

## CAROL DYDA

email:sujal@nextcoderit.com

Phone number: 6783919250

---

### Professional Summary

- 8+ years of Professional IT experience as a Business Analyst in several domains.
- Worked on entire project life cycle (SDLC) from evaluation, installation, configuration, and development of end user reports.
- Applied advanced sampling & data analytic techniques to help with strategic initiatives, roadmaps & process models.
- Analyzed quantitative and qualitative business data to develop a solution design capable of fulfilling the customers.
- Mitigated defects by 15% by developing metrics to determine inefficiencies and areas for improvement across systems.
- Conducted JAD sessions with management, SMEs', Vendors, Users and other Stakeholders for open and pending issues.
- Conducted Change Analysis for the improvement of existing system and recommended the required changes using Rational Clear Case.
- Experience in Database development using SQLite, Database and MySQL.
- Queried MySQL database queries from Python using Python-MySQL Connector and MySQL DB package to retrieve necessary data for the company, resulting in 75% data retrieval.
- Worked on User Interface (UI) analysis with the business team to identify functional and Non-Functional requirements and track them using Functional System Design document (FSD).
- Strong in SQLite for creation and interaction with Android local storage and local persistence.
- Present concise & well-researched new product ideas & opportunities by collaborating with product owners. Reviewed business priorities, and analyzed options, risks, and cost.
- Summarized & tracked project findings and implications of technology changes institution wise for project manager. Run daily/weekly machine consumption reports or revenue reports.
- Analyzed & prioritized user and business requirements as system requirements that must be included while developing the software.
- Planned and defined system requirements to Use Case, Use Case Narrative, Use Case Diagrams and Sequence Diagrams using Rational Rose.
- Assisted with UAT, developing and maintaining quality procedures, and ensured that appropriate documentation is in place.

### Technical Skills

- **Programming Languages:** C, C++, HTML, CSS, Java.
- **Tools:** SharePoint, BI tools, FSD, Process Flow diagrams, Root-cause analysis, Windows PowerShell, AWC, JIRA, Rally, ServiceNow.
- **Software:** MS Office (MS word, MS Excel, MS PowerPoint), Python,O365, New Relic, Ensignten.
- **Web Services:** Postman, SOAP, REST, JSON, XML.
- **Operating Systems:** Windows (98, xp,7,10), Mac OS.
- **Databases:** SQLite, MySQL.

- **Version Control Tools:** CVS, Git, SVN, Bit Bucket.
- **Methodologies:** Agile/SCRUM, Waterfall, UAT, SIT, FSD.

## **Education**

- Masters in Computer & Information Sciences @Gannon University, Erie, PA.  
**May 2017**
- Bachelors in Computer Science & Engineering @Osmania University, India.  
**May 2013**

## **Professional Experience**

### **Sr. Technical Business Analyst**

*USAA, San Antonio, TX / Nov 2020 – Present*

- Ensured risk associated with business activities are effectively identified, measured, monitored, and controlled. Followed risk & compliance policies and procedures for daily business activities.
- Worked with team under Service account Migration and successfully migrated P&C inactive & old service accounts which are in SAU (Service Account Utility) Database to the new database CyberArk to align with USAA InfoSec Security Standards.
- Migrating service accounts to CyberArk through USAA's Change Approval Board management on multiple platforms Java, Mainframe, Batch.
- Evaluated business needs and reviews system requirements for accuracy; translates data between business users and technical developers.
- Worked with the team to resolve any production incidents and problems within the provided service level agreement (SLAs).
- Closely monitor the releases & validations. Coordinate with the architects and leads during MIs or production calls.
- Coach / mentor team members at onshore & offshore on engineering process and principles on daily basis.
- Track progress with daily handoff calls with offshore/nearshore teams to determine requirements, priorities, and deadlines.
- Work closely in coordinating with DPOs & Application core teams on the migration/retirement of service accounts to CyberArk to improve the performance and security of the Application Programming Interfaces (APIs).
- Manage production release changes, working with change approval board & release management team. Provides insights to management and feature development, on issues identified from vigilant monitoring.
- Present weekly & monthly reports on development updates to all stakeholders. Conduct quarterly planning and retrospective sessions to create objectives and deliverables for the upcoming quarter.
- Used JIRA and Rally tool for bug reporting, task allocation and tracking the progress of the project.
- Follow SCRUM & Safe Agile software development method for releases and managing service account migration/retirement efforts in P&C domain.

**Environment:** MS Visio, Office 365, MS Share Point, Project Tracking tools, MS Project, JIRA, Rally, Windows PowerShell, ServiceNow, Business Process Models, Agile, SCRUM.

---

## **Business Analyst II**

*United Airlines – Houston, Texas /April 2018 – March 2020*

- Managed the development of Mobile application from cradle to grave – estimation, planning, tracking, design, testing & release of tasks using SCRUM and Agile software development method.
- Participated in Product Owner Team meetings (POT /Sprint) to elicit Business Process Model, User stories, Non-Functional requirements for the 'Availability' service functionality to be developed.
- Gathered requirement artifact templates in Blueprint requirements management system and managed traceability of requirement artifacts.
- Documented features and capabilities for Business Rules Engine. Completed Drafting Context/ Brain Storm diagram for Availability Functionality.
- Lead system integration analysis, requirement analysis with key business and technical stakeholders including architects, developers and analysts.
- Ensured smooth execution and timely delivery of all the identified requirements. The United Airlines Mobile Application was awarded the "Best reimagined mobile app" developed with latest architecture and technologies in Webby Awards – 2019.
- Participated in vendor meeting, Grooming sessions for application designing and process flows. Prepared process flow diagrams for better understanding of complex scenarios.
- Tracked each production issue (from root-cause to solving) and data cleanup efforts through functional analysis and testing.
- Supported developers and system analysts with assembly test planning and execution activities to ensure code quality before product test.
- Created/reviewed test plans and scripts; ensured requirements were met and tested thoroughly pre/post implementation.
- Assisted with the periodic rollout of new feature releases and the management of business adoption of such features.
- Managed the validation and implementation of enhancements to web-based applications and served as a technical support contact.
- Prepared test plans based on User Requirements Documents (URD) and prepared the test cases for all requirements.
- Involved in Process Modeling, Data Mapping and Design Sessions. Contributed in Request for Proposal (RFP) and selection of new vendors.
- Managed all phases of testing including development of test plans, scenarios, data, and test scripts for facilitation of System Integration Testing (SIT) and User Acceptance Testing (UAT).
- Analyzed the test environment for usability and user interface design. Defect tracking, recording, and management to ensure defect correction completion.

**Environment:** MS Visio, Root Cause Analysis, Office 365, MS Share Point, Project Tracking tools, MS Project, JIRA, TFS, UAT, Business Process Models, Agile, SCRUM.

---

## **Business Analyst II**

*Citi Corp , Long Island, NY / July 2017 – April 2018*

- Worked in different phases of project life cycle like design, development and testing of application for Android mobile devices.
- Worked on an app for Citi Mobile. This application provides an opportune way to do banking and tasks related to credit card right from the mobile phones of a user.
- Maintained traceability among business requirements, technical requirements, design and testing.
- Created reporting documentation that identified metrics and data required for display as well as identification of filtering criteria and inputs.
- Responsible for ensuring compliance with Federal and State policy, evaluating business process operations and providing strategic recommendations for improving productivity, quality, and service.
- Analyzed organizational needs and developed operational or technical solutions to business problems.
- Evaluated the functionality of existing software systems to assess opportunities for improving workflow and/or provide other efficiencies.
- Developed and managed SharePoint site to host collections for project analytics, client databases, requirements, and reports.
- Managed systems maintenance and modification projects for multiple systems, coordinating the work from initial request through estimation, approval, requirements, build and implementation.
- Analyzed the existing banking application & documented asset and liability product attributes, features and business rules in conformity with central bank regulations.
- Prepared workflow diagrams of banking products in line with business rules, banking policies - internal and external, Central bank regulations, credit norms and practices, AML regulations, ICC rules & regulations of documentary credit and reimbursement policies.
- Coordinated working sessions to determine production readiness of applications.
- Prepared training materials and conducted training sessions. Facilitated functional and user acceptance testing (UAT).
- Interfaced with business users to develop and update Business Requirement Documents (BRD) and create test scripts.
- Facilitated business requirements review with development and QA teams.

**Environment:** Core Java, JIRA, Eclipse, Agile Methodology, JSP, SQLite, CSS 3, GIT, MVC, JSON, XML, JavaScript, RESTful web services

---

### **Intern Business Analyst**

*St. Vincent Hospital – Erie, Pennsylvania/ Aug 2016 – March 2017*

- Worked on collecting business requirements and data to develop a breastfeeding application.
- Analyzed the requirements needed for the application to track feeding times, nutritional values and data storage.
- Worked closely with doctors from St. Vincent Hospital and lactation experts to gather detailed requirements and inputs required to document and develop the application.
- Worked with stakeholders closely and had several grooming sessions to understand the needs and develop business processes, workflow required to develop the application.
- Tracked the progress of application development using Gantt charts and milestones to deliver the requirements in a timely manner.

- As a Business Analyst identified the unique features required to make the job of St. Vincent Postpartum doctors easier by incorporating features like timely tracking of breastfeeds, quantity, lactation rich diet and easy access for the mothers to have a conversation with doctors using the app.
- Developed a process flow to design the application as per the business requirements.
- Assisted developers in following the project guidelines by conducting daily team meetings, grooming sessions and delivery measures to develop the application within the committed timeframe.

**Environment:** Office365, Stakeholder management, business process tools, project tracking tools, MS Visio.

---

### **Technical Process Associate**

*Kantar Group, India/ Aug 2014 – Jul 2015*

- Worked on applications such as Citrix, Sophos Safeguard for the Kantar Group.
- Providing timely resolution to customer queries and complaints in a professional manner and in accordance to established guidelines.
- Troubleshooting and resolving customer service issues in Citrix, adhering to quality and performance standards and schedule field service calls when necessary.
- Understanding and striving to meet or exceed program metrics while providing excellent and consistent customer service.
- Retaining users and preventing from disconnecting services, repair and respond to diverse types of inquiries.
- Documenting customer transactions accurately and in-time in related customer and business tools.
- Collaborating with team members and cross functional teams as per the business need.
- Taking part in training and other learning opportunities to expand knowledge of the program and service delivery process.

**Environment:** Citrix Server, Sophos Safeguard, IBM Documentation tool, Kantar Ticketing Tool

---

### **Jr Associate Dev**

*GoDaddy Inc, India/ Oct 2013 – Aug 2014*

- Worked for GoDaddy Support Process & Website building
- Worked on Domains, Website designing, Web Hosting Issues, Email & Office Issues.
- Used CRM for ticketing and documenting the issues.
- Making sales or recommendations for products or services that may better suit customer needs in accordance with company guidelines.
- Used GoDaddy domain Search tool for available domains to the users.
- Worked on the domain name system, DNS and resolved Microsoft O365 and email related issues.
- Worked on SSL certificates for the domains bought by the users.
- Worked on Web Security which gives protection for unlimited pages within a single website.

**Environment:** CRM tool, DNS search tool, GoDaddy Internal Tools, O365

---