## Taimur Khan

Sr. Business Analyst @ Sumitomo Pharma America, Inc.

Email: ivv-u68-gxf@mail.dice.com

Phone: 3392041391

### Summary

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| Previous | Sr. Business Analyst @ Organon |
| Preferred | Senior Business Analyst |
| Location | Boston, MA, US |
| Desired Work Settings | Remote or On-Site or Hybrid |
| Willing to Relocate | Yes |
| Work Authorization(s): | Authorized to work in the United States on a full-time basis. |
| Security Clearance Info: | US Citizen (for security purposes) |
| Employment Type | Contract - Corp-to-Corp Contract - Independent Contract - W2 Contract to Hire - Corp-to-Corp Contract to Hire - Independent Contract to Hire - W2 |
| Total Experience | 10 years |
| Education | Unspecified |
| Profile Source | Dice |
| Profile Downloaded | Monday, December 9, 2024 |

**Taimur Khan**

**Sr. Business Analyst**

**PROFESSIONAL SUMMARY**

* Senior Business Analyst with 9+ years of experience in the Pharma and Manufacturing domains, specializing in optimizing processes through advanced methodologies and technologies.
* Proficient in conducting JAD/JRP sessions, Brainstorming workshops, and One-to-One Interviews with the stakeholders, SMEs, & Dev teams to gather and elicit requirements and to align strategic planning.
* Expertise in conducting market surveys with end-users and analyzed gathered data to develop BRDs, FRDs, and SRS/SDSs, ensuring alignment with RTM and meticulous documentation throughout the process.
* Experienced in converting requirements into actionable items, also maintained traceability through Traceability Matrix (RTM).
* Proficient in creating Use Cases, User Stories, KPIs, KBRs, and EPICs, while structuring project scope with RFI, and SIP methodologies.
* Skilled in conducting analyses like GAP (As-Is) & (To-Be), Data, SWOT, ROI, and Root Cause, while utilizing BPMN, BPO methodologies, and addressing specific requirements through RFI processes.
* Expertise in creating and implementing UML for Process flow, DFD, ERD, and Class diagrams, integrating Lean Six Sigma methodologies to enhance PCE and adhering to CMMI standards.
* Skilled in deploying diverse SDLC methodologies (Agile, SAFe, Scrum, Kanban, Waterfall, RAD, RUP), optimizing backlog management, fostering productive meetings, and utilizing advanced tracking techniques like ARTs, PI planning, and Scrum of Scrums.
* Hands-on experience in developing wireframe mockups and prototypes to enhance UI/UX design, incorporating Lean Six Sigma principles to streamline processes and drive efficiency.
* Proficient in implementing effective risk mitigation strategies, creating RFPs, managing SIWs and SOWs, to make sure robust DRP measures and employing DMAIC methodologies.
* Skilled in utilizing CTMS and advanced Pharmacovigilance tools to enhance Drug Safety and efficacy evaluations, ensuring compliance with FDA Regulations, EMA guidelines, and Clinical Document Control.
* Proficient in managing Regulatory Submissions and Regulatory Compliance, aligning Drug Development processes with FDA 21 CFR Part 11, 210, 211, 820, and EMA standards, including CSV and SOPs.
* Experienced in applying GxP Suites, including GMP, GLP, GCP, GAMP4, GAMP5, and GDP, and integrated QMS like Track Wise to enforce QA and QC in Pharmaceutical Manufacturing.
* Skilled in enhancing SCM using ERP and MES to optimize processes from Drug Delivery Systems to Sample Management, incorporating Inventory Management and Supply Chain Integration.
* Hands-on experience in the advancement of Pharmacy Automation technologies and integrated PBM systems for streamlined prescription processing, improved EDI Retail Pharmacy Claim Transactions, and optimized workflow.
* Proficient in ensuring compliance with FDA regulations and CFR standards through comprehensive CSV processes, adherence to SOPs, and upholding CFR requirements.
* Expertise in implementing Clinical Research methodologies and managed Clinical Endpoints through Clinical Trials Phases 0-4, supported by Clinical Protocols, Clinical Document Control, and robust CTMS.
* Experienced in employing Lean Manufacturing principles, Six Sigma methodologies, and JIT inventory strategies to optimize R&D processes, using Root Cause Analysis and Continuous Manufacturing techniques for efficiency.
* Skilled in integrating LIMS Systems like LabWare and LabVantage with MES and ERP platforms to enhance Pharmaceutical Operations & Technology management, ensuring accurate data handling and process efficiency.
* Expertise in leveraging manufacturing Intelligence, IIoT, and Smart Manufacturing technologies for data integration, real-time analytics, and production metrics monitoring to drive decision-making and operational improvements.
* Proficient in applying Risk Management frameworks and Post-Market Surveillance to monitor drug safety, assess adverse effects, and ensure ongoing Regulatory Compliance, incorporating TDM and proactive safety measures.
* Hands-on experience in utilizing Smart Manufacturing, Digital Twin, and RPA to enhance Pharmaceutical Manufacturing efficiency, incorporating Lean Six Sigma, Continuous Manufacturing, and Predictive Maintenance to ensure operational excellence and cost reduction.
* Experienced in formulating RACI diagrams and executed rigorous IQ, OQ, and PQ validations to identify and mitigate risks in MES, ensuring unparalleled operational excellence and product quality.
* Skilled in using tools like JIRA, Tableau, Confluence, Asana, Trello, Salesforce, SharePoint, MS suite (Visio, Project, 365 Dynamics…e.g.), and Rational Rose/Requisite Pro/Clear Case for project management, and requirements engineering, ensuring efficient delivery of business objectives.
* Skilled in directing the implementation of Planisware Suite (Enterprise, Orchestra, and Cloud) to enhance project and portfolio management within pharmaceutical R&D.
* Experienced in leveraging SQL, My/SQL, and PL/SQL queries for data extraction and manipulation within Oracle, Teradata, and AWS databases, ensuring efficient ETL processes and data integration.
* Proficient in utilizing SSIS & Informatica for data migration from legacy systems to AWS data warehouses, ensuring secure transmission via SSL/TLS protocols and adherence to data governance standards.
* Expertise in developing Power BI dashboards & reports using SSAS & SSRS for IT service management within ServiceNow, enabling real-time data visualization and analysis of IT service metrics.
* Expertise in utilizing MS Visio to create comprehensive process flow diagrams, enhancing visual representation of complex business workflows for stakeholder understanding for utilizing MS Power Apps.
* Skilled in data security protocols and tools such as Azure DevOps, ServiceNow, and Veeva Vault, implementing robust measures to protect sensitive information and to mitigate risks.
* Skilled in conducting data mapping and modeling exercises to streamline data management processes and ensure accurate data processing & reporting within Power BI, mitigating the risk of data breaches.
* Proficient in implementing robust data security measures across databases & data warehouses, including encryption protocols and access controls, to safeguard against potential data breaches.
* Expertise in utilizing tools like JIRA, QC, and ALM to streamline defect tracking and Selenium, LoadRunner, and Cucumber for testing processes, ensuring software quality across the development lifecycle.
* Skilled in creating Test Cases, Test Scripts, & Test Scenarios for both manual & automated testing, ensuring coverage of functional and non-functional requirements in diverse testing environments and test beds.
* Expertise in implementing CI/CD pipelines to automate testing processes, incorporating BDD & TDD methodologies to drive collaboration between QA and development teams.
* Proficient in composing UAT/QA Teams to conduct White box & Black box testing, while executing Load, Stress, Regression, and Sanity testing to validate system performance and stability.
* Experienced in executing functional & non-functional testing, including manual & automated approaches, to verify system behavior and ensure software quality, from initial development to UAT validation.
* Taking on a collaborative & proactive approach, I foster effective communication and teamwork to drive successful project outcomes while maintaining a keen focus on meeting stakeholders’ needs and exceeding expectations.

**PROFESSIONAL EXPERIENCE**

**Sumitomo Pharma America, Inc. – Marlborough, MA March 2022 – Present**

**Sr. Business Analyst**

The Scope of the project was to modernize LabWare and LabVantage Laboratory Information Management Systems (LIMS) and integrate them with organizational ERP and MES systems to enhance pharmacovigilance, optimize sample management, and streamline R&D processes, while ensuring compliance with FDA, EMA, CFR, and other regulatory requirements.

**Responsibilities:**

* Gathered & analyzed requirements through conducting JAD/JRP sessions, Brainstorming workshops, and One-to-One interviews with stakeholders, SMEs, and End users, ensuring alignment with the objectives.
* Conducted GAP, SWOT, Cost-Benefit, and ROI analyses for strategic decision-making, alongside managing RFI processes and employing BPMN and BPO methodologies to enhance operational efficiency.
* Applied SAFe Agile SDLC Methodology, organizing ARTs, enabling Pi planning & Scrum of Scrums sessions, managed meeting backlogs, and utilized charts to track progress, ensuring project execution.
* Created BRDs, FRDs, and SRS/SDSs, utilizing traceability matrix like RTM to translate requirements into Use Cases, User Stories, KPIs, and Epics, ensuring alignment between business needs and technical solutions.
* Utilized UML diagrams like Process flows, Class, DFD, and ERD, while leveraging Lean Six Sigma for process improvement, and drafting RFPs, SOWs, and SIWs for effective project management.
* Created Dashboards and Wireframe mockups for enhanced UI/UX, alongside expertise in BCP and SIP for operational resilience and service enhancement.
* Implemented AI solutions leveraging AWS cloud services for modernization initiatives, optimizing operations and enhancing scalability for improved efficiency and performance.
* Modernized LabWare and LabVantage LIMS through advanced API integrations and Middleware solutions with ERP and MES systems, enhancing real-time data synchronization, system interoperability, and operational efficiency across laboratory and manufacturing environments.
* Optimized pharmacovigilance by integrating LIMS with ERP using automated adverse event reporting systems, Risk, RBM, CMS, and EDC to ensure adherence to FDA, EMA, and CFR regulatory requirements.
* Streamlined sample management workflows by integrating LIMS with ERP systems via ESB and data pipelines, improving sample tracking, CoC, laboratory throughput, and data integrity in pharmaceutical R&D.
* Enhanced R&D processes by synchronizing LIMS with MES systems, deploying PAT, Data Historian tools, and MES for efficient management of experimental data and process control.
* Ensured compliance with FDA, EMA, and CFR regulations by incorporating automated data validation, ELNs, comprehensive audit trails, and 21 CFR Part 11 compliance within the integrated systems.
* Implemented advanced analytics and data science techniques, including Big Data Analytics, ML algorithms, AI, and predictive modeling within the integrated systems to drive data-driven insights and process optimization.
* Enabled seamless data interchange between LIMS, ERP, and MES systems using API management, EIP, and SOA, reducing manual data entry, minimizing data discrepancies, and accelerating time-to-market.
* Enhanced laboratory efficiency and regulatory compliance through automation of workflows using Robotic Process Automation (RPA), EBR, EDM, and adherence to GMP and International ICH guidelines.
* Leveraged integration capabilities to support continuous improvement initiatives using Lean Six Sigma methodologies, VSM, SPC, and real-time data monitoring tools to drive process optimization, quality management, and operational excellence.
* Implemented Digital Twin technology and IoT sensors within the integrated systems to enable real-time simulation and monitoring of laboratory and manufacturing processes, optimizing predictive maintenance, process control, and quality assurance while adhering to industry standards.
* Enhanced system validation by integrating IQ, OQ, and PQ protocols, ensuring rigorous compliance with regulatory standards, validating system functionality, and optimizing process accuracy and reliability.
* Leveraged tools like JIRA, Tableau, Confluence, Rational Rose, Rational Requisite Pro, MS Excel/Project/ Visio/Word, Azure DevOps, Salesforce, AWS, and Power Apps to enhance project management, data visualization, collaboration, requirements engineering, cloud solutions**.**
* Configured and customized workflows in Planisware Enterprise to align with project lifecycles, including drug development and clinical trials.
* Utilized Planisware Orchestra for efficient resource allocation and capacity planning, optimizing team utilization and project timelines.
* Wrote and executed SQL queries, utilizing Teradata and NoSQL databases to extract, transform, and load (ETL) data for analysis and reporting using tools like Informatica and SSIS.
* Leveraged MS Power Apps to develop custom data-driven applications, facilitating seamless integration with MS Visio diagrams for interactive process mapping and workflow automation.
* Used data management and governance, including MDM to ensure data security protocols employed across databases and data warehouses, leveraging Azure DevOps for streamlined project management.
* Handled large datasets and big data analytics, utilizing Power BI for visualization and analysis, and employing data mapping and modeling techniques to ensure accurate data migration and integration.
* Implemented data security measures to protect sensitive information, adhering to best practices in data management and compliance for continuous integration and deployment of data solutions.
* Utilized tools like JIRA, ALM, LoadRunner, and Selenium for efficient project management, test tracking, performance testing, and automated testing, ensuring high-quality software development.
* Created test cases, scripts, and scenarios for both manual and automated testing, ensuring thorough coverage of functional and non-functional requirements within JIRA and ALM.
* Executed various testing including sanity, regression, white box, black box, performance, load, and stress testing using tools like LoadRunner and Selenium, ensuring the quality and reliability of software products.
* Coordinated UAT and QA activities within CI/CD pipelines, leveraging JIRA for test case tracking and ensuring seamless integration of testing processes throughout the development lifecycle.

**Organon – Jersey City, NJ November 2019 – February 2022**

**Sr. Business Analyst**

This project scope was on implementing an advanced CTMS to optimize the management of Clinical Trials across all phases (0-4). It included integrating the CTMS with PBM and LCM systems to enhance EMR, EHR, and LabWare functionalities. The project also involved designing and executing new SOPs in strict accordance with FDA and EMA regulations to streamline processes and ensure compliance with 21 CFR Part 11, 210, 211, and 820.

**Responsibilities:**

* Conducted JAD/JRP sessions, Brainstorming Workshops, and Market Surveys with stakeholders, SMEs, Dev teams, and End Users to gather, analyze, and document requirements effectively.
* Utilized One-to-One Interviews with the stakeholders and SMEs, Using BPMN and BPO methodologies to align and elicit requirements, ensuring complete understanding and satisfaction.
* Implemented Agile SAFe SDLC Methodology, organizing regular meetings, maintaining backlogs, and utilizing charts to track progress and ensure alignment with project objectives.
* Utilized wireframe mockups and prototyping to enhance UI/UX design, facilitating change management processes for seamless implementation of design improvements.
* Created detailed BRDs, FRDs, and SRS/SDSs, aligning them with the project objectives, and utilized Use Cases, User Stories, KPIs, and EPICs to ensure thorough requirement documentation using RTM.
* Conducted analyses like GAP (As-Is & To-Be), SWOT, and Impact assessments, while also created SOWs, SIWs, and RFPs to ensure project alignment with organizational objectives.
* Utilized UML diagrams, including Process Flow, Class, and DFD, alongside Lean Six Sigma methodologies to streamline processes and enhance operational efficiency.
* Implemented a state-of-the-art CTMS to streamline oversight and management of Clinical Trials across phases 0-4, featuring advanced functionalities for protocol management, subject tracking, data integration, and EDC with real-time data synchronization.
* Integrated the CTMS with PBM and LCM systems to optimize EMR, EHR, and LabWare LIMS, enhancing data interoperability, system integration, and data accuracy through APIs and middleware.
* Ensured compliance with 21 CFR Part 11, 210, 211, and 820 by incorporating secure electronic signatures, audit trails, data encryption, and integrity checks into the CTMS, aligning with GCP and regulatory standards for clinical trial documentation.
* Enhanced laboratory and manufacturing processes by integrating LabWare LIMS with the CTMS, streamlining sample management, data collection, reporting, and automating laboratory workflows using LES and data integration platforms.
* Developed and implemented new SOPs in alignment with FDA and EMA regulations, incorporating process automation, DMS, QMS, RMF, and compliance monitoring tools.
* Leveraged EDC) systems within the CTMS for real-time data acquisition, reducing manual data entry errors, enhancing data integrity with validation rules, and accelerating clinical trial timelines using statistical analysis software and data management tools.
* Adopted risk-based monitoring and adaptive clinical trial designs in the CTMS, utilizing Predictive Analytics, Machine Learning algorithms, and Real-Time Monitoring Tools to enhance oversight, optimize resource allocation, and improve patient safety through automated risk assessment.
* Utilized integrated BI and Data Analytics tools within the CTMS to generate actionable insights, support strategic decision-making with predictive modeling, and ensure adherence to regulatory reporting requirements and internal audit standards using advanced reporting solutions.
* Integrated the CTMS with existing ERP and MES to synchronize clinical trial data with manufacturing and supply chain operations, enhancing IMS, clinical supply chain tracking, and ensuring JIT delivery of trial materials.
* Utilized tools including Rational Rose/Requisite Pro, Microsoft Suite, JIRA, Confluence, and SharePoint to streamline project management and collaboration, ensuring efficient and effective project delivery.
* Used SSIS & Informatica for ETL processes to extract data from various databases including Oracle using SQL & PL/SQL queries, ensuring efficient data transfer and integration into Data Warehouses.
* Performed data mapping & modeling techniques to facilitate data processing & analysis, leveraging tools like Power BI for visualization from both traditional and Big Data sources.
* Integrated Planisware Suite with existing systems to ensure seamless data flow between project management tools and pharmaceutical databases.
* Employed Planisware Suite for advanced risk assessment and management, identifying potential project risks and developing mitigation strategies.
* Integrated MS Visio with MS Power Apps to enable dynamic data visualization within process diagrams, empowering stakeholders to interact with real-time information and make informed decisions.
* Implemented data security measures to protect sensitive information stored in databases and Data Warehouses, mitigating risks of data breaches and ensuring compliance with regulations.
* Utilized Azure DevOps and AWS for managing data projects, ensuring seamless collaboration among teams and facilitating continuous integration and deployment while maintaining data security protocols.
* Leveraged tools like HP QC, ALM, and Selenium for streamlined test case management, defect tracking, and automated testing, ensuring efficient and effective quality assurance practices.
* Created test cases and scripts for both manual and automated testing, ensuring thorough coverage of functional and non-functional requirements in collaboration with QA teams.
* Coordinated UAT activities, leveraging test beds and employing methodologies such as BDD and TDD to ensure alignment with user expectations and business objectives.
* Executed various testing methodologies including sanity, regression, functional, white box, and black box testing, ensuring the reliability and quality of software products throughout the testing process.

**Catalent – Somerset, NJ June 2017 – October 2019**

**Business Analyst**

This project scope was to upgrade and implement state of the art LabVantage LIMS, integrating it with the GXP Suite (GCP, GLP, and GMP) to optimize PBM systems in compliance with HIPAA and FDA regulations. To enhance LCM and to streamline operations, improve data management, and ensure regulatory compliance for productivity.

**Responsibilities:**

* Conducted collaborative sessions like JADs, JRPs, Brainstorming workshops, and One-on-One interviews to gather qualitative requirements, fostering active participation and dialogue among stakeholders, SMEs, and end-users.
* Performed GAP (As-Is & To-Be), Cost-Benefit, SWOT, ROI, and Feasibility analyses, utilizing RFPs, BPO, and BPMN methodologies for solution implementation for enhanced business outcomes.
* Applied Agile (Scrum) SDLC methodology with meetings, artifacts, backlogs, and charts to foster collaboration, transparency, and iterative development, ensuring alignment and continuous improvement.
* Generated BRDs, FRDs, SRSs, and SDSs utilizing RTM to translate high-level functional documents into detailed, actionable items such as Use Cases, User Stories, Storyboards, KPIs, and KBRs, ensuring traceability and alignment with project objectives to highlight SOWs and SIWs.
* Implemented wireframing and UI/UX design principles to create intuitive interfaces, leveraged AWS for scalable cloud infrastructure, and integrated AI solutions to drive system modernization, enhancing user experience and operational efficiency.
* Utilized UML diagrams, including Process Flow, Swim Lane, DFD, ERD, and Class diagrams, to represent and analyze system architectures, data flows, and interactions, ensuring clear communication.
* Implemented LabVantage LIMS and integrate it with the GXP Suite, ensuring compatibility with GCP, GLP, and GMP standards using RACI diagram to enhance the PBM and PO&T processes.
* Ensured alignment with HIPAA and FDA regulations throughout the implementation process, facilitating CFRs in data management and research activities, utilizing CTMS and CSV protocols.
* Upgraded & optimized PBM systems to enhance efficiency and streamline processes, leveraging LabVantage LIMS capabilities and GXP Suite integration, alongside QMS & ERP for resource allocation.
* Implemented robust data integrity measures within LabVantage LIMS, GXP Suite, EMR, and EHR integrated systems to maintain the integrity, accuracy, and reliability of research data for R&D processes.
* Enhanced LCM practices by integrating LabVantage LIMS with the GXP Suite, enabling efficient tracking and management of research and development activities from initiation to product launch.
* Implemented quality assurance and control measures within LabVantage LIMS and GXP Suite integration, leveraging techniques such as validation, verification, and audit trails to ensure high-quality research outcomes and regulatory compliance like FDA and SOPs.
* Optimized LCM processes by integrating LIMS with clinical trial management systems and PLM tools, improving tracking, documentation, and management of product development and laboratory activities.
* Established comprehensive regulatory compliance protocols, including ELNs and EBRs, to ensure continuous adherence to industry standards and successful audit readiness.
* Utilized JIRA, SAP, Confluence, Salesforce, and Rational Requisite Pro for inclusive project management and documentation, also integrated MS Suite (Visio, Access, Project…etc.) for productivity.
* Created & employed SQL queries and Teradata for robust data extraction and analysis from SQL databases.
* Leveraged Informatica and SSIS for efficient ETL processes, ensuring seamless data integration into the database and data warehouse.
* Utilized Tableau and Power BI for advanced data visualization and reporting, providing actionable insights.
* Applied MDM and Big Data to enhance data consistency and accuracy, deriving valuable insights.
* Implemented data migration, mapping, modeling, and cleansing using Azure DevOps, ensuring data accuracy and consistency throughout the retail system.
* Employed defect tracking using JIRA and HP QC, alongside Selenium for automated testing, ensuring efficient bug management and test coverage in the SDLC.
* Created test cases, scripts, and scenarios for both manual and automated testing, ensuring thorough coverage of front-end and back-end functionalities.
* Integrated testing processes into CI/CD pipelines, leveraging tools like JIRA, HP QC, and Selenium for seamless test execution and reporting.
* Conducted rigorous sanity, regression, stress, and functional testing, employing both white box and black box testing techniques to validate system behavior.
* Cooperated with the UAT and QA teams to facilitate effective UAT sessions, gathering feedback and ensuring alignment with business requirements.

**Zoetis – Parsippany-Troy Hills, NJ October 2015 – May 2017**

**Business Analyst**

The project scope was for the implementation of Pharmaceutical Operations & Technology (PO&T) and Trackwise QMS, and seamlessly integrating them with the existing PBM system, while simultaneously enhancing SOPs to optimize operational efficiency and ensure regulatory compliance.

**Responsibilities:**

* Conducted collaborative JAD and JRP sessions with key stakeholders, SMEs, and End-Users to gather requirements, define project scope, and align expectations for successful implementation.
* Conducted inclusive GAP analysis to assess differences between current (As-Is) and desired (To-Be) states.
* Utilized a variety of analytical methods, including requirements gathering, risk assessment, and cost-benefit analysis, to inform decision-making throughout the SDLC.
* Conducted brainstorming workshops and individual consultations with stakeholders, SMEs, and end-users to gather diverse perspectives, insights, and requirements.
* Incorporated Agile Scrum methodology into the SDLC, utilizing product and sprint backlogs to prioritize tasks, ensure transparency, and enable iterative development cycles, fostering adaptability and responsiveness.
* Created BRDs, FRDs, and SRSs, and utilized RTM to ensure alignment between requirements, design, and testing phases for facilitating comprehensive project documentation and effective communication.
* Utilized a variety of UML diagrams, such as Class, Sequence, Process Flow, Activity, and Use Case diagrams, to visualize system architecture, processes, and interactions.
* Implemented PO&T and Trackwise QMS solutions to streamline manufacturing processes and ensure adherence to regulatory standards, including FDA regulations and GMP guidelines.
* Utilized MES to provide analytics and reporting capabilities, enabling data-driven decision-making and continuous process improvement initiatives in pharmaceutical manufacturing operations.
* Seamlessly integrated new systems with existing PBM infrastructure, leveraging HL7 standards and RESTful APIs for interoperability and data exchange, while ensuring compliance with HIPAA regulations.
* Enhanced SOPs to incorporate GMP guidelines, ISO standards, and industry best practices, optimizing operational efficiency and regulatory compliance.
* Leveraged Trackwise QMS to automate workflow processes, implement electronic signatures, & enforce data integrity controls, ensuring robust quality management & regulatory compliance throughout the lifecycle.
* Implemented Trackwise QMS modules such as Document Control, Change Control, CAPA, & Training Management to standardize processes, improve traceability, & facilitate continuous improvement initiatives.
* Provided extensive user training and support to ensure effective utilization of new systems and SOP enhancements, including customized training materials, user guides, and ongoing user support.
* Conducted thorough validation and qualification activities, including IQ, OQ, and PQ protocols, to ensure the reliability, accuracy, and regulatory compliance of implemented systems and processes.
* Contributed in utilizing JIRA, Confluence, Rational Requisite Pro, MS 365 Dynamics, and MS Suite for project management and requirements gathering, alongside ALM and Selenium for defect tracking and automated testing.
* Involved in designing and implementing SQL Queries using joins, unions, outer joins, group by, and aggregate functions to extract data from databases (Oracle, SQL Server) for timely reporting and validation, using Power BI.
* Involved in implementing scalable data warehousing solutions using SQL queries, Oracle Data Warehouse technology, Azure DevOps, and ETL tools like Informatica.
* Skilled in understanding SSRS and SOA, enabling full data analysis and reporting capabilities.
* Worked with the QA managers on project planning, test requirements breakdown, test plan creation, and testing status updates, while leading defect meetings to meet project timelines efficiently.
* Worked with User Acceptance Testing of Systems (UAT) in developing and maintaining quality procedures, and ensuring that appropriate documentation is in place.
* Involved actively facilitating the complete UAT process – Creating UAT schedules, testing guidelines, managing feedback, follow-up, and resolving open issues.

**Alcon – Fort Worth, TX June 2014 – September 2015**

**Business Analyst**

The project scope was to enhance operational efficiency and regulatory compliance by implementing L3 & L4 Sterilization Software systems and integrating them with existing CSV and Sample Management systems. Additionally, the project focuses on improving R&D processes for better collaboration and data integration.

**Responsibilities:**

* Facilitated in conducting joint JAD/JRP Session, brainstorming workshops, and Individual consultations.
* Engaged in analyzing and documenting requirements into BRDs FRDs, Use Cases and User Stories.
* Facilitated in Implementing Waterfall (RAD) SDLC methodology throughout the whole project.
* Involved in conducting different types of analysis (e.g. GAP, Risk, and ROI) and utilized the different types of UML diagrams (e.g. Process flow, and E-R Diagrams).
* Participated in implementing L3 & L4 Sterilization Software systems to streamline sterilization processes and ensure compliance with regulatory standards, enhancing operational efficiency and product quality.
* Facilitated in seamlessly integrated Sterilization Software systems with existing CSV & Sample Management systems, leveraging data exchange protocols & API integrations for improved data & process automation.
* Engaged in enhanced R&D processes for better collaboration and data integration, facilitating faster product development cycles and improved decision-making capabilities.
* Facilitated in providing comprehensive training and support to staff for proficient utilization of new systems and process enhancements, ensuring smooth adoption and integration into existing workflows.
* Facilitated in utilizing different types tools (e.g. Rational Suite of Tools, JIRA, MS Office/Project/Access).
* Participated with the cross-functional team to help with Data extraction and Data conversion using ETL tools from the application front-end with Oracle databases and validating the ETL processes
* Involved in checking the consistency of the data after the ETL process using SQL queries.
* Engaged in utilizing defect-tracking tools (e.g. HP Quality Center and JIRA).
* Involved with the UAT team with resources and guidelines for effective testing aligned with business needs.
* Worked with the QA team, promoting continuous improvement and efficient testing practices.