

**SPOORTHI**  
**SR. BUSINESS SYSTEM ANALYST**



*Over 8 years of experience in Finance and Banking Domains and have an exceptional record of delivering cost effective, high performance technology solutions to meet challenging business demands*

**PROFESSIONAL SUMMARY:**

- Extensive knowledge, expertise and involvement in various phases of **Software Development Life Cycle (SDLC)** in **Waterfall, Scrum, Agile (Test-Driven Development)** and **Scrum-Waterfall** environments.
- Proficient in networking with individuals at various levels and facilitating elicitation sessions such as **survey, interviews, brainstorming, focus group, interface analysis, document analysis, and JAD sessions**.
- Proven experience in facilitating **change management** and conducting **GAP Analysis, Risk Analysis, Impact Analysis, SWOT analysis, Root Cause Analysis, Cost-Benefit Analysis and Cash flow analysis**.
- Successfully gathered **SMART** requirements and transformed them into **Business Requirements documents (BRD), Functional Requirement Specification (FRS) and System Requirements Specifications (SRS)**.
- Good understanding in building and maintaining **Responsible, Accountable, Consulted, and Informed (RACI) Matrix**. Assisted in **Business process re-engineering** and Business process flow improvements.
- Well acquainted with workflows and **Unified Modeling Language (UML)** diagrams including **Use Cases, Activity Charts, Sequence Diagrams, Data Flow Diagrams, and Entity Relationship (ER) Diagrams** using **MS Visio**.
- Good Knowledge of Data Warehousing concepts. Data Mapping and Data profiling. Extensively created **Entity Relationship diagrams (ER Diagrams)**. Performed **Data Modeling** Conceptual and Logical Models.
- Experience in **Data Integration** using **Data center** with **Hub and Spoke**. Extensive implementation knowledge of **Databases, Schemas, Data Marts and OLAP** operations such as **Roll-up, Drill-down, slice and dice and pivot**.
- Experienced in creating **Test Plan, Test Scripts, Test Scenarios, Test cases, Requirement Traceability Matrix (RTM), User acceptance Testing (UAT)**, and familiar with **software testing and Regression testing**.
- Proficient in creating **Screen Mockups** and **Walk-through sessions** for Stakeholders and Project Team members.
- Used **Tableau** to create executive dashboards and weekly/ monthly reports on status of key business measurements.
- Cultivated experience in working with different **web services** such as **HTML, WSDL, SOAP, REST, JSON**.
- Wrote **SQL queries** including **DML and DDL** commands like **insert, delete, create and update**.
- Knowledge in **Wealth Management, Asset and Portfolio Management, Credit Risk Management and CCAR**.
- Implemented the capabilities required to enable **CCAR** & reporting for **Dodd Frank** section 165 compliance.
- Worked with technology and application development teams to design or select solution that appropriately meet the business for large projects such as compliance with **Dodd Frank Act**.
- Knowledge of **Financial reporting, Budgeting, Forecasting, Valuation and Portfolio Investment Strategies**,
- **Creative and aggressive self-starter** with integrative thinking skills, capable of forming and **maintaining positive** and productive working relationships in internal, external, independent, and team environment.

**EDUCATION**

**Jawaharlal Nehru Technological University (JNTU), India**  
Bachelor of Engineering

**PROFESSIONAL EXPERIENCE**

**Raymond James, St. Petersburg, FL**  
**Sr. Business System Analyst**

**Jul 2016 to Present**

Raymond James serves high net worth individuals and families with an integrated wealth management service including portfolio management, inheritance planning and tax advisory services. The scope of project was moving their CRM legacy system to Salesforce CRM. Integrating other data sources and using Salesforce.com workflow capabilities accelerated the new account opening process, increased sales staff productivity, and enabled our IT teams to accelerate the delivery of new applications.

### **Responsibilities:**

- Conducted extensive **GAP analysis** by identifying **AS-IS** and **TO-BE** process models and **process flows**.
- Elicited requirements by interacting with wealth managers, financial strategists and financial analysts using **JAD Sessions**, **Structured Interviews**, **Process Analysis** and **Business Rules Analysis**.
- Performed **feasibility** study along with **SME** and **Project Manager (PM)** by interacting with primary stakeholders in identifying various **dependencies** and **constraints** for business requirements.
- Created a Macro Document incorporating components of both **Business Requirement Document (BRD/HLL)** and **System Requirement Specification (SRS/LLD)** to keep track of work and for efficient management.
- Involved in Business Process modeling using UML diagrams such **Use Case Diagrams**, **Sequence Diagram**, **Activity diagram** and **Use Case Narratives** and incorporated them in Macro Document.
- Decomposed the scope from the **BRD** into user stories by conducting a **story writing session** with the Product owner and then the acceptance criteria for the **PSPI (Potentially Shippable Product Increment)**
- Handled **requirement churn** during the project by performing **Impact Analysis** by checking feasibility in maintaining the triple constraints in Daily status update meetings (**Daily Scrum**).
- Used **JIRA** for requirements management, allotting tasks, issue tracking and for **requirement traceability**.
- Timely assured development team has necessary resources to perform up to potential, tracked and removed impediments. Performed **DDL**, **DML** and **SQL** commands to perform various operations.
- Assisted in building working prototypes with **JavaScript**, **HTML**.
- Experience in **Extraction, Transformation and Loading (ETL)** using **Informatica**.
- Wrote **SQL Queries like select, update and joins** to retrieve desired information and interact with the **Database**.
- Designed the **Test Cases**, **Test Scenarios**, **Test Strategies** and **Test Plans** for all processing using **HP QC**.
- Helped the QA team in performing **User Acceptance Testing** based on the acceptance criteria.
- Created **Mock-Up Screens** and **Wireframes** using Visio for the customer relationship management (**CRM**) system.
- Assisted the team in **post-production maintenance** of the system as a liaison between the business users and the project development team. Created environment for self-organization and organized team engagement activities.

**Environment:** Waterfall-Scrum Hybrid, Salesforce CRM, JIRA(v-6.4.14), IBM DataStage, MySQL, MS Office 2016, MS Visio (v-16.0), MS Project, UML, CSS, JavaScript (D3), HP QC 11, Tableau(v-9.0).

**Northern Trust, Chicago, IL**

**Mar 2015 – Jul 2016**

**Sr. Business System Analyst**

This was an enhancement project to support investment decision makers in better managing their investments by enhancing the **Portfolio Dashboard**. New dashboard would enable better **Performance overview**, **Improved analytics**, Portfolio drill downs and comments from Analysts and Portfolio Managers. This would support **Asset management**, reporting and performance tracking for the existing investors.

### **Responsibilities:**

- Developed good understanding of **Financial Instruments**, **Asset Allocation**, **Commodities**, **Corporate Bonds**, Money market instrument. Analyzed the prior documentation and business processes for understanding of the project.
- Conducted **JAD sessions**, **Document analysis** and one-on-one **Interviews** with the stakeholders and area experts to carefully record the requirements and building a bridge between the business people and technical people.
- Created Business Requirement Document (**BRD**), Functional Requirement Document (**FRD**) and System Requirement Specification (**SRS**) and **Use case specifications**. Created **UML Diagrams** using **MS Visio**
- Created User Stories and estimated them in **Sprint Planning** and **Backlog Grooming meetings**. Incorporated **Scrum Events** Backlog refinement, Sprint Planning, Stand up meeting, Sprint Review and Sprint Retrospective.
- Performed **Impact Analysis** for requirement churn and by checking feasibility in maintaining the **Triple constraints**.
- Involved in **Test Planning**, **Test Preparation**, **Test Execution**, **Issue Resolution** and **Report Generation** to assure that all aspects of a project are in Compliance with the Business Requirements.
- Defined Acceptance Criteria for each and every User Stories to perform **User Acceptance Testing**.

- Designed **Test Cases, Test Scripts, and Test Scenarios** to perform **Functional** and **Regression Testing**.
- Logged and tracked the **defects using HP ALM** tool and created an **error repository** and managed the testing process with the QA team. Designed **Quality Plans, Quality Reports** and **Test Summary** reports.
- Designed data models and conducted **normalization and de-normalization** of data to fit **OLTP and OLAP** frameworks, **slicing and dicing of data marts** for analytical decision-making support.
- Implemented all stages of development processes including **extraction, transformation and loading (ETL)** data from various sources into **Data warehouse** and **Data Marts** using **Informatica Power Center Designer, Repository Manager and Workflow Manager**. Worked on service oriented architecture (**SOA**), **REST, SOAP, XML, API**.
- Assisted in the creation of **deployment flow chart** in conjunction with development, infrastructure, and network teams containing information for maintaining Application. Planned and organized team engagement activities.

**Environment:** SDLC, Scrum – waterfall Hybrid, MS project 2013, MS office Tools, MS Visio (v-6.4.14), Oracle 11g, HP ALM 11, Informatica v9x, Bloomberg B-Pipe, Tableau(v-9.0).

**University of California (UCLA), Los Angeles, CA**  
**Sr. Business Analyst**

**Nov 2013 – Feb 2015**

The project was aimed at developing **Enterprise Data Warehouse** system to provide budget allocation, expenditure monitoring and greater financial reporting by integrating unique records sources to State Data Center. Integrated system would provide ease of access, analysis, transparency and better reporting capabilities.

#### **Responsibilities:**

- Worked closely with Project Team, SME and Business Partners (IPs) to gather business requirements.
- Prepared Business Requirement Document (**BRD/HLD**) and Drafted Systems Requirement Specification (**SRS**).
- Managed and tracked requirements using **HP ALM** through Application Life-Cycle. Understood problem definition through one to one meetings with **Data architect, Enterprise architect** and **Solution advisors**.
- Created **UML Diagrams** using **MS Visio**. Assisted **Data modeling** process by creating **conceptual** and **logical ER diagrams** and designing **database schemas** to help development of an accurate **Data Warehouse Structure**.
- Performed Source system analysis (**SSA**) to identify the source data that needs to be moved into the **target tables**.
- Defined **target load order plan** and constraint based loading for loading data correctly into different target tables.
- Created **data flow diagrams, data mapping** from Source to stage and Stage to Target mapping documents indicating the source tables, columns, data types, transformations required and business rules to be applied.
- **Integrated** various **OLTP** to the **OLAP** by using **Informatica** as an ETL tool and used **Tableau** as reporting tool.
- Assisted in increasing **Data Integrity** by performing **Data Normalization, Data Verification** and **Validity**.
- Performed **Data Mining** to find correlation and pattern in existing data and constructed **SQL queries**.
- Played a key role in the planning, testing, and implementation of **system enhancements** and conversions.
- Worked with QA team to design and develop **Test Plan** and **Test Cases** to perform **Functional Testing** and **Regression Testing** and also performed **User Acceptance Testing (UAT)** considering **acceptance criteria**.
- Was involved in using **Tableau** for effective reporting to provide **Business Intelligence (BI)**.
- Involved in implementation by assisting in the preparation of **training module**. Helped the end users getting accustomed to the system by facilitating and arranging **live demonstrations** and **system tutorials**.
- Developed timelines for **project delivery** and **managed projects** and resources to successful completion.

**Environment:** Waterfall, MS Office (MS Word, MS Excel, MS PowerPoint), JavaScript, Tableau, Informatica v9x, MS Visio(v-6.4.14), MS Project 2013, HP ALM 11, MySQL Server, HP QC 11, SharePoint 2013.

**Deutsche Bank, Cary, NC**  
**Business System Analyst**

**Oct 2012 – Sep 2013**

The scope of the project was to comply with new **CCAR regulations** by enhancing technology to deliver the enterprise wide view needed to fulfill CCAR and other stress testing requirements. The scope of project was to Work directly with

finance **CCAR process oversight** and control team to develop the optimal solution that centrally captures all supporting documents required for the CCAR submission package including the capital plan.

**Responsibilities:**

- Analyzed the new regulatory requirements of **Basel Accord** on Market Risk calculation, monitoring and reporting, and knowledge on new implementation of **Comprehensive Stress Testing and Forecast Scenarios**.
- Conducted **requirement gathering sessions** to understand source data for consumer, commercial and small business credit cards and how they map to the **CCAR credit card monthly (M)** schedule.
- Collaborated with stakeholders to discuss the **feasibility, profitability** and **risk** of the project.
- Performed the **AS-IS** and **TO-BE** business process and developed the **GAP Analysis**. Prepared and analyzed Business Requirement Documents (**BRD**) and Functional Requirement Documents (**FRD**).
- Created **UML diagrams** such as **Sequence Diagrams, Activity Diagrams** and **Use Cases** using **MS Visio**.
- Helped in implementing the capabilities required to enable **CCAR** for **Dodd Frank Section 165 Compliance**.
- Work experience in **Risk Control, DFAST (Dodd Frank), CCAR** and other regulatory reporting process.
- Performed source to target **data mapping** from multiple sources (APPRO - Loan Origination system and TSYS - loan servicing system) to **CCAR credit card schedule**.
- Included **CCAR mapping documents**, metadata, reference tables etc. Supported development and validation of test plans, test strategies and other **Dodd Frank Act (DFAST) project deliverables**.
- Liaised with cross-functional teams (business groups, IT and PMO organizations) to drive data remediation efforts and supported the business and subject matter experts SME's during **User Acceptance Test (UAT) phase**.
- Cultivated experience in working with different **Web Services** such as **HTML, WSDL, SOAP, REST, JSON**.
- Identified and escalated as appropriate issues that may arise during the various stages of the **CCAR change process**.

**Environment:** Waterfall, MS Office, MS Visio, JavaScript, MS Project 2010, MS SharePoint 2010, Informatica Power Center 10.1.

**ICICI Bank, Hyderabad, INDIA**

**Aug 2011 to Sep 2012**

**Business Analyst**

The scope of the project was to develop a **credit card application system** which provided its card holders access to 24\*7 call center with various card products and service offerings such as New Accounts, Pay Balances, Report Lost or Stolen Card, Credit Line Increase, Change of Address, Account Balance, Payment Due Dates and the option to talk to live agents for the assistance.

**Responsibilities:**

- Interacted with users and stakeholders to Identify business needs, evaluated solutions for business problems.
- Involved in complete SDLC, which includes requirement gathering, analysis, design, development, and Implementation. Assisted the project manager in defining the **vision, project charter, scope** and timelines.
- Elicited business requirements for the project using **Joint Application Development (JAD) sessions, surveys** and **interviews** management, SME's, vendors, users and other stakeholders.
- Created **Business Requirement Documents (BRD), System Requirements Specification (SRS)** and **Functional Requirement (Technical) Documents (FRD)** according to user requirements.
- Created use case documents and uploaded the documents in Knowledge Link. Analyzed and segregated business requirements into **Use Cases, activity diagrams** using **Rational Rose** according to UML.
- Worked with designers and developers for interpreting requirements, tracking the requirement & timeline.
- Formulated **SQL Queries** to generate relevant reports from the **Database**.
- Participated in **QA Testing** life cycle. Designed the **Test Cases, Test Scenarios, Test Strategies and Test Plans** using HP QC for all processing. Helped in performing **User Acceptance Testing**.
- Worked closely with Project Manager for any **change request** and helped to do **Impact Analysis**.
- Helped creating and modifying **SQL** queries to match the requirements.

**Environment:** Waterfall, Rational Requisite Pro, Rational Rose, Window 7, MY SQL, MS Office Suite (Word, Excel, PowerPoint, Visio), Microsoft Project Professional.

**Strategic Head – Zonal Credit, Hyderabad, INDIA**  
**Business Analyst**

**Jun 2010 to Aug 2011**

The scope of the project was to enhance credit scorecard building of business entities and implement automation in stress testing. The project provided a platform to evaluate Value at Risk with minimal deviation in results and reducing dependency on manual work.

**Responsibilities:**

- Involved in analyzing **Business Requirements** and developing **System Specifications**.
- Assessed business priorities, and advised business units by performing **Risk Analysis**.
- Interacted with the customers and internal stakeholders to gather user requirements and their expectations from the system to create Business Requirement Document (**BRD**), Functional Requirement Document (**FRD**) and System Requirement Specification (**SRS**). Created **UML Diagrams** using **MS Visio**.
- Tracked and reported timely performance against plans and forecast analyzed gaps and recommended corrective measures to improve productivity.
- Participated in the development and preparation of the **Test Plan** with the testing team as well as ensuring testability, reliability, usability, maintainability and performance of the application.
- Involved in **incident reporting** and **change management** procedures.
- Maintained and shared documents in **MS SharePoint**. Managed test cases and logged defects in **HP QC**.
- Formed a bridge between the Project Manager and different teams with effective presentations.

**Environment:** Waterfall, HP QC, JavaScript, HTML MS Project, MS Visio, SQL Server, SharePoint, MS Office (MS Excel, MS Word, MS PowerPoint).

**IN Rhythm Solutions Pvt. Ltd, Hyderabad, India**  
**SQL Developer**

**Jul 2009 to May 2010**

IN Rhythm Solutions is a privately held International group of companies that span Media, Business information Services, Technology and Communications. The scope of the project was to **create** and **maintain** a **database** and **generate reports** related to the **geographic** and **demographic** sales and customer preferences.

**Responsibilities:**

- Participated in creating **Database Objects** such as **tables, views, stored procedures, indexes and triggers**
- Designed database tables to store the data coming from different applications and determining what data is returned or received from the applications.
- Performed **Data Modeling** and created **Entity-Relationship diagrams** for the new databases.
- Defined **primary keys and foreign keys** for tables while designing and used constraints in order to maintain **referential integrity, domain integrity and column integrity**. Also, **normalization** of tables in the database.
- Writing extensive **SQL queries** and determining what data must be sent to various applications.
- **Optimizing** existing queries to enhance the performance of the database.
- Worked closely with the **Database Administrator** in creating the database and maintaining the database components and participated in designing how the data should be organized and how data should be displayed.
- Generated reports like drill down reports, tabular reports using **SQL Server Reporting Services (SSRS)**.

**Environment:** Waterfall, SQL Server Database, JavaScript, MS Office, MS Excel, MS Power Point, SQL Server Reporting Services.