**BUSINESS ANALYST**

**Himanshu Rajpal**

***Executive Summary****:*

* Business Analyst with 8+years of extensive experience through **Banking/Finance** clients.
* Strong Work Experience in **Web Banking/ Mortgage Application**
* Strong Knowledge and experience of Agile, RUP’s Iterative Software Development Life Cycle (SDLC), Waterfall processes.
* Extensive experience as Executive-Level Lead Business Analyst in Information Technology (IT) and business management.
* Experience in **Business Process Modeling**, **Requirements Gathering**, **As-Is** & **To-Be** **Analysis**, **Fit-Gap Analysis,** feasibility studies.
* Ability to Analyze and Classify a Business in terms of Business Functions & Processes and the information they use
* Proficient at creating detailed Use Cases, Activity Diagrams using MS Visio, Rational Rose.
* Extensive experience in authoring Business Requirement Documents **(BRD)** by gathering Business System Requirements, defining Business Processes, **GAP** **Analysis**.
* Proficient in transforming **Business Requirements** into **User Requirement Specification**, **Functional Requirement Specifications Document and Use Case Narratives**
* Well versed in conducting effective and productive **Joint Application Development** **(JAD)** sessions with SMEs, software developers and QA teams for project meetings
* Strong visual modeling, business process modeling skills using **Rational Unified Process** **(RUP),** Proficient in utilizing **Rational Rose,** **Enterprise Architect, MS Visio** for **UML** modeling
* Good experience in the User Acceptance Testing
* Assisted in writing **Test Plans** and executing **Test Cases**
* Experience in creating **Wireframes/Screen mock ups** using **MS Visio**
* Experience in **Manual Testing** of **UI** in DEV and PROD Environments
* Ability to **successfully manage multiple deadlines and multiple projects** effectively through a combination of business and technical skills
* Worked on **Project Planning** and **Scheduling**
* Successful as a team player to work in conjunction with **Testers**, **Developers** and other **Team members** in **Validation** and **Testing Complex Scenarios** and projects and in the maintenance of Quality Standards in Projects especially with Test Director
* Expertise in **Analysis of Problem Severity**, **Defect Tracking** and **Reporting System**
* **Strong Communication**, **Problem Solving**, **Organizational**, **Interpersonal**, and **Presentation Skills**
* **Excellent** **Technical**, **Analytical**, **Problem-Solving** and **Leadership** skills

**Skill Set**:

|  |  |
| --- | --- |
| **Business Modeling Tools:** | Rational Rose, Rational Enterprise Suite, MS Visio |
| **Requirement Management Tools:** | Rational Requisite Pro |
| **Change Management Tools:** | Rational Clear Case, Rational Clear Quest |
| **Project Management Tools:** | MS Project |
| **Analysis/ Modeling tools** | UML, JAD, RUP, Waterfall, Agile |
| **Testing Tools:** | Roadrunner, Test Director, Mercury Quality center |
| **Operating Systems:** | MS Windows NT/98/95/2000, Unix |
| **Database:** | MS SQL Server 2000(execution of queries), MS Access, Oracle |
| **Language:** | SQL, UML, |
| **Utility:** | MS Office Suite[ Word, Project, Excel, Visio, PowerPoint], Adobe Acrobat Suite, Lotus Notes |

**Professional Experience:**

**TD Bank July 11- Till Date**

**Portland, ME**

**Lead Business Analyst**

TD Bank, America’s Most Convenient Bank®, is one of the 10 largest banks in the United States, and provides customers with a full range of financial products and services at thousands of convenient locations and ATMs from Maine to Florida. TD Bank offers a broad array of retail, small business and commercial banking products and services to more than 7.4 million customers throughout the Northeast, Mid-Atlantic, Metro D.C., the Carolinas and Florida.TD Insurance, Inc. is a full service insurance agency, protecting consumers and businesses throughout the Northeast for well over 100 years.  
TD Wealth offers customized wealth management services for personal investing and institutional or non-profit organizations.

**Responsibilities:**

* As a **lead** **Business Analyst** established relationship with key business process owners and system owners for better understanding of business requirements.
* Defined the scope of the project based on the gathered business requirements including **Documentation of Constraints**, **Assumptions**, **Business Impacts**, **Project risks** and scope exclusions.
* Created Project Definition Document (PDD)
* Created PlayBook for future acquisition process
* Analyzed the system from Business perspectives and prepared Business Requirement Document (**BRD**)
* Created Data Requirements Document **( DRD**)
* Analyze Business Requirements and segregate them into high level and low level **Use Cases**.
* Performed **GAP** Analysis of Client requirements, Generated workflow process and necessary documents.
* Worked on **BASEL II** , **Credit Risk Reporting** and **GCRM** risk reporting
* Worked on **Data Mart Support Unit**( DMSU)
* Created Simple Quarries using **SQL** ( TOAD)
* Created **Source to target mapping document** ( STTM) for acquiring new source to TD Bank current source system
* Created Outbound Extracts Templates Spec for **BASEL Universe**
* Responsible for all **Project Documentations**.

**Environment: MS Office (MS Word,** MS Excel**,** MS PowerPoint**, MS Visio), MS-Project,** Windows 2000**, Rational requisite Pro, SQL, TOAD**

**Fifth Third Bank Feb 11- July 11**

**Cincinnati, Ohio**

**Lead Business Analyst**

For over 150 years, Fifth Third has been providing quality financial products and services to its customers. Based on its rich [history](https://www.53.com/wps/portal/content?New_WCM_Context=/wps/wcm/connect/FifthThirdSite/About/In+the+News/History/) of performance and customer service, the Bank has received numerous [accolades](https://www.53.com/wps/portal/content?New_WCM_Context=/wps/wcm/connect/FifthThirdSite/About/In+the+News/Accolades/) for the way it operates over 1,300 locations in Ohio, Kentucky, Indiana, Michigan, Illinois, Florida, Tennessee, West Virginia, Pennsylvania, Missouri, Georgia and North Carolina.

**Responsibilities:**

* **Lead** and **Facilitates** the **JAD** sessions with Business and technical team
* Liaised with **Business** and **Functional** owner during risk engineering and **High-level** review sessions to derive and execute action plans, meeting deadlines and standards.
* Interfaced with business users to prepare and update **Business Process Requirements (BPR)** and **Software System Requirements (SSR).**
* Ensured all artifacts complied with corporate **SDLC** Policies and Guidelines.
* Prioritized outstanding defects and system problems, ensuring accuracy and deadlines were met.
* Performed **GAP** analysis of **Business Rules**, **Business** and **System Process Flows**, **User Administration**, and **Requirements**.
* Developed **Use Case** with **UML** for new product functionality
* Involved in creating **Business Processes** and **Modeling Diagrams** using **Rational Unified Process (RUP)**.
* Actively participated in status reporting meetings and interacted with development team to discuss

the technical issues.

* Performed **GAP** analysis of **System Integration** solution wise
* Created **Sequence Diagrams** and **State Diagram**
* Worked with **System Owners** for **System Architect Diagram**
* Worked on **Retail Front End** and **Authentication** level for internal and external users
* Worked on **Java** Based API.
* **Manual Testing** and **Bug Reporting**

**Environment: UML, Rational RequisitePro, Lotus Notes, MS Visio, MS Office RationalRose, J2EEE**

**First Citizens Bank Sep 09 – Jan 11**

**Raleigh-Durham, NC**

**Lead Business Analyst**

First Citizens Bank offers a complete line of financial services, including personal banking, business banking, trust services and insurance services and has grown to serve customers in more than 200 cities in the US with total assets of more than $18 billion. Project was Developed **Web Portal for High Net worth Client**.

**Responsibilities:**

* Reviewed the Requirements & Design documents and understood the existing systems & functionalities.
* Lead **JAD Sessions** to **Collect Requirements** from **Business User** to initiate systems development process.
* As a lead monitors project progress by tracking activities.
* Responsible for Project status report and resource allocations.
* Analyzed “**as-is**” process of the existing system and understood the “**to-be**” process and provided assessment document & created process flows.
* Worked with **RDS** (Retail Direct Sale)
* Worked on J2EEE Web Based application.
* Extensive experience in documentation of Business Requirements Document (**BRD)**
* Proficient in transforming business requirements into Functional Requirement Document **(FRD)**
* Participated in design meetings and contributed towards creating **Architecture Diagram**
* Created and managed project templates, use case templates, requirement types and **Tractability Matrix** in **Requisite Pro**.
* Participated in weekly meetings with the management team and walkthroughs.
* Maintained a **Traceability Matrix** to ensure that all Functional Requirements are addressed at the **Use Case** Level as well as the **Test Case** Level.
* Defined system requirements to Wire Frames with **Use Case**, **Use Case Scenario** and Use Case Narrative using the **UML** (Unified Modeling Language) methodologies
* Extensive experience in **Manual Testing** for Web Portal
* Experience in reviewing Test Procedures, defining Test cases, reviewing and maintaining Test scripts, analyzing bugs, interacting with team members in fixing errors and **User Acceptance Testing (UAT).**
* Handled **Change Requests** by capturing them in the available organizational templates & thoroughly analyzing them for the **impact on the existing requirements.**
* Reviewed and reported the progress of the project during all the phases.
* Created Simple Quarries using SQL.
* Closed the projects by successfully deploying the applications into production and providing the needed training materials, release notes to the business users, & documenting lessons learned to store in the organizational process assets.

**Environment: MS Office (MS Word,** MS Excel**,** MS PowerPoint**, MS Visio), MS-Project,** Windows 2000**, Rational requisite Pro, Lotus Notes SQL, J2EEE**

**HSBC Jan 08 – Sep’09**

**New York**

**Lead Business Analyst**

HSBC Mortgage Services is a leading mortgage provider with a firm commitment to delivering quality service to our customers. Offer a wide range of mortgage products and provide a variety of financial services to our mortgage holders. HSBC - North America is one of the top 10 financial services companies in the United States with assets approaching $300 billion. HSBC - North America includes all of HSBC's U.S. and Canadian businesses, including HSBC Finance Corporation (formerly Household International) businesses, which were acquired in March 2003. Today HSBC offers customers home loans, auto loans, credit cards, and insurance products. HSBC provides a comprehensive range of financial services:

**Responsibilities:**

* Defined the scope of the project based on the gathered business requirements including **Documentation of Constraints**, **Assumptions**, **Business Impacts**, **Project risks** and scope exclusions.
* **Facilitate** and **managed** the meeting, interviews and **JRP** sessions with SMEs from various areas.
* Worked on Presentation Layer and **Application** Layer of **Loan Origination System.**
* Analyzed the system from Business perspectives and prepared Business Requirement Document (**BRD**)
* Analyze Business Requirements and segregate them into high level and low level **Use Cases**.
* Performed **GAP** Analysis of Client requirements, Generated workflow process and necessary documents.
* Prepared Business Requirement Documentand then converted business requirements into Functional Requirements Document (FRD)using **Rational RequisitePro.**
* Used **Rational Rose** to create, analyze and implement Use Case Diagrams, Activity diagrams, Sequence diagrams, Collaboration diagrams and Deployment diagrams.
* Developed an **Analysis Model** that includes **Use Case diagram and Activity Diagrams** that provide the development team a view of the requirements.
* Interacted with analysts, system staff and developers on a regular basis to know about the project status
* Initiated **Use Case Analysis** using **UML**, which provided the framework for potential use case deliverables and their inter-relationships, and allow for maximizing software reuse
* **Analyzed and Optimized the Process** by performing **GAP** Analysis
* Participated in various meetings and discussed **Enhancement and Modification Request issues.**
* Involved in reviewing **Test Plans** and **Test Cases** and ensuring test cases reflect user needs.
* Responsible for conducting **User Training** and **User Acceptance Testing** to ensure and verify system is designed according to user needs
* Prepared monthly **Status Reports** for Enhancement Requests to the project team that was used in efficient tracking and monitoring of open issues of the project.
* Involved in weekly walkthroughs and inspection meetings to verify the status of the testing effort and the project as a whole.
* Documents defects in the **Test director**.

**Environment: UML, ClearCase 4.2, ClearQuest 6.0, Rational RequisitePro, Lotus Notes, MS Office, MS Visio, RationalRose, Java**

**Arvest Bank Jan 06- Dec 07**

**Spring Field, Missouri**

**Business Analyst**

Arvest Bank Group (Arvest) provides commercial banking and financial services. The company offers personal banking, home loans, retirement planning, investments, commercial loans, and credit cards services. Arvest operates in 16 locally managed markets, each with its own president, management team and board of directors, in Arkansas, Oklahoma, Missouri and Kansas.

**Responsibilities:**

* **Analyzed** the existing system and **Business Process Flow** by understanding preset business rules and conditions
* Assisted the project managers in **Feasibility Analysis-schedule, Technical, Economical and Operational Feasibility**
* Facilitate and managed the meeting, interviews and **JRP sessions** with SMEs from various areas
* Worked actively in the preparation of **Business Requirement Documents, Functional Specification Documents and Change Request Documents**
* Conducted **Surveys and Brainstorming sessions** with SMEs for requirement gathering
* Performed extensive requirement analysis including  **GAP Analysis**
* Developed project documents based on **SDLC methodology-Rational Unified Process (RUP)**
* Assisted in creating the **Project Templates** **for Use case specification, Change request form, functional specification documents and Business Requirement documents and Defect status form**
* Designed and developed **Use Cases** and many other **UML models** using **Microsoft Visio**
* Worked closely with QA teams to define **Test Cases** and execute **Test Plans**
* Involved with the technical teams during implementation such that right business requirements are being translated into the system

**Environment: MS Visio, MS Office Suite, Client Server, UML, RUP, Windows XP, Director, MS Project**

**Washington Mutual Bank Aug 04 – Dec 05**

**Jersey city, NJ**

**Business Analyst**

Washington Mutual provides a wide range of **Banking Services** from savings accounts to **Full Internet Banking**. In addition, it also provides commercial banking services to the local business community including business checking and savings accounts, **commercial loans and merchant banking services**.

**Responsibilities:**

* Conducting user interviews at both in-house and client locations, gathering and analyzing requirements using **Requisite Pro – RUP**.
* Developed Banking **Web Portal Application**
* Analyzed the system from Business perspectives and prepared Business Requirement Document (**BRD**).
* Proficient in transforming business requirements into Functional Requirement Document **(FRD)**
* Designed and developed **Use Cases**, **Activity Diagrams**, **Sequence Diagrams**, **OOD Using UML.**
* Identify research, realize, investigate, analyze, define and document business processes and **Use Case scenarios**.
* Perform **GAP Analysis** by identifying existing technologies, documenting the enhancements to meet the end state requirements.
* Conduct **Workflow and Process Diagram** to derive requirements for existing systems enhancements.
* Assist with **User Acceptance Testing Of Systems (UAT)**, developing and maintaining quality procedures, and ensuring that appropriate documentation is in place.
* Worked with development and testing teams to accomplish Timely Release Objectives.
* Using detailed knowledge of application features and functions assess **Scope** and **Impact** of business needs throughout analysis and completion of all enhancement specifications.
* Responsible for all **Project Documentations**.
* Worked with other BAs to make an **Object Oriented Model** of the application and create Use Cases.
* Developed Use Case Diagrams, **Activity Diagrams** based on Object-Oriented Design (**OOD**) using **Rational Rose** according to the UML methodology to define business processes.
* Using detailed knowledge of **application features** and **functions**, assessed scope and impact of business needs throughout analysis and completion of all enhancement specifications.

**Environment: MS Office (MS Word, MS Excel, MS PowerPoint, MS Visio), MS-Project, Windows 2000, SWOT analysis, Clear Case, Clear Quest.**

**IDBI Ltd Jun 03-Aug 04**

**Hyderabad, India**

**Business Analyst**

IDBI is one of the largest financial institutions in India. It has played a major role in promoting industrial growth by financing medium and long term projects. It has rapidly expanded operations to entire spectrum of industrial activities including manufacturing and services. IDBI provides loans in both rupee and foreign currencies for new projects, and also for expansion modernization and diversification purposes.

**Responsibilities:**

* Identified high-level requirements for developing and documenting detailed business requirements
* Analyzed the system from Business perspectives and prepared Business Requirement Document (**BRD**).
* Involved in meetings with SME (Subject Matter Experts) and users for requirements gathering.
* Created **Sequence Diagrams**.
* Utilized **RUP (Rational Unified Process)** to create **Use Cases**, **Activity** and **Workflow Process Diagrams**.
* Followed established formats and procedures, Created New Formats, as well as researched, created, edited technical and Business Data Documents.
* Prepared the Prototype and **Mockup Screens**.
* Verified the correlation between the **UML** Diagrams and Developed Detail Diagrams.
* Worked closely with software engineers, internal and external customers to gather comprehensive testing criteria and plan requirements to ensure accuracy and timeliness of projects.
* Performed informal benchmarking to analyze how competitors conducted business.
* Performed Gap Analysis.
* Performed Smoke testing before starting the major testing effort.
* Assessed potential risks in the project and analyzed issues of importance with project managers.
* Actively participated in status reporting meetings and interacted with development team to discuss the technical issues.

**Environment:** - **MS Office (MS Word, MS Excel, MS PowerPoint, MS Visio), MS-Project, Windows 2000, Clear Case, Clear Quest.**