**ROHINI**

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| **OBJECTIVE** |
| Seeking a challenging Business Analyst hands-on position with a progressive company where I can continue to develop and enhance my management and technical skills.  **SUMMARY** |

Business analyst with seven years of experience in the field of Business Process Design, Process Improvement, Object-oriented analysis, Quality Assurance and Software verification and validation in various industry domains.

* Extensive functional experience in the areas of **Retail Banking**, **Wholesale banking** and areas including **Risk Systems**, Fraud Detection, **Foreign Exchange**, **International Treasury** management.
* Experience working in a **Matrix Management Environment** in a lead BA role.
* Well versed in **gathering and analyzing requirements**, instilling changes in business processes and managing scope of the project.
* Skilled in performing **Gap Analysis**, creating Functional and Usability requirements employing **UML** methodology.
* Excellent experience in creating Business Requirement Documents, User Requirement Specifications, Functional Requirement Specifications and Business Process Flows.
* Extensive experience in analyzing and Creating **Use Cases, Use Case Diagrams, Activity diagrams, Business Flow Diagrams** and Wire frames.
* Experience in facilitating **Joint Application developments** sessions (JAD) and Requirement Elicitation sessions with large and varied group of business stakeholders.
* Interviews with business partners, **walkthroughs**, prototype demo, user interface, database schemas and use case scenarios.
* Updated project status to the Project Sponsor, Senior Management on a regular basis, creating **PowerPoint** presentations and project updates using MS Project for management review.
* Tracing requirements throughout the development process and verifying adherence using the **Requirements Traceability Matrix (RTM)**
* Experience in project management tools like MS-Project for status reporting and project planning.
* Worked with internal users for **bug management** and **bug triaging**.
* **Worked closely with the** **QA** team and assisted **with User acceptance Testing (UAT).**
* Possess hands-on knowledge of different methodologies such as **Waterfall, Agile and RUP** to deliver projects on time within budget with ever changing requirements.

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| **TECHNOLOGY** |

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| **Operating System**   * Windows 2000/XP/NT,UNIX   **Programming/Others**   * Java/J2EE, SQL * HTML, CSS * XML, Web-services | **Database**   * MS Access, IBM DB2 * Oracle 9i/10g   **Tools**   * TOAD * Altova XML Spy * MSOffice, MS Project * Rationale Rose * Microsoft Visio | **ERP/CRM**   * Epiphany Studio | |
| **EXPERIENCE** | | |

***Bank of America, San Francisco, CA Jan 09 – Present***

***Sr. Business Analyst***

***Project: Security Enhancement for Automatic Bill Payment through ACH Payment Gateway for BofA’s Wholesale Clients***

The project involved enhancing the payment gateway with extra security measures; a technology-driven approach for online banking. The important features included were, secured authorization processing and enhancements of automatic bill pay options.

***Responsibilities:***

* Elicited with business teams, technology teams and quality assurance members to gather, document and communicate system requirements effectively.
* Designed **UML** diagrams using **Rational Rose** and **MS Visio**, for better understanding of business processes.
* Conducted user interviews, surveys and created presentations of business process for requirements gathering, analysis, and design.
* Created Wireframes using **Dreamweaver** and **MS Visio**, to effectively communicate the user-interface platforms to the system teams.
* Collaborated with technical staff and subject matter experts to establish the technical vision of projects and analyze tradeoffs between performance and usability.
* Initiated **JAD** sessions for design and documentation of the Functional Specification Document (FSD) and made sure that all the requirements were implemented into functionality or a feature within the system by means of Requirements Traceability Matrix (RTM).
* Interacted with system developers to clarify questions and resolve discrepancies in Business Requirement Documents (BRD).
* Worked closely with both development and testing teams to improve quality of the application by actively participating in regression analysis and **User Acceptance Testing** (UAT).
* Managed scope change effectively with business modules in mind, thus accommodating reasonable requests from business teams.

Environment: Rational Rose, MS Visio, Adobe Photoshop, MS Excel, MS Access, Oracle 10g, UML.

***US Bank, Alameda, CA Aug 07 – Dec 08***

***Business Analyst***

***Project:  Risk Workstation***

Risk Workstation is a web application that automates back office processes in US Bank to monitor, reduce and eliminate issues related to customer-initiated requests. RW uses a web based customizable CRM application Epiphany, to support back office Lines of Business (LOB’s) such as Customer Identification Program (CIP), Remote Deposit and Check Duplicates among other in-house clients.

***Responsibilities:***

* Worked with the project manager in developing **project concept** and defining Project scope.
* Gathering **requirements** from multiple lines of business, Operations Managers, Stakeholders, Product owners and Focus groups through Requirement Workshop, Interviewing, Brainstorming and **JAD** sessions.
* Analyzed Business Requirement Documents and created **Use Case Diagrams & Activity Diagrams** using **MS Visio** and **Rational Rose** to support the design phase and make sure that the development team has a clear picture of the requirements & functionality of the system.
* Conducted **walkthrough** of functional requirements of RW systems with other technical partner and business users and obtained approvals from the stakeholders.
* Participated and facilitated meetings with Project Manager, Developers, Test Analysts and business teams to discuss business requirements, test planning and resource utilization.
* Handled **Scope Creep** and incorporated the relevant changes in features effectively.
* Created detailed **Test Plan** at the design phase of the project.
* Wrote SQL queries on Oracle database using tools such as **SQLPlus and TOAD.**
* Provided oversight during **User Acceptance Testing,** by guiding and training the users with the changed and new functions of CRM application.
* Performed daily status calls with the onsite and offshore team and reported status to managers & updated Project Plan.

***Environment:*** Epiphany, Java, J2EE, Oracle 10g,Rational Clear Case, XML Spy.

***Washington Mutual, San Francisco, CA Jan 06 – Jul 07***

***Business Analyst***

## *Project Description: FOREX- Foreign Exchange Trading System Application*

This project was in the Cash Management division. The project Foreign Exchange Trading System Application was the enhancement of the trading system that Washington Mutual Bank used for foreign currency exchange for UK, Canada, Australia, etc.

***Responsibilities:***

* Elicited and **gathered business requirements through brainstorming and prototyping**.
* Conducted feasibility study and **performed GAP and Impact analysis for the proposed state**.
* Conducted **JAD sessions** to allow different stakeholders to communicate their perspective with each other, resolve any issues and come to an agreement quickly.
* Created **use case scenarios** and **documented workflow and business processes**.
* Prepared **Business Requirement Document (BRD) and Functional Specification Document (FSD).**
* Facilitating use case requirements sessions to elaborate requirements and business processes into technical **UML** specifications.
* Implemented the project around **AGILE** methodology.
* Assisted the Project Manager with creating detailed project plans and also in developing, scheduling and tracking project timelines.
* Created mock up screens using **Dreamweaver** for the UI designer.
* Collaborated with the QA team to **ensure adequate testing on software, maintained quality procedures, and ensured that appropriate documentation was in place**.
* **Conducted peer review meetings periodically** to keep track of the project’s milestones.

***Environment:*** UML,MS Visio, Rational Rose, Quality Center 9.0, Java, J2EE.

***Charles Schwab, San Francisco, CA Feb 05 –Dec 05***

***Business Analyst***

***Project: User Authentication Module***

UAM is a web based application which authorizes the customers to the various products, services and functions provided by the bank. It allows the clients to use the products and also authenticates by providing different roles to the users. It handles individual settings of a product to different clients depending upon what the clients need. It also handles user level settings. It generates audit reports, weekly & monthly reports of transactions performed on the products.

**Responsibilities:**

* Worked with the PM to decide upon the best methodology for the project and the best approach for requirement gathering.
* Responsible for conducting interviews with fund management team, and one on one meeting with the portfolio managers.
* Responsible for collecting and managed business requirements, along with business process and developed the **Business Requirement Documents** (BRD).
* Developed **Functional Requirement Specifications** (FRS) and **Supplementary Specifications** (non-functional).
* Identified and tracked Project Issues and Risks.
* Designed and developed all **Use Cases, Use Case Diagrams, Activity diagrams and Class diagrams.**
* Assisted the PM in setting realistic project expectations and in evaluating the impact of changes on the organization and plans accordingly and conducted project related presentations.
* Worked with developers to make sure that they understand the **Use Cases** and worked with quality control teams to develop **Test Plans and Test Cases.**
* Responsible for designing and implementing the basic **SQL** queries for **Quality Assurance testing**.
* Partnered with the technical areas in the research and resolution of system and **User Acceptance Testing** (UAT), Test Plans and documentation of test reports.

**Environment:** MS Suite, Java, J2EE, UML, Rational Rose, Toad, Oracle, Load Runner.

***Staples Inc., Framingham, MA Sep 03 –Jan 05***

***Business Analyst***

***Project: Enterprise Customer Hub***

ECH is primarily a system which integrates customer data to yield a single version of customer "truth" to all customer-facing channels and office systems through multiple interfaces. ECH is built on the IBM CRM platform Websphere Customer Center. ECH consumes flat files as source data from various sources and processes the data to give single, complete and accurate record of the customers across the enterprise. The system helps gain control of data, reduce information errors, & eliminate duplicate data—all of which will enable the client to meet growth, revenue-generation & cost-reduction goals.

**Responsibilities:**

* Actively participated in defining Scope of Project, gathered business requirements, and documented them while following **Unified Modeling Language** (UML).
* Prepared and analyzed **AS IS and TO BE** workflow scenarios, designed new process flows and documented the business process and various business scenarios and activities of the business from the conceptual to procedural level and prepared Business Workflow models that cover "How" business processes are accomplished.
* Facilitated **JAD** sessions with various business units like Sales, Inventory, Marketing, Logistics and Loss Prevention teams to define scope and high level requirements of the project.
* Created **Use Case Scenarios** and maintained the Use Cases (Business Use Cases, System Use Cases) and modeled **Use Case Diagrams, Activity Diagrams, Business Flow Diagrams** revised functional specifications and other core materials throughout the SDLC.
* Conducted walkthroughs for High-level Requirement Document, **Functional Requirements Document and Use Cases** to discuss certain issues with the Business team, Architecture & design team and the development team.
* Managed and coordinated the QA team to conceptualize the Test Approach, determine test needs, test environment, test data, resources, and limitations.

**Environment:** IBM WCC, Oracle, MS Office Suite, Toad, IBM DB2, SQL, Windows XP/NT/2000, Rational Clear Quest.

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| **EDUCATION** |

* *Bachelor of Engineering, Telecommunication, Bangalore, India*
* *Post Graduation in Business Management, , Pune, India*