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Description automatically generated with low confidence**Aditya M**

**Sr.Business Systems Analyst**

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| AWS and SMAC certified Professional with 8+ years of experience in the IT Industry. Dynamic and Detail Oriented Professional having proven success in conceiving, developing, and implementing Creative and Cutting-edge IT solutions. |
| **Experience Summary** |

* **Business Analyst** and **Business Systems Analyst** with **8+ years** of experience in **Business Development Process** and **Systems** and **Data Analysis**. Experience with working in the domain of **Banking** and **Insurance**.
* **Certified Scrum Master (CSM)** with proven ability to work with self-organizing and cross-functional teams in Banking and Insurance Sectors.
* Experience in working in various software development methodologies such as **Waterfall**, **Agile Scrum** and **Hybrid** of **Waterfall** and **Agile Methodologies**, also having fair understanding of other industry standard methodologies like **Extreme Programming**, **Rational Unified Process (RUP)**, **Spiral** and **Kanban**.
* Strong understanding & experience in working for regulatory driven projects under **(TRID/RESPA) Compressive Capital Analysis** & **Review** **(CCAR)**, **Dodd Frank**, **TRID**, **USA PATRIOT Act**, **Bank Secrecy Act**.
* Expertise in eliciting Business Requirements with various techniques, **Joint application development (JAD)**, **Interviews**, **Focus Groups**, **Document Analysis**, **Job Shadowing**, and **Survey/ Questionnaire**.
* Proficient in preparing wide range of documents including, **High-Level** and **Low-Level** documents such as **Business Requirement Document (BRD)**, **System Requirement Specification (SRS)**, **Use case specification**, **Configuration Document**, and **RACI matrix** (Responsible, Accountable, Consulted and Informed).
* Experience in conducting **GAP analysis**, **Impact analysis**, **SWOT** **analysis**, **Cost benefit analysis**, **Root cause analysis**, **Feasibility study, Risk analysis** and **As-Is and To-Be** business analysis and drafting reports.
* Collaborated on creating **Work Breakdown Structure (WBS), (SOW)** using **MS Project**, tracking schedules, calculated team efforts and milestones.
* Experience in handling **change request management**, effectively implemented change by performing both **Business Impact Analysis** and **Technical Impact Analysis** of the change in the scope of the project.
* Experience in building **UML** diagrams including **Use Cases**, **Activity diagrams**, **Sequence diagrams**, **Class diagrams**, **Data Flow Diagrams** and transforming the requirements gathered into functional specifications focusing on workflow analysis and design, user interface design, data flow, process flow and **ER Diagrams**
* Expertise in **Graphic User Interface Design (GUI), Wireframes** and **Mocks-ups** using **Balsamiq tool, MS-VISIO** and **Smart** **Draw**.
* Considerable experience gained by extensive client interactions in highly cohesive and loosely coupled **Service Oriented Architecture (SOA)** and **3-tier** architecture with strong and in-depth understanding of **XML, Web Services (WSDL, SOAP, REST)** and **SQL** across heterogeneous IT environments.
* Well versed with **HTTP (GET, PUT and POST) methods** and their status codes for **REST API** request and responses.
* Scripted **business** **logic** in the web methods of Web Services and documenting the **Web Service Level Agreement (WSLA) document** through the use XML. Possess knowledge about different web servers such as **Microsoft IIS**, and **Apache** **Tomcat**. Wrote business logic rules in the **Code-Behind** pages to perform **client** and **server-side validation.**
* Designed and implemented **SQL queries** and stored proceduresusing **joins, unions, outer joins, group by, order by** and **aggregate functions** to extract data from databases **(Oracle, SQL Server**) for timely reporting, validation
* Extensive knowledge in **Data Warehouse and ETL** process using Informatica and used it to extract the data from source systems, transform it according to business rules and load it into the **DWH**.
* Expertise in creating **Data Modeling, ER Model and Dimensional Model** in the form of entities and relationships to capture the user requirements properly in the underlying database.
* Experienced in **API testing** using **Postman** and **SoapUI** to check if the API’s are returning the data in **JSON, XML** format as defined in the **API documentation** and required by workflow.
* Worked with QA team to design **Test plans** and **Test Cases** for **User Acceptance Testing (UAT)** using **HP QC/ HP ALM.**
* Experience in **Testing Life Cycle**, supervising Black**-box Testing**, **Functionality Testing**, **System Testing, Integration Testing, Regression Testing, User Acceptance Testing (UAT), Load/Stress Testing, and Performance Testing**.
* Thorough understanding of **Business Intelligence (BI)** and experience in creating interactive, analytical dashboards using **Tableau and IBM Cognos/ Power BI** for visualization and decision making.

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| **Skills** |

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| SDLC Methodologies | Traditional – Waterfall, Agile – SCRUM, Scaled Agile Framework,  Hybrid – Scrum-Waterfall |
| Business Skills | Change Management, Problem & Incident Management, Impact Analysis, JAD Sessions, SWOT Analysis, Project Planning, Risk Management, WBS and SOW. |
| Business Intelligence tools | Tableau, IBM Cognos, Power BI, MS Excel |
| Business Modeling tools | MS Visio, Mockup Screens, Balsamiq, Unified Modeling Language (UML) |
| Project management tools | MS Project, MS SharePoint, MS Office 365 online |
| Requirement management tools | JIRA, HP ALM, IBM Rational Clear Quest, Agile CA (Rally), Confluence, SharePoint |
| Reporting tools | Splunk, Tableau Desktop, IBM Cognos, MS Office 365 online |
| Architecture/Framework | Service Oriented Architecture (SOA), RESTFUL API’s, XML and SOAP services,  Apache Web Server and Apache Tomcat |
| Languages | MYSQL, JSON and XML |
| Testing tools | JIRA, HP ALM, Rational Clear Quest, Load Runner |
| Automation tool/ Application Tool | Leap Work and SMART IQ/ INTELLEDOX |

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| **Professional Experience** |

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| |  | | --- | | Lead Business Systems Analyst August 2018 - Present  ***Vanguard***  The project scope was to digitize (Go Digital) and automate Vanguard’s Investment applications or forms by building an end-to-end unified platform adhering to compliance and regulatory norms. A unified platform for the Personal and Commercial investors is built on AWS Infrastructure and Infiniti Intelledox tool enabling a single straight through interactive interviewing process resulting in the reduction of 95% NIGO applications, improving the cycle time and efficiency with 90% reduction in the manual processing.  Roles and Responsibilities:   * Conducted Meetings with product owners and **SME’s** business users to collect requirement and business process information. * Prepared Business Requirements Document **BRD**, Functional Requirements Document **FSD** and Impact Analysis document based on the requirement updates. * Developing the workflow mapping document and transformation logics to transform the workflow from the AS -IS business model to the To-be interactive interviews model. * Created Mock-up Screens and Wireframes using UI Components such as Drop-down list, check boxes for retrieving data from the user with client-side verification. * Created and Maintained the Requirement traceability matrix document across the project life cycle using Confluence. * Communicating and Developing **INFINITI INTELLEDOX/ SMART IQ** applications as per the workflows/ design document approved by business. * Developing the **POC**’s for functionalities and making sure to implement them without potentially resulting in **NIGO.** * Analyzing the existing business model and eliciting the business requirements by using one to one interview and JAD sessions. Took insights with active participation in document reviews, plan setup, plan configuration and incorporated them in business process re-engineering, business process modeling using activity diagrams and swim lane diagrams. * Representing migration meetings with business owners, Product owners and SME's and updating the meeting details and supporting documents in confluence. * Developing the UI interactive interviews using a tool Infiniti INTELLEDOX/ SMART IQ as per the workflows approved by business. * Monitoring health checks for Intelledox application deployed on Vanguard server through monitoring tool App Dynamics and Splunk. * Developed POC’s for on boarding new Tool/ Application **LEAP WORK** which is used to automate INTELLEDOX/ SMART IQ interviews. * Fixing the production Issues, perform testing in development and SAT region and deploy code to production through BITBUCKET and BAMBOO. * Conducting Impact Analysis of the any implementation/ deployment of new services. * Developing Splunk dashboard to monitor applications/web services endpoints, writing Splunk queries to display data in graphical/statistical format. Handling Incident Management alerts by writing alert queries in Splunk to generate SMS and email alerts. * Maintaining the **Splunk Dashboard** to monitor the API’s failure/ success rates in both PROD and SAT environments. * Performing any updates/ enhancement for Intelledox Infiniti application. * Creating a data source in INFINITI INTELLEDOX / SMART IQ tool using the deployed YAML Swagger file. * Performing testing of Intelledox interview to make sure end-end connectivity between Data Source and REST Microservices end points. * Performing **REST API** testing using **POSTMAN** with proper payload and header parameters. * Analyzing the response of API’s based on HTTP response status codes and create a issue to fix the same. * Analyzing the failure in the Production and non-production environments based on the status codes and raise the defect tickets to the application owners. * Assisting automation testers in writing Test cases using Selenium framework and features files in Given When Then format. Performing various testing such as black box testing, red box testing and yellow box testing. * To write the SQL queries to compare the API response against the data present in the database tables. * Wrote SQL queries to document and integrate data from various sources for validating the data. * Validated XML’s if they are well formed using SOAP UI and documented the SOAP protocol using POSTMAN tool.   Environment: Safe, Agile/ Kanban, Infiniti Intelledox/ Smart IQ, AWS Infrastructure, Docu sign, Selenium, Cucumber, Jira, Confluence, Visio, Balsamic, HP ALM, DB2, Monolith Architecture. |   Sr Business Systems Analyst Jan 2017 – August 2018  *Morgan Stanley, New York City, NY.*  The project scope was to digitize and automate commercial lending application by building an end-to-end unified platform adhering to compliance and regulatory norms. A unified platform for the commercial lending is built on Business Process Management Framework (BPM) suite enabling a single straight through process.  Roles and Responsibilities:   * Elicited the business requirements for the project using One-One Interviews, Document analysis, Surveys, JAD sessions and used the standard template of the organization to develop requirements. * Interacted with SME’s, asking detailed questions and carefully recording the requirements in a format that can be understood and reviewed by both Technical users and Business users/ Stakeholders. Analyzed and documented those requirements by prioritizing and tracking the business case. * Assisted in implementation of Compliance with regards to CRA (community re-investment act) regulations, Fair Lending Compliances HMDA (Home Mortgage Disclosure Act) and SOX. * Actively assisted the product owner in Prioritizing the product backlog as per the maximum business value along with proactively working on Grooming user stories in planning activities using INVEST criteria. * Involved in all the scrum ceremonies such as Sprint Planning, Daily Stand up’s, Reviews, Retrospective’s. * Asserting the Scope of data to be migrated and identifying the Source systems and Target systems. * Prepared Canonical Data Model (CaDaMo) depending on the defined scope and identifying Business Entities. * Developed Data Mapping document and transformation rules required to transform the data from the AS-IS data model to the To-Be data model and performed ETL using SSIS. * Worked with SME’s to understand Key Performance Indicators (KPI’s), and Service Level Agreements (SLA’s). * Analyzed and documented domain specific API’s while conducting the Interface analysis, to interpret the data formats in their WSDL/WADL for a thorough understanding of business requirements and supported integration of compliance REST API’s and credit risk bureau REST API’s with Business Rules Engine. * Performed Automation testing by using Cucumber and created feature file following Given, When, Then format. * Collaborated with the QA team for test scripts that were written for Unit testing, Functional testing, Stress/Load testing, Compatibility testing and logged and tracked the defects that were identified using JIRA. * Performed Entry Point Testing while streaming real time data to verify the data quality using TestingWhiz. * Co-ordinated with QA in functional testing of an application, prior to demo in the Sprint Review Meeting. * Created dashboards and reports using Tableau to validate the data ingested into Data Lake (S3 and HDFS) and Oracle.   Environment: Agile/Scrum, Service Oriented Architecture (SOA), MS Visio, JIRA, Tableau, Swagger, Informatica, Cucumber, UML, and UAT Testing. |

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| Project 2 | Mar 2016 – Dec 2016 |

**Sr Business Systems Analyst**

***State of Washington, Seattle, WA***

The scope of the project was to build an integrated environment which provides a transparency, ease of access, analysis and enhanced reporting capabilities, as the existing infrastructure was outdated and was no longer capable of managing the increased information. and it is achieved by integrating data from traditional database systems and other multiple sources of data to enterprise data warehouse systems for enterprise wide BI reporting.

**Roles and Responsibilities:**

* Identified and analyzed business needs using techniques such as **JAD Sessions**, **Document Analysis**, **Interface analysis**, **Requirements Workshops** with **stakeholders** and **Business users.**
* Translated the initial **high-level** requirements into user stories by conducting story writing workshops.
* Documented best plan of action for **SOX** compliance (**security controls**), appropriate tools to automate **SOX.**
* Interacted with **Data Architect**, **Enterprise Architect** and **Solution Advisors** in understanding the problem definition.
* Understood the **AS-IS** systems and **TO-BE** systems and used **MS Visio** for **Business Process Modeling**, **Process Business process flow diagrams** and **Process Mapping**.
* Designed **UI Mock-up** of the reports using **Balsamiq tool** as part of **Proof of Concept** and documented the feedback in **Jira** and **Confluence** to maintain the project artifacts and kept the information radiators updated.
* Constructed **(Requirements traceability matrix) RTM** to determine the source of the requirement, ensure all requirements are met and locate affected system components when there is a requirement change.
* Identified the **Sources** and **Target** systems and assisted the **Data Architect** in identifying the dimensions for the **Data Mart.** Created **Source** to **Target Mapping** document by validating the source **Data Type**, **Fields** and **Data Integrity**.
* Created **Conceptual** and **Logical ER diagrams** for the database and developed **Conceptual** and **Logical Data Models**.
* Assisted in **Integrating** various **Data Sources (OLTP)** to the data warehouse using Informatica as an **ETL** tool.
* Configured **DWH** with **SSRS** to create effective visualization dashboards and **reports**.
* Gathered and analyzed data from enterprise database using various **SQL** queries like **Joins, group by, order by** and used **Stored Procedures**. Documented the **Database**, **Technical & Business Metadata** using **Metadata Repository** called **SQL Server Management Studio.**
* Involved in **API** documentation for **SOAP, REST** and documented **XML** requests and responses from the **Client** and **Server**. Performed API testing by using **POSTMAN**.
* Reviewed **Test Case, Test Plans** and **Test Strategies** to ensure that test cases reflect user needs for the **Functional, Performance**, **Usability** and **Security requirements.**
* Used **SSRS** to generate internal reports to study and analyze the current business performance.

**Environment:** **Agile/Scrum, Mock-up screens, SQL Server, SSRS, MS Share Point, Tableau, MS Project, MS Visio, GAP Analysis, SQL Server Management Studio, Data Warehouse, JIRA, UML, and UAT Testing.**

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| Project 3 | Jan 2015 – Feb 2016 |

**Sr Business Systems Analyst**

***Silicon Valley Bank, Santa Clare, CA***

The Scope of the project is to test the enhancement and new developments carried as part of the Microsoft technology group in Silicon Valley Bank, this includes testing Microsoft Dynamic CRM and Fraud detection application Actimize. CRM application maintains all the relevant details about the existing and potential customers which can be utilized by all down streaming applications in SVB bank.

**Roles and Responsibilities**:

* Conducted **interviews** with **project managers**, **SME’s** business users to collect requirement and business process information. Reviewed and documented **Functional requirements**, **business requirements**.
* Managed **risk-based audits**, **due diligence** and **governance** of new initiatives and **compliance** (**Anti Money Laundering**), **SOX, Basel II, GLBA, PCI**) programs to migrate risks.
* Implemented Actimize **AML** system to monitor suspicious transactions and **enhance regulatory compliance**.
* Performed **GAP** Analysis, by identifying existing features and documenting enhancements to meet requirements.
* Participated in **Grooming meetings** and **Scrum Ceremonies**. Well accustomed with estimation techniques which include **Planning Poker**, **T-Shirt Sizing** and **Relative Mass Valuation**.
* Created **Mock-up Screens** and **Wireframes** using **UI Components** such as Drop-down list, check boxes for retrieving data from the user with **client-side** verification.
* Exclusively used **SQL** designing, modifying and maintaining the **SQL Server Tables, Views and Stored Procedures**.
* Extensively used **Visual Basic** to create **Macros** to make **Data Migration Testing** more useful and compared results from the **legacy databases** to the new **CRM database**.
* Assisted web services team to create **API’s** for **SQL queries** for **automation** and generate reports based on user requirement. Tested the Report Service **SOAP AP**I that was integrated to **CRM** and other front-end applications using **Swagger**.
* Assisted the QA team to develop the **test plan** and **test cases** to perform the testing and involved in **Functional Testing**, **Regression Testing** and Automated **User Acceptance Testing (UAT)** using **Cucumber** automation tool.

**Environment:** **Agile/Scrum, Mock-up screens, SQL Server, MS Visio, GAP Analysis, Cucumber, JIRA, Swagger, Tableau, UML, and UAT Testing.**

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| Project 4 | Jul 2013 – Nov 2014 |
| Business Systems Analyst  *UPC Insurance, Tampa, Florida* |  |

United Property & Causality Insurance is one of the largest Property and Casualty insurance Company in Florida. The project was on a system which provides real-time information on claims, payments and adjustments' activity to identify regional and seasonal trends of most common type of claims and make timely decisions to manage workplace safety and reduce loss costs. The goal was achieved by re-engineering the existing Property and Casualty enterprise data warehouse and adding four Data Marts to meet its data management, and reporting requirements.

**Responsibilities**

* Performed **Gap Analysis** to identify the deficiencies of the current system and to identify the requirements for the change in the proposed system.
* Facilitated **JAD sessions**, **Interview sessions**, **Survey**s and **Questionnaire** to elicit requirements and documented them.
* Responsible for acting as a liaison between **operational** and **financial management** systems support and sales to identify business needs. Created a file of **ACORD** forms which in terms used as the standards in all **P&C markets**, for both **Personal** and **Commercial lines** of business, Implemented and maintained **P&C systems** of assigned customers.
* Managed **SharePoint** end **user accounts, permissions, access rights** and **storage allocations** in accordance with policies and best-practices regarding **Privacy** and **Security**.
* Created PowerPoint presentations incorporating **MS Office Suite, Excel, Word** and **Access**.
* Created **Use** **Case**, **Sequence, Process Flows** (Business and System) **Diagrams** using **UML tools** such as **MS Visio**.
* Identified **data sources** and **Target Systems** required for populating and maintaining data warehouse content.
* Worked on gathering data and dimensional requirements for different operational units in creating **Data Marts**.
* Wrote **SQL queries** to document and integrate data from various sources for validating the data.
* Executed testing of **REST** and **SOAP** web services using tools like **SOAP UI/ Ready API** to verify that the services meet the acceptance criteria defined in the user stories.
* Involved in generating **Test Cases** & **Test Scenarios** and collaborated with QA team in writing **Test Scripts**. Defined acceptance criteria for **User Acceptance Testing**.
* Responsible for testing the **Quote & Purchase** for both **Commercial** and **Home Property Insurance** of the customers.
* Created Dashboards and reports through **Tableau** and effectively showed trends in our portfolio that helped in analyzing the claims data and handle changes on stakeholder’s request.

**Environment:** **Agile/Scrum, Adobe Acrobat, UML, MSOffice, MS Word, Power point, MS Visio, Tableau, oracle**

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| Project 5 | Oct 2012 – Jun 2013 |
| Business Systems Analyst  *HSBC, Hyderabad* | |

The scope of the project was to replace the existing website and launch an all new website with enhanced features like UI interface, login functionality, guest view focus, timely updates on events and activities etc. The objective was to get the users registered for internet banking and other signups and save the existing users data and implement them in the new portfolio. The enhancement included the featured links to pages on the social networking websites.

**Responsibilities:**

* Elicitation of business requirements as needed to ensure that requirements are documented and that applicable business processes are **reviewed, analyzed**, and **developed**.
* Created and Maintained the **Requirement traceability matrix** document across the project life-cycle using **HP ALM**.
* Used **wireframes** and **screenshots** for the application to easily communicate it to the users using **MS Visio**.
* Used **Rational Rose** and implemented **UML** methodologies to design **Use Case, Sequence** and **Data Flow Diagrams**.
* Assisted product owner in **prioritizing** the **Product Backlog (PBI’s)** using **MOSCOW** technique and assisting the technical team in breaking down the **EPICS** into user stories to meet the **INVEST** criteria.
* Used **DDL**, **DML** and **DQL SQL** queries to perform **data analysis**, **data validation** and **data manipulation**.
* Validated **XML’s** if they are well formed using **SOAP UI** and documented the **SOAP** protocol using **POSTMAN** tool.
* Worked with the **QA** team for designing and documenting **Test Plan**, **Test Cases** for the **UAT** and **Regression Testing**.
* **Tableau** was used for **data visualization** to communicate information clearly via the statistical graphics, plots, information graphics, tables and charts selected.

**Environment: Waterfall-Scrum Hybrid, Mock-up screens, SQL Server, MS Visio, GAP Analysis, Data Warehouse, JIRA, Tableau, UML, and UAT Testing.**