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Business System Analyst
Personal Information

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Experience
Total years experience: 6 Years, 2 Months
Job Categories: Information Technology (No experience)
                                  (No experience)

Work History

Company Name: Capital One	(2 Years) June 2009 - Present	
Job Title: Sr. Business System Analyst		
Company Name: Replacement Of Wachovia Bank And Loans	(0 Years) January 2009 - December 2009	
Job Title: Lead And Supported User Acceptance Testing		
Company Name: John Hancock	(1 Years) October 2008 - May 2009	
Job Title: Sr. Business System Analyst		
Company Name: Massmutual Financial Group	(0 Years) January 2008 - September 2008	
Job Title: Business System Analyst		
Company Name: IBM	(1 Years) July 2006 - December 2007	
Job Title: Business System Analyst		
Company Name: Capital One	(0 Years) January 2006 - June 2006	
Job Title: Business System Analyst		
Company Name: Wells Fargo	(0 Years) January 2005 - December 2005	
Job Title: Business Analyst		
Company Name: State Farm Insurance	(1 Years) September 2004 - December 2005	
Job Title: Business Analyst		

Education
 School: Minnesota State University Graduation Date:
 Major: Management Information Sciences
 Degree: Bachelor's Degree

Additional Skills And Qualifications
 Recent Job Title: Sr. Business System Analyst Recent Wage:
 Languages Spoken: English   Managed Others: Yes (10 others)
 Security Clearance: No   Military Experience:

Desired Position
 Desired Employment Type: Contractor
 Desired Travel: Negligible Desired commute:
 Desired Relocation:

Resume

Abeed
Business System Analyst
Looking for assignments in MD / DC / VA area

SUMMARY

Over 8 years experience in business analysis, analytical and technical
skills to leverage experience in various business domains with an
emphasis in Requirements Management, Risk Analysis and the Software
Development Life Cycle
Experience in analysis, design, testing and implementation of software
applications.

Extensive experience in gathering Business and Functional Requirements, developing Use Cases, conducting Gap Analysis and Impact Analysis, modeling Businesses Processes, and preparing Training manuals
Experience with Rational Unified Process (RUP) methodology and all phases of software development life cycle (SDLC) & (STLC)
Experience in conducting Joint Application Development (JAD), project meetings, reviews, walkthroughs, and customer interviews.
Experience in using Rational Rose, UML, Visio, and Requisite Pro.
Proficient in creating Use Cases, Sequence Diagrams, Collaboration diagrams, Activity Diagrams, Class Diagrams, Business Intelligence Tools etc.
Experience in coordinating and performing Integration, Functional, Regression and User Acceptance testing, Stress, Load, Interoperability testing and Black Box testing
Hands on experience with Test Director, Win Runner
Developed Traceability matrix in the process of managing the requirements
Strong Analytical and Problem Solving skills, Multi-Tasking abilities, with proven experience in utilizing people and process knowledge to assist enterprises in making critical decisions
Effective communicator with excellent skills in making Business Presentations, Documentation, writing and developing Business Reports and Technical Specifications
Proven ability to contribute significantly to projects independently and in a team environment
Working Knowledge of Six Sigma, ISO-9000 and Total Quality Management Principles

EDUCATION

Bachelors in Management Information Sciences
Minnesota State University, Mankato

TECHNICAL SKILLS

Methodologies : Waterfall, Agile, RUP
RDBMS: MS SQL 6.5, 7.0, 2000, Oracle 9i, MS Access, Teradata
Operating Systems: MS Windows 9X/NT/2000/XP/windows7, UNIX
Languages: VB, SQL, PL/SQL, TSL, Java
.NET Framework: VB.Net, C#, ASP.Net, JSP
Testing tools: Mercury Suite
Bug Reporting tools: Test Director, Quality Center
Operating Systems: MS Windows 9X/NT/2000/XP, UNIX
Management tools: MS Project, Rational Requisite Pro

PROFESSIONAL EXPERIENCE

Capital One, Richmond, VA June 09 current
Position: Sr. Business System Analyst
Project: Rewards Team
Capital One Financial Corp. (NYSE: COF) is a U.S. based bank holding company specializing in credit cards, home loans, auto loans, banking, and savings products. As a Business System Analyst working on multiple projects for Capital One Rewards.

Rewards web Redesign project
This project was to completely redesign, re-structure, re-brand and re-market the Capital One rewards website for its customers. At the same time the hosting of the rewards web site was moved from one third party vendor to another.
Rewards Summary Link Project
Adding new access points with in Capital One website to Affinity Solution via secure Single Sign On and segmenting groups who have access to this vendor and defined levels for different offers that are available to customers
Bank Statement Integration
This project was to consolidate all the different Bank Statements to one look and feel, add additional data to bring it in compliance of the new regulation put in place by the government and also to add up to date rewards data on the statement.
Black Friday Promotion 2009
Worked with Affinity solutions a third party vendor to present special offers to a specific group of Capital One customers for Black Friday and Cyber Monday.
Summer and winter catalog
Worked with SkyMall to provide special online rewards offers to Capital One customers during the summer and winter.

Responsibilities:

Prepared technical design documentation and business requirements ,
defined user interfaces and tested them
Provided technical solution and performing feasibility analys for the
Business
Interacting with Business to gather and develop requirements
Analyzed and prioritized user and business requirements as system
requirements that must be included while developing the software.
Performed System analyses, proposed designs and solution for the
projects
Created Use Case Diagrams, Activity Diagrams, Sequence Diagrams and ER
Diagrams in MS Visio
Creating traceability matrix for business requirements in Req Pro
Interacted and managed third party vendors
Providing guidance and support to the development and technical teams
Creating Visio diagrams for explaining the System flow for the Business
and technical team members
Creating use case for the development team
Providing guidance and support to the testing teams and helping out with
testing where ever needed
Mapping defects back to requirements in the Quality Center and
collaborating with developers to resolve defects
Performing production support
Created the business continuity plan to plan for disaster Recovery
On a weekly basis creating reports and providing status to middle and
upper management
Environment: Struts, Java, Windows XP, Requisite Pro, Test Director, MS
Office Suite, MS Visio, Win Runner

John Hancock, Boston, MA Oct 08 May 09
Position: Sr. Business System Analyst
Projects: Variable Annuities
Worked on multiple projects as a Business System Analyst for the duration
of time I was at John Hancock.
Venture 2009
Introducing new venture product that accounted for the current economic
conditions provided the customer with better incentives, bonuses and made
it easy for those who wanted to transfer into this program.
Decommissioned the old Venture programs that were in place and rolled
them in to this new product
DST Fanmail
An Electronic Based Messaging system that was consolidated two systems
into one. This gave the flexibility to email customers (target marketing
and information about their accounts) and also provided real time
messaging to the production support teams about the system.
Replacement of Wachovia Bank and Loans project
This project primarily dealt with Vantage One System and some parts of
these project required testing and knowledge of the ACE system, a website
and Payment Entry system. As Wachovia was bought over by Well Fargo and
all the systems had to be updated with the new information, creating new
entities and decommissioning of the old entities and rollout to
production.

Responsibilities:
Conducted and coordinated meetings with the business to better understand
their requirements.
Prepared business requirements documentation, business process modeling
and tech specification documents at various phases of projects.
Designed Use Case Diagrams and wrote their specifications in the Use Case
Specification documents using UML/Visio based on the Requirements
gathered
Conducted review sessions for the documentations and created technical
specification documents.
Analyzed the current system to better incorporate the Business needs and
requirements and also understand the flow of information
Derived Functional Requirement Specifications (FRS) based on User
Requirement Specification URS. Understand and articulate business
requirements from user interviews and then convert requirements into
technical specifications
Gathered data from data warehouses for reporting needs and feasibility of
the system
Prepared test plans and test cases for the different projects
Lead and supported user acceptance testing (UAT)
Coordinated with the business and the development team to execute test
plans and shared results with the sides involved
Researched and analyzed test results and managed defects that
materialized in the testing process
Assisted QA Team in executing the Test Cases and collected the Test and
Process Metrics
Provided feed back and suggested resolutions for defects
Part of the implementation team, tasked with moving the code into

production
Prepared training documentation and performed training for the
appropriate groups, including Production support and Business end users

Environment: Vantage One, MS Office, MS Visio, Data Warehouse, Windows
XP, Quality Center, ACE,
MassMutual Financial Group, MA Jan 08 Sep 08
Position: Business System Analyst
Project: DSP (Distribution Systems Platform)
The project involved a sophisticated implementation of SAP FI and ICM
modules on an enterprise-wide scale to increase the efficiency of the
business processes. The implementation was phased on a Line of Business
level and the Retirement Services division was the first division to
undergo the change. Subsequent releases were for the Appointments and
Licensing, and Life SBUs.

Responsibilities:
Conducted joint application development sessions (JAD) to identify risk
factors in various implementation methodologies.
Gathered security related Business requirements, Business process
modeling for SAP module configuration and SIRCON (external vendor)
Converted business requirements into technical specification document
Documented business requirements for SIRCON Configuration and SAP
Security Configuration
Analyzed current operations of the Enterprise Distribution Services
division and assisted the system architecture team in designing the
process flow for the new system using MS Visio
Handled security management in SAP and SIRCON for testing, business and
support teams including structuring security profiles for various roles
and assigning authorization objects.
Involved in the functional, regression, and security testing and
underwriting testing portions of a multi-cycle Business Acceptance Test
of software implementation.
Supported configuration in the financial module in the areas of General
Ledger, Accounts Receivable, Accounts Payable, Special Ledger, and
Incentive and Commission Management
Solely responsible for the security management of SIRCON- Producer
Manager/Producer Express modules based on the requirements of the users.
Worked with the regression test team and designed automated regression
test plans and test cases
Supported User Acceptance Testing
Mapped defects with requirements in Quality Center and collaborated with
developers to resolve defects.
Created System documentation and training for the end users
Worked with the functional team and developers on an extensive basis to
resolve various issues/defects.

Environment: SAP ICM, MS Office, MS Visio, Data warehouses, Windows XP,
Quality Center, QTP 9.2, SIRCON

IBM, San Jose, CA July 06 Dec 07
Position: Business System Analyst
Project: Implementing Vignette Products
Part as a Business System Analyst par of the Hitachi GST team implement
Vignette Content Management and Vignette Collaboration systems, for their
ever growing global team. Interacted with different teams and
departments, gathered requirements, provided training and helped with the
setup of their product. Provided support and assistance with the
development of new content publishing portals.

Responsibilities:
Gathered User requirements from key stakeholders
Prepared technical and business requirements documents and defined user
interfaces and tested them
Designed architectural document using UML for the new websites.
Involved in creating GAP analysis for VCM implementation.
Facilitated in customizing the product for various customers
Created site maps and converted business requirements into technical
specification document
Developed business requirements for setting up a data warehouse for
Collaboration and VCM
Tested the Data Warehouse as per the requirements
Documented business requirements for VCM configuration and Collaboration
Created dashboards for different teams to be incorporated into the VCM
system
Assisted internal business users to create websites for their teams and
implemented them
Provided support for Collaboration and VCM
Developed Traceability Matrix and Critical Businesses Objective
documents

Tracked progress status and planning of the project using MS Project
Created Wire frames and HTML screen mockups
Developed test scripts, lead UAT testing and performed analysis on test results
Provided project status to management
Worked with the implementation team to migrate development code into production environment
Created user manuals, PowerPoint presentation and other training materials
Trained users on the new applications

Environment: Java, MS Office, MS Visio, Windows XP, Microsoft Project, Quality Center, .Net , data warehouses, Dashboards

Capital One, Richmond, VA Jan 06 Jun 06
Position: Business System Analyst
Project: HELIX
As a Business System Analyst, I worked on the Online Account Services Replacement (OASR) team; this project was a complete overhaul of the Capital One system. Developed a user friendly interface that has the capability of adding all of the customers credit cards under one username, providing online statements, ability to update contact information, dispute a charge, provided up to date information to customer on their transactions, providied real time balance, compliance with FFIEC requirements and also making it easy and intuitive for customers.

Responsibilities:
Part of the planning team, where it was determined which functionality was going to be developed next
Gathered business requirements form internal and external customers
Defined user interface screens
Added new requirements, for traceability and compliance using Requisite Pro
Prepared configuration requirements for the Checkfree product being integrated into the system
Prepared use case documents
Created Visio diagrams for workflows
Used MS Word templates for reporting and presentations
Performed GAP Analysis and Impact Analysis on the functionality that was being developed to define requirements and the new Checkfree system being integrated for security
Created HTML, DHTML and XML screen mockups
External vendors application were integrated for Target Advertisement and to provide enhance Security for the system
Facilitated review meetings and verified TDD (Technical Design Document) as delivered by vendors
Prepared product presentations, and recommendations for vendors
Worked with external vendors to incorporate their products into the new system
Created and presented developed code at the end of each iteration
Used Test Director as a centralized repository for requirements and mapped them back to test cases
Performed manual testing on PC's and MAC's,
Executed automation test scripts using WinRunner

Environment: Struts, Java, Windows XP, .Net Framework, Requisite Pro, Test Director, MS Office Suite, MS Visio, Win Runner

Wells Fargo, San Francisco, CA Jan 05 Dec 05
Position: Business Analyst
Project: Home Lone
Worked on a Home Lone Management system, this application is an online workflow system which book and monitors the loan portfolios. The business of this division is to process loans application form potential clients/customers, evaluate their eligibility, approve them, and maintain the loans till they are closed. This includes client, debtor, invoice, pricing and account information. Funds and payments processing, reports are generated for internal and external users and once the lone is re-paid they are removed from the system

Responsibilities:
Tracked the progress status and planning of the project using MS Project
Developed Traceability Matrix and Critical Businesses Objective documents and defined User Interface screens
Performed SWOT analysis and Impact Analyses for the new system
Prepared Use Case Surveys, Briefs & Specifications for all of the functional requirements
Gathered the User requirements from Key stake holders and prepared technical and business documents

Using Excel macros and Visual Basic for dashboards and calculations
Created HTML and DHTML Screen Mockups
Using BASIC for to creating benchmarking tools for the industry
Monitored and ensured that requirements were translated into viable
Business solutions for the internal and external users
Performed Requirements traceability and managed changes to the
requirements for the application using Rational Requisite Pro
Wrote complex PL/SQL quires for ORACLE
Developed user manuals, PowerPoint and training martial
Trained Users on the new applications and developed Power point
presentation and User manuals
Communicated and maintained strong working relationship with the various
business groups such as the project developer and the clients, regarding
all the requirements and work flow

Environment: Rational Requisite Pro, Rational Rose, UML, RUP, MS Office,
.Net, Visual Basic

State Farm Insurance, Bloomington, IL Sep 04 - Dec 05
Position: Business Analyst
Project: Insurance App
As a Business Analyst worked on this project, which is an ERP system and
dealt with provided online quotes to potential customers (RFQ) and start
the process for Insurance (RFI). This application asked simple question
to gather information and using this information it calculates the quote
customized to the customer, at the same time provided the managers with
analysis of what kind of insurance to market the most.

Responsibilities:
Gathered the User requirements and prepared the technical and Business
Documents
Prepared Use Case Surveys, Briefs & Specifications for all of the
functional requirements
Performed SWOT analysis
Using Excel macros and Visual Basic for dashboards and calculations
Using BASIC for to creating benchmarking tools for the industry
Designed Use case diagrams, Activity diagrams and sequence diagrams to
analyze the system using UML
Developed Business flow Diagrams
Tracked the Progress of the project with Rational Requisite pro
Responsible of keeping the use cases and providing the stake holders with
a progress report
Using PowerPoint to report to upper management
Trained Users on the new applications, using PowerPoint and training
martial
Performed Requirements traceability and managed changes to the
requirements for the application using Rational Requisite Pro
Communicated and maintained strong working relationship with the various
business groups such as the project developer and the clients, regarding
all the requirements and work flow

Environment: Rational Requisite pro, Rational Rose, Office Suite, Windows
XP, Ms Project. .Net, Visual Basic