**ADITI R.**

**Sr. Business Systems Analyst**

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**PROFESSIONAL SUMMARY:**

* Technology driven and result oriented Business Systems Analyst with **around 9+ years** of experience in wide range of IT projects in **Financial Services, Telecommunication Services** and **Data Governance.**
* **5+ years of experience** in the **Wealth Management domain** with proven experience in building, adding enhancements and maintaining **portfolio and asset management** **platform.**
* In-depth knowledge of **Trade Life Cycle**, **Capital Markets**, **Merger and Acquisition of Bank,** Asset Classes like **Equities, Fixed Income, Commodities** (food, energy, oil, metals, etc.)**, Stocks, Currency, Foreign Exchange,** Securities and Products like **Swaps, Derivatives, Vanilla and Exotic Options, Loans, Loan IQ**, **AFS Level III Loans, Repo/ Reverse Repo, Bonds, Security Finance** and **Futures/ Forwards**.
* Thorough understanding, implementation on documentation of **CCAR** Regulations, **IFRS, US-GAAP, SEC, SOX, FINRA, FinCEN, Dodd-Frank, DFAST, Volker, LIBOR, MiFID, FCA, Basel III, CFTC,** and **OFAC.**
* Worked closely with **Senior Management executives**, **Business Users**, **Product Owners**, **Project Managers**, **Technical teams**, **Solution Architects**, **Quality Assurance analysts**, **Deployment, Risk management, Maintenance team** and the **DevOps team** through all the phases of SDLC.
* Assisted PM in **budgeting**, **tracking** and **coordinating** with development teams for project success.
* Experienced in working within different traditional and the agile **Software Development Life Cycle (SDLC)** methodologies. Delivered technology projects in **Waterfall** (traditional), **Waterfall-Scrum** (hybrid) and **Scrum** (agile) environments**, Scaled Agile Framework (SAFe)** and **Kanban.**
* Experienced **Change Management** professional using the **ADKAR** model to raise, monitor, review and implement various Change Requests in **Clarify – Bridge** tool. Strong ability to identify and develop Change Strategies with training in organizational Change Management approaches.
* ExperiencedinEliciting Requirements, SWOT Analysis, ROI Analysis, GAP Analysis, Risk Analysis, Risk Management, Stakeholder Analysis, Financial Pricing and Planning, Root Cause Analysis, Business Model Canvas, Business & Financial Models, Regulatory Reporting and requirement walkthroughs.
* Facilitated Joint Application Development **(JAD)** sessions, Focus Groups, Interviews, Surveys, Brainstorming, Document Analyst, Reverse Engineering, Benchmarking and Process Modeling.
* Proficient in preparing Project Management Plan(**PMP**), Business Case, Request for Proposal(**RFP**), Statement of Work(**SOW**), **RACI** (Responsible, Accountable, Consulted and Informed), Requirements Traceability Matrix (**RTM**), Business Requirement Document(**BRD**), Systems Requirement Specifications(**SRS**), Functional Specification Document(**FSD**) and Project Status Reports.
* Experienced in **Technical writing** and **web content management** by producing high quality documents such as User manuals, developer guides, user interface text etc.
* Assisted Product Owner to decompose functional requirements into **User Stories,** ensuring they met **INVEST** criteria and then **prioritizing** user stories using **techniques** like **MoSCoW** and **Kano** Model.
* Worked with Subject Matter Experts (**SMEs)** to understand Key Performance Indicators (**KPIs**), and Service Level Agreements (**SLAs**) to improve performance through use of Web services.
* Adept at creating page **mock-ups**, **wireframes**, and **UI prototypes** using **MS Visio** and **Mockup Screens.** Created **UML** **diagrams** like **Use Case, Sequence** and **Activity diagrams** using **Lucid chart.**
* Experience in writing **SQL queries** using **SQL Server Management Studio** to validate data integrity after Good understanding of Data Warehousing Architecture Extract, Transform, and Load **(ETL)** processes**.** Knowledge of **Data Modeling**, **ETL, OLAP** operations such as **Drill Down, Roll Up, Slice and Dice** Techniques and **OLTP** systems and Source to Target System mappings using **Informatica PowerCenter.**
* Exposureto otherfunctionalities like metadata reporting, advanced transformations & partitioning.Proficient in PL/ SQL, Stored procedures, **DDL, DML**, **SQL** queries like **Joins**, **Subqueries** and **Aggregate** functions toensure **Integrity** between **Database** and **User Interface.**
* Sound Knowledge of Statistical Data Analysis using Data Mining Techniques such as **Linear Regression, Classification, Clustering, Random Forest modelling, Predictive Analysis** using **R Studio** and **Python**. Experienced in reporting (creating Bars, Graphs, Charts, reports etc.) and creating interactive and analytical Business Intelligence **(BI)** **dashboards** using **Power BI**, **Tableau** and **Excel**.
* Extensive knowledge of Service Oriented Architecture **(SOA),** 3-tier, n-tier architecture, Extensible Markup Language **(XML),** JavaScript Object Notation **(JSON)** &Asynchronous JavaScript and XML **(AJAX)**.
* Adept at the technical documentation of web service Application Programming Interfaces **(APIs)** such as Representational state transfer (**REST**)**,** andSimple Object Access Protocol **(SOAP)** using **Swagger**.
* Collaborated with QA/Testing team to develop **Test plan, Test scenarios, Test cases** and **Test objectives.**
* Ensured requirements are met using **Requirement Traceability Matrix(RTM)**. Collaborated in Integration Testing, Regression Testing, Functional Testing, User Acceptance testing(**UAT**), Black Box testing, Smoke testing, Test Driven Development (**TDD**), Behavior Driven Development(**BDD**) and Acceptance Test Driven Development (**ATDD**) using commercial testing tools.

**TECHNICAL SKILLS:**

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| **SDLC Methodologies** | Waterfall, Hybrid (Waterfall – Scrum), Agile – Scrum, Kanban, XP |
| **Process Modelling Tools** | MS Visio, Mockup Screens, Draw.io, Lucid Chart |
| **Business Skills** | Change Management, Impact Analysis, Risk Analysis, Cost-Benefit Analysis, ROI Analysis, JAD Sessions, SWOT analysis, Financial Reporting, Valuation, Pricing, and Budgeting |
| **Requirement & Project Management** | MS Project, Rally (CA Agile Central), JIRA, Microsoft -Team Foundation Server (TFS), SharePoint, Confluence, MS Word |
| **Testing Tools** | HP QC v10.0, HP ALM V11.5, Cucumber, Jenkins v2.4, JIRA-Zephyr, QTP, MS ADO |
| **Financial Tools** | Bloomberg Terminal, Bloomberg B-Pipe, Thomson Reuters, Automated Financial Systems (AFS), Mainframe Coolgen |
| **ETL Tools** | Informatica Power Center v9.x, IBM Infosphere Governance Center |
| **Data Analysis/Reporting Tools** | Tableau, MS Excel, Adobe Experience Manager (AEM), Remedy, Spotfire, Axiom, Crystal Report, Calypso CalMon |
| **Databases** | Microsoft SQL Server, Oracle 10g,11g, Toad, Hue |
| **Data Modelling** | Logical/Physical/Dimensional/E-R, Star/Snowflake Schema |
| **Data Warehousing** | Data Marts, OLTP, OLAP, Multidimensional Analysis, Data Mining, Slicing/Dicing, Drill Down/Roll Up, HDFS, Hortonworks Data Platform (HDP), Apache Sqoop, Flume, Kafka, Apache Spark, Hive, MapReduce. |
| **Software Languages** | C, Java, Python, R, UNIX |

**DOMAIN KNOWLEDGE**

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| **Financial Instruments** | Capital Markets, Equities, Loans, AFS Level III Loans, Loan IQ, Real Estate, Fixed Income (Bonds, Convertibles, T-Notes, T-Bonds), Derivatives (Options, Futures, Forwards), Forex (Forex Options, Forex Futures, Currency Swaps), Safe Deposit Box, Commodity, Trade Reconciliation, Portfolio Management, London Inter Bank Offered Rate(LIBOR) |
| **Compliance and Regulations** | BCBS 239, FR2590, FFIEC, FINRA OATS, Basel III, Sarbanes-Oxley (SOX), Dodd-Frank, Volker, Patriot Act, Bank Secrecy Act, Investment Company Act, SEC, IFRS, US-GAAP, MiFID, FinCEN |

**EDUCATIONAL QUALIFICATION**

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| **Under graduation - 2008** | Bachelor of Engineering in Computer Engineering from Swami Keshwanand Institute of Technology, India |
| **Graduation – 2015 - 2017** | MS in Engineering Management with Computer Sc Minor from University of South Carolina. |

**Huntington Bank, Columbus OH January 2021 - Present**

**Business Systems Analyst**

The goal of this project was to migrate data from **TCF Bank to Huntington Bank** for Safe Deposit Box segment. It included understanding the scope and requirements from TCF, creating Data Mapping document, Conversion Planning documents, Conversion event schedule, Balancing, verification and validation in Mock/ Test and Integration environment documents.

**Role and Responsibilities:**

* Becoming a bridge between Business and IT teams to deliver faster solutions. Interacting with business group in understanding the requirements and will closely working with them in preparing the requirement documents for the project.
* Collaborates with Subject matter experts, business stakeholders and users in gathering requirements to prepare Design documents, user manuals and process documents and obtain information on project limitations and performance requirements.
* Assisting Project Lead to create project management related documents such as Work Breakdown structure document and milestone analyzing documents.
* Working on the solution design, scope, effort estimation and proposing solution to business to meet the business requirements.
* Assisting the IT team to build physical and logical architecture, draw process flow diagrams, data flow diagrams to source in data from Source Data Repository to Huntington Bank Data Repositories.
* Discovering, creating and auditing data mapping document consisting of Data Lineage from different sources to target Huntington Bank repository. Capturing the transformation logic, derivations and calculations required for various critical data elements.
* Building a network of internal relationships with broad cross section of organization and leverage organizational knowledge, resources and expertise.
* Playing key role in technology planning, strategy and post close engagements in complex transactions, post-merger integrations and divestitures focused on Product Strategy, Target Operating Model development and other value-based initiatives.
* Providing daily/weekly status updates to all stakeholders and product owners about the progress.

**State Street Bank and Trust Company, Boston, MA** **NOVEMBER 2018 – November 2020**

**Sr. Business Systems Analyst**

The goal of this project was to migrate data from legacy **Risk Data Repository** which was the data warehouse for exposure data captured everyday from various sources for various products such as Investment Portfolio, Asset Management, Loans, Security Finance, Real Estate, Repos, Derivatives etc to **Hadoop** based **Data Lake** on Cloud to create **Basel Office** Reports and **Regulatory Capital** reports for State Street bank.

**Role and Responsibilities:**

* Becoming a bridge between Business and IT teams to Delivering faster solutions for Single Counterparty Credit Limit (**SCCL**) Data Governance project and Regulatory Capital (**RCAP**) Moody’s RAY Risk Analysis retirement from Data Repository/Data Warehouse to cloud – based **Data Lake** whose aim is to calculate the exposures, link all the exposures to a single Ultimate Parent and source all exposures into **Financial Regulatory** **Reports** respectively, in a Hybrid project methodology and dynamic work environment.
* Interacted with **Risk Managers,** Business Owners and their teams to gather client-specific business requirements and translate them into various business artifact such as **Business requirement document (BRD)** and **Functional Specification Documents(FSD)** which had data requirements, data sourcing details, mapping and transformation logic, functional and non-functional specifications, derivations and calculations for exposure of various products, assumptions, constraints, dependencies and AS-IS state of the existing product for the technical team. Created Business and Functional specified document along all financial product lines and a single source of truth that will meet the data needs of downstream consumers across risk and finance according to BASEL Report alignment.
* Assisted the IT team to build physical and logical architecture, draw process flow diagrams, data flow diagrams to source in data from existing Data Repository/Data Warehouse to cloud – based Data Lake to perform all Enrichments, Transformation, Calculations and Derivations required to obtain Exposure Amount and analyze Risk Shifting in the Lake and then export them to the Financial Report. Assisted the IT team to create the UI wireframe for Risk Workstation (**RWS**) Dashboard which will be used to analyze all the fails and alerts in data sourcing and quality controls.
* Creating and auditing data mapping document consisting of data lineage from different sources to target from old data repository by analyzing end to end **workflow** for different financial instruments. Discovered and evaluated the Data Lineage relevant to exposure calculations for each product from numerous upstream Source Systems to Data Repository to Data Lake to Reports.by understanding the stages. Creating, evaluating and reviewing Data Quality Check and Controls on the SCCL specific data elements sourced in at various hops from Data Repository to Data Lake to Reports and getting them approved by Business Owners and implemented by IT.
* Created Data quality check queries using SQL aligned to the business logic and sending them to IT team to get implemented. Created mappings using SQL Codes and used transformations like expressions, routers, lookups, filters, sorters and running workflow for proper Data validation.
* Interacting with Business owners of different Source Systems to gather their contact information about them and their Data Stewards. Acquiring upstream Data Lineage and Quality Controls from Data Stewards, Business Owners and IT teams of the numerous Sources from where data of various products is ingested into the repository. Created the **Issue management** framework which will involve raising issues/ incidents on an Issue management tool to send across Data mismatch/ unavailability Incidents and Data Quality fails to the Source system Data Stewards and IT/ operational teams to be resolved under **SLA** timelines and priorities.
* Work on sandbox and production instances of **MS SQL Server, Toad and Hue** to write **SQL DDL** and **DML** **queries** and create **schemas, tables, views, materialized views, stored procedures, functions, triggers** etc. to generate **reports.**
* Create **SharePoint Discussion** and management Framework describing the workflow plan including activities, assignee, possible impediments and corresponding fixes.

**Environment:** Waterfall-Scrum Hybrid**,** MS Office 2016**,** Microsoft -Team Foundation Server (TFS), Webex, Jabber, IBM Information Analyzer, IBM Infosphere Governance Center (IGC), IBM FileNet Case Manager, Enterprise Content Management, Sharepoint, MS Visio, MS Sql Server, Oracle 11g, Toad, Hue, Hadoop, Hortonworks Data Platform (HDP) v2.5, HBase, HDFS, Tableau, Spotfire, Axiom

**Discover Financial Services, Riverwoods, IL AUGUST 2017 – OCTOBER 2018**

**Sr. Business Systems Analyst**

This project involved development, implementation and delivery of an internal **Backtesting and Alerting Tool** with **calibration** and **Market Replay capabilities** for our organization’s trading platform to provide **Asset management solutions** for **individual brokers** and **IRAs.** These enhancements added capabilities to the existing system to identify irregular behavior and minimize **false positives**. The solution allowed **surveillance analysts** to test new **alert algorithms** and **candidate algorithms** against historical data to allow traders to better evaluate how a **trading strategy** is performed and to recalibrate alerts.

**Role and Responsibilities:**

* Collaborated with Risk and Strategy team, the technology team and the Business management team to understand, document and abide by compliances and regulations enumerated by **SEC, FINRA, MiFID, FCA, SOX** for ensuring **data integrity** and **data security** of investor information.
* Interviewed Business users, Stakeholders, Subject Matter Experts and performed extensive JAD sessions, focus group, document analysis and Brainstorming sessions to develop a thorough understanding of end to end business processes involved in Portfolio Management.
* Worked with Risk Analysis team to conduct **IT Risk Assessment**, document **Disaster Recovery Plan** and assisted in performing **Quantitative & Qualitative Risk Analysis** using **Delphi technique**, **Cost Benefit Analysis**, **Root Cause Analysis** and **Decision Tree Analysis** to comply with data privacy standards.
* Identified and **mapped** the stakeholders to **RACI matrix** to ensure a smoother Change process and to clarify roles and responsibilities in the cross-functional project environment.
* Identified dependencies and documented **functional, non-functional, data and UI** requirements in **Business Requirements Document** (BRD) and S**ystems Requirements Specifications** (SRS) documents.
* Assisted **Product owner** in decomposing the **Epics** into **User Stories** and maintain the **Product Backlog**.
* Tracked stories, issues and defects using **Microsoft -Team Foundation Server (TFS) software** and maintained the entire project related documents and decisions in **Confluence**. Collaborated with Scrum Master to analyze Sprint Burn-UP and Burn-Down charts and to calculate velocity to track progress.
* Responsible for reviewing and updating website’s inherent content and applications which falls under **Content** Management using Adobe Experience Manager (**AEM**).
* Developed **Use Cases** and prepared UML diagrams like **Use Case, Sequence, and Activity** using **MS Visio**.
* Identified Structured and Unstructured data sources for ingesting the data in Hadoop Distributed File System(**HDFS**) using **Apache Flume** for unstructured data, **Sqoop** for structured data and **Kafka** for Streaming or Real-time data. Used **MapReduce** and **Hive** to process and transform structured data and **Apache Spark** for processing streaming data and Predictive Analysis.
* Assisted the team in the endeavors of **technical writing** for the tool’s inherent content.
* Assisted in developing **Tableau** Dashboards incorporating Charts and Histograms with trades plotted, **Smart Profit Chart** to analyze Trading Strategy’s performance and **Renko Bar** Charts for Portfolio Managers to view their investments in front office and Senior Management to view Risk Exposures.
* Assisted Quality Assurance team in the creation of **Test Plans, Test Scenarios, Test Cases, logging defects** and create an **error repository** using **HP QC**. Use best-practices like Continuous Integration, Acceptance test driven development(**ATDD**), Test driven development **(TDD)** and behavior driven development **(BDD)**. Mapped test cases to Requirements/User stories in **RTM**.
* Created feature file following – “given, when, then” format in **Cucumber** to enable manual and automation testing. Conducted **UAT** against test cases and acceptance criteria and actively participated in **Integration testing**, **Smoke testing, Black Box testing** and **Regression testing**.

**Environment:** Waterfall-Scrum Hybrid**,** MS Office 2016**,** Microsoft-Team Foundation Server (TFS), Adobe Experience Manager (AEM), Confluence, RedHat JBoss BPM Suite, Progress 4GL, OpenEdge Captiva, MS Visio, Calypso CalMon, Hadoop, Hortonworks Data Platform (HDP) v2.5, Apache Sqoop, Flume, Kafka, HBase, HDFS, Apache Spark, MapReduce, Tableau v9.3, REST API, JSON, HP QC 12.55, Bootstrap v3.3.4, HTML, CSS, Web Services, QTP.

**Thomson Reuters, Brookfield, WI Aug 2016 -JULY 2017**

**Sr. Business Analyst**

The company offered Asset management, Equities and Fixed Income (Bonds & CDs). This project was to enhance trade order management system by integrating Forex trading platform to trade with International trading markets. We also implemented an enterprise service buses to enable order validation, routing strategy and order optimization engines to interface with each other. With this enhancement, we Assisted the client reduce latency in the trade order management system by improving the Straight Through Processing (STP) times.

**Role and Responsibilities:**

* Collaborated with Compliance and Fraud Monitoring to understand, document, abide by and convey the rules and regulations enforced by **SEC, NFA (National Futures Association)** and **CFTC (Commodity Futures Trading Commission).** Learned about compliances of foreign markets like **MiFID (Market’s in Financial Instruments Directive) –** European Union**, FCA (Financial Conduct Authority) –** UK etc.
* Extensively used **MS Project** to developwork breakdown structure **(WBS)** and **Gantt Charts.** Trackedand monitored **User stories** in **Microsoft -Team Foundation Server (TFS)** andupdated Technicaldocumentation in **Confluence.**
* Hands on experience in gathering requirements though **JAD** sessions,Requirement workshops, Interviews, Document Analysis, Focus Groups and Brainstorming sessions for implementing **Forex options**, **OTC** options and interfaces in inherent trade order management system. Populated **FRD** and **SRS** with functional and technical requirements. Participated in **Document reviews** and **Analysis.**
* Assisted product owner on **backlog grooming** to keep product backlog relevant and prioritized, ensuring acceptance criteria are agreed upon and stories are ready for size estimation. Assisted Project Manager or Scrum Master in all phases of Project Management using **Waterfall-Scrum** methodology. Assisted in developing User Stories from functional requirements documented in **BRD**.
* Managed Change Requests, determined Scope, performed Impact & Cost Benefit Analysis, assisted in Feasibility studies, Market Assessments, Product Roadmaps, Risk Analysis & maintained **Risk Register**.
* Incorporated knowledge and learnings in **Business process re-engineering** and **Business process modeling** using **Use Case diagrams, Activity Diagrams** and **Process Flow diagrams**.
* Identified Source Data fields from **Salesforce Sales Cloud** application to Target fields in optimization & routing strategy platforms by specifying data layer mapping transformations for order management.
* Created the **Data Mapping** document for **Forex** platform integrated into multiple systems, detailing the data elements and the attributes in request/response web services and exception. Used different Specified Data Interchange Formats (**XML, SOAP, FIX** protocols) and **Data Transformation** for compatibility of messages between various **source** systems and **target** systems.
* Created XML Schema Definition (**XSD**) document to enable developers to verify fields/attributes in **XML**.
* Used **SQL- DML, DDL** queries, Stored Procedures, **Pl/SQL** to extract reports, analyze data and mapping.
* Documented **web service APIs** for FIX, Bloomberg B-Pipe and Reuters using specifications.
* Assisted the QA team in writing various **test cases, logging defects,** creating an **error repository** and maintaining **RTM** to support QA/testing team in testing activities. Co-ordinated withthe testing team in their **Integration Testing**, **UAT**, **Regression** testing, **Grey box** testing, and **Black box** testing.
* Used **HP ALM** for logging project planning activities, unit testing, Integration Testing and deployment activities. Used **Postman** to test request & response frequencies for source and target for web services.

**Environment:** Waterfall-Scrum, MS Office, Lucid Chart, MS Project, MS Share Point, Mock-Up Screens, Microsoft -Team Foundation Server (TFS), Confluence, HP ALM, Web Services, SOA, HTML, XML, Java, Mule ESB, jScript/jQuery, SOAP, WSDL, Trading, Capital Market, Oracle 11g, Salesforce Spring.

**TD Bank, Cherry Hill, NJ Aug 2015 - July 2016**

**Business Analyst**

The project was aimed at enhancing web-based interface of client’s wealth management & advisory platform. Relationship Managers & Private Bankers used the platform to keep track of their clients’ investment portfolios, money market instruments and provide legal and asset management solutions.

**Role and Responsibilities:**

* Documented compliance requirements of **SEC, FINRA** & Financial Crime Enforcement Network (**FinCEN)** by facilitating informal workshop between **clients**, **Financial Advisors, SMEs** & **Technology** team.
* Gathered requirements by facilitating focus groups for implementing **MuleSoft** (ESB) interfaces.
* Collaborated with the Scrum Master to make sure all the necessary information, metrics, data, logistics, dependency charts are available for the **SAFe PI** Planning meeting. Assisted the SM in facilitating the Agile-Scrum Ceremonies **Daily Scrum, Sprint Review, Sprint Retrospective meetings** and discussed with the **Scrum Team** on some key agile practices which improved the team and stakeholder collaboration.
* Efficiently helped SM in conducting Product Increment Demo’s by making sure all the necessary logistics is in place and recorded changes requested by the stakeholder’s during Sprint Review meeting.
* Mapped **Salesforce Sales Cloud** sourceto target wealth management advisory platform applicationby specifying source data fields that will be queried & target data layer mapping transformations required.
* Developed **Tableau** based **Wealth Advisory** dashboards incorporating **Waterfall Charts, Heat Maps** and **Histograms** to advise clients on asset allocation and tax/estate planning strategies.
* Assisted developers in technical documentation of requests and responses from webservices **API**s.
* Assisted QA team in conducting **Unit** testing, **System** testing, **Integration** testing and **Regression** Testing using **Selenium** testing tool. Prepared **RTM** and interacted with QA team to ensure quality of platform.
* Assisted the testing team in writing **test cases, logging defects** and creating an **error repository** to support them in testing, tracking defects and systematically managing defects.

**Environment**: Waterfall-Scrum, SOA, MS Project, MS Office Suite (Word, Excel, PowerPoint, and Visio), Microsoft -Team Foundation Server (TFS), HTML, CSS, JavaScript, Java, Selenium, Tableau, Oracle 11g, XML, Java, jScript/jQuery, API, Web Methods, SOAP, WSDL, Wealth Management, Portfolio Management, Cloud, Salesforce Winter 14.

**Tech Mahindra/ AT&T, India Sep 2008 – Sep 2013**

**Business Systems Analyst**

The project was to enhance Billing system for client AT&T. The new system would generate electronic bills with itemized visualization of calls every month. This would be in addition to system’s legacy capability of viewing monthly bill, thus allowing customers to access every detail without placing any request with client.

**Role and Responsibilities:**

* Requirements gathering and functional analysis on Amdocs Billing CES 8.5 and EPC.
* Identified As-is and To-be process maps in **Gap Analysis** for new functionality requirements. Assisted **Project Manager** and **Senior Business Analysts** in performing **Feasibility** and **Complexity Analysis.**
* Communication with key managers to frame Business and technical requirements in accordance with SLAs. Resource and Time management to handle multiple projects and resources in Onsite – Offsite.
* Implementing Process improvements for Order Processing in AT&T’s billing and Middleware systems.
* Created **XSD** document to enable developers to verify fields/attributes in Extensible Markup Language document. Product modeling expertise for Voice and Data Products for Wireline and Wireless services.
* Testing planning and QA Analysis for Amdocs Billing and CRM applications.
* Release Management and Configuration of Amdocs Billing and Clarify CRM for Production and Testing environments. Assisted the QA team in formulating the **Test Strategy**. Also involved in formulating **Test Plans**, creating **Test Scenarios** for **Unit testing, System testing & Integration testing.**

**Environment**: Agile (Scrum) Methodology, Oracle 10g, HTML, CSS, JavaScript, MS Visio, MS Office Suite, Java, XML, SQL, Microsoft -Team Foundation Server (TFS), HP ALM, Web Services, Service Oriented Architecture (SOA).