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# ProFessional Summary

Accomplished Business Systems Analyst with 8+ years of experience in technical project management across diverse domains such as online banking, manufacturing, retail, e-commerce, airline, and healthcare. Highly proficient in Agile and Waterfall methodologies, utilizing tools like JIRA, Azure DevOps, and TFS for project tracking and SDLC management. Skilled in eliciting and analyzing business requirements through interviewing, questionnaires, prototyping, and conducting comprehensive requirement workshops. Expertise in creating Business Requirement Documents (BRD), Functional Requirement Documents (FRD), user stories, data mapping, and use case models using MS Word, MS Excel, and JIRA.

Adept at leading cross-functional projects, collaborating with stakeholders, developers, QA, and SQA teams to facilitate effective communication throughout the project lifecycle. Proven experience in using PowerBI, SAP BusinessObjects (BOBJ), Google Analytics, and Digital Adoption Platforms (DAP) to generate interactive reports, track usage, and drive data-driven decision-making. Demonstrated proficiency in coordinating UAT, performing gap and SWOT analyses, conducting SQL queries for ETL processes, and working with REST APIs and JSON for data integration. Skilled in data warehousing, ETL solutions with SQL Server Integration Services (SSIS), and creating test plans, cases, and scripts for various testing phases.

Strong business writing and documentation skills, including authoring wikis, user guides, and functional specifications. Experience in release management, post-production training, and building close working relationships with onshore/offshore teams to meet business objectives and ensure project success.

**Project Management Tools** - Jira, Confluence,

# Skills

**Development Platforms-** JSON, XML, Python, R,

Microsoft Team Foundation Server, Azure DevOps, HP ALM, Rally, Microsoft SharePoint **Analysis/Design** - Microsoft Visio, Lucid Charts,

C++

**Additional Tools-** SAS, MS Office Suite, Postman, SAP, Tableau, Salesforce, JSON editor, Swagger,

Balsamiq, Mock flow, Wireframe, WalkMe, WhatFix, SOAP UI, Informatica, Midas plus, SAP business

Medallia, Snagit

**Database/Data Warehousing-** SQL server 2013, Oracle SQL developer 10g/11g/12c, SQL Server Management Studio, SQL Server Analysis Services (SSAS), SQL Server Reporting Services (SSRS), Databricks, Datadog

objects, Mulesoft, BAAN ERP/LN

# Work History

**Information Technology Business Analyst**, 04/2022 - Current

**Andersen Corporation** – Minneapolis, MN

Andersen Corporation is a leading manufacturer of windows, doors, and related products, serving a wide

range of dealers, suppliers, and contractors. The scope of the project involved working extensively on the IQ+ application, the primary platform for configuring and ordering products with a focus on enhancing user experience, managing key projects, improving internal tools, and integrating critical functionalities through API and data-driven enhancements.

* Led Andersen Corporation's first comprehensive price adjustment in over 10 years, overseeing a cross- functional team of 60+ members, including senior leadership, pricing, supply chain, and sales, to update pricing and discount tier structures for all products and dealers.
* Coordinated timelines, schedules, and deployment tasks for the 1-week release, ensuring accurate execution across departments, which resulted in the successful overhaul of pricing models, streamlining discount structures for various dealer levels, and improving long-term profitability.
* Led the development of the "CC Submit" interface within IQ+ , enabling 639 certified contractors to independently quote products without dealer intervention. This resulted in the creation of 1,500 quotes, 128 of which converted into actual orders, generating an additional $450,000 in revenue within the first

6 months post-implementation and reducing dealer reliance by 30%.

* Developed and launched the "Enhanced Functionality Double Check" project, enabling dealers to compare different specifications of windows and doors across line items before submission. This reduced order errors by 25% and decreased customer support inquiries by 17% daily over subsequent releases, resulting in an estimated annual savings of 1,000+ hours for the Customer Support (CERT) team.
* Created and maintained 150+ WalkMe guides (videos, PDFs, smart walkthroughs) to assist internal and external users, resulting in a 35% reduction in support tickets over the next year.
* Led the integration of installation material calculations within IQ+, streamlining installation material planning via API integration, saving users an average of 30 minutes per order.
* Developed 50+ custom dashboards and reports using WalkMe Insights, Power BI and Google Analytics to track user behavior and optimize the application, leading to a 15% improvement in user engagement and feature adoption rates.
* Managed the "Lead Time" project, enabling dealers to generate a report with manufacturing lead times and delivery dates for each line item. Collected requirements, created BRDs, designed mockups, and tested API-linked reports to ensure accurate lead times, enhancing dealer trust and reducing order

uncertainties.

* Led sprint planning, daily standups, sprint reviews, kaizen events, and sprint refinements, driving agile project delivery across cross-functional teams and ensuring adherence to timelines.
* Utilized Medallia to create and gather user feedback, creating a quarterly Net Promoter Score (NPS) report, which increased by 12% after implementing improvements based on user feedback collected over a 1.5 year time frame.
* Acted as liaison between enterprise data and application teams, facilitating data infrastructure enhancements with Databricks, improving reporting capabilities, and creating new streamlined data pipelines.
* Created wireframes and mockups using Balsamiq, Wireframe and Mock Flow for new features and UI improvements, gaining approval from senior leadership for 8+ major releases.

**Senior Business Systems Analyst**, 11/2020 - 03/2022

**Wells Fargo** – Minneapolis, MN

Wells Fargo is a diversified, community-based financial services company that provides banking, investment, and mortgage products and services, as well as consumer and commercial finance. The project involved integrating new workflow processes to automate the reporting needs for transactional account data for

commercial bankers, clients and customers and assist in the creation of an International Data warehouse

* Work with stakeholders and developers to create dashboards and reports through business intelligence reports and visualizations tools such as SAP Business Object (BobJ) and PowerBI
* Extensively collaborated with database administrators to create data mapping documents along with artifacts such as ER diagrams, swim lane diagrams, UMLs, and test cases for agile teams and expedited technical grooming sessions by incorporating both software and business process modeling diagrams
* Analyzed open orders, backlogs, and transactional data to provide the data services and solution team with insights
* Gathered requirements to implement Master Data Management
* Leading feedback sessions and sprint retrospectives to improve systems processes, functionalities and improve upcoming sprints
* Ensure accuracy of data and deliverables with comprehensive policies and processes including PCI DSS
* Translate business questions into analytical requirements as part of a well-defined development cycle
* Prepare sprints, epics, user stories, deliverables, and tasks that deliver actionable insights to be completed by all the teams involved using Kanban Board in JIRA
* Design and testing of application prototype customized for the International Data Warehouses and interpretation of the collected results
* Presentation of design and creation to share the results with the stakeholders involved for the job workflow process
* Developed multilevel flowcharts and use case diagrams to describe and lay out logical operational steps using Microsoft Visio and Balsamiq
* Collaborate with SME's/business owners by providing answers/ questions regarding data policies and standards through evaluation process flow determination determine meta-data for MDM, Transactional data; (i.e. pricing, purchasing info records, financial data) & conditional MDM data: (i.e. pricing, document, and routing data)
* Experience in salesforce, data migration, and integration tools like Informatica
* Support the development of business rules for enterprise Master Data, which include finance and supply chain data governance and regulatory business practices
* Used Informatica Workflow designer to create filters and criteria for Transactional reports using SQL queries and recommended courses of action to upper management.

**Business Systems Analyst**, 04/2019 - 10/2020

**Epicor** – Minneapolis, MN

Epicor Software Corporation is a business software company. Its products are aimed at the manufacturing, distribution, retail, and services industries

Epicor provides enterprise resource planning (ERP), customer relationship management (CRM), supply chain management (SCM), and human capital management (HCM) software to business customers in both software as a service (SaaS) and on-premises deployment models.

The scope of the project involved creating a business activity feature in the existing Epicor Kinetic application to allow customers/clients to generate automated reports for production, finance, distribution, and human resources needs.

* Created and maintained process flow documentation for the Report generation project to be used for collaboration with developers, project managers
* Facilitated the UAT process by creating test cases, test plans and providing guidance and support to the QA testers with test tools, test scripts, and the execution process
* Maintained constant communication with the testers by assisting the Product Owner in conducting Daily

Bug Review meetings during and after the QA Test process

* Prepared reports and presentations for weekly IT management meetings with Product Management and Project Managers to provide status updates on project deliverables, progression, and timelines
* Traveled to customer sites as an on-site consultant to gather system and reporting requirements to modify their existing ERP reports to Epicor BAQ style reports
* Conducted requirement workshops to implement different elicitation techniques such as surveys, brainstorming sessions and interviews to gather requirements effectively
* Assisted with performing root-cause analysis on master data integration problems, recommend and execute corrective action.
* Requested by the customer to act as their dedicated SME where teams are 100% dedicated to a client for an extended period of time resulting in cost/quality benefits for the client and a major sales tactic for EPICOR
* Worked with the executive and senior leadership teams to both understand and provide an understanding of business processes, systems functionality options, and solutions possible to solve complex business and reporting needs and avoid potential pitfalls
* Assisted with constant improvement in the quality and accuracy of the master data to ensure uninterrupted business continuity.
* Worked in cooperation with cross-functional teams, documented and tested solutions for company processes and utilization of ERP (and ancillary) systems
* Developed around 100+ solutions in EPICOR 10 among BAQ's, BPM's, Dashboards, Customizations, and SSRS Reports
* Updated all attributes of requirements into HP ALM tool and created Requirement traceability Matrix (RTM) to keep track of the requirements and related aspects
* Worked extensively with accounts payable, receivable, Invoicing, Shipping, Sales, and Quotations reporting needs for various clients
* Collaborated with the testing team to develop the test plan, test conditions and test cases to be used in manual testing based on business requirements, technical specifications, and/or product knowledge
* Conducted interviews with key business users to collect information on business processes and user requirements to create customized reports.

**Senior Business Analyst**, 02/2018 - 03/2019

**Kaiser Permanente** – Colorado Springs, CO

Kaiser Permanente is an American integrated managed care group. The project involved the creation of a Telehealth virtual care application that allowed the members to self-diagnose their health concerns, schedule virtual appointments with doctors, and file claims & reimbursements. The scope of the project involved creating Telehealth virtual care applications for existing Kaiser Permanente insurance users to schedule, communicate and set up appointments with medical doctors remotely. Project also involved the integration of the UpToDate HL7 Info button Searches into Clinical EHR Workflow. Integration of the UpToDate HL7 Info button enables clinicians to get answers to their clinical questions from within a patient's record

* Critical project member in implementing large-scale Medicare/Medicaid system to streamline Medicare enrollment processes
* Collected and wrote business requirements by establishing and executing business processes, engineering workflows, live scribing, and diverse project plans
* Streamlined techniques to support agile methodology implementations
* Delivered precise functional specifications to include functional hierarchy, workflow, business rules, interface design and definitions, outstanding issues, data analysis, and data mapping to clients and

development staff

* Gathered requirements and helped build and document specifications for development
* Conducted gap analysis between application and stated customer requirements and collaborated with architects and developers to estimate project impact
* Acted as a liaison between line business clients and the IT organization
* Created training documents on Confluence wikipages and trained other employees in Lean/Six Sigma concepts and techniques
* Worked with development, QA, and production support teams to communicate, verify, and test the desired functionality changes
* Identified areas of possible system improvement to enhance overall business performance, accounting for budgetary concerns and business goals
* Performed qualitative/quantitative analysis, with the ability to organize data, identify and present major findings utilizing technical tools (i.e., Excel, Access, Word, PowerPoint) by using working knowledge of relational databases and data query tools
* Experienced working with medical claims (EDI 837 and 835), and Pharmacy/Rx claims (EDI 834), dealing with claims generation (in HIPAA X12 837 file formats) and submitting to state Medicaid and reconciliation
* Work collaboratively with internal departments to support client needs
* Create custom solutions for customers based on their business needs and requirements by leveraging various integrations (HL7, FHIR, etc.) and other technologies
* Interacted with internal customers to understand business needs and translate into requirements and project scope.

**Business Analyst**, 11/2016 - 01/2018

**Turkish Airlines** – Boston, MA

Turkish Airlines is the national flag carrier airline of Turkey. It operates scheduled services to 315 destinations in Europe, Asia, Africa, and the Americas, making it the largest mainline carrier in the world by number of passenger destinations. The scope of the project involved developing the technical cabin application which allowed the cabin crew to find, log and report defects on the aircraft and assigned tickets to the maintenance engineers. The other project included the integration of the augmented reality feature into the existing Turkish Airline Mobile application.

* Translated EPIC into detailed level user stories to be consumed by development pods in each sprint
* Managed Turkish product backlog to ensure readiness of user stories for upcoming sprint
* Collaborated with scrum master to prioritize Turkish's user stories and assigned sub-tasks to stories and help to keep team up to date with changes in priorities
* Collaborated with scrum master to develop release plan of new mobile application feature by conducting sprint planning meeting
* Facilitates agile rituals of conducting scrum meetings such as sprint planning meetings, Daily standup meetings, Backlog grooming and retrospective meeting
* Works with Dev and QA to understand boundaries of any given story
* Developed use cases, flowcharts, swim lane and activity diagrams
* Used JIRA for project tracking, bug tracking and reporting defects
* Used Swagger to document the APIs and functional docs
* Created API Specification documents, JSON Documents & API Data contracts
* Analyzed API (SOAP and REST API's), validated JSON/XML, identified enhancement features
* Employed End-to-End Software Development Life Cycle (SDLC) methodologies during multiple

projects, streamlining cross-discipline development

* Devised user flows, wireframes, and mockups for designs based on proven methodologies, stakeholder requests, and end-user feedback using Lucid charts and Mock Flow.

**Business Analyst**, 01/2016 - 10/2016

**Nordstrom** – Atlanta, GA

Nordstrom is an American luxury department store chain. Nordstrom operates 100 stores in 32 U.S States and three Canadian provinces

Nordstrom has grown into a leading fashion retailer with global reach.

The project involved working on the Nordy club, which is the Nordstrom rewards program where customers earn points, receive rewards, fashion access, exclusive services on every purchase made at Nordstrom, Nordstrom Rack, and Trunk Club. The project aimed at solving the issue of customer churn using Salesforce Einstein. Customizable AI of Einstein Discovery was used to understand and explain causes of churn and predict likelihood of customer retention.

* Worked one-on-one with clients to improve Nordy club application specifications
* Proficient in Capturing and documenting requirements critical to development of Nordy club rewards application software
* Analyzed business requirements and made process flow diagrams (Activity and data flow diagram)
* Developed functional requirement documents including use cases and UML diagrams for developers and testers
* Updated all attributes of requirements into ALM tool and created Requirement traceability Matrix (RTM) to keep track of requirements and related aspects
* Performed requirements modeling and developed analysis diagrams, activity diagrams, sequence diagrams, state diagrams, data models, and use-case realizations using Microsoft Visio
* Conducted GAP analysis to understand differences between current and new systems and highlight customization and enhancement needs of business
* Developed functional requirement documents including use cases and UML diagrams for developers and testers
* Interacted with various businesses, users group gather requirements for Salesforce implementation and documented requirements
* Dealt with external Client for auditing rewards system and maintaining data safety
* Used Customer 360 feature of Salesforce to get complete picture of customer activity for understanding reasons for customer churn
* Implementing visibility rules established within the sales force
* Context users should only be able to view campaigns, which are visible to them via standard salesforce UI
* Designed, setup and maintained salesforce standard objects, custom objects, and junction objects, while also structuring user roles, security profiles and workflow rules
* Wrote user stories for data integration and data transfer APPTUS/CONGA and created data flow diagrams, data maps and updated data dictionaries
* Assisted quality assurance team in testing different releases and in designing test plans and test cases for Salesforce Einstein application
* Mapped system requirements with Test Cases, ensured traceability of Test Cases back to Business Requirements using RTM

# Education

**Bachelor of Science**: Information Systems

**Saint Cloud State University** - Saint Cloud, MN

# Eztracurricular Activities

* Treasurer - SCSU Information Systems Club
* CFO- Nixor Event Management Services
* Recipient of Academic and Cultural Sharing Scholarship