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**PROFILE SUMMARY**

* A vision-oriented **Business Systems Analyst** and a **Certified Scrum Product Owner (CSPO)** with experience in working with multinational clients.
* Domain expertise in **Retail Industry and BFSI - Banking, Financial Services & Insurance.**
* Strong Knowledge of **Software Development Life Cycle (SDLC)** and methodologies like Waterfall, Agile methodology including System Requirements Collection, Architecture, Design, Testing. Maintenance and Enhancement in variety of technological platforms.
* Implemented **Agile Scrum principles.**
* Experience in **JIRA, Confluence and Azure Devops Dashboard,** anexpert in customizing the process.
* Excellent knowledge in preparing use cases, test cases and set up data specific to business requirements, test execution, and creating a traceability matrix for ensuring 100% requirement coverage.
* Admirable experience in **middleware(integration) services, omni channel and APIs**
* Savvy in creating user stories with wireframe along with acceptance criteria in JIRA.
* Expertise in UML and functional workflow diagrams using MS Visio / DrawIO.
* Expert in understanding business case, requirement gathering, evaluating the effectiveness of the solution, and ensuring the organizational goal and vision is met.
* Acted as a liaison between business and technical teams to ensure that the technical solutions align with business requirements and functional requirements.

**WORK EXPERIENCE**

**Business Systems Analyst Hudson’s Bay Company [HBC]**: **Feb** **2019 – June 2020**

**Project 1. Rewards loyalty platform –** Migrated the current legacy mainframe system to a cloud-based AWS system with less impact on various other subsystems. Delivered a better all-channel [eCommerce-Digital, POS and OMS] customer experience by expanding the capabilities.

**Project 2. Integrated payment architecture –** Integrated Payment Architecture [IPA] is an omnichannel payment platform for all applications across banners using a preferred payment gateway solution.

* Proposed a new process model that implies the SCRUM principles which helped me in handling a couple of projects at the same time and **reduced task management by 50%**
* Drive and own project dashboard which has product roadmap, release planning, backlog grooming and prioritizing and delivery of iteration(sprint) based on velocity
* Requirements elicitation through BABOK techniques and stakeholder analysis through RACI matrix
* Performed fit-gap analysis: As–Is vs To-Be. Analyze the impact of integrating the new system
* Conduct SCRUM ceremonies also create EPIC, Features and user stories with acceptance criteria for implementation based on user value and product vision in JIRA
* Walkthrough functional/technical requirements with engineering and QA team
* Technical specification documentation with data mapping, flow diagrams, swagger for APIs, JSON schema (Operations/Methods with sample request & response), user guidance, low level design in Confluence
* Maintain Lesson learned from the retrospective meetings. Prepared risk analysis and mitigation plan
* Drive triage meetings and responsible for communicating project status to stakeholders.
* Led a cross-functional team (collaborate with other subsystems BSAs like Digital, POS, Payments, OMS) comprised of internal employees and external contractors. Negotiate and define the workflows with external vendors
* Provided a solution to build a generic API that reduces the time of re-engineering
* Data analysis, reporting and modelling for the migration project. Analyzing and implementing the change request without scope creep with a change management plan
* Review test cases, test results and validate the API’s using postman. Supported release management, post-deployment and User Acceptance Testing with business users

**Tools and Techniques: MS Visio, Atlassian (JIRA, Confluence), Draw IO, JSON, SQL , SSRS, Use Case Modeling, Postman, Google Suite, Microsoft Suite**

**Business Systems Analyst Wipro Limited:** **2017 – 2018**

**Client: Citi Bank**

**Project 1. Credit Initiation/Mortgage Underwriting –** Credit Initiation is the underwriting process typically involves assessing the customer’s creditworthiness undertaken by the bank.

**Project 2. Advanced Fraud Early Warning Services –** Rule based engine for warning potential fraud transactions in card payments

* Created customized backlogs and release plan in Azure DevOps dashboard
* Reviewed features and epics with product manager and decided the Most Viable Product (MVP) that are aligned with product strategy
* Created user stories with use cases, test cases, and wireframe along with acceptance criteria in JIRA
* Defined the short and long-term product vision and communicate it to the development team and stakeholder
* Drive and own backlog grooming and management and drive acceptance testing and delivery of iteration
* Participated in a sprint review meeting to ensure the shippable product aligned with product goal
* Track the progress in the customized dashboard using widgets
* Prepared 100% requirement coverage using Requirement Traceability Matrix (RTM) which avoided scope creep
* Assisted quality analyst with functional inputs
* Created business requirement documents and functional specification documents

**Tools and Techniques: MS Visio, JIRA , TFS / Azure DevOps Server, SQL, Use Case Modeling, Microsoft Suite**

**Business Analyst Datum Software: 2016 – 2017**

**Projects: Rider Aligner, Event Management, Financial Advisory Services & HR Management System**

* Created user stories, business stories in JIRA and technical stories in TFS
* Managed multiple projects without the scope creep
* Played the role of tester, performed defect analysis and user acceptance testing(UAT)
* Analyzed change impact and enhancements of the existing system
* Used SQL queries to create and retrieve data from the database for testing
* Guided the team throughout the project in clarifying the requirements and in accomplishing high productivity and maximum efficiency
* Supported SEO/SEM strategies using Google Analytics.

**Tools and Techniques: MS Visio, EDraw, TFS, JIRA, SQL , Use Case Modeling, Google Analytics**

**Business Analyst HDFC Credila: 2014 -2016**

**Client: HDFC – Housing and Development Finance Corporation**

**Project: Lending System – Mortgage Loan and Insurance**

* Created business requirement documents and functional specification documents
* Traceability Matrix for 100% requirement coverage
* Participated in business walkthrough sessions
* Created wireframes and mockups
* Involved in UAT Testing

**Tools and Techniques: MS Word, MS Excel and MS Visio**

**Manager HDFC – Housing and Development Finance Corporation: 2011 –2016**

* Managed Mortgage Loan, Education Loan and Insurance product teams
* Managed the sourcing team throughout the loan process with strong knowledge of underwriting and operations and analyzed the credibility of the clients based on the provided documents

**EDUCATION**

**Master of Business Administration,** Anna University, Chennai, 2006

**Bachelor of Science (Computer Science)**, Bharathiyar University, Coimbatore, 2002