Candidate 184

BUSINESS SYSTEMS ANALYST /Certified 'SCRUM MASTER' & 'PO'

Consult to **Automate, Innovate, Improve and Reengineer the business process flow**

Professional Summary

An accomplished consultant with 9 years of industry experience as **Business Systems Analyst** and **Scrum Master** with experience working in the **Finance, Banking, Healthcare,** and **E-commerce** companies

Expertise Summary:

- Good Domain knowledge in **Investment Portfolio management, rebalancing and optimization, Regulatory laws in Investment Advising, Corporate Finance and Healthcare**

- Extensive experience in full SDLC Governance and Collaboration, **Waterfall & Agile– Scrum methodology**

- Experienced in front, middle and back office enterprise **system orchestration**. System analysis, design, test and implementation. Documented **Business Rules, system validations**, **web services documentation (WSDLs**)

- Scrum Ceremonies - **Daily Scrum, Sprint Planning, Review and Retrospective Meetings**. Maintaining scrum reports –**Burn Up/Burn down Charts, Velocity Charts, Kanban Board, Sprint Report, Control Charts, Swim lanes**

- Assisted in **grooming product backlog**, sizing **user stories,** following **Invest/Smart Criteria**. Removed impediments, & worked with **cross-functional teams – JIRA**, **Rally**

- **Conducted Gap, Impact Analysis, JAD, JRD, Brainstorming, Requirement workshops,** worked on **BRD, FRD, SRS, NFRD, FSD and creating software manuals;** created **UML** diagrams like **Use case diagrams, activity flow charts, sequence diagram, data flow diagrams**

- Proficiency in **database development life cycle.** Developing **conceptual data model, data normalization, logical design** considerations; Helped with **Data mining**, **cleansing, purging & mapping, data modeling, indexing and updating plan.; SQL querying. Canned & Ad Hoc reports, interactive dashboards, Statistical analysis**

- Aided development of **test plans, test cases, traceability matrices, and execute test cases, UAT – HP QC**

- Working Knowledge of **Equities, Fixed Income, securities, investment performance, IRA's, foreign exchange, bonds and derivatives, insurance, mutual funds and check processing, trading & risk environment, credit, interest rates, Treasuries, alternative investments – Commodities, Foreign Exchange Trading. Hands on Knowledge on wealth management - Financial Planning and Capital Markets**

- Good knowledge of **SAFe 4.0, ITIL V3, AWS, Hadoop. And trending technologies/ Practices**

Tools and Technologies Summary

Business Modelling tools: Rational Rose Enterprise Suite, MS Visio, BPMN, UML

Web Technologies: HTML, CSS, JQuery, ASP.net, C#, Java Script, AJAX, XML, WSDL

ETL Tools: Data stage, Informatica, Teradata
Management Tools: MS Project professional, JIRA, MS SharePoint 2010, Rally (CA Tech), Version 1, HP-ALM, Confluence, Agile Craft

QA Testing tools: HP QC, JIRA, HP Load Runner, MS test Manager, Quick Test Professional (QTP), Load Runner, Rational Test Manager, Selenium

Database and Server: Oracle, MS SQL server, MS Access, IBM DB2

BI Reporting tools: Tableau Desktop, SAS, Crystal Reports, Cognos, QlikView, Microstrategy, R

Financial KT: Equities, Fixed Income, securities, foreign exchange, bonds and derivatives, insurance, mutual funds and check processing, trading & risk environment, credit, interest rates, IRA's, Treasuries, Mortgage. Regulatory acts - FINRA, SEC, DOL, KYC, Patriot act

PROFESSIONAL EXPERIENCE

■ **Bank of America**, New York   May 2015 - Present
  Business Systems Analyst/Scrum Master
  Portfolio Management Alerts system

The project was intended to add enhancements such as alerts and other modules to the investment portfolio application

Responsibilities

- Acted as a **BSA** in the beginning of the project, and then became an **agile coach and scrum master**; **Enforced agile and scrum principles** coaching the teams transition into Agile Scrum environment so that the teams **incrementally develop the enhancements** through **PSPI's**
- **Gathered requirements using GAP analysis, Artifacts digging, Interviewing, Prototyping, Benchmarking and job shadowing** to create **Product Backlog and Release Backlog**
- Created **UML activity diagrams, sequence diagrams, Business Process Modelling Notation (BPMN), state diagrams** using Microsoft Visio to help developers understand the **user stories**
- **Organized and facilitated sprint planning, daily stand-up meetings, reviews, retrospectives, release planning, demos and other Scrum-related meetings**
- Used Scrum Related tools such as **Rally** to document and visualize stories, tasks and measure performance through **burn down charts/velocity charts**
- **Used Kanban Board in implementing the project.**
- **Implemented Kaizen Six Sigma techniques to systematically achieve small, incremental changes in processes in order to improve efficiency and quality**
- **Worked with cybersecurity experts to improve the security aspects of the application**
- Used **Mockup Screens** to convey look and feel of the **GUI screens**
- Assisted system architect in writing **client-side validations** for the **UI webpages** and also assisted UI developers in creating **Ajax** for **dynamic and interactive UI pages**
- Worked with team on **Microservices infrastructure and API documentation**
- Defined and suggested **SOAP, REST, XML based web services, web methods, (API's)**

- Prepared **Client side** and **Server side validation** in **SRD** and provided to lead developers
- Used various **SQL commands like Create, Delete, Update, and Inner, Outer, Left, and Right joins to update the database and retrieve data for data analysis and validation**
- Helped in creating a **Data Dictionary**
- Used **HQ Quality center** to handle testing life cycle
- Created **Stub Data in XML** and provided to UI developers to progress the web page development.
- Facilitated the process of **orchestration** by providing **process flow diagram**
- **Prepared Test Plans, Test Cases, and Test Scripts for UAT process with business users**
- Researched keenly on **Investment finance – wealth management, financial planning and working of Capital Markets**
- Hands on experience with **portfolio management, futures, options, forwards and other OTC products and trained developers for various financial products and help them understand the logic of operation of Derivatives Analysis, Credit Derivatives and Fixed Income Securities**

Environment: Scrum, Windows 10, HP QC MS Office Suite, Java, Java Scripts, XML, SOAP, REST, MS Visio, UML, Adobe Photoshop, SharePoint, SQL Server Services, Tableau, HP Load Runner, Rally

■ **MFS Investment Management**, Boston   Aug 2014 – Apr 2015
Business System Analyst in Scrum Environment
Portfolio Rebalancing Application

The Application keeps track of portfolio weightage in comparison with the client's **risk appetite and investment preferences.** The Project was implemented in **SAFE 4.0 environment**.

Responsibilities
- Interacted with the **Business Owners and SMEs along with Risk Managers and Project Architects**, **to gather client specific business requirements**
- Conducted **user interviews, facilitated JAD sessions**
- Helped to prioritize user stories using **MoSCoW and Planning Poker techniques**
- Worked as **Proxy Scrum Master** for **certain sprints**
- Acted as an **agile coach in Introducing Scrum, SAFE** to multiple team members
- Worked with **RTE's** and was involved in **Scrum of Scrum**, **PI planning**, **HIP sprint**
- Used Scrum Related tools such as **JIRA to document and visualize stories, tasks and measure performance through burn down charts/velocity charts**
- Created **UML - Use Cases, Activity Diagrams, and Work Flow Mockups** using **MS Visio**
- Used various **SQL commands** like **Create, Delete, Update, and Inner, Outer, Left, and Right joins** to update the database and **retrieve data for data analysis and validation**
- Defined and suggested **SOAP, XML based web services, web methods and application programming interfaces (API's)** based on **JAVA**
- Prepared **Clientside validation and Server side validation** in SRD and provided to lead developers
- Created **Stub Data in XML** and provided to UI developers to progress the web page development.
- Referred **to UDDI to access external web services in WSDL** and also assisted in **SLA agreement**
- Extensively used Tableau for **building analysis flow for monitoring asset class performance**
- Used **Informatica ETL tool** for **data mapping, modelling and integration** of **multiple resources of data**
- Knowledge in **data profiling, root cause analysis, and quality improvement**
- Worked with Lead Developers in building the **ER Diagram, Connecting the databases to data warehouse, and creating data marts** about specific services for the concerned departments
- Created **RACI MATRIX**, **Traceability Matrix between the Use Cases (Requirements) and Test Cases, developed detailed Test plan, Test Cases, Test scripts, GUI and security testing**

- Strong understanding of **Equities and Fixed Income products** with respect to **Brokerage Operations, Margin trading and Securities Lending**
- Extensively used **BI** for analyzing securities including **equity, foreign exchange, bonds; building analysis flow for portfolio rebalancing and monitoring asset class performance**

Environment: Scrum, MS Office Suite, Java, Java Scripts, XML, SOAP, MS Visio, UML, Adobe Photoshop, SharePoint, HTML5, SQL Server Services, Informatica, Tableau, HP Load Runner, JIRA, Bugzilla

■ **Cigna Healthcare**, Hartford, CT   Jan 2013 – July 2014
Scrum Master in 'Waterfall- Scrum' Hybrid environment
Business Intelligence Reports Application

- **Studied various regulatory constrains like CHIP, FISMA, ACA, HIPPA, HITECH acts**
- **Helped resolve queries regarding ICD 9 – ICD 10 transition and worked on CPT codes**
- **Facilitated daily scrum, sprint review, retrospective, sprint planning, grooming**
- **Elicitation of Functional/non-functional requirements** and conducted **walkthroughs with architects, developers, SME's and stakeholders**
- **Interviewed Domain Analysts, SME's** and **Process Consultants** to **review, verify and validate** Project requirements for an **Integrated Sales, Customer Service and BI system**
- Used **SQL queries** to extract data from **DB for testing the accuracy and efficiency** of the data
- Used **Unified Modelling Language (UML)** to prepare **Process Flow Diagrams** and **Sequence Diagrams** from the gathered requirements with the help of **MS Visio**

Environment: Rational Suite, RRC/DNG, MS Office Suite, Java, MS Project, Office 365, , HP ALM/QC, MS Visio, UML, Adobe Photoshop, SharePoint, HTML5, SQL Server Services, Tableau, JIRA

■ **Wallmart**   Feb 2010- Sept 2012
Business Analyst
E-commerce Transaction Verification

Responsibilities
- Used **requirement workshops, reverse engineering, Doc Analysis** to create **the BRD, SRS**
- **Performed risk analysis** of the requirements and prioritized the application development
- Develop **HTML prototypes and UI deliverables, such as wireframes, flowcharts, screen mock-ups, and interface design specifications. Helped in Testing and DB development**

Environment: Waterfall, MS Office Suite, MS Visio, UML, SharePoint, SQL Server Services, Mockup Screens

■ **Verizon Insurance Company Ltd**   Sept 2008 - Dec 2009
Business Analyst
Health Insurance Handling Application

Responsibilities
- Elicited requirements by conducting **GAP analysis, Brain-storming, Focus group sessions with the stakeholders and SMEs**. Documented the **BRD, FRD and the Use Case Documents**
- Analyzed Requirements and created **Use Cases, Business Processing Modelling Notation (BPMN), Use Case Diagrams, Activity Diagrams using MS Visio**

Environment: Waterfall, MS Office Suite, MS Visio, UML, SharePoint, SQL Server Services

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EDUCATION

- ▪ **Bachelor of Engineering** in **Computer Science**
- ▪ **Certified Scrum Master (PSM 1) (Scrum.org)**

https://www.scrum.org/certification-list   # enter first and last name

- ▪ **Certified Scrum Master (International Scrum Institute)**

http://www.scrum-institute.org/certifications/Scrum-Institute.org-SMAC7b6b35c8dd-31460311600007.pdf

- ▪ **Certified Scrum Product Owner (International Scrum Institute)**

http://www.scrum-institute.org/certifications/Scrum-Institute.org-SPOAC573b18427a-19809042660519.pdf

- ▪ **Duke university** Certified **'Data Visualization and Communication expert'**

https://www.coursera.org/account/accomplishments/certificate/TMJ33LCAZZ49