Candidate05
Sr. Business Systems Analyst
Candidate05@gmail.com
Phone no: 510-953-0677

Professional Summary:

- **8+ years** of intensifying experience in multiple roles as **Business Analyst, Business Systems Analyst**, **Scrum Master** and achieved **titles** like **Modern Analyst, Organizational Analyst** with excellent understanding of various software development life cycle(**SDLC**) methodologies such as **Waterfall, Agile, Hybrid Waterfall-Scrum framework and processes** with good domain knowledge in **Banking, Finance and E-commerce**

- Fine knowledge and comprehension of different software development methodologies such as **Kanban and Scrumban, XP(extreme programming), Rational Unified Process (RUP), Scaled Agile Framework (SAFe)**

- **Highly-motivated, Innovative, Skilled-Listener, Excellent Negotiation, Proactive, Quick-Learning** Individual

- **Certified Scrum Master** with immense skills in facilitating the **Scrum Ceremonies, User Story Workshops,** Training the teams to better understand Scrum and increase the teams overall productivity

- **Strong Leadership** skills in handling **multiple** teams and **Offshore** teams and ability to **effectively communicate** with senior management, third party vendors, technical staff and Business users to improve business value

- Excellent **analytical skills** to understand the **Business process, functionality, cross functional requirements** across various business units and translating them into **requirement specifications** in order to provide comprehensive solutions and understanding of project process and ability to analyze business **problems** and **identify solutions**

- Experienced in conducting **As-Is** and **To-Be (Gap Analysis)** analysis and possess strong knowledge in carrying out processes for **Risk Analysis, SWOT (strength weakness opportunity and threat) Analysis, Cluster Analysis, Change Management** and perform **Impact Analysis** to assess the change and **feasibility study**

- Ability to work under tight **deadlines** and **multi-tasking** to meet business objectives, scheduling meetings, **negotiating and coordinating** with **software developers, solution architects and QA teams**

- Proficient in writing **user stories** (**INVEST** format) and handling the **requirement churn**. Efficient at facilitating **Estimation** techniques such as **Planning Poker, T-shirt sizing, Relative Mass Valuation** and **Prioritization** techniques such as **MoSCoW method**, **Kano techniques** and **Business Value Based**

- Engaged with **Product Owners** to successfully break down **Epics** into **User Stories** with **INVEST Technique** and helped the **Scrum Team finalize Tasks** for Sprint Backlog using **SMART Technique**

- **Extensive Expertise** in creating various **artifacts** including **Request for Proposal (RFP),Business Requirement Document(BRD), Product Requirement document (PRD),Software Requirement Specification(SRS), Functional Requirement Document(FRD),Test Plan, Test Scenarios and Test cases** as well as documenting **project processes and procedures**

- Extensive experience with **Bloomberg Trading System, Aladdin** and **Charles River Trading**.

- **Hands on** various tools such as **MS Word, MS Excel, MS PowerPoint**, **Atlassian Jira, Team Foundation Server (TFS), HP Agile Manager** and **MS Project Professional** for planning, tracking and managing projects

- **Managed requirements** and **tracked defects** working with **HP Application Lifecycle Management(HPALM)** and **HP Quality Center (HPQC)** and well versed in conducting various types of testing including **Smoke, Sanity Testing, Regression Testing, System Testing** and **User Acceptance Testing (UAT)**and documented **performance reports**

- Maintained a **structured approach** in **organizing requirements** to ensure that critical **business rules** and requirements are met. Maintained a **Requirement Traceability Matrix (RTM)** for efficiency

- Proficient in creating **UML Modeling** like **Activity Diagrams**, **Sequence Diagrams**, **Use case Diagrams and BPMN**

- Practical knowledge of **Data Warehousing architecture**, implementation approaches, **schemas, dimensional modeling** and translating the business requirements into various types of **dimensions**

- Cultivated experience in working with different web services such as **HTML, WSDL, SOAP, UDDI, REST, Json** under various architectures such as **Three-Tier Architecture** and **Service Oriented Architecture (SOA)**. Involved in scripting business logic in the **web methods** of the **web services** and documenting the **WebService Level Agreement (WSLA)** document through the use of **XML**

SKILLS:

Operating Systems	**Windows 7,8,10,XP/Vista/Mac OS X**
Modeling Tools	**Rational Rose, MS Visio, Axure, Balsamiq**
SDLC Methodologies	**Waterfall, Agile-Scrum, Waterfall-Scrum Hybrid**
Business Skills	**Change Management, conflict management, Impact Analysis, root – cause analysis, SWOT Analysis, Project Planning, Project Scheduling and Project Budgeting**
Requirement Management	**MS Office, JIRA, TFS, Version One, Rally**
Project Management Tools	**MS Project, MS SharePoint Server**
Testing Tools	**HP QC/ALM v11.5, Bugzilla, JIRA**
ETL Tools	**Informatica PowerCenter, SQL Server Data Tools ,IBM InfoSphere Suite**
Reporting Tools	**Tableau Desktop, IBM Cognos, MS Office Suite, Spotfire**
Languages	**HTML, SQL, JavaScript, Java**
IDE	**MS Visual Studio, Eclipse**
Databases	**MySQL, Oracle, MS Access**

Professional Work Experience:

Client: JPMorgan Chase   **MAR 2016 to Till Date**

Location: Wilmington, Delaware.

Role: Sr. Business Systems Analyst/ Scrum Master

Project Description: Initiated Loan Origination System (LOS) project to make the loan origination process flexible and robust and to support multiple lines of business and allow for easy integration with other systems. This user friendly system will allow users to submit loan applications, review decisions, underwrite and generate closing documents

Responsibilities:

- **Supported multiple product teams** by tracking **inter-team dependencies** and ensuring those were being mitigated by working with the Product Owner by maintaining a risk log and creating a plan.
- Analyzed the **Business Process** along with the prior project documentation for complete understanding of the project and contribute in the **Business Process Model re-engineering** and **optimization.**
- Interviewed **SME's** (subject matter experts) and **RMR's** (risk management representatives) in order to better understand the business process.
- Performed extensive **Document Reviews** and **GAP analysis** to get a thorough understanding of **AS-IS** business process model and develop **TO-BE** business process model and created **Workflows** using **Signavio.**
- Conducted high-level requirement gathering sessions with Business Owners, risk analyst and concerned teams for **requirement elicitation** via **JAD sessions**, **Interviews** and **Brainstorming sessions.**
- Created **Business Requirement Document (BRD)**, **Functional Requirement Document (FRD) and Request for Proposal (RFP).**
- Involved in designing and modeling **Web Services Orchestration** to support application development by browsing **UDDI** that involved **XML** request and response for **RESTful** web services.
- Monitored Web Services testing using **SOAP UI** for functionality, security and compliance tests on **API**.
- Performed data mapping using SQL queries to understand incoming data flow from distributed systems.
- Designed data models and conducted **Normalization** and **De-Normalization** of the data as per the Online Transaction Processing **(OLTP)** and Online Analytical processing **(OLAP)** frameworks respectively for data analysis.
- Performed **slicing** and **dicing** of data marts in order to facilitate the analytical decision making process.
- Integrated various OLTP to OLAP by using **Informatica PowerCenter** as an **ETL tool.**

- Developed reports using **Tableau v8.0** to communicate information using graphs, charts and other info graphical solutions to the project team.
- As a Scrum Master, facilitated and conducted the **Backlog Grooming Meeting**, **sprint planning meeting**, **the daily scrum standup** meeting and **Scrum of Scrums.**
- Supported the **Product Owner** and the management in creating product roadmap and KPI's for the product.
- **Led story writing sessions** with an aim of decomposing the **scope** into **epics** and **user stories** with **product owners**. Also, worked on the **acceptance criteria** for the above developed user stories.
- Facilitated **prioritization** of user stories using **MoSCoW** and **estimation** using **Planning Poker techniques.**
- Developed and analyzed the **Sprint/Product burn down chart** in order to calculate the team's **velocity** and track **sprint progress**. This was then utilized for **planning** of the **upcoming sprints**. Used **Jira** to plan and track the sprints.
- Resolved **impediments** faced by the scrum team at the team and the organizational level.
- Developed mock-ups and wireframes along with the screen designs using **MS Visio.**
- Performed **Impact Analysis**, **Feasibility Study**, **Cost-Benefit Analysis** and **Return on Investment (ROI)** in order to mitigate certain risks associated with the project and project output.
- Performed User Acceptance Testing (**UAT**) in conjugation with the QA team. Also, created an **error repository** and assisted in creation of test cases in **HPQC** and scheduling manual and automated execution of those test cases through integration with HP Unified Functional Testing (UFT).
- Created **Requirement Traceability Matrix (RTM)** in order to track **test cases** and **test plans.**
- As Scrum Master, I facilitated the **Sprint Review** and **Sprint Retrospective** Meetings at the end of each sprint.

Environment: Waterfall-Scrum hybrid, JIRA, Confluence, Oracle 11g, MS-Visio 2013, Microsoft Azure(cloud), Eclipse IDE, Java, MS Project 2016, Informatica Power Center 9.6, Tableau 8.3, SharePoint, HP Quality Center 11

Client: Global Payments   **APR 2015 to FEB 2016**
Location: Atlanta, Georgia.
Role: Sr. Business Analyst/Scrum Master
Project Description: This project is intended to migrate a Business Glossary capability from Its Standalone infrastructure on a non-Hadoop Platform to **Infosphere** suite on Hadoop Cluster for Enterprise use to evaluate the current **Business Glossary** enterprise application supported in the Data Provisioning space. IBM InfoSphere Business Glossary is the current enterprise standard to enable creating and managing an enterprise vocabulary and classification system with ready to use standard terms and definitions

Responsibilities:
- Gathered Business requirements by conducting **JRP** session, **One on One interview** and **Group** sessions with **Stakeholders** and business Users
- Coordinated with Managers to determine appropriate risk assessment levels.
- Analyzed the existing **SAM model** using **Observation techniques** with **stakeholders**
- Collaborated with the SME and interviewed the stakeholders to understand the **AS IS** and **TO BE** state of the project
- Conducted several **JAD** sessions and **requirement** workshops with the system architects, business users and development team to perform **GAP Analysis**
- Gathered **functional** and **non-functional requirements** in collaboration with end clients and internal **project managers**.
- Created detailed business scenarios and writing master use cases with the help of Rational Requisite Pro which covered step by step process of interaction between user and system
- Developed Activity diagrams, **Use Case diagrams** and **Sequence diagrams** using **MS Visio** environment, so development team and other **stakeholders** can understand business process
- Created **wire frames** using **MS Visio Tool**.
- Facilitated **Sprint planning** meetings to coordinate between **Clients**, **Product Owner**, **Dev** and **QA** teams.
- Shadow and assist some of the **Product Owner** activities by providing high level estimates, prioritizing **stories** for the **sprint** and maintaining **backlogs** and **release** plans.

- Resolved impediments for **scrum team** members by facilitating collaborative meeting.
- Facilitated Sprint review meeting to demonstrate **potentially shippable product** to **stakeholders**.
- Used **retrospective meetings** to gather feedback. Made session's interactive using **silent writing technique**.
- Facilitated **Scrum of Scrums** to resolve dependency issues between different teams.
- Protected team members from outside interruptions.
- Manage the assignment of **user stories** to relevant BAs based on the feature and process expertise.
- Directly interacted with clients to **elicit** the **requirements** and translate them into terms that development team can comprehend.
- Suggested several **process improvements** within the ratings process and suggested **solution** options to **automate** manual data entry tasks performed by **Data Managers**.

Environment: SAFe, Agile/Scrum, RTC/RRC ,IBM InfoSphere suite, Selenium, Oracle, Java, MS Project, MS VISIO, SharePoint, Rational Requisite Pro, HPQC

Client: MFS Investment Management   **JAN 2013 to MAR 2015**
Location: Boston, Massachusetts.
Role: Sr. Business Systems Analyst
Project Description The project aimed to build and integrate the **GFT** section for the **asset management** platform. The legacy investment system facilitated only limited feature for GFT. The **objective** of the project was to facilitate addition of **new features to the existing application** based on the requirement from the operation team.

Responsibilities:
- Primary point of contact working with **stakeholders** to understand their systems, **AS-IS** process and business needs.
- Performed **GAP Analysis** to identify the deficiencies of the current system and to identify the requirements for the change in the proposed system.
- Facilitated workshops to capture **AS-IS** requirements & design **TO-BE** processes
- Conducted several requirements gathering sessions like **one on one interviews, Focus Group, Observation.**
- Facilitated **JAD** sessions by inviting **SME's, tech leads and Architects** to make sure that gathered requirements are feasible in doing.
- Performed in-depth analysis of the systems organizational structure, services and processes and created **As-Is and To-Be process models.**
- Assisted in designing **User Interface** by creating **Static** and **Dynamic** Prototypes**.**
- Derived **functional** and **non-functional** requirements to create a **Functional Requirements Document**.
- Prepared **Business Requirement Documents (BRD), Mapping Document** based on the gathered requirements.
- Created **UML** diagrams such as **Activity Diagram, Sequence Diagram and Use Case Diagram** to depict the various processes flow using **MS VISIO**
- Responsible for identifying and documenting **business rules** and created **use cases.**
- Acted as a **Liaison** between business and technical teams and ensured all the communication is seamless
- Created product documentation including online help as **user manual** as training material.
- Scheduled meetings with developers, system analysts and testers to identify resource allocation and project completion using **MS Project.**
- Created **Requirement Traceability Matrix (RTM)** to make sure all the requirements are covered with test cases
- Facilitated **UAT** sessions for end users and collaborated with business team to get **UAT sign offs** for every **sprint release**
- Facilitated **triage calls** between development team and QA team for resolving issues.
- Developed **timelines** for project delivery, and managed projects and resources to successful completion

Environment: Agile/Scrum, ASP.net, C#.net, SQL SERVER, Balsamiq, Visio, MS Project, MS SharePoint, HPQC, Windows, JIRA, Selenium, SOAP UI.

Responsibilities:
- Identified for business process improvement and initiated efforts to make improvements and problem resolution.
- Involved in high-level requirement meetings with business users and SME's to understand the requirements.
- Build credibility, establish rapport and maintain communication with stakeholders at multiple levels (external vendors, business partners and internal IT teams).
- Collaborating with stakeholders to gather requirements and creating Business Requirements Document (**BRD**).
- Involved in interviewing and shadowing various stakeholders and users to capture, analyze and document the Business, Functional and Non-functional requirements.
- Conduct Joint Application Development (**JAD**) session with stakeholders and business partners to resolve open issues.
- Performing **GAP analysis** and **Impact analysis** by identifying existing technologies, documenting the enhancements to meet the end-state requirements.
- Develop **use cases** using UML and MS Visio for an ease with system interaction.
- Generate on-demand ad-hoc reports and dynamic dashboards, present to client for evaluation and calibration, constantly communicate with higher level authorities.
- Working closely with teams to drive real-time rule implementation and features.

Environment: Waterfall, MS Visio 2010, MS Office Suite 2010(Excel, Word, PowerPoint), Windows XP, MS Project 2010, SharePoint, Tableau 6, HPALM 11.0, HTML, CSS, Java.

Client: Amazon   **AUG 2009 to SEP 2011**
Location: USA.
Role: Jr. Business Analyst
Project Description: This project involved the development of seller central with focus mainly on inventory management, shipping and Amazon Webstore based applications. Seller central was developed for the seller support team to ease the existing ticketing problem

Responsibilities:
- Participated in preparing the project scope and objectives.
- Expert in requirement gatherings while following various elicitation techniques for business requirements by conducting client group interviews, focused groups, workshops and online surveys.
- Prepared business requirement document (**BRD**) and System Requirement Specification (**SRS**) to provide details of each business and functional requirement, development and implementation plan of these requirements, timelines.
- Assisted in developing the **project deadlines**/deliverables/strategies to effectively manage projects.
- Prepared and maintained the **Requirement Traceability Matrix (RTM)** to record the business and **functional requirements.**
- Prepared **use case** diagrams and description documentation based on the analysis, and obtained approvals from the clients.
- Prepared **Mockup screens** with the help of UI components using wireframes for testing the front end.
- Prepared **activity diagrams** on **MS Visio** to better understand the flow of activities along with the timelines.
- Coordinated with project **stakeholders** to track the progress of the project, update status and lead review meeting to ensure that schedules and deliverables are met.
- Coordinated and controlled **change request** for the clients by conducting impact and **cost analysis**, prioritizing and mitigating changes.
- Managed the contents using SharePoint 2007.
- Tracked defects using HPALM.

Environment: **Waterfall, MS Visio 2010, MS Office Suite 2010(MS Excel, MS Word, MS PowerPoint), Windows XP, MS Project 2010, SharePoint 2007, HPALM 11.0, HTML, Java Script, CSS, Java, MS SQL server**

Education: Bachelor of Technology.
Certifications:

- Professional Scrum Master (PSM).
- Scrum Master Accredited Certification (SMAC).
- Six Sigma Green Belt certified.