community Bank of Florida | DeLand, FL June 2014 – May 2015**

**Jr. Business Analyst:**

The project involved setting up **Web Enabled Access** (Online Access) for customers to manage their **Mortgage Accounts** **Online**. The manual processing was very lengthy and inconvenient for the customers. The users could access their account to review their Transaction, Payment Status and make payment online using their Online ID, with the solution provided.

**Roles and Responsibilities:**

* Conducted different kinds of **Requirement Elicitation** sessions like **JAD**, **Interviews** and **Questionnaire**.
* Translated the **Business Requirements** into **System Requirements** and **Specification**, communicating with the business team on **a Non-Technical Level,** and with the **Development Team** on a more **Technical Level**.
* Assisted the **PM** in setting realistic **Project Goals** and Balance for the **Triple Constraints of** the project.
* Created **BRD**, **SRS** and assisted **PM** with creating artifacts like **Project Charter**, **Scope Statements** and **WBS**.
* Documented and Tracked tasks and deadline balancing **Triple Constraints** for the Product using **Rally**.
* Participated in the Logical and Physical **Design Development Sessions** and in developing **Design Documents**.
* Provided **Business and Technical Insights** by identifying and evaluating **Cost Effective** **Requirements**.
* Developed **Test Scenarios** and implemented **Test Plan** and conducted **User Acceptance Testing (UAT)**.
* Conducted **Data Profiling** in Clients **Oracle Database** Server using **Informatica Data Exploration.**
* Analyzed **Data Warehousing** components such as **Tool Integration** Strategy; **Source System ETL** strategy; **Data Staging**; and **Data Quality** strategy along with participation in **Data Scrubbing/Cleansing** process.
* Participated in **ETL** process with involvement in **Mapping**, **Cleansing** and **Normalizing** using **Informatica**.
* Generated **BI Reports** using **Tableau** from the **Data Warehouses** and **Data Marts** of the integrated system.

**Environment:** Waterfall, MS Access, MS Excel, MS Word, MS Project, Rally, Oracle, Informatica PowerCenter, Tableau

**New Haven Bank | New Haven, CT September 2013 – May 2014**

**Jr. Data Analyst (Banking Application:**

Worked as a Data Analyst on a Banking application in terms of Customer Profiling and Transaction History. The application Modules were Checking Accounts, Savings Account, Transfer Funds, Debit Card and Credit Card. The solutions provided was more Accurate, segmented and company standardized, that performed well towards customer needs and demographic.

**Roles & Responsibilities:**

* Maintained the Database of customers and account information and assisted the Management Department with account management and communication in terms of customer information and profiling.
* Heavy usage of **MS Excel** for Spreadsheet to manage and maintain account and customers information.
* Assisted in **Auditing** Data found to identify any possible risks and breaches for Decision Support System.
* Involved in **Cleaning** Data using **MS Excel**, Migrating Data from **MS Access** to **SQL Server**.
* Administrated Online Database including generating **Ad hoc Query** and **Report Generation**.
* Assisted **Data Modeling** with Data Engineers with respects to different modules of the application.
* Responsible for installation of **SQL Server**, **Database Design** and design **Schema** like tables, indexes, and views.
* Worked with Database Developers to identify/resolve **Bottlenecks** and **Performance** issues.

**Environment:**

Waterfall, MS-Office (MS Excel, MS Word, MS Access, and MS Project), SQL-Server, Informatica PowerCenter

**Certifications: Scrum Master Certification**, Social Impact Analysis, Adaptive Leadership, Business Model for Social Enterprise, Responsible Conduct of Research for Engineers by CITI.