James
Business Analyst

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CAREER OBJECTIVE:

To work in an environment which is innovative, challenging, rewarding and which offers profound knowledge base to enhance my talent, exposure and zeal of learning.

PROFESSIONAL SUMMARY:

- BCS trained and certified Business Analyst with over **6** years of total experience with **4** years of experience as a Business Analyst in Human Capital Management domain.
- Worked closely with Project Stakeholders, Subject Matter Experts (SMEs), and Business Users to understand the requirements and specifications for new applications along with re - engineering the existing applications.
- Used Elicitation techniques like interviewing, questionnaires, brainstorming, JAD, workshops, observation, and document analysis for requirement gathering.
- Extensive experience in creating Business Requirement Document (BRD), Functional Requirement Document (FRD), Story Maps, Flow charts, mock-up, Data Models, Use Case Model, Activity Diagrams using UML (Unified Modelling Language).
- Experience in Change Management– accommodating change requests, getting approval, impact analysis, follow-up with development team and ensuring delivery on time. Take care of the SLA's and ensure the smooth execution of the project.
- Experience in performing Gap Analysis by understanding and mapping the AS-IS state and TO-BE state.
- Experienced in working in an Agile Scrum environment with ability to breakdown requirements into epics, features and user stories.
- Designed and implemented a customer-oriented reporting and information system for gender-based abuse or violence victims which improved the success of business objectives by 50%.

CORE BA SKILLS: Business Process Re-Engineering, Project Scope Definition and Modelling, Stakeholder analysis and Mapping, Requirements Engineering, Requirement Elicitation, Requirement analysis, Requirement Modelling, Requirement Validation, Requirement management, Requirement documentation, Requirement prioritization, UML, BPMN2.0, Gap Analysis, Business Impact Analysis, Business Process Improvement, Root Cause Analysis, SWOT Analysis, UAT Testing, Design Thinking.

SOFT SKILLS: Communication, Stakeholder management, Leadership, Decision making, Analytical thinking, Critical thinking, Proactiveness, Conflict management, Problem solving.

OTHER SKILLS: Budgeting, forecasting, Planning, monitoring, Variance analysis, Pricing, Reporting

BA TOOLS: Jira, Confluence, Draw.io, MS Excel, MS Word, MS Visio, Balsamiq, SharePoint
DOMAIN TOOLS: EV5, Vantage, iHCM, Financial Force
TECHNICAL SKILLS:

Languages	SQL
Databases	SQLite, PL/SQL
Operating System	Windows, Mac, Linux
MS-office Tools	Excel, Word, Power Point, Access, VISIO, Publisher, Outlook

PROFESSIONAL EXPERIENCE:

Company: ADP   **January 2019 – Present**
Role: Business Analyst
Project Summary: Worked on ERP module which includes HIRS, Benefits, TLM and involved integration of EV5 and SQR.

Responsibilities:

- Liaised with business stakeholders to understand the current business problem by investigating the business needs using Root Cause Analysis, and identified areas of Improvement.
- Completed GAP analysis, documented the AS-IS and TO-BE states into UML use case diagrams to provide stakeholders with a clear illustration on the functionality the new website would provide.
- Built rapport with key stakeholders and managed them based on interest and power as per the stakeholder matrix strategy.
- Captured high level requirements from stakeholders through workshops, interviews, JAD sessions, brainstorming sessions and translated them into agile user stories and acceptance criteria, ensuring they are meeting INVEST criteria.
- Created wireframes using Balsamiq cloud to help articulate solutions to business and technical teams which helped to mitigate the risk of time loss in requirements understanding.
- Led backlog refinement with technical teams on Jira to increase understanding of functionalities to be developed and helped with estimation.
- Created detailed wireframes in Balsamiq Cloud to illustrate features alongside user stories.
- Logged any risks, issues, assumptions, and dependencies on the RAID log.
- Supported testing teams by drafting test scripts.
- Conducted User Acceptance Testing (UAT) due to shortage of tester resource. Reported results to the business summarising the success rate.

Award:
- Bagged Employee of the Quarter award for Q1 in 2022.
- Bagged Employee of the Month award for October in 2019

Company: AMINFOWEB   **April 2017 – November 2018**
Role: Pre-Sales Business Analyst

Responsibilities:
- Creating a detailed business analysis plan, outlining problems, opportunities and solutions for a business.
- Elicit & Translate Business requirement to User Stories.
- Conducted Requirement Gathering (Elicitation) meetings using techniques like Interviews, Questionnaires, Interface Analysis, Document Analysis, Brainstorming Sessions and Focus Group to understand the business needs.
- Gathered and analyzed the User requirements and Functional Requirements and documented Use Cases, Process Maps, Wireframes & Non-Functional Requirements.
- Conducted walkthrough of requirements to technical team and helped resolve open issues and Change Requests through Impact Analysis.
- Performing end-to-end cross-discipline leadership throughout the software development lifecycle. Accountable for on-time, high-quality software project deliveries, including Analysis, Design, Development, and Quality Assurance.
- Document process workflows and make appropriate recommendations to impact operational efficiencies.
- Prioritize Requirements using MOSCOW and Business Value methods.
- Involved in Software Development Life Cycle Design, Developing and Implementation of the Project.
- Worked in collaboration with business managers, product owners and scrum team to identify and investigate business problems and proffer solutions. Creating the business case.
- Designed workflows and operations charts, documenting existing procedures to ensure projects remain in scope.

CERTIFICATIONS:

- Scrum Fundamental Professional Certificate from CertiProf
- Agile Analysis Certification from Project Management Institute
- Cert Prep: Scrum Master from LinkedIn
- Foundation certificate in business analysis from BCS
- Software Development Life Cycle (SDLC) from LinkedIn
- Stakeholder Management from Project Management Institute
- Business Analysis Foundations from LinkedIn
- IIBA-CCBA Trained Business Analyst

EDUCATION:

College: NBN Sinhagad College of Engineering

Degree: Bachelor of Technology in Computer Engineering in 2016