**Summary**

* Overall 15+ years of experience with 12+ years of solutions driven business analyst with skills in developing, documenting, and implementing innovations that assist in the attainment of business goals.
* Experience in analysis, design, development and support of Identity and Access management solutions.
* Exposure in mapping business requirements, designing customized solutions and ability to handle pressure, preparing test cases with strong analytical skills.
* Create Standard Operating Procedure, Service Level Agreements, Office Level Agreements, and training manuals for IT Staff and Client Staff.
* Develop a roadmap for short- and long-term work, manage prioritizations and monitor the work to meet the objectives.
* Ability to analyze business practices and define optimal procedures or practices.
* Co-ordinate with Stakeholders, and the project teams in understanding and drafting requirements.
* Organize and participate in regular weekly meets with the stakeholders and the project teams to discuss through and address any identified bottlenecks for a smooth transition of the project.
* Drafted User story acceptance criteria documents to achieve approval from the stakeholders and refined stories with the Scrum teams.
* Experience in performing UAT testing to understand and make sure the Business requirements are met.
* Has Proficiency in Relational Database Management especially with SQL Server, Oracle 8i/9i/10g/11g, DB2.
* Possessed extensive knowledge on complete SDLC model.
* Experience in preparing Test strategy, Developing Test plan, Test cases, and writing Test Scripts by Decomposing Business Requirements and Developing Test scenarios to support quality deliverables.
* Exceptional analytical, oral, written, interpersonal, and trouble shooting skills.
* Ability to handle multiple tasks and work independently as well as in a team.

**Technical Skills**

|  |  |
| --- | --- |
| **Operating Systems**: | Windows, DOS |
| **RDBMS**: | Oracle, MySQL, SQL Server, DB2 |
| **SDLC Méthodologies** | Agile, Waterfall |
| **Software Engineering tools** | MS Office (Word, Excel, PowerPoint, Access), MS Visio, Postman, FileZilla. |
| **Project management Tools**: | JIRA, Service Now, Confluence |
| **Modeling Tools** | MS Visio, Draw IO, Lucid chart |

**Project Experience:**

**Client: Swiss Re Insurance Corp July 2011 – Present**

**Location: Reno, NV**

**Role: Business Analyst/Project Co-Ordinator**

* Worked with customer Business and IT partners to gather and validate requirements.
* Analyzed requirements and prepare high-level and low-level design documents.
* DevelopedData fixes in MS SQL using Toad and PL/SQL scripting language.
* Integrated with different business systems to coordinate, develop and update the business requirements.
* Co-ordinate with other developers and development teams to identify solutions, prioritize needs and resolve conflicts.
* Identified and maintained links to data flow within different modules of Insurance System application.
* Update and review of Functional Specs and other validation documents.
* Worked closely with the stakeholders to understand the required custom changes for the UX/UI designs.
* Created Prospect and BPD diagrams to depict the current and future changes in various processes.
* As BA gather details on conduct research, take interviews to provide a business case and potentially understand and analyze the possible UI/UX changes that need to be changed.
* Co-ordinating with all the project teams to understand project progress on all levels and building UI/UX prototypes to explain business goals.
* As a BA acted as a liaison between the business and the technical team to understand and communicate and build rapport thus focusing in the understanding the product better.
* Co-ordinated and involved in extensive testing of the product (regression and UAT) to make sure the required deliverables are met and the UX changes are inclined with the determined UX/UI design.
* Worked on Client’s Interface team for the mapping of WC Data coming from Client’s Policy system to the Data Induction (DI) Endpoints which is routed into POINT IN J.
* Analyzed, assisted, and perform server setup of different environments in the system.
* Perform User & Access Management based on the user and the type of roles requested during User Onboarding.
* Extensive use of Excel for month-on-month report analysis and tracking.
* Gradually define streamlined process for any migrations and document if required.
* Work with the information security team to identify/analyze and streamline the process for remediating the impacted systems across Swiss Re.
* Create Job aids and Email Communication documents to update Impacted application.

**Environment: POINT-IN-J 20.0 to 23.2, POINT IN – UX23.3, SQL Server, Toad, JIRA, SharePoint, Service Now, Notepad++, Beyond Compare, Java, Oracle, PL/SQL.**

**Client: HDFC Bank Ltd August 2009 – June 2011**

**Location: Delhi, India**

* Gathering and understanding requirements with understanding the purpose of the project, analyzing current business processes and systems, requirement elicitation & analysis for each of the business functionality
* Creation of requirement book (RB), high-level design and end-user documentation
* Gap analysis with mapping requirements and identifying gaps & recommending alternate solution to overcome the gaps.
* Worked on I-Flex product (FINWARE) for Cash and surrounding operations for Branch Banking used by HDFC BANK.

**Environment: FINWARE, CRM Tool, Excel, Notepad.**

**Client: I-Energizer India Pvt Ltd., NOIDA Jan 2008- July2009**

**Location: Delhi, India**

**Role: Team Leader**

* Supervisory (Team Leader) role in the Service Excellence Centre (Credit cards division) of renowned Bank
* Creation of customer requirement book (CRB) and end-user documentation
* Business/Process documents and reports preparing (company research documents, market updates)
* Productivity monitoring & quality checks
* Maintaining MIS PAN India, Generating SLA and TAT reports on daily basis, Coordinating with Bank and other clients

**Environment: ccAPS, MS Office,**

**Client: ICICI Lombard Pvt Ltd., NOIDA May 2007- Dec 2007**

**Location: Delhi, India**

**Role: Unit Sales Manager**

* In charge of the Retail channel (Dst. &DA) handling products like Motor-private & Commercial, Health Insurance & Travel Insurance.
* Interfacing with Operations, Product & Customer service team in order to ensure smooth coordination with claim processing & customer satisfaction.
* Involve in preparing Team targets, Recruitment and Training of team, coordinating with service team towards set up of cashless Arrangement for commercial vehicles.
* Ensuring compliance of each unit with company process and adhering to IRDA guidelines.
* Managing sales and marketing operations thereby achieving increased sales/maximizing profit in assigned territory.
* Initiating and developing relationships with key decision makers in target organizations for business development.
* Identifying prospective clients from various sectors such as government and corporate, generate business from the existing, and thereby achieve business targets.

**Education:**

Bachelors in commerce–Lucknow University, Lucknow, India. – 2001 -2004

Masters in business administration – Uttar Pradesh Technical University – 2004-2006