**Neha Mittal**

**PROFESSIONAL SUMMARY:**

* Certified PM and Certified Scrum Master with 9+ years of diverse experience in project management, business analysis, architecture and development of complex multi-platform in Financial, Banking and Healthcare applications.
* Project management experience involves delegating responsibilities, budgeting, designing time schedules and work breakdown structures, preparing weekly status reports for management, communicating and presenting the reports, and resolving issues and conflicts.
* Managed and delivered several major technology and operations projects in Wholesale & Retail Banking using SDLC methodologies.
* Strong hands-on knowledge of Object-Oriented Analysis & Design, full Software Development Life Cycle (SDLC). Experience with Agile/RUP/Waterfall methodologies and best practices.
* Extensive knowledge of CCAR, Dodd-Frank, Regulatory, FATCA, financial exchange, financial markets, fixed & derivatives income.
* Domain knowledge includes Capital Budgeting, Equities, Fixed Income, Performance Attribution, Mortgage backed securities (MBS), Investments, Derivatives (Options, Futures, Forwards, Swaps), KYC, BSA/AML, Credit Risk, Operational Risk, Market Risks, Commodities, Money Markets & Prime brokerage Services.
* Worked extensively on Stakeholder Management. Interfaced with SME's to meet regulatory objectives, milestones and timelines.
* Effective Project Scope Change Management, Project Charter and Configuration Change Management skills.
* Experience in creating Work Breakdown Structures (WBS), Project Schedules and Project Timelines.
* Proven initiator and strategic thinker with effective leadership, excellent analytical, time management, organizational and communication skills.

**TECHNICAL SKILLS:**

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| Project Management | Microsoft Project, TFS, MS SharePoint |
| Business Modeling Tools | IBM Rational Rose, Microsoft Visio |
| SDLC Methods | Agile/SCRUM, RUP, Waterfall |
| Defect Tracking | IBM Rational Clear Quest, Bugzilla, HP Quality Center |
| Databases | Oracle, IBM DB2, SQL Server, Teradata |
| Others | Visual Use Case, TOAD, Microsoft Office Suite (Word, FrontPage, Excel, Outlook, PowerPoint) |

**PROFESSIONAL EXPERIENCE:**

**Client: Zions Bancorp, Salt Lake City, UT June 2014 – Present   
Role: Sr. Business Systems Analyst/Project Manager**

Zions Bank offers personal, mortgage and business loans to its retail, small business, and corporate customers. Wealth Management Services offered include common and preferred stocks, futures, ETFs, option trades, mutual funds, fixed income, margin lending, and cash management services.  This application was a redesign of the old existing site. The project involved working on US IHC credit risk capital calculation fulfilling the extensive CCAR reporting requirements covering Investment Banking (IB) risk profiles of Wholesale loans, Retail Banking, Counterparty Credit Risk, Structure Finance, Securitization, and Equity including Investment Funds.

**Responsibilities**:

* Responsible for project planning, scheduling & resource management.
* Schedule and facilitate daily stand up meeting at same time and same location each day in accord with the scrum fundamentals.
* Performed Root Cause analysis for CCAR file anomalies.
* Studied the Basel III accord and Fed's CCAR. Led the Basel III Data GAP Assessments (DGA), created spreadsheets, analyzed possible scenarios within S&P's risk adjusted capital framework.
* Performed user acceptance test for vendor developed (adhoc) version of Basel III US IHC standard rule Pro Forma capital requirement calculation.
* Regularly holding sessions with Lines of Business (LOB) to document, implement and maintain the metadata and business rules for the bank's data, beginning with the data required for CCAR.
* Managing the data within finance to ensure adherence to consistent definitions, business naming standards, development of standard calculations, security requirements per CCAR requirements.
* Proactively identified projects risks and incorporated risk mitigating solutions and processes.
* Worked closely with the UI/UX team and design team to make sure all the requirements are being addressed in the prototype.
* Interacted with business owners, project stakeholders (external and internal) and cross functional teams in defining project charter, providing estimates, scope management, resource management, change management, vendor management and risk management.
* Managed team creating detail project plans which includes; resources planning, tasks planning, budgeting, milestones set-up, and performed GAP Analysis, Impact Analysis, Cost Benefit Analysis & Risk Analysis.
* Documented Project Charters, Project status, Scope, Project Definition Document’s, BRDs, FSDs and prepared diagrams for data and process mapping - use cases, activity diagrams, the Requirements Traceability Matrix (RTM).
* Participated in interaction with clients and stakeholders to assess needs, identify key challenges, and define project scope and deliverables.

**Environment:** Windows XP, MS-Visio, Oracle, Windows, HTTP, WebSphere, WebLogic, TFS, Agile, MS Project

**Client: HSBC, New York City, NY Sep 2011 – May 2014  
Role: Sr. Business Analyst/PM**

The project involved management of simultaneous, highly visible Flagship Programs in Global Banking & Markets, Retail Banking Wealth Management, Commercial Banking, Private Client Banking, Global IT Operations and Wholesale Banking Portfolios to achieve Regulatory/Compliance. Worked closely with the Legal, Compliance, Global IT Operations, CCAR and BSA/AML Teams.

**Responsibilities:**

* Interacted with business owners, project stakeholders and cross functional teams in defining project charter, providing estimates, scope management, resource management, change management, vendor management and risk management.
* Worked with management, developers, quality engineers, and product managers to gather requirements and define workflow for a new project, then implement in JIRA.
* Promoted Microsoft Project, SharePoint and Mercury Quality Center as standard project communication and collaboration tools
* Monitored the progress of the project status with respect to schedules and effort estimates.
* Managed team creating detail project plans which includes; resources planning, tasks planning, budgeting, milestones set-up, and performed GAP Analysis, Impact Analysis, Cost Benefit Analysis & Risk Analysis.
* Scheduled JAD sessions with the application developers to determine the scope and design of the new access request applications, coordinated follow-up and determined expectations for deadlines and completion of tasks.

**Environment:** Six Sigma, MicroStrategy, MS Visio, MS Office, Oracle EBS, SQL Server, JIRA, MS Project, RUP

**Client: United Healthcare, Carlsbad, CA June 2009 – Aug 2011  
Role: Sr. Business Analyst**

Contract Lifecycle Management Systems (CLMS): The project was to transition contract management practices to a centralized, structured, and secured system as well as automate the generation and approval of standard and exception contract language. During this Phase Capitated contract types were added as well as new workflow items to validate by Legal, Language Administrator, Auditors & Network Managers.

**Responsibilities:**

* Planned and controlled scope for complex, ambiguous and fluid projects, involving appropriate stakeholders to quickly and thoroughly in scope definitions
* Conducted meetings with Business owners to obtain KPI’s (Key Performance Indicator) for the projects, ad hoc requests and documented the metrics using Microsoft Excel.
* Organized weekly Project Status and Task Review meetings.
* Helped with creating Business Requirement Document (BRD) and Functional Requirement Documentation (FRD) to define the impact of the new requirements on the existing system.
* Created and managed project templates, Use Case project templates, requirement types and traceability relationships using MS Visio.
* Applied and tailored client's methods and PMI standards to define the appropriate Risk Management strategy (including mitigation, acceptance, avoidance or transfer) for a complex project
* Maintained an Issue tracking process that ensured team members can submit or review issues.
* Anticipated complex cross function issues and facilitates resolution, escalated issues to executives with the proper balance of urgency and calm/composure.

**Environment:** QC, SQL, MS Excel, MS Access, SQL Server, MS Visio, Waterfall, Requisite Pro, SQL Serer

**Client: VISA, Foster City, CA Jan 2007 - May 2009**

**Role: Sr. Business Analyst/Project Co-ordinator**

Project involved establishing a merchant account with CyberSource combined with the payment gateway account enabling a merchant to accept credit and debit card payments from customers.

**Responsibilities:**

* Elicited Requirements necessary for the analysis and documentation of the Company’s process. Analyzed existing process and its relationship with other processes and departments. Interact with clients and team on a daily basis to provide all clients with immediate responses, training and data analysis
* Participated in Brainstorming Sessions with Stakeholders to gather requirements, to determine feasibility of proposals and to develop alternate plans for the Project.
* Worked with the PM to manage project budgets, risk analysis and mitigation, issue management, root cause analysis, cost benefit, project schedule development and tracking using MS Project.
* Worked with business and technical groups to configure and deploy strategic data incident management application.
* Organizing weekly Project Status and Task Review meetings
* Constructed Requirement Traceability Matrix (RTM) using MS Excel to monitor compliance of requirements and to handle Change Requests efficiently.

**Environment:** PL/SQL, MS PowerPoint, MS SharePoint, MS Visio, MS Word.

**EDUCATION:** Bachelors in Mass Communication, IP University, New Delhi, India