**IHARIKA ADHIKARI, CCBA®**

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Canadian Permanent Resident

**Professional Snapshot**

3+ years of rich, end-to-end Business Analysis experience in Digital and E-commerce industry in the United States. Expertise in complete software life-cycle implementation, production support, rollout and enhancement from business analysis, testing, cut-over & migration, go-live assistance till post implementation support.

**Skills**

* Expertise in partnering with Business Owners and Product Owners
* Domain exposure includes omnichannel enablement, ecommerce strategy (web and mobile), personalization, loyalty and digital customer experience
* Expertise in working with databases and good knowledge in writing SQL queries
* Expertise in developing reports for Business (using Tableau among other reporting tools)
* Experienced in working with Agile projects using the Scrum process framework and used JIRA tool for maintenance
* Experienced in Data Analysis such as performing data extraction, data mapping, data modeling, data exploration and data visualization
* Experienced working with ERP and CRM systems like Salesforce and Microsoft Dynamics
* Experienced in working with Backend to DB communication services such as Hibernate and Spring Data jpa
* Experienced in working with Frontend platforms such as Angular (1, 2 and 4), JavaScript and Electron JS

**Work History**

**Business Analyst**, 07/2018 to 01/2019

**CVS Health** – Woonsocket, RI

Acted as the Business Analyst / Data Analyst for various projects in CVS Health including ‘Save the Sale’, ‘ERE – Enterprise Rules Engine’, ‘ExtraCare Core Digital Loyalty POD 1’ and other such retail and digital initiatives.

* Worked in a Scrum team environment and participated in Backlog review and Sprint Planning Sessions, following CVS Agile methodology
* Created user stories with acceptance criteria for Agile projects and maintained them in JIRA
* Created Business Flow Diagrams, Activity Charts, Data Flow, BPMN and Swim-lane diagrams for Business expectations
* Actively participated / arranged with number of iterations between team and customer on domain related tasks
* Performed market basket analysis on customer data to cross-sell/up-sell products
* Conducted numerous sessions with SME’s to understand the current state of business and functionality of legacy systems
* Used Data modeling to understand various elements of data that could be stored, the size of these elements and the kind of information each element can contain
* Worked closely with the UI team to model the screens, which met user defined requirements, organizational and regulatory standards using MS Visio and Balsamiq
* Translated business user concepts and ideas into comprehensive business requirements and functional / solution requirements
* Created Business Requirements Document (BRD), Solution Requirements Package (SRP) and maintained the Requirements Traceability Matrix (RTM) for multiple projects
* Documented all data mapping and transformation processes in the Functional Design documents based on the business requirements
* Developed Sankey charts to depict Customer Journey for ‘Save the Sale project’ using Tableau
* Managed the Change Control process for the ‘Improve Customer Service’ project as a whole by facilitating group meetings and one-on-one interviews/meetings
* Conducted Grooming Sessions with Scrum team to groom user stories and obtain estimates
* Used TOAD to debug the SQL queries to identify inconsistency in the warehouse tables, and to debug SQL queries issued during report execution
* Maintained JIRA quality throughout the project lifecycle
* Created and executed automated test plans, cases and scripts to identify application defects and their causes
* Personalized customer experience and optimized targeted offers by segregating customers using RFM Analysis for POD 1 Project

**Business Analyst**, 01/2016 to 06/2018

**Omnicare (CVS) –** Cincinnati, OH

Acted as the Business Analyst for various projects in Omnicare (CVS Health) including ‘MBI replacing HICN’, ‘Improve Customer Service’, ‘OSC2OR’ and other such Long-Term Care initiatives.

* Conducted various requirement sessions with Business and SME’s to gather Business requirement.
* Independently developed business and functional requirements specification, requirements traceability matrix, and use case documents to meet users’ needs
* Solicited functional requirement from key stakeholders, provide impact analysis and solutions and document them in the detailed functional specifications for Sponsor validation
* Analyzed gaps between business expectation and approved requirements documents and created documentation required to initiate change process
* Enhanced business data visualization for the weekly Directors' presentations
* Facilitated project status meetings and provided weekly status reports to all stakeholders
* Acted as an owner throughout a solution implementation to ensure customer satisfaction. Provided status updates, escalated issues and managed leadership (business & IT) expectations
* Performed Business process modeling using UML modeling concepts and applied them to the business requirements
* Created and maintained KPI reports for the assigned business units, with detailed monthly/quarterly analysis reports for leadership
* Led formal requirement reviews to obtain document signoffs and review plans, risks, issues, defects, and dependencies identified during requirements gathering
* Converted system requirements into Use Cases and entered information into Team Foundation Server (TFS)
* Analyzed the data that needed to go to the Data Warehouse and documented requirements

**Software Development Intern,** 05/2013 – 07/2013

**Varsun ETechnologies (P) Ltd (V)** – Hyderabad, India

* Assisted as a Junior Android Developer for a real-time project for the Government of India
* Configured the android application to utilize GPS services to record the areas that have been cleaned and report to higher management

**Certifications**

* IIBA Certification of Capability in Business Analysis CCBA
* TestDome SQL

**Education**

* **Masters:** Computer Science, 2015

**Kent State University** – Kent (US)

* **Bachelors:** Information Technology, 2014

**GITAM University** – Visakhapatnam (India)