

Professional Summary

Highly accomplished and result-oriented Information Technology Professional with verifiable track record in all phases of software development lifecycle. 7+ years of work experience in Banking and Credit card industry with two Fortune 100 companies with work experience in India, United Kingdom and USA.

Acknowledged as a go-getter with excellent analytical and strong communication and interpersonal skills. Diversified work experience as a Business Analyst / Systems Analyst, Quality Assurance lead, Onsite Coordinator and Project Manager with solid record of performance while working on a variety of platforms in a complex technical and business environments.

Professional Skills

Business Analyst/ Business System Analyst

- Worked with the subject matter experts and documented BRD with functional and non-functional requirements.
- Business process re-engineering
- Created Process Flow Diagrams
- Created Technical and Business Use Cases
- Mapping gaps between a business process and existing system
- Converting Business requirements to technical requirements
- Supporting technical team during Design of complex business logic modules
- Created technical requirement specifications
- Facilitated requirements review and sign-off sessions
- Prepare Graphical User Interface screen shot mockups
- Assessment and workflow for project scope
- Data analysis
- Executed test cases and track results using a defect log and test results reports
- Scheduled and facilitated meetings, minutes, tasks and resources
- Trained End-users
- Transition from SDLC to Agile methodology

Quality Assurance Lead

- Responsible for test schedule and execution
- Ensuring availability of Test environment, Test data and Resources.
- Created test plans and test cases for unit, system/integration, regression, and user acceptance testing
- Execute test cases and track results using a defect log and test results reports
- Coordinated testing from offshore team and managed defect using HP Quality center
- Coordinated efforts for Automation testing

Onsite Coordinator

- Leading team of business analysts/ testers and developers from offshore
- On boarding /coaching of new team members across USA/India
- Management of escalations of any work deliverables
- Weekly status reporting to Client team
- Client relationship and Business development
- Communication to offshore management
- Case study preparation & Proposal development

Project Management

- Created Project Plans using MS Project
- Owned day to day Communication to Senior Management
- Developed Business Cases

- Mentored resources and peers
- Developed AS-IS and GAP analysis
- Analyzed issues and was responsible to resolve them
- Facilitated Requirements Gathering sessions
- Created Statement of Work and Project Charter Documentation
- Documented Best Practices & Lessons Learnt

Technical Skills

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| <ul style="list-style-type: none"> • End to End System Development life Cycle(SDLC) • Agile Development • Iterative Development • Scrum Meetings • Use cases/wireframes • MS Office suite • MS SQL | <ul style="list-style-type: none"> • JIRA • Irise/MS VISIO – UI Design tool • MS Access • Quick Test Professional • IBM Rational Rose • HP Quality Center • MS Project |
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Education

- MBA (Finance & Systems) – T.A.PAI Management Institute, India
- MS in Computer Science & Information Technology, Gujarat University, India

Work Experience

Organization: Infosys Ltd (NASDAQ:INFY)

May 2006 to date

Job title: Senior Consultant, Risk and Compliance practice, Financial Services

- Working on different Client projects and provide Business Analysis and Program Management services
- Participating in Recruitment Activities in USA
- Contributing to Thought leadership and Knowledge Management activities within Organization
- Managing onsite-offshore team and mentor team associates in Risk and Compliance Practice and in projects
- Provide Consulting services as domain expert and anchor proposals
- Managing Client relationship and Strategic Business Development

Major Assignments

Client: Bank of America

Apr 2009 to date

Role: Senior Business Analyst

Lead Business Analyst efforts for projects ranging from \$500K - \$6M in IT cost and ranged from 6 months to 3.5 years in duration. Projects are heavily focused on data analytics and generate reports using data Warehousing, ETL and Application focused.

Projects

CRAMR (Community Reinvestment Act monitoring and Reporting)

January 2010 to date

- Description: CRAMR is Bank of America's official Community Reinvestment Act(CRA) enterprise performance measurement and reporting system. 3 years plus Development Project which delivered state of art reporting system which enables bank reporting to Federal agency Office of Comptroller of Currency(OCC). System enables bank to meet its public goal of having 'outstanding CRA rating' year on year based on Unique system functionality designed to support it.

CFC HMDA (Home Mortgage Development Act)

April 2009- Dec 2009

- Description: Post Merger of Countrywide with Bank of America (BAC), BAC mortgage processes were migrated to countrywide mortgage origination process. This project facilitated the transition.

Cybergrants

July 2009- Dec 2009

- Description: Project to enhance recording of community volunteering hours in Bank of America's Corporate Philanthropy system which enables Bank of America to serve to community.

Major responsibilities

- Work on multi-year, multi phase projects as a Senior Business Analyst
- Work with cross-functional and geographically dispersed teams based in India and across USA
- Responsible for working with business partners and deliver various project artifacts which includes but not restricted to BRD, SRS, Use cases, Test plan, Test scripts, Traceability Matrix, user manual etc.
- Participate in JAD (Joint Analysis and Design) sessions to understand existing business processes and convert into system requirements
- Work closely with business partners, facilitate and lead requirements gathering sessions and technical design sessions.
- Obtain Sign off on requirements before starting Design phase
- Manage change control on signed off requirements, do impact analysis on requested changes and update time/ cost estimates
- Actively involved during Design phase with DB, ETL and application architectures to ensure coverage of requirements
- Work closely with UI/UX designer to come up with state of art design for the in-house application
- Lead offshore based BA/Test team and facilitated testing
- Communicate weekly progress to multi level management team which helped keep us on track
- Maintain Traceability matrix to ensure all Functional and non-functional requirements are covered
- Ensure documentation is stored on Application's SharePoint/Discovery. Responsible for managing different versions of various artifacts
- Facilitate regular status meetings with onsite-offshore Technology project team members and get the status updates from various team
- Effectively managed E2E testing of multiple phases of SIT
- Delivered Test Plans which included E2E process and procedures for SIT and UAT
- Led SIT team, coordinated UAT, tracked all bugs in Quality Center to closure
- Successfully Implemented phased delivery of code deployment for different phases of project

Client: American Express, UK

June 2006 – Feb 2009

Role: Business Analyst

Business Analyst in Compliance space for various multi country projects across Europe. Trained new hires, offshore team and business users as needed. Worked Closely with Business end users which included group of compliance directors and Team leads of Customer Acquisition team in this role.

Projects

Anti Money Laundering -3rd Directive, Brighton-UK

Nov 2007- Jan 2009

- Description: Anti Money Laundering 3rd Directive came in to force on 15th Dec 2007 in United Kingdom. American Express was required to capture additional data on new and existing customers applying for new card, approve based on new AML criteria and do ongoing monitoring.
- My major responsibilities were to understand current application capture backend system, AS IS business rules process and perform gap analysis against new AML directive. Also work with different application channel system teams (Paper Application, Telemarketing, and Internet) to implement changes as the result of new directive. Collaborate with third party credit bureau EXPERIAN to implement new business rules. Co-ordinate, perform testing and monitor project through its implementation.

French Tax legislation –American Express, Brighton-UK**July 2007- Oct 2007**

- Description: AmEx had pending audit action points as a part of yearly computerized Audit exercise performed by French Tax Authority. Inability to provide systems documents and system flows could lead to major financial penalties and a threat to AmEx operations in France.
- Major responsibility was to coordinate with different technical teams to prepare system and data flow of legacy AmEx systems using MS Visio. As an output standardized system flows of legacy systems developed from 1970 to 2000 were restored with latest changes. Final outcome of the project was presentation to French Tax Authority team in Paris, as a result of which AmEx cleared the audit points.

Banque De France- Centraled'Allarme Interbancaria –American Express, Brighton-UK**Feb 2007- Dec 2007**

- Description: Defaulted customers at AmEx end have to be reported to Credit agencies in each country. There were major regulatory changes in reporting criteria for France and Italy market.
- My major responsibilities were to understand compliance Requirements and communicate with the Operations team in France and Italy. Work with technical team to close the gaps from compliance perspective, coordinate Acceptance testing along with the business users, document new changes, End-user training and report to Compliance director on completion.

Business T Integration Program American Express, Pune - India**June 2006 – Jan 2007**

- Description: Business T Integration Program aimed to encompass all technology solutions managed by American Express Business under the umbrella of American Express Technology (AET). The major goals of the Business T integration program were:
 - To protect the AXP brand
 - To comply with IT controls and standards
 - To ensure compliance with operational risk requirements as well legal and regulatory requirements
 - To bring the accountability for all technology components under the jurisdiction of AET
- My core responsibility was to collaborate with Business Application owner to execute the integration process which included studying application architecture, gap analysis with respect to AET standards and Remediation of application according to AET standards. During this tenure, I managed the analysis of approximate 15 applications of domestic market (USA).

Professional Achievement

- Published paper on '*Anti-Money laundering – Are Developing Countries Ready for the Challenges Ahead?*' In Standard Chartered -The Guide to working Capital Management 2009/10 for Asia, Africa and the Middle East <http://www.infosys.com/industries/financial-services/Documents/laundrying-programs.pdf>

References: - Available upon request