YOHAN
Sr. Business Analyst

Versatile, effective professional with 8+ years of IT Experience in conceiving, developing and implementing cutting edge solutions in Software Development Life Cycle and Agile environments. Seasoned technical solution provider, with an intuitive sense of end-user requirements. Keen relationship builder, tech savvy team leader, and engaging communicator. Detail oriented professional with proven leadership and experience in Project management, Functional and Business Analysis with specialization in Supply Chain, Retail and E-Commerce.

Professional Summary:

- Competent experience from working on different phases of **Software Development Lifecycle (SDLC)** utilizing the **Waterfall methodology**, and **Agile methodologies** like **SCRUM, Kanban** and **Waterfall-Agile hybrid**. Have a sound understanding of **Scaled Agile Framework (SAFe)**
- Experience in **strategic sourcing**, **strategic planning**, **resource management**, **procurement** and **sourcing** in the supply chain of projects using tools such as **NetSuite**, **Maximo** and **SAP Ariba**
- In depth understanding of the **Gap Analysis** i.e., **As-Is** and **To-Be** business processes and strong experience in **gathering requirements** and converting these requirements into **Technical Specifications documents**
- Possess expertise in tracing requirements throughout the development process and verifying adherence to **Requirement Traceability Matrix (RTM)** using tools such as **Excel** and **Rational Requisite Pro**. Performed **Cost benefit analysis**, and **SWOT analysis** to obtain clarity on requirements
- Experience in creating **Business Requirement Documents (BRD)**, **Functional requirement Document (FRD)**, **Use Case Narratives** & **Use Case Diagrams** among others
- Strong analysis, communication and training skills with proven leadership and ability to work as the primary interface between Business partners and Developers/SME's/Architect/UX team
- Experienced in **Migration of Legacy system** into implementing **Content Management Systems** using SharePoint
- Experience in content and metadata migration and consolidation of templates
- Working knowledge in data warehousing concepts, **Data Marts**, **Operational Data Stores** and **ETL Tool - IBM® WebSphere® (InfoSphere) DataStage® & Informatica Power Center**. Worked extensively with Data warehouses by migrating data from various **OLTP**'s to **OLAP cube** using **Informatica Power Center**
- Strong understanding of **Multi-Dimensional Database schemas** like **Star**, **Snowflake**, **Fact Constellation Schema**; **Fact** and **Dimensional** tables
- Worked on multiple data analysis task to analyze data, tables and other database contents
- Experience in creating **SQL Queries** in **SQL Server** including **DDL** and **DML**, with a strong understanding of data & analytics; creating and requesting the updates of data dictionaries
- Experience in documenting and executing quality **Test Plans**, **Test Cases**, and verifying and validating complex scenarios for quality purposes including **User Acceptance Testing (UAT), Blackbox testing, Whitebox Testing, Regression testing, Load & Spike testing**
- Involved in reviewing and analyzing various test metrics including process and product metrics such as **Test Design Coverage**, **Test Execution Productivity**, **Test Execution Coverage**, **Test Cases passed**, **Test Cases failed**, **Error Discovery rate**, **Defect Fix Rate**, **Defect Removal Efficiency**
- Collaborated with QA team in performing automated testing using tools such as **Selenium, Cucumber, HP UFT**
- Extensive experience in creating **SQL reports**, graphical interactive UI and dashboards using **QlikSense**, **Power BI** and **Tableau** from multiple data sources like **SQL**, **Oracle** and flat files like **JSON**, **CSV**, **Excel**
- Well acquainted with **Unified Modeling Language (UML)** diagrams including **Use Cases**, **Activity**, and **Sequence** diagrams therefore assisting in **Business Process Modeling**
- Expertise Reporting, Visualizations and Project Management, creating meaningful insights on **KPI's** such as **Order fill rate**, **Stockout rate**, **Backorder levels**, **inventory levels**, **inventory turnover rate** etc.
- Excellent technical skills with, **Oracle - Advanced Benefits**, **SAP - Ariba**, **Informatica Power Center**, **Exact Target**, **SQL Navigator**, **Jira**, **Confluence**, **SharePoint**, **HP ALM**
- Experience in documenting tags of **REST** and **SOAP UI** and involved in **API testing** using **Postman**
- Experience in **SAP ERP – Ariba** integrated environments, actively involved in the **Sell Side** of the system

<u>**Education and Certification:**</u>
- Business Analytics & Economics – Harvard Business School
- Bachelor of Engineering – Mechanical Engineering

<u>**Technical Skills/Knowledge:**</u>

Methodologies/Environments	Waterfall Methodology, Agile Methodology, RUP-Rational Unified Process, Scrum
Version Control	Rational Clear Case, Visual Source Safe
Requirements Management	Microsoft Office, Jira, Confluence, HP QC ALM, TFS
Change Management	Rational Requisite Pro, Clear Quest, Test Director.
Modelling Tools	Rational Rose, ERwin, MS Visio, Mockup Screens, Wireframes
Testing Tools	HP QC ALM, HP LoadRunner, Selenium, HP UFT, Postman
RDBMS and Databases	MS Access, MS SQL server, Oracle Database, IBM Db2, Sybase SQL Server
Languages	C, C++, Java, JavaScript, XML, UML, SQL, HTML, JSON
Operating Systems	Windows Family, Familiar with UNIX, LINUX, and MAC
Office Tools	MS - Word, Excel, PowerPoint, Visio, Outlook, Office 365
Project Management	Microsoft Project, Microsoft Office, Smartsheet, MS Visio
Reporting Tools	IBM Watson Analytics, Tableau, Power BI, Crystal, IBM Cognos, MicroStrategy
Other Tools	Informatica PowerCenter, SharePoint, SAP – Ariba, Confluence

<u>**Experience:**</u>

Sr. Business Systems Analyst

NXP Semiconductors – Austin, TX

December 2016 – Present

<u>**Description:**</u> This project succeeded the migration of the client's legacy distributed storage to a **cloud-based platform** designed for **asset management** with **real time data provision** and **global connectivity**. The mission was to provide our clients with a **unified platform experience** to manage hundreds of thousands of devices with the help of our cutting-edge sensors and platform solutions. The values we delivered were **operational intelligence**, **effective compliance adherence**, **predictability of maintenance needs**, **improved equipment availability** and overall supply chain life cycle.

<u>**Roles and Responsibilities:**</u>
- Conduct meetings with Subject Matter Experts to **identify business needs** and set up walkthrough meetings with Business Users and Directors
- Working with **MS Word**, **MS Excel**, **MS Project**, **MS Visio** for documentation and analysis reports among other project management and reporting tools
- Driver behind the elimination of the **supplier Code of Conduct Compliance (CoC)** issues as well as the **Universal Device Identification (UDI)** regulation adherence issues
- Document analysis and represent them in **Requirements Traceability Matrix (RTM)** using **Requisite Pro**
- Maintain project documents and share important links and tutorials, etc. with the team using **SharePoint**
- Create **User Requirement Specifications (URS)** and **Functional Requirement Specifications (FRS)** documents after consultation with the stakeholders involved using elicitation techniques like **interviews**, and **focus groups**
- Design **Use Case Diagrams** and wrote their specifications in the **Use Case Specification documents** using **UML/Visio** based on the requirements gathered
- Direct several **mission critical updates** like **Db2** and **SQL Server** upgrade, file system upgrades, DLL installations, disaster recovery testing etc.
- Provided detailed information about business data, such as standard definitions of data elements, their meanings and allowable values using **Data Dictionary**
- Performed **data mapping** using **Infomatica PowerCenter 8.6,** validated **connection objects** and target writing path of the concerned warehouse with the help of proper naming conventions
- Proficient in design and development of various dashboards, reports utilizing Tableau Visualizations like **bar graphs**, **line diagrams**, **pareto charts**, **funnel charts**, **scatter plots**, **pie-charts**, **donut charts**, **bubble charts**, **funnel charts**, **heat maps**, **tree maps** according to the end user requirements
- Discuss **table design**, **data flow**, **data migration**, **ETL processes**, reporting via **Tableau,** & consequently discuss with development team requirement details
- Involved in **UAT** and **post-production** support by creating a checklist to ensure close to 100% coverage

- Assisted QA Team in executing the **Test Plans**, **Test Cases, Test Scenarios** and collected the **Test and Process Metrics.** Also, assisted with writing **manual testing scripts** when needed
- Utilized Manual testing methodologies using **HP QC ALM** to check validity of existing data within the databases and also to protect the system from **SQL Injection Attacks**. Assisted in writing **Test Scripts** to check load capacity and spikes using **Load Runner**
- Developed numerous **Reports / Dashboards** with different **Analytics Views** (Drill-Down / Dynamic, Cascading Style Sheets, Pivot Table, Column Selector, Tabular with global and local Filters) using Presentation Services
- Supported the **Ariba Implementation** of Ariba **Contract Management**, **Contract Compliance**, **Sourcing**, **SLP** and **Guided Buying modules**
- Involved in **create**, **read**, **update** and **delete** operations within **SAP – ERP 6.0** related to **purchase orders, sales orders, work orders, transfer orders**
- Created a **mapping document** that maps all the fields in the **HTML pages** to **XML tags** which are in turn mapped with the tables and column names in the database and involved in performing client-side validation

Environment: Waterfall-Agile, MS Office, MS Project, MS Visio, MySQL, IBM Db2 10.5, Postman 4.8, Informatica PowerCenter 9.6.x, Tableau 8.3.11, IBM Websphere, Apache Tomcat, IBM Maximo 7.6, Rational Requisite Pro, HP ALM, HP UFT 12.0, Cucumber, Load Runner, SAP – ERP 6.0, SAP – Ariba, HTML, XML, Jira 7.2.4, Twilio 2.0.0

Sr. Business Analyst

Kohl's – Milwaukee, WI

October 2015 – November 2016

Description: The client is a value-oriented organization that specializes in offering retail services. Manage the development, implementation and administration of Vendor Scorecards. Work collaboratively with internal business groups and Kohl's vendor group to monitor and improve vendor compliance to established business rules and guidelines. Drive consistent excellent vendor performance while reducing expense and waste from the total supply chain.

Roles and Responsibilities:
- Assisted Product Owner in release level, sprint level and product backlog economics with respect to supply chain
- Improved the **product backlog** incrementally and reviewed it with **Product Owner** during sprints
- Multi project experience on **Ariba Spend Management Suite** - **Ariba Buyer**, **Ariba Sourcing**, **Analysis** and **Contracts Workbench**
- Helped **visualize business goals** in the form of **success indicators** & **KPI**'s which included **order fulfillment rates**, **on-time delivery**, **PO item fill rate**, **PO quantity fill rate**, **GM return on investment** etc.
- Helped create **wireframes** for **UI / UX requirements** with direction from **Product Owner** and **Presentation Layer** from **JAD sessions**
- **Enhanced the flow of communication** between stakeholders and acted as the **point of contact** for all incident tickets and test environment issues. Coordinate issue escalation and/or resolution, manage code installs, and manage security for respective environments
- Responsible for writing effective user stories using **INVEST** criteria and splitting into tasks using the **SMART** criteria and defined the **Acceptance criteria**. Helped the team in estimating stories using techniques **Planning Poker** and proficient in **prioritization techniques** like **MoSCoW** and **KANO** based on the business needs prevalent during that season. Expert at performing various **retrospective techniques** as well
- Developed & maintained **Requirements Traceability Matrix (RTM)** tracking **end-to-end mapping** of system specifications and test cases ensuring **100% coverage**
- **Created, assigned,** and **maintained** tickets in **Jira** for issues, bugs and defects so that these could be monitored systematically to its closeout. Also performed **Issue Tracking** in **Jira** to effectively track impediments surrounding user stories and other dependencies
- Used **Jira** to create **Sprint Burnup** and **Burndown Chart** reports to present to relevant high-level stakeholders to identify the next courses of action regarding the release, supporting our supply chain
- Assisted and communicated requirements with the team in **Test Driven Development (TDD)**, **Behavior Driven Development (BDD)** which were used in **test-centric development** and **daily standup meetings**, **ensuring quality standards** were met as per the **build-release schedule**
- Involved in writing **Feature Files** in the **Gherkins** language for **Cucumber testing** and have experience and collaborated in the **Cucumber – Selenium** integrated automated testing environment for **BDD**

- Assisted the team in **writing user stories** by clearly articulating each **Acceptance Criteria** written in the **Gherkins language.** Constantly re-iterated how each user story relates to the final **Definition of Done (DoD)**
- Created **Master Test Plan, Test Scenarios, Test Cases,** and **Test Scripts** and performed facilitated **User Acceptance Testing (UAT)** collaborating intensively with the quality assurance team
- Involved in **API documentation** and **testing** using **Swagger,** provided guidance and review for S**OA implementation** its **deployment** and **management**. Integration based on **XML / JSON data** representation using **SOAP / REST Services** or orchestrated services
- Utilized SQL to probe **data dependency** issues and **inconsistencies** to safeguard against **SQL Injection**
- Set up the reporting tools and monitored the reporting functions for the clients using **MS Excel** and **Power BI**

Environment: Agile, Apache Hadoop, HDFS, Apache Hive, Apache Kafka, Jira 6.2, SQL, MS Office, MS Project, Selenium, Cucumber, Power BI, Jira 7, SAP – Ariba Spend Management Suite

Sr. Business Analyst
State of Massachusetts – Boston, MA
February 2014 – September 2015
<u>**Description:**</u> The client was the Department of Transportation and is a provider of transportation solutions used by public to manage and mitigate risk. I was a part of a team involved in one of the bridge improvements project and was one of the five largest projects of the $3 billion effort to reduce the number of structurally deficient bridges in Massachusetts.
<u>**Roles and Responsibilities:**</u>
- Accomplished experience through whole **SDLC** from **requirement analysis** till **deployment**
- Wrote **SLA** and **negotiated terms of contract** that ensure quality of service and cost savings
- Created and tracked schedules to ensure deliverables are met throughout the **SDLC**
- Developed **non-functional** and **functional** requirements documents like **BRD**, **FRD**, and **SRS**
- Created **need analysis** documents of the requirements gathered through **JAD**, **Brainstorming** and **interviews** sessions using **Rational Requisite Pro**
- Coordinated and managed **business analyst resources** work queue to ensure **project timelines** are met to produce builds as per the requirements using **MS Project**
- Actively involved in **Advanced Planning and Scheduling (APS)** including **production scheduling**, **distribution planning** and **transportation planning**
- Worked on **Accounts Receivables**, **Accounts Payables**, **cash management**, **asset management**, **supplier management** using the **SAP ERP - Ariba** integrated modules
- Provided **Systems Consultant** functions such as managing **change requests** across the systems development life-cycle (SDLC), building and managing client business user relationships in a highly **dynamic work environment**
- Participated in the **Change Control Board** to identify the impact of the change, collaborate and come to a consensus as to its feasibility and risks involved chartered documents on the appropriate next steps
- Did **root cause analysis** to identify **data quality** problems and obtain historical trends
- Created **Physical architecture diagrams** from **Conceptual architecture diagrams** using the **Erwin tool**
- Involved in the maintenance and timely updates of **Data Dictionary**
- Extensive experience in **UAT testing** and **post – production support** by creating a checklist to ensure close to 100% requirements coverage
- Worked proactively with the **DevOps team** in performing **Impact analysis**, **Cost Benefit analysis**, and capturing Risks in **Risk Registers** and mitigating using **Risk Mitigation Strategies**
- Build rich and **dynamic dashboards** using **out-of-the-box features**, **customizations**, **visualizations** and advance functionalities like Groups in calculations, **Cluster analysis**, **Cross Database joins** etc. in **MicroStrategy**

Environment: Waterfall, Erwin 9.5, Rational Requisite Pro, Oracle 11g, MS Office, MicroStrategy 9.5x, Oracle NetSuite, SAP – ERP, SAP - Ariba

Business Systems Analyst
VF Corporation – Greensboro, NC
March 2013 – December 2013
<u>**Description:**</u> The company has a diverse e-commerce portfolio of brands that meet consumer needs across a broad spectrum of activities and lifestyles. The objective of the project was to develop a system that can process large volumes of data structures to analyze sales and operational raw data by simulating different scenarios and provide the business users with

predictive analysis that would help in accurate and efficient strategical planning and marketing. The project involved implementing Bigdata, developing a web application and enhancing the mobile application designed for Chinese and Taiwanese markets.

Roles and Responsibilities:

- Organized, set up and facilitated **JAD** sessions, and functional design review meetings
- Provided assistance with creating **process flow** and **data flow diagrams.** Assisted architects in the creation of **Physical** and **Logical architecture diagrams** by clearly communicating requirements
- Updated **business specification documentation** based on updates to functionality of the systems
- Collaborated with **Program manager**, **Product Management** to revise **User Acceptance Criteria** and change management plan by integrating the insights from focus groups and impact analysis. Facilitated UAT sessions to demo features and functionalities with the end users and obtained feedback
- Reviewed the **Data Models** and updated **Data Mapping Documents** as needed
- Performed **SQL data validation** for the **data integrity** in the back-end systems
- Worked closely with **Product management** and **Program manager** in designing the **change management plan** using **Rational Clear Quest** and analyzed impact, incorporated feedback from business focus groups
- Designed and created business dashboards by using **Tableau** to extract key insights such as **resource utilization** and changes in **inventory levels**
- Performed **GAP analysis** to derive requirements for existing system enhancements
- Involved in writing **Feature Files** in the **Gherkins** language for **Cucumber testing** and have experience and collaborated in the **Cucumber – Selenium** integrated automated testing environment for **BDD**
- Requested updates and was actively involved with **Data Dictionary** maintenance
- Designed the **Use Case Diagrams** and coordinated with multiple resources in creation of **Activity Diagrams** and **Sequence Diagrams** using **MS Visio**
- Worked with QA team to prepare **master test plan, test strategy, test cases**, and **test scripts** to perform **functional testing**, **black-box testing, GUI testing, system testing, performance testing, stress testing, sanity testing, regression testing**, and supported **user acceptance testing (UAT)**

Environment: Agile (SAFe), MySQL, Hadoop, Apache Flume and Scoop, Apache Spark, Apache Tomcat, Cucumber, Selenium, XML, HTML, JSON, HTTP, REST API, MS Visio, Load Runner, Tableau 7.0.12, MS Project

Business Analyst

Zomato – Bangalore, India

August 2012 – March 2013

Description: Zomato is an Indian restaurant search and discovery service founded in 2008. To ease data management and reporting, Zomato was looking for an end-to-end data warehouse solution that can help them improve performance of their multiple client databases and offload reporting from their production server. Our team provided solutions to extract the data from the database for predictive analysis.

Roles and Responsibilities:

- Identifying customer inputs, activities and release calendar
- Estimating **cost/effort**, **forecasting defects**, and **managing uncertainty**. Streamlined project management practices, eliminated role confusion and ensured tasks are not overlooked by creating **RACI** matrices
- Documented the **Traceability Matrix** for tracing the **Test Cases** and requirements related to them
- Led and innovated in the expansion of the group's use of issue tracking system **Jira 5.0**
- Used **SharePoint** for uploading project deliverables and maintaining the documents
- Was responsible for handing **requirement churn,** by successfully transitioning from longer release cycles to shorter ones, reducing risk and increasing flexibility to remain competitive
- Involved in **technical writing**, **API documentation** and **end user manuals** and documentation using MS Office Suite (Word, MS Access, Excel, Power point)
- Involved in Regression Testing every new build in **UAT**, **QA** and **Pre-Production Environments**
- Assisted QA team in **Unit**, **Integration**, and **Regression testing** to validate report and **mapping functionality**
- Extensively worked in **Data Requirement Analysis** and **Data Mapping** for **ETL** process using the **Informatica PowerCenter Suite** including modules like **Analyzer**, **Workflow Monitoring**, and **Workflow Designer**

Environment: Agile, Jira 5.0, Informatica PowerCenter 9.0.x, HP ALM, HP QTP 11.0, Oracle 10g, Crystal

Business/Data Analyst

Alibaba.com - Singapore

June 2011 – July 2012

Description: The organization is a multi-national e-commerce consumer goods corporation whose portfolio includes a wide range of household goods. When the company first registered in Singapore, we were one of the first offshore teams to provide services that included various projects/programs building/maintaining portal/web applications; enhancing, maintaining and supporting Alibaba web sites, development of e-commerce Applications for the Singapore market

Roles and Responsibilities:

- Conducted **requirement gathering** with end users and converted them into business specs and developed the specs into application design and development
- Conducted **Gap Analysis** to check the compatibility of the existing infrastructure with the new Business Requirements that helped provide key insights
- Performed **data analysis**, **data cleansing** and presented results using **SQL**, **SSIS**, **Excel**
- Created **Project Plan**, **Critical Path**, and **Gantt Chart** using **MS Project**
- Assisted in the construction of **Logical models** and **Entity Relationship Design** using **ERwin**
- Worked as a unit BA lead with Data Warehouse team for transferring information between the business, developer, data modeler and testing team
- Interacted with third party vendors to help the company with mission critical applications
- Performed basic **DML** and **DDL Queries** to probe and perform **CRUD** operations on the existing database under supervision of Lead Developer
- Created **SSIS** packages to load data from **Oracle** to **SQL Server** using various transformations in **SSIS**
- Created different report views like **Table**, **Pivot**, **Graph**, **Narrative**, **Static**, **Filter** for testing purpose

Environment: Waterfall-SDLC, Oracle 10g, Microsoft SQL Server, SSIS, MS Office Suite, Erwin 8, MS Project

SQL Developer

Flipkart –Bangalore, India

June 2009 – May 2011

Description: The organization is an e-commerce company, providing technology solutions and services for consumers, small-businesses and enterprises. Flipkart maintained several legacy product data repositories that would feed customer facing portals. These product data repositories formed the core of the client's ability to configure components and products based on customer preferences to form a complete product. Our team was involved in building **the integration bridge between PIR's and EDR**.

Roles and Responsibilities:

- Developed **Use Case diagrams**, **business flow diagrams**, **Activity/State diagrams** and **Sequence diagrams** using **Rational Requisite Pro** so that developers and other stakeholders can understand the business process
- Established **Traceability Matrix** using Excel to trace completeness of requirements in different SDLC stages
- Involved in requirements gathering of the work streams by meeting with the business user and baselining details
- Evaluated **POS** in regard to establishing stores across the country by 2015
- Wrote basic **SQL queries** for retrieving data from Database using **Microsoft SQL Server**
- Used SQL queries to modify the application with different data sets
- Experienced in **Data ETL** using various tools such as **SQL Server Integration Services (SSIS)**
- Assisted SQL Lead in using **SQL Server Profiler** that aided in profiling server resource usage and optimization

Environment: Waterfall, Windows, Microsoft SQL Server, SQL Server Profiler, Visual Studio, SSIS, Crystal