Candidate74

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Sr. Business Systems Analyst / Scrum Master

PSM I & CSM Certified (http://www.scrum.org/user/322906 **)**

SCJP (Sun Certified Java Programmer)

Lean Six Sigma Green Belt Certified

PROFESSIONAL SUMMARY

- Experience with **Oracle** E-**Business** Suite (**11i/R12**) modules – **Accounts Payables**, **General Ledger**, **Cash Management**, **Order Management**, **CRM**, **HRMS**, Warehouse Control System (**WCS**), **WMS** and **Procurement**.

- Experience and knowledge of implementing **SAP** and using various modules of **SAP** for managing business.

- Experience in optimizing **Procurement** and other **Supply Chain processes**.

- Experience using **SharePoint**, **JIRA**, **Rally**, **Power BI**, **TFS**, **AWS**, **Hadoop, informatica, HPQC** and **HP ALM.**

- Supported **onshore** and **offshore** teams and promoted collaboration

- Coached and guided team members on agile practices to create business value and benefit from self-organization.

- Facilitated **process improvements** and **automation** of various cumbersome processes using **DMAIC** and **DMADV** methodologies that brought the value add of over **$ 1 million**.

- Worked closely with **product owners** to groom **product backlog** and supported in preparing for **sprint planning**

- Resolved **impediments** and internal conflicts by exhibiting **servant leadership** characteristics.

- Excellent expertise in **SQL** (Structured Query Language), **Oracle**, **SAS**, **R programming**, **SPSS** and **Tableau**.

- Worked on **Data Governance**, **Data Compliance**, **regulations** (**GRC**), **data auditing** and **metadata repositories.**

- Experience in facilitating **requirements elicitation**, **Gap Analysis**, **Impact Analysis, Risk Analysis**, **enterprise analysis**, **Stakeholders Meetings**, **JRP sessions**, **JAD sessions and triage calls.**

- Proficient in developing **UML diagrams** such as **use case diagrams**, **work flow diagrams**, **data flow diagrams**, **flowcharts**, **screen mockups** and report prototypes using **dynamic UI** with **HTML**, **MS Visio**.

- Proficient in **Change Management**, **Process execution**, **Cost Benefit Analysis** and **ROI evaluation**.

- Excellent documentation skills in creating **BRD**, **Use Case Specifications**, **SRS**, **FRD**, **FSD**, **HLD**, **LLD** etc.

- Proficient in MS Office – **Excel** (**VLOOKUP, Pivot tables, Macros**), **Word**, **PowerPoint, Access**.

- Assisted in scripting **business logic** in the **web methods** of Web Services and documenting the Web Service Level Agreements through **XML** into the business engine rule of the system.

- Developed sample **XML request** and **response** files for the **development** team to understand the **parameters** and used **XSTL** to perform various file translation to **pdf**, **doc**, **csv** etc. Used **XSD** to create **XML** files for webservice calls.

- Wrote complex elements in **XML** and coordinated with **UI/UX** team to integrate and transfer data using **XML**.

- Proficient in developing **test plans**, **test cases**, **system testing**, **UAT** and **traceability matrices** in manual and **automated test** environments.

- Performed **reverse engineering** for the **enhancement** projects to find **design** and **fix bugs**.

- Experience with **data mapping**, **data analytics, data randomization** and **data warehousing.**

- Worked on **Waterfall**, **Agile Scrum** and **SAFe** projects and understand the working of XP, RUP TDD.

TECHNICAL SKILLS

SDLC Methodologies	Waterfall, Agile Scrum, Kanban, XP, RUP, TDD, ATDD
Business Modelling Tools	MS VISIO, Balsamiq, Rational Rose, BizAgi
Project Management Tools	JIRA, Rally, TFS, SharePoint, HP ALM
ETL Tools	Informatica, MSIS , Sequel Pro, Erwin
Reporting/ BI Tools	SAP Business Objects, Power BI, Tableau, SPSS, SAS, R Studio, Crystal Reports
Defect Tracking/ Testing Tools	HP QC, Bugzilla, Soap UI, Postman
Databases	SQL, MS Access, Oracle, MySQL, Essbase, Sybase
Software Development IDE and technologies	Microsoft Visual Studio, Eclipse .net, Java, Hibernate, Spring, PL/SQL, C, C++, C#
ERP Technologies	Oracle EBS, SAP, PeopleSoft
UI/UX technologies	HTML, DHTML, CSS, JavaScript, AJAX, Angular, AJAX, XML, jquery, JSP

EXPERIENCE

General Electric- Transportation: Melbourne FL	Jun 2016 – Dec 2017
Sr. Business System Analyst / Lead Business Analyst	

An Enterprise level project that involved an upgrade of the **Oracle Apps ERP** application from 11i instance to R12. My role was closely related to Buy 2 Pay, Procure 2 Pay, Order Management and Cash Management modules. I worked on webservices and ensured that all Oracle forms and third-party tools are working fine in R12 instance.

Role & Responsibilities:

- Managed and helped the BA's to **elicit** the **requirements** and helped them to overcome issues and challenges.
- Assisted the BA's to prepare the **Business Requirement Document** (BRD), **Functional Specification Document** (FSD) and **Software Requirement Specifications** (SRS). Used **BPMN** to show the process flow and suggested process **improvements** to **improve productivity**.
- Performed **reverse engineering** to understand the system design and to perform **system analysis**.
- Worked on **Oracle forms** and understood the working on various responsibilities and setups such as **GL setups**, **purchase order**, **requisition** and **approval hierarchy**.
- Worked on **purchasing webservices** and implemented JAX-RS, JMS, JAXB features for better communications.
- **Well versed with R12 tables such as PO_HEADERS_ALL, PO_RELEASES_ALL, PO_VENDORS etc.**
- Used **Appworx** for **job scheduling** and to **track issue logs** for the payment chains.
- Used **SharePoint** to store the all the **artifacts** such as **BRD**, **SRS**, **Communication plan**, **Test plan** and **cases** etc.
- Performed **process mapping** to understand the relationships between entities and their working.
- Used **DMAIC** methodology to **automate** some **manual processes** to bring about efficiency and **cost savings**.
- Performed various analysis such as **Interface** and **GAP** analysis to make a roadmap for the team for the successful **ERP implementation**.
- Worked with project manager to define the **scope** and **out of the scope** for the project.
- Developed and reviewed **use cases** and used **modeling** techniques for better understanding of the **process flow** for the stakeholders.

- Performed the **document analysis** and went through the **problem reports** to understand the complete system and the **AS IS** issues in production. Compared it to the **TO BE** state and made complete report for the project.
- Created **prototypes** for the **business** and created the **activity diagrams** and **sequence diagrams** to assist the upgrade.
- Worked with the Development team to integrate the **SOA** to support the **REST** based **webservices** and **orchestration**.
- Ensured that both the **XML** and **JSON** format were supported to ensure the proper integration with third party tools.
- Worked with the UI team to review the **HTML** and make relevant changes.
- Worked extensively on **SQL**, **PL/SQL** and **T-SQL** to perform operations on database.
- Facilitated various **testing** stages including **user acceptance** and the **PL1** stage.
- Resolved technical problems associated with the **API's** and worked with Dev team to fix those.
- Provided **user training** to the end users related to the new application.

Environment: Oracle Apps 11i/R12, Appworx, PL/SQL, SQL, Tableau, TFS, SharePoint, Service-Now, Java, Unix, API, MangoDB.

Citi Group: Tampa, Florida	May 2014 – Jun 2016
Scrum Master / Business Analyst	

Citi Shared Services Global ID Administration (CSS GIDA) provides information security administration services to Citi Staff enterprise, and internal and external customers. The scope was to implement budgeting and forecasting application for its employees and managers. The application provided various features and helped in expense/recovery management.

Roles & Responsibilities:

- Facilitated Scrum ceremonies such as **Daily scrum meetings**, **Sprint planning**, **Sprint review**, and **Sprint retrospective**.
- Facilitated **discussion**, **decision making**, and **conflict resolution** to ensure **self-organization** and **collaboration**.
- Reviewed **scrum processes**, facilitated **process improvements** and coached team to follow agile/scrum priciples.
- Calculated and tracked **velocity** and **capacity** of the team throughout the project and used **focus factor**.
- Used **JIRA** project management software for creating the **sprint burn down** and **burn up charts**, **velocity** charts throughout the sprints to track **velocity** as well as determine **capacity** of the development team and update the user stories and tasks that are completed in various sprints into the **product backlog** artifact.
- Performed business analysis to understand the **budgeting** and **forecasting** processes and suggested the best way to combine the processes and help them share information with one another.
- Understood the **AS-IS** system and its limitations and offered the recommendations for the **TO-BE** system.
- Used **SQL** extensively to perform **DML** operations and used **Tableau** to create reports.
- Gathered web services requirements, created a plan for orchestration and
- Made relevant **analysis** reports using **UML diagrams** and used **SharePoint** to share it with stakeholders.
- Ensured the user stories follow **INVEST** criteria and helped product owner to groom product backlog.
- Facilitated user story estimation with the help of various techniques such as **Planning Poker**, **The Bucket System**, **T-Shirt Sizing**, **Affinity mapping** etc.
- Assisted Product Owner in the **prioritization** of the user stories and used various techniques such as **MOSCOW** method, Rolling **Wave Planning, Weighted shortest job first** and **whole team sorting**.
- Enterprise **Content Management** solutions and portals (**SharePoint**, Sitecore, **Adobe AEM**).
- Ensured application was tested against all the **test cases** and helped testing team to come up with test cases.

- Helped the teams to implement **OLAP** and **OLTP** systems to analyze the data and filter transactions.
- Used Rally and TFS for updating the status of all the Test Cases & Test Scripts that are executed during testing process.
- Helped team in **ETL** operations, followed by analytics with **SSIS** and reporting with **SSRS**.

Environment: Scrum, Microsoft Excel, PowerPoint, Microsoft Visio, JIRA, SQL, SSIS, SSRS, SharePoint, TFS, Postman, Sitecore, Adobe AEM, Tableau

Fidelity & Guaranty Life: Baltimore, Maryland	Dec 2012 – May 2014
Business System Analyst / Business Analyst	

Insurance application enhancement for employees to manage retirement benefits such as annuities and create a dashboard for employees to manage the data related to customers. Ensured regulations and compliances like HIPAA were followed.

Roles & Responsibilities:
- Elicited requirements and analyzed all phases of reinsurance **accounting** and **reporting**, information technology, **data cleansing**, **contract administration**, **monthly processing**, **reinsurer settlement / reporting**.
- Analyzed various annuity and pension products and identified best ways to implement the required functionality.
- Coordinated with SME's for the creation of development tasks.
- Contributed and adhered to SDLC and IT Service Management (ITSM) processes.
- **Extracted** and **transformed data** from various data sources to perform analysis using Informatica.
- Performed **change requirement analysis** and planned for **change management**, replicated scenarios for **proof of concept** to uncover system functionality gaps
- Used **PeopleSoft finance** and **accounting modules** to understand the various **forms** and **system architecture**.
- Performed **reverse engineering** to **fix bugs** and to find the **system design** using **Jad Debugger**.
- Interface with TPA vendor and internal claims organization to analyze data to ensure proper processing of reinsurance invoices and claims, to ensure smooth processing and data of the highest integrity with maximum efficiency.
- Identified problems such as **database errors**, inaccurate **records** and **reports**, **regulatory** non-**compliance**, **inaccurate guidance**, and correctness of payment and accounting for funds.
- Work with Enterprise **Data Management** to map data requirements into data **elements**.
- Performed **data validation** of the data flow from the front-end to the back-end using **SQL** queries to perform the back-end testing on the database.
- Prepared **Mock screens** and **Wire frames** using **MS Visio** to give the stakeholders an idea about the UI and the screens.
- Used **SQL** to extract data and perform analysis. Used in conjunction with analytical tools such as **SPSS** and **Tableau**.
- Wrote client side and side validation verbiage and helped testing team to come up with relevant test cases.
- Worked with Dev Team to integrate the REST **API's** with other web services and provide collaboration with other departments.
- Worked with design team to build the orchestration design to
- Developed **test cases** and **test scripts** and performed **Quality Assurance** testing using **HPQC**.
- Proposed **process improvement** ideas to automate various manual tasks such as report building and sending emails.

Environment: Microsoft Office Suite, Microsoft Visio, T-SQL, Outlook, HPQC, Java, API, Webservices, Hibernate, Spring, JavaScript, Service Now, SharePoint, SOAP UI, Postman, PeopleSoft.

Soft labs Technologies and Development Pvt. Ltd.	Apr 2011 – Dec 2012
Business Technology Analyst / Data Analyst	

The investment banking project for Kotak Mahindra was to add more features to the web application. The data needed to be profiled and analyzed to assist in business decision making. The report generation tool was optimized to develop more types of reports for internal banking employees.

- Worked with the design, development and testing team to enhance a web application for Kotak Mahindra Bank to offer solution to their **wealth management** and **portfolio management**.
- Worked with the bank stakeholders to understand their requirements and worked with Senior BA to understand the data requirements to make mapping documents.
- Performed **GAP analysis** and **impact analysis** and presented detailed report to the stakeholders.
- Elicited and analyzed requirements for **wealth management** and **portfolio management** departments.
- Identified the format of various documents such as **NAV reports**, **subscriptions reports**, **redemption documents**, **statement** of **holdings**, **acceptance receipts** etc.
- Collected relevant data using **SQL** from the database to identity the attributes and fields in the tables.
- Used data to perform **OLAP** and form graphs and charts such as **reconciliation graphs**.
- Performed impact analysis to understand the impact on other securities such as equity, debt, derivatives and alternative security.
- Interpreting data, analyze results using **statistical techniques** and provide ongoing reports to support Business Analysts.
- Develop and implement databases, data collection systems, **data analytics** and other strategies that optimize statistical efficiency and quality.
- Identify, analyze, and interpret trends or patterns in complex data sets to help **portfolio managers** take business decisions.

Environment: Microsoft Excel, SQL, OLAP, RACI Matrix, BRD, FRD, SRS, ETL, TFS, Sharepoint.

DreamSoft IT Solutions	Jun 2009 – Apr 2011
Java Developer	

The project scope was to develop a web application for an education company 'Jamboree'. The application would allow the employees to maintain the student schedules and manage the course lists with relevant details.

- Used Java, J2EE and struts to develop web application for an education service company.
- Developed prototypes for the application and made documents for the business and the end user.
- Performed **Unit**, **Integration** and **system testing**.
- Assisted the Module leader in various account level activities such as timesheet submissions and the team roster.
- Implemented **SOAP** and **REST** webservices to connect different application in **SOA architecture**.
- Worked on **Oracle** Database and used **SQL** to perform retrieve and update records in **database**.
- Used **XML** Spy tool to write **XML** files to transfer information across the web pages and web services.
- Worked with the UI team to implement the **JavaScript** and **JSP** snippets.

- Implemented **AJAX** and **XML, XSLT, XSD** to transfer the request and get the responses.
- Made relevant changes on the **HTML** to make the web pages more dynamic by incorporating **AJAX**.
- Performed process improvement using **DMAIC** and **DMADV** methodologies.
- Developed scalable modular software packages for various **Java APIs** and applications.

Environment: Java, J2EE, Struts, Junit, SOAP UI, Jenkins, Postman, SQL, Service-Now, SharePoint, Eclipse IDE, Java Persistence API.

Education

- Bachelor of Engineering (Computer Engineering)   May 2005- May 2009

Certifications

- Six Sigma Green Belt
- Sun Certified Java Programmer
- Professional Scrum Master