**Amita Akole**

Jersey City, NJ 07306 | +1 (201)-989-4346 | amitaakole@gmail.com

**SUMMARY**

* A dedicated business analyst with **6+ years** of experience in identifying efficiencies and problem areas within data streams, while communicating needs for projects. Adept at receiving and monitoring data from multiple data streams, including **SQL, and Excel data sources.** Experience as a Business Analyst in **Banking, Airlines, Utility and Healthcare.**
* Experience in analyzing market trends and developing dynamic business strategies. Adept in collaborating with cross-functional teams and delivering projects on-time and on-budget.
* Communicated analyses and data-backed recommendations to stakeholders.
* Experience in industry standard methodologies like Software Development Life Cycle **(SDLC),** Project Life Cycle, **Rational Unified Process (RUP)** and **Capability Maturity Models (CMM).**
* Experience in working of implementing software development projects using methodologies such as Waterfall, Rational Unified Process, and Agile
* Experience in Implemented SOA architecture with web services using **SOAP,** **WSDL, UDDI and XML.**
* Experience in Business Module Practices involved Telecom Provisioning Billing, **CRM/OMOF,** and Familiar with **AMDOCS, CSG-ICOM**
* Experience in MS Office Excel/ Confidential Sheets (**pivot tables, Vlookups,** **hlookups, macro), Access, PowerPoint, Visio.**
* Design, implement reporting platforms **(modeling, ETL, BI framework)** and complex ETL frameworks.
* Experience in analysis and driving the execution of **Telecom** Usage mediation, Rating, Billing and Product Catalog projects.
* Experience in providing **OSS and BSS solutions** as lead systems analyst, requirements analyst, solution architect, and architect and Confidential modeler of large-scale, complex, real time and non-real time software and hardware systems.
* Usage of **Trackers/Bug Reporters** in Quality Center, **JIRA**, Rally, **PTS (Product** **Tracking System)** and knowledge of Test Director, **PVCS Tracker**, **Clear Case, and Clear Quest.**
* Experience in telecom products like **SIVR, Call Routing, and Billing System** and Reporting web applications.
* Experience in creating Use Cases, Test Plan and Test Cases and conducting end-to-end **SIT/UAT testing** on New Product, New Technology and Data migration for several releases.
* Experience in conducting Joint Requirement Planning **(JRP) sessions**, Joint Application Development **(JAD) sessions** with a committee of Subject Matter Experts (SME's) senior management and IT groups.
* Experience in acting as a liaison between business owners, Subject matter experts and development teams.
* Experience in **Data mapping, logical data modeling,** created class diagrams and ER diagrams and used SQL queries to filter data within the Oracle database
* Experience in gathering the requirements and modeling the **data warehouse** and the underlying transactional database.

**Key Skills**

* **Methodologies**  - Agile-Scrum, Waterfall, Waterfall-Scrum hybrid, Scaled Agile (SAFe)
* **Project Management**  - JIRA, Confluence, MS Project, MS SharePoint
* **Modeling Tools**  - MS Visio, Lucid chart
* **Reporting Tools**  - Tableau, Power BI, MS Excel, Google Analytics
* **Version Control**  - Jenkins, Version One, Git, Apache Subversion
* **Office Tools** - MS Word, MS Excel, MS PowerPoint, MS SharePoint, MS Project
* **Web Services API** - JSON, XML, REST, SOAP
* **Technologies** - Salesforce, MuleSoft, Oracle Integration Cloud Service, SAP
* **Testing tools**  - Postman, HP ALM/QC, Cucumber, Selenium, Load Runner
* **Databases**  - AWS Redshift, Oracle, MySQL, MS Access, MongoDB
* **ETL Tools** - Informatica Power Center, AWS Glue

**Experience**

**MetLife | New Jersey (Dec 2021 – Present)**

**Business Analyst / Business System Analyst**

* Involved in gathering, documenting and verifying business requirements.
* Developed, coordinated and supported Information Technology Division on all operational requirements of FACETS claims processing system and production management.
* Participated in user meetings, gathered Business requirements & specifications for the Data-warehouse design.
* Established a business Analysis methodology around the SDLC, helped to develop use cases, project plans and manage scope.
* Involved in the meeting with Business Process Owners, SME (Subject Matter Experts) and store users for Requirement gathering in the Definition Stage.
* Assisted in developing Project Proposal, Business Case and Business rules.
* Gather business requirements from stakeholders and translate them into detailed requirement specifications.
* Assisted **JAD sessions** to identify the business flows and determine whether any current or proposed systems are impacted .
* Used **SDLC** (System Development Life Cycle) methodologies like the Agile and the waterfall.
* Performed requirements gathering process in iterative approach using Agile methodology.
* Prepared **Business Requirement Document (BRD)** and **Software Requirement Specification (SRS)**
* Analyzed Business Requirements and segregated them into high level and low level Use Cases, Activity Diagrams/State Chart Diagrams **(UML).**
* Worked in the design and development of Project document templates based on SDLC methodology.
* Helped with data modeling and defining the conceptual and logical model of the data warehouse.
* Work with architects and Business Analysts to design SRS.
* Performed Gap analysis and implemented updates for the Data Warehousing Application.
* Managed and documented the change requests.
* Maintained Requirement **Traceability Matrix.**
* Understanding the key concepts of SWIFT messaging and the routing rules set up for delivering the trade messages to the providers.
* Involved in **User Acceptance testing (UAT)** and validation of the application
* Analyzed Business Requirements and segregated them into high level and low level Use Cases, Activity Diagrams/State Chart Diagrams (UML).
* Created DataStage jobs to extract, transform and load data into data warehouses from various sources like relational databases, application systems, temp tables, flat files etc.
* Created Process Flow diagrams, Use case diagrams (UML) using **MS-Visio**
* Prepared wireframe and web layouts for the application
* Prepared Test Strategy, Test Plan, test report and Gap Report
* Performed UAT based on Requirements Document and prepared the Test Cases using Quality Center.
* Maintained Traceability Matrix in Excel.
* Used MS-Visio analyzed business requirements and processes through Use Cases, Class, Sequence, and Activity diagrams, and adapted UML standards to define modularized Data Process Models.
* Developed a Business Acceptance testing strategy and plan.
* Created test files and analyzed test results using MS-Excel.
* Coordinated and facilitated the execution of User Acceptance testing.

**Empower MX | New Jersey (Oct 2020 – Nov 2021)**

**Data Analyst (April 2021 – Nov 2021***)*

* Led analysis of **healthcare data** for improving healthcare delivery and informing healthcare
* transformation initiatives and conducted statistical analysis using SQL on large datasets.
* Designed and implemented predictive models to identify patient risk factors and predict adverse events.
* Utilized Cognos to generate regular and ad-hoc medical reports.
* Develop and maintain business intelligence applications including operational reports, dashboards, and ad hoc reporting.
* Support the analytics needs of business units using tools by **Adobe Analytics** and **Google Analytics to analyze web traffic.**
* Design, build and operationalize large scale enterprise data solutions and applications using AWS data and analytics services in combination with third parties.
* Write and execute positive and negative test cases to ensure the data originating from the data warehouse Oracle database is accurate through to the SQL database.
* Design, implement reporting platforms (**modeling, ETL, BI framework)** and complex ETL frameworks that meet business requirements. Involved in Managing Data modeling project from Logical design and implementation of Sybase Database
* Expanded model of multidimensional data mart practiced **UDM Universal Data Models** generic data models.
* Planned and defined Use Cases created Use Case diagrams, Scenarios and Use Case Narratives using the UML methodologies.
* Utilized SQL queries for data validation and report generation; **JIRA, Camunda Modular, and SQL.**
* Worked on development of telecommunications teaching material for the Confidential staff, this included telecommunications concepts, architectures, and protocols, and the systems

**Business Analyst (Oct 2020 – March 2021)**

* Collect and Analyze Requirements.
* Prepare a written recommendation for a standard suite of development tools based on the Visual Studio Team System
* Developed new Use Case Specification guidelines for the project to facilitate specific business rules at Amfam
* Developed use case flow diagrams using **MS-Visio**
* Facilitated security review assessment with the security team
* Developed front-end application mock-up screens for a better understanding and removing all the ambiguities between developers and clients
* Worked with developers to create/review program authorizations
* Assisted business clients in updating BRD, Business Rules, and User Summary outlines
* Developed and managed Issues Log using MS-Excel and **Track Record**
* Facilitated brain-storming session with the team to discover risks associated with the project and risk assessment sessions to mitigate them
* Worked closely with Education department to develop instruction manuals and job-aid for the end-users
* Design and developed Configuration Management Plan, Project Plan, Deployment Plans, Statement of Work, and Software Development Plan
* Developed Phase Plan and Iteration Plan to introduce RUP on the project
* Worked with Software Engineering Specialist to design MS-Project Schedules and resource allocation
* Designed higher level testing plan by developing **Test Strategy, Test Plan, Test Suites,** and **Test Data files.**
* Conducted system, functional, regression, and capacity testing
* Reviewed testing/performance results with the clients for their sign-off

**Environment:** Windows XP/2000, SQL,Oracle, MS Office Suite, Rational Suite, HTML, XML, Win runner, Load Runner, Oracle, Visual Studio.

**Birla soft | India (Aug 2017– Aug 2019)**

**Junior Business Analyst**

* Design user-friendly, time-saving macros for operations, lean, **finance,** and product marketing departments and analyzed existing customer satisfaction functionality requests with the goal of making business-value based recommendations to Product Owners
* Developed 85% custom Microsoft **Power BI** dashboards, visualizations, and interfaces with Microsoft SSRS to deliver meaningful and actionable insights.
* Integrate with an Agile Scrum team effectively communicate with the rest of the Scrum team (Product Owner, Developer, and Business Analyst, peers).
* Thoroughly reviewed existing products/processes using gap analysis techniques for areas needing improvement; identified opportunities that reduced overall production costs by 10%.
* Developed and maintained project plans and timelines, resulting in a 15% increase in project completion rate and improved project management.
* Utilized advanced MS Office skills, including PowerPoint and Excel, to create professional presentations and effectively analyze data and applied strong organizational skills to manage and prioritize multiple projects and tasks simultaneously.

**EDUCATION**

• PACE UNIVERSITY | New York, NY **2019-2021**

Master of Science in Management Information Systems

• SAVITRIBAI PHULE PUNE UNIVERSITY | INDIA  **2014-2018**

Bachelor of Engineering in Computer Engineering