

**LAKSHMI S SOMA**  
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#### **PROFESSIONAL SUMMARY: -**

- Over 5+ years of extensive experience as a Business System Analyst/ Business Analyst using IT business analytics and SDLC (Systems Development Life Cycle)
- Experienced in interacting with business users to identify their needs, gathering requirements and authoring Business Requirement Documents (BRD), General system Design (GSD), Functional Requirement Document (FRD) and Software Requirement Specification (SRS) across the deliverables of a project.
- Experience in working with Microsoft Office suite (word, excel, Access, Visio), Power Point and Outlook) for documentation, analysis and presentation.
- Strong familiarity and understanding of Key Performance Indicator (KPI) analysis and performance measurement including dashboards
- Experience in development of Process Flow Diagram, Use Case Diagram, Activity Diagram, and Sequence Diagram by using UML methodology using tools such as Rational Rose and MS Visio.
- Expert in create project life cycle documentation, including Project Charter, Project Plan, Go-Live Authorization document, Closing document.
- Experience with BI tools, Micro Strategy, Tableau, Cognos. Proficiency using Tableau Server, Tableau Desktop, Tableau cloud, Tableau Online from versions 8.x to 10.x.
- Good Management, Execution and Documentation skills, cultivated strong relationships with Technical team, Vendors and Clients.
- Adept in writing SQL queries for data extraction, manipulation, analysis, and validation, generating user reports and proficient knowledge of Relational Database Management Systems (RDBMS), and Data Warehousing.
- Experience in conducting GAP analysis, SWOT analysis, User Acceptance Testing (UAT), Impact analysis, Risk analysis and mitigation plan, adept in writing SQL queries for data extraction, manipulation, analysis, and validation, generating user reports and proficient knowledge of Relational Database Management Systems (RDBMS), and Data Warehousing.

#### **TECHNICAL SKILLS: -**

<b>Business Modeling tools:</b> MS Visio, Lucidchart
<b>Project Management:</b> MS Project, Microsoft Office Suite and MS share point
<b>Management Tools:</b> Word, Excel, Power point, One note, Outlook, MS Access, Quality center
<b>Data bases:</b> MS Access, SQL, Oracle, DB2, Salesforce, Microsoft Dynamics.
<b>Environment:</b> SDLC, Rational Unified Process, JAD, Waterfall, Agile, RAD, Change Control Process
<b>Reporting tools:</b> Tableau, Power BI, MicroStrategy, Excel, Cognos.

## **PROJECT EXPERIENCE: -**

### **Business Analyst, Workwave Technologies Ltd.**

**Toronto, Ontario**

**Aug. 2020– Present**

#### **Responsibilities:**

- Engage client to gather software requirements/business rules, and ensure alignment with development teams
- Translate stakeholder requirements into different tangible deliverables such as functional specifications, user cases, user stories, workflow/process diagrams, data flow/data model diagrams.
- Draft and maintain business requirements and align them with functional and technical requirements.
- Evaluate risks related to requirements implementation, testing processes, project communications, and training saving the company
- Communicate client's business requirements by constructing easy- to-understand data and process models
- Identify and reconcile errors in client data to ensure accurate business requirements.
- Collaborates with multiple teams (onsite and virtual) and acts as a liaison between different business units and IT team in gathering requirements to be used in developing reports using business analytics tools.
- Work with Business Intelligence tools such as Tableau and Power BI to develop reports and provide data to stakeholders
- Develops metrics that provide data for process management and indicators for future improvement opportunities
- Develop and maintain a framework for reporting product performance on a daily, weekly and monthly basis.

### **Business Analyst, Cambrian College.**

**Sudbury, Ontario**

**Sep. 2019 – Jun.2020**

#### **Responsibilities:**

- Analyze client's business requirements and processes through document analysis, interviews, workshops and workflow analysis.
- Develop business architecture using requirements such as scope, processes, alternatives and risks.
- Developed process mapping of current and future business processes
- Created Business Requirement document (BRD) and Functional Requirement document and maintaining the Requirement Traceability Matrix (RTM) document

- Created project plans in accordance with project management framework standards and procedures. Identified ongoing issues and gaps within project plans, in order to eliminate implementation issues.
- Created cost-benefit analysis and ROI assessments that were used as the basis for decision-making on proposed IT implementation projects
- Developed and executed tests, test tools, procedures, benchmarks and documentation for new and enhanced products
- Proficient in querying a variety of data warehouses and data structures using SQL
- Served as the primary customer interface to resolve all questions and concerns to ensure satisfaction
- Assisted in developing, reviewing, approving proposals, budget and narrative reports
- Involved in Functional, Regression, System, Positive, Negative, Black Box, Integration, Automation and Load testing.
- Support ERP system users by providing troubleshooting, report generating, SQL query writing and system analysis services - recommending business process improvements to leverage system features and functionality

**Environment:** MS Office, MS SQL Server, MS Project, MS Visio, Lucidchart, MS Word, MS Excel, MS Access, UNIX, Share Point, Tableau, Basecamp, SAP.

**Business Analyst, Incedo Inc.**

**Client:** Gilead Sciences, Foster city, California

**Oct. 2018 – May.2019**

**Responsibilities:**

- Leading ongoing reviews of business processes and developing optimization strategies.
- Staying up to date on the latest process and IT advancements to automate and modernize systems.
- Created Rich dashboards using PowerBI Dashboard and prepared user stories to create compelling dashboards to deliver actionable insights.
- Proactively communicate and collaborate with external and internal customers to analyse information needs and functional requirements and deliver the following artifacts as needed
- Prioritizing initiatives based on business needs and requirements.
- Conducting meetings and presentations to share ideas and findings.
- Collaborated with project managers to prioritize features and develop Release Plans, Project Plans, Sprint Plans, Deployment Plans, and Retrospective improvements
- Resolved numerous project issues including staffing shortages, tactical matters, scope creep and divergent business and user needs
- Collaborated with QA resources to develop overall test plans including test data requirements and provide direction for test coverage or questions
- Extensively worked along with the business users and provided report analysis and design
- Host knowledge transition sessions, provide training to the business users and conduct closure activities

**Environment:** MS Office, MS SQL Server, MS Project, MS Visio, MS Word, MS Excel, MS Access, UNIX, Share Point, Tableau, HPQC.

**Business Analyst, Hire IT global Inc**

**Client: Alameda Alliance for Health, Alameda, California**

**Oct.2017 – Sep.2018**

**Responsibilities:**

- Worked closely with medical management, claims, provider services and member service team to understand their day to day operations and identify gap analysis.
- Perform detailed analysis and provide recommendations on existing processes, requirements and workflows.
- Worked with SQL queries in MS Access and Oracle for data manipulations
- Created Rich dashboards using Tableau Dashboard and prepared user stories to create compelling dashboards to deliver actionable insights.
- Documenting various documents such as business requirements documents and use case specification documents.
- Conducted FRS and URS reviews and walkthroughs with the designers, developers and stakeholders.
- Works with the Business Team to review UAT validation scenarios and execute the UAT test cases.

**Environment:** SDLC, UML, SQL, MS Word, MS EXCEL, MS PowerPoint, JIRA, Tableau.

**Business/System Analyst, Qualitas Infotech Inc**

**Client: Gilead Sciences, Foster city, California**

**May. 2016 – Sep. 2017**

**Responsibilities:**

- Responsible for business analysis, requirement specifications, project planning and identifying the resources and implementation of the project.
- Collaborated with Project Managers, Business Analysts, and Technical Developers gathering requirements for new features and maintenance of application.
- Developed Use Case diagrams, business flow diagrams, Activity/State diagrams and Sequence diagrams to simplify the understanding of business process for the development team and other stake holders
- Coordinated with business owners, business analysts (BAs), quality assurance team (QAs), developers, user acceptance testers (UATs), and change advisory board members for routine enhancements/change requests.
- Supported testing team in test plans, test cases and defect management.

**Environment:** RUP, Visio, Excel/VBA, SQL Server, SSIS, Python, Tableau, JIRA

**Health Care Consultant**

**RNR HEALTH CARE**

**Jun. 2010 – Jun. 2014 (Tirupati, India)**

- Responsible for management and coordinating the various functions including staff scheduling, marketing and finance.
- Created multiple business case Analysis which improved efficiency and patient satisfaction

#### **EDUCATION: -**

##### **IT Business Analysis Graduate Certificate Program**

**Jun.2020**

- Cambrian College - Sudbury, Ontario, CA

##### **Master of Science in Management**

**May. 2016**

- Wilmington University - Wilmington, Delaware

##### **Bachelor of Science**

**Oct. 2013**

- NTR Health University - Vijayawada, Andhra Pradesh

#### **AWARDS: -**

Dean's List

#### **CERTIFICATIONS: -**

Certified Scrum Master (CSM)