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**Senior Business Analyst**

**PROFESSIONAL SUMMARY:**

* Boasts over 9+ years of hands-on experience as a Business System Analyst in the dynamic sectors of Finance and Banking, specializing in Wealth Management, Asset Management, Online Trading, and in Collateral Management systems like Colline and Apex.
* Exhibits a profound understanding of Capital Markets, including Fixed Income, Equities, Risk Management, and the OTC Trading lifecycle.
* Expert in using cutting-edge Trading Floor and Loan Processing Applications, along with advanced Portfolio Management techniques.
* Highly proficient in Software Development Life Cycle (SDLC) methodologies such as Agile (including Scrum, Kanban, and XP), Waterfall, and Scaled Agile Framework (SAFE 4.0), ensuring efficient and flexible project management.
* Skilled in various Requirement Elicitation Techniques, including Brainstorming, Document Analysis, and Joint Application Development (JAD), to accurately capture client needs.
* Acted as the main point of contact through all SDLC phases, ensuring seamless communication and project alignment from Requirement Gathering to Implementation.
* Demonstrates exceptional analytical skills, adept at translating complex business processes and requirements into detailed specification documents.
* Mastered GAP, SWOT, and Risk Analysis, alongside other evaluation techniques like Cost-Benefit Analysis and NPV, enhancing project outcomes and ROI.
* Excellent communicator with stellar problem-solving, critical thinking, and conflict resolution skills, proficient in managing cross-functional teams.
* Created comprehensive documentation including BRD, SRS, FRD, Test Plans, Scenarios, and Cases, ensuring clarity and accountability in project deliverables.
* Advanced user of Requirement Traceability Matrix (RTM) tools for managing project artifacts across various deliverables.
* Facilitated Backlog Refinement and Prioritization sessions, acting as a proxy to product owners when needed, ensuring project alignment with business goals.
* Extensively worked in agile environments, applying the INVEST criteria to user stories and excelling in JIRA for tracking requirements, bugs, and issues.
* Utilized BPMN for translating high-level business and data requirements into clear Process, Workflow, and Data Flow Diagrams.
* Experienced in UML and BPMN modeling, creating diagrams that enhance understanding of complex processes.
* Managed Change Requests as Change Owner, conducting Impact Analysis and documenting processes in Change Request Forms.
* Leveraged HP ALM for SDLC management and HPQC for tracking requirements and defects, ensuring quality and efficiency.
* Conducted various types of Testing, including Regression and User Acceptance Testing (UAT), and excelled in Performance Testing with Load Runner.
* Developed UI/UX wireframes, mockup screens, and prototypes using tools like MS Visio and Balsamiq, enhancing user experience and interface design.
* Possesses deep knowledge in Data Warehouse architecture, dimensional modeling, and ETL processes, utilizing tools like Informatica for data integration.
* Advanced skills in deploying and managing Tableau and IBM Cognos reports, offering insights into data analytics and business intelligence.
* Executed complex SQL queries for data retrieval and analysis, proficient in database management systems like Oracle and SQL Server.
* Skilled in Data Analysis, Modeling, and Mapping, ensuring data integrity and optimization across systems.
* Knowledgeable in Web Services, XML, RESTFUL API, and modern internet protocols, supporting seamless system integration.

**TECHNICAL SKILLS:**

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| **Programming Languages** | SQL, Python, JavaScript, Apex, R, Go |
| **Web Application Development** | HTML5, CSS3, React.js, Angular, Vue.js, RESTful API, GraphQL, WebAssembly (Wasm) |
| **Design and Modeling Tools** | Figma, Sketch, Lucidchart, Miro |
| **Project Methodologies** | Agile (Scrum, Kanban), Scaled Agile Framework (SAFe), DevOps and CI/CD principles |
| **Business Modeling Tools** | Power BI, Tableau, Advanced Excel (Power Query, Power Pivot), Jupyter Notebooks |
| **Requirement Management Tools** | Confluence, Azure DevOps, Rally Software (Broadcom), Colline and Apex collateral management systems. |
| **Testing Tools** | Selenium, Postman, JMeter |
| **Databases and Data Management** | NoSQL (MongoDB, Cassandra), Cloud Databases (AWS RDS, Google Cloud SQL, Azure SQL Database), Big Data Technologies (Apache Hadoop, Spark), Data Warehousing (Amazon Redshift, Snowflake),SWIFT connectivity |
| **Cloud and DevOps** | Cloud Platforms (AWS, Google Cloud Platform, Microsoft Azure), Containerization (Docker, Kubernetes), Infrastructure as Code (IaC) (Terraform, AWS CloudFormation) |

**PROFESSIONAL EXPERIENCE:  
Client: Charles Schwab,** **Westlake, TX Nov 2022 to till date**

**Role: Sr. Business system analyst**

**Roles & Responsibilities:**

* Attended strategic planning meetings to align with the business unit's roadmap for the upcoming fiscal years, focusing on innovative and emerging technologies.
* Performed GAP Analyses to contrast current (AS-IS) versus future (TO-BE) business processes, leveraging AI-powered analytics tools for deeper insights.
* Conducted thorough Root Cause Analysis on critical network events using advanced diagnostic software and machine learning models for predictive analysis.
* Led brainstorming sessions utilizing digital collaboration platforms to define analytical report requirements for internal clients, enhancing remote teamwork.
* Facilitated Joint Application Development (JAD) sessions with business users and technical teams to clarify project goals and requirements, using interactive whiteboards and real-time collaboration tools.
* Managed requirements gathering and test case documentation within JIRA, integrating with Confluence for enhanced documentation and traceability.
* Assisted in feasibility studies for CRM Business Processes and Client Management, incorporating AI-based forecasting and customer sentiment analysis.
* Transformed requirements into User Stories with Acceptance Criteria, employing Agile project management tools for efficient backlog management and sprint planning.
* Prepared a Requirement Traceability Matrix (RTM) aligning test cases with user stories, using automated tools for real-time updates and traceability.
* Worked closely with the Product Owner in decomposing business requirements into user stories and prioritizing the product backlog using Agile methodologies.
* Designed Activity Diagrams, Sequence Diagrams, and Object-Oriented Design (OOD) in Unified Modeling Language (UML), using advanced diagramming tools like Lucidchart.
* Developed UML diagrams, Use Case Scenarios, and Data Flow Diagrams with MS Visio, integrating with cloud-based repositories for collaborative access.
* Led data mapping and integration projects from legacy systems to Salesforce.com, employing advanced data integration platforms like MuleSoft.
* Created dynamic BI reports using Tableau, collaborating with business and technology executives to refine product and customer data strategies.
* Gained extensive experience in designing and deploying Tableau dashboards for data visualization, implementing best practices for data storytelling.
* Developed user interfaces with Visualforce and implemented business logic with Apex, following Salesforce's Lightning Web Component (LWC) standards for modern web development.
* Acquired expertise in Salesforce Cloud Solutions (Sales, Service, Marketing, and Community Clouds), customizing standard objects and leveraging Salesforce Chatter for team collaboration.
* Coordinated with ETL developers, detailing transformation logic for data loading from AWS S3 to Snowflake, ensuring efficient data warehousing practices.
* Ensured compliance with CYBER SECURITY, GDPR, MIFID II, DOL-fiduciary, Solvency II, KYC, and Basel III standards, adopting compliance management platforms for continuous monitoring.
* Facilitated User Acceptance Testing (UAT), BETA testing, and regression testing, employing automated testing frameworks to enhance efficiency and coverage.
* Documented system requirements and data points by running advanced queries in Snowflake, leveraging SQL and Snowflake's unique features for data analysis.
* Engaged with business heads to finalize Business Requirements, utilizing digital feedback tools for real-time collaboration and decision-making.
* Conducted ad-hoc analysis and requirement documentation, using MySQL Workbench and integrating with data visualization tools for comprehensive reporting.
* Mastered understanding and implementation of Stored Procedures, Functions, Database Triggers, and Packages in SQL, embracing DevOps practices for database version control and CI/CD.
* Interfaced with stakeholders across the organization to gather and refine requirements, utilizing project management and communication tools like Slack and Microsoft Teams for seamless collaboration.
* Utilized Smartsheet for streamlined project management, task tracking, and timeline management. Integrated with JIRA and Confluence for enhanced collaboration and efficiency.
* Aligned technology solutions with business unit roadmaps through strategic planning meetings.
* Utilized AI-powered analytics tools for GAP Analysis and Root Cause Analysis.
* Designed end-to-end data and process flows, including SWIFT integration.

**Environment:** SAFE 4.0, Aws Environment, SalesForce.com CRM Application Platform, Apex Language, Autosys Infomatica cloud service, Apex Data Loader, Import Wizard, Tableau, JIRA, Balamsiq, Snowflake, Cucumber, Grand Central, JIRA, Morning star, workday.

**Client: Truist Bank, Charlotte, NC Sep 2020 to Oct 2022**

**Role: Business system analyst**

**Roles & Responsibilities:**

* Served as a pivotal bridge between the USI Business Intelligence (BI) team and Enterprise Data Warehouse management, enhancing collaboration with cloud-based data warehousing solutions such as Snowflake and Google BigQuery.
* Employed advanced root cause analysis techniques and SWOT analysis, leveraging AI-powered analytics tools to deepen system insights and forecast trends.
* Acted as a Data Steward, utilizing modern data management platforms like Collibra for the governance of master data, ensuring its accuracy, consistency, and security.
* Led the elicitation of business requirements for BI reporting by conducting interviews and Joint Application Development (JAD) sessions, facilitated using virtual collaboration platforms like Miro and Microsoft Teams.
* Transformed business requirements into User Stories and Acceptance Criteria, adopting agile methodologies and tools such as Jira and Confluence for enhanced project tracking and collaboration.
* Developed Functional Specifications Documents and System Requirement Specifications, integrating modern requirements management tools for improved clarity and accessibility.
* Designed mockup screens using advanced UX/UI design tools like Adobe XD and Figma to convey the GUI's look and feel, ensuring intuitive user experiences.
* Created comprehensive test cases and managed requirements through a Requirement Traceability Matrix (RTM), utilizing test management tools like TestRail and Zephyr.
* Collaborated closely with business users during User Acceptance Testing (UAT), utilizing issue tracking systems to swiftly address and resolve challenges.
* Engaged with end-user teams during Beta testing to collect valuable feedback on application usability, employing feedback management platforms for structured analysis.
* Executed SQL queries for data verification in reporting systems and used advanced BI tools like Tableau and Power BI for dynamic reporting and data visualization.
* Participated in product demos, gathering feedback from stakeholders to inform iterative development, supported by agile project management frameworks.
* Developed Conceptual, Logical, and ER diagrams for databases, and created comprehensive Data Dictionaries, leveraging ERD tools like Lucidchart and dbdiagram.io.
* Acquired an in-depth understanding of CRM business processes, integrating with cloud-based CRM platforms like Salesforce for enhanced campaign, lead, and opportunity management.
* Facilitated data migration from OLTPs to OLAP cubes using ETL tools like Informatica and Talend, enhancing data integration and workflow automation.
* Improved Data Integrity through normalization and validation techniques, adopting data quality management tools to ensure data accuracy and effectiveness.
* Conducted Data Mining to discover patterns and correlations within data, utilizing SQL and Python scripts for complex data analysis and insights.
* Ensured compliance with Know Your Customer (KYC) regulations, employing automated compliance and data management systems for periodic updates.
* Mastered the creation of Use Cases, Sequence Diagrams, and other UML diagrams using modern diagramming tools like Balsamiq and Visio for clearer system design documentation.
* Leveraged cloud-native technologies and services to support scalable, resilient system architectures, focusing on microservices and serverless computing frameworks.
* Fostered a culture of continuous improvement and learning, staying abreast of the latest technologies and methodologies in data analysis, project management, and software development to drive innovation and operational excellence.

**Environment:** MS project, MS office Tools (Word, Excel, PowerPoint and Visio), MS SQL, informatica power center, JIRA, Balsamiq, HPQC, Touchpoint, FA salesforce, Sales connect, salesforce.

**Client: Spencer Health, Morrisville, NC. Jan 2018 to Aug 2020**

**Role: Business Analyst**

**Roles & Responsibilities:**

* Analyzed financial instruments using Bloomberg Terminal and Refinitiv Eikon for comprehensive market insights.
* Managed subscriptions for essential Morningstar data points, optimizing financial data acquisition.
* Implemented RACI matrices with Microsoft Teams and Asana to clarify project roles and enhance team coordination.
* Utilized BPMN tools like Lucidchart for Business Process Re-engineering, streamlining operational workflows.
* Facilitated JAD sessions with Miro for interactive requirement gathering and analytical report specification.
* Gathered asset class requirements for portfolio management using Agile methodologies in Jira and Confluence.
* Created detailed BRD and FRD documents, employing Microsoft Visio for clear and effective documentation.
* Managed Change Requests through digital platforms, coordinating with Change Approval Boards (CAB) via Slack.
* 2Developed UML diagrams (Use Case, Activity, ERD) using advanced features of Microsoft Visio for precise modeling.
* Collaborated with Data Scientists on data preparation and modeling in Python, leveraging pandas and scikit-learn.
* Performed Critical-path Analysis with Smartsheet for project scheduling and risk assessment.
* Utilized HP ALM for Requirement Tracking and Traceability, exploring Azure DevOps for project management solutions.
* Crafted Test Cases and Scripts, engaged in UAT and automated testing using Selenium and TestRail.
* Administered ETL processes with Apache NiFi and Talend, focusing on efficient data mapping and integration.
* Extracted and analyzed Morningstar financial data using Python for automation and Power BI for visualization.
* Prepared end-user manuals using Adobe Captivate, enhancing system usability and user support.
* Managed Web Services and XML Documentation, using RESTful APIs and Swagger for API management and design.

**Environment:** Hybrid (Waterfall - Scrum), MS Project, SharePoint, Morningstar, XML, SOAP, MS Outlook, MS-SQL Server, HTML, HPQC, Tableau, IBM Cognos, Team Foundation Server (TFS), Rally.

**Client: Santarich Infotech LLP., Pune, India Jun 2016 to Sep 2017**

**Role: Business Analyst/ Business System Analyst**

**Roles& Responsibilities:**

* Assisted in project initiation and planning, utilizing contemporary project management tools such as Asana and Trello for Work Breakdown Structures (WBS).
* Gained advanced expertise in modern Trade Order Management Systems (TOMS) and execution platforms, including Aladdin and Bloomberg AIM.
* Led workshops with subject matter experts leveraging online collaboration tools like Zoom and Miro for domain knowledge acquisition and vision planning.
* Conducted business process modeling through advanced UML and BPMN diagrams using Lucidchart.
* Translated Epics into user stories in collaboration with product owners, employing tools like Confluence for documentation and user case scenarios.
* Managed project workflows and documentation in JIRA, focusing on sprint tracking, backlog grooming, and requirement traceability matrices for enhanced project visibility.
* Engaged in User Acceptance Testing (UAT) and supported regression and interface testing using Postman and Selenium for API and GUI testing.
* Developed and executed test cases and scenarios for manual testing in modern test management tools like TestRail and Zephyr.
* Collaborated closely with data analysts on ETL processes using Apache NiFi and Talend, ensuring data consistency across systems.
* Created conceptual and physical models of trading systems using advanced diagramming tools like Draw.io and Microsoft Visio for clarity and better system understanding.
* Improved data integrity and efficiency through normalization, standardization, and indexing with tools like Talend Data Quality and PowerCenter.
* Authored basic to intermediate SQL queries for QA testing and data validation, and developed analytics reports using advanced BI tools like Power BI and Looker.
* Compiled regulatory reports on compliance with SEC, Dodd-Frank, EMIR, OCC, and BASEL III regulations using automated reporting tools and templates.
* Participated actively in Agile ceremonies, employing digital agile boards and real-time communication platforms like Slack for team collaboration and sprint retrospectives.

**Environment:** Hybrid(waterfall-Scrum), SQL, MS Office, MS Visio, Oracle, XML, SOAP, Informatica, IBM Cognos, JIRA, MS Share point, Tableau.

**Client: Peoples Infra Pvt Ltd, Hyderabad, India Apr 2014 to Jun 2016**

**Role: Jr. Business Analyst**

**Roles & Responsibilities:**

* Collaborated with project managers to define tasks using modern agile methodologies and digital project management tools (e.g., Jira, Trello).
* Authored and updated Business Requirement Documents (BRDs) and Functional Requirement Documents (FRDs) using collaborative documentation platforms (e.g., Confluence, Google Docs).
* Engaged in dynamic change management processes with project managers, utilizing digital platforms for impact analysis and agile response (e.g., Slack, Microsoft Teams).
* Designed comprehensive verification and validation plans for software requirements, ensuring alignment with user expectations and business objectives, leveraging automated testing tools (e.g., Selenium, QTP).
* Facilitated communication with user communities through integrated email platforms and enterprise social networks (e.g., Workplace by Facebook, Yammer).
* Developed and documented business rules using advanced decision management solutions and business rule management systems (e.g., Drools, IBM ODM).
* Created high-fidelity mockups and prototypes for user interface designs using UX design tools (e.g., Sketch, Adobe XD, Figma).
* Implemented Requirements Traceability Matrix (RTM) in project management and test management tools (e.g., Zephyr, TestRail).
* Utilized advanced data analysis and reporting tools (e.g., Power BI, Tableau) for generating ad-hoc reports, employing pivot tables for data analysis.
* Developed and refined SQL queries for database management and reporting, using modern database tools (e.g., SQL Server Management Studio, pgAdmin).
* Conducted data mapping and integration tasks using ETL tools (e.g., Talend, Informatica) for efficient data retrieval and system interoperability.
* Outlined and implemented robust security protocols for data access and transmission using contemporary cybersecurity tools and frameworks (e.g., OAuth 2.0, SSL/TLS).

**Environment:** Waterfall, Mock-up screen, MS Office, SQL, UAT Testing, HP QC, Oracle DB.

**Education:**

* Bachelor of Technology (B.Tech) in Information Technology from Osmania University, Hyderabad, Telangana, India. - 2014