**Sr. Business Analyst**

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PROFESSIONAL SUMMARY:

* Over 9+ years of robust work experience in IT consulting across Airlines, Financial, Manufacture, Networking, Pharmacies and healthcare domains.
* Mastery of all phases and methodologies of Software Development Life Cycle including Waterfall, Lean, Agile (SAFe), Scrum, Devops, and Kanban.
* Expertise in translating the evolving needs of Business Users and Stakeholders into concrete Functional/Technical Requirements.
* Ownership of comprehending and meticulously documenting business requirements (BRD), transforming abstract data analyses into visually captivating and insightful business visualizations.
* Skillfulness in guiding teams with Statement of Work (SOW) and Request for Proposal (RFP) documents.
* Proficiency in crafting project artifacts including Business Requirements Document (BRD), File Interface document, Integration Guidebook, Use Case Documentation, Requirements Traceability Matrix (RTM), Functional Requirements Document (FRD), Data Mapping Document, and Systems Requirements Specification.
* Exemplary track record in conducting JAD (Joint Application Development) sessions with Stakeholders and Business Partners to swiftly resolve issues.
* Seamless liaison between stakeholders and mobile applications development team, ensuring seamless representation of stakeholder interests.
* Analyses and defines business processes both “AS-IS” and “TO BE”.
* Exceptional proficiency in Database/Backend testing utilizing MySQL server, Oracle 11G, and executing SQL queries. Unparalleled expertise in data visualization tools and techniques to fulfill business analytics needs.
* Meticulous oversight of Sprint Burndown and leadership in daily stand-up meetings, fostering transparent communication within the team.
* Establishment and management of data pipelines on MS Azure platform with finesse.
* Execution of GAP Analysis, SWOT Analysis, User Acceptance Testing (UAT), and Cost Benefit Analysis with precision.
* Master facilitator adept at conducting walkthroughs, 1:1 interviews, and Requirement Workshop sessions, utilizing unparalleled facilitation skills.
* Expert in crafting UML based modeling views such as Activity Diagrams, Use Case Diagrams, Data Flow Diagrams, and Sequence Flow diagrams using tools like Lucid chart and MS Vision
* Unparalleled proficiency in conducting Business User Interviews, eliciting, analyzing, and validating Business requirements efficiently.
* Proficiency in designing and executing Test Strategy, Test Plan, Test Scenarios, and Test Cases aligned with application requirements.
* Designing, capturing, consolidating, and maintaining key metrics within Agile and Scrum Protocols.
* Reputation for dedicated teamwork, high energy, unwavering work ethics, and commitment to handling new technologies and challenging situations.
* Experience with Data Warehousing & Business Intelligence (BI) tools, facilitating business analytics, data mining, and data visualization.
* Utilization of business intelligence software like PowerBI, Tableau, and Alteryx to create data visualizations for performance metrics, guiding stakeholder decision-making processes effectively.
* Mastery of MS Excel, MS Visio effortlessly, creating various charts, graphs, pivot tables, and ad-hoc reports.
* Adaptability in collaborating with multiple partners/colleagues and delivering results within time and/or resource-constrained environments.
* Expertise in Epic, User stories, Tasks, and Potentially Shippable Product concepts.
* Robust Team Building and Problem-Solving skills, fortified by a strong Management background.

**TECHNICAL SKILLS:**

| Presentation skills | Skilled public speaker/meeting facilitator with all facts of presentation tools. |
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| Business Skills | Waterfall, Agile, Requirements Elicitation, User stories, Wireframes, Process Flows & Use-Case Diagrams, FRD, Root-cause analysis, Mapping documents |
| Operating Systems | Windows, MacOS, Linux |
| Languages | C, C#, .Net Core, JavaScript, SQL, Python, R, VBA |
| Tools | MS Office Suite, MS Project, MS Outlook, MS Access, MS Visio, Jira, Confluence, SOAP UI, Postman, Swagger, RESTFUL, MS Excel, Alteryx, |
| Reporting Tools | Tableau, Power BI, SAP |
| Databases | DB2, Oracle 11G, SQL Server, MySQL, Azure Sql |
| Cloud Computing | Azure, Aws,GWS |

PROFESSIONAL EXPERIENCE:

**CVS PHARMACY, Louisville, KY Apr 2023 – Present**

**Sr. Business Analyst**

**Responsibilities:**

* Involved in Inception Phase and prepared vision statement and initial data models that contain Business Requirement Documents and supporting documents that contain the essential business elements and detailed definitions.
* Coordinate all Scrum Ceremonies including Sprint Planning, Daily Standups, Sprint retrospectives, Sprint Demos, Story Grooming, and Release Planning
* Liaison between developers and project stakeholders; fostering quality communication between engineering disciplines
* Assigned tasks among development team, worked with clients to better understand their needs and present solutions using structured SDLC approach.
* Gathered user and business requirements through open-ended discussions, brainstorming sessions and role-playing.
* Documented the user requirements Analyzed and prioritized them and converted them as system requirements that must be included while developing the software.
* Define Use Cases created Use Case diagrams, Scenarios and Use Case Narratives using the UML methodologies.
* Created Mock-up forms in MS word for better visualization and understanding of the software solution.
* Facilitate JAD sessions with management, development team, users & other stakeholders to refine functional requirements.
* Identify various frequently used modules within the application as well as peak user volume for load testing purposes.
* Used MS Visio for Process modelling, Process mapping and Business Process flow diagrams.
* Worked with multiple project teams of technical professionals through all phases of the SDLC using technologies including Erwin, Data Stage, Data Warehousing, Web sphere and Cognos.
* Performed extensive data modelling to differentiate between the OLTP and Data Warehouse data models.
* Develop High-level, Logical and Physical design for Database, Data warehousing and many Distributed IT systems.
* Data mapping, logical data modelling, created class and ER diagrams and used SQL queries to filter data within the database.
* Created, managed project templates, use case templates, requirement types and tractability matrix in Requisite Pro.
* Agile Assigned tasks among development team Managed workload, schedules and coordinated status review meetings with project managers, business managers and team members.
* Produce performance reports and implement changes for improved reporting. Interface with internal customers.
* Author progress and completion report which were then submitted to project management on a weekly basis in MS project.
* Functional Specifications (FSD), Use Case Specifications, and Testing Documents Preparation, ensuring clarity in requirement documentation.
* Collaboration with Process and Application Owners to access relevant applications, aiding analysis and solution development.
* Business Process Flow Creation, utilizing UML diagrams such as Activity Diagrams and Sequence Diagrams via MS Visio.
* End-to-End Analysis on Impacted Processes, fostering cross-functional collaboration to understand application system impact.
* Technical and Business User Stories Facilitation for addressing system scalability, performance, and regulatory changes.
* Developer, Program Manager, Project Manager, and Stakeholder Collaboration to achieve project milestones.

**Cisco, Louisville, KY Dec 2021 to Apr 2023**

**Sr. Business Analyst**

**Responsibilities:**

* Acquisition and mastery of a thorough understanding of the business environment, encompassing business practices, processes, and strategy.
* Engagement with stakeholders to enrich comprehension of client business processes and gather precise business requirements.
* Creation of comprehensive business process workflow diagrams, UML diagrams, Activity diagrams, Swim lane diagrams in MS Visio.
* Generation of meticulous workflow and process diagrams coupled with GAP analysis to derive requirements for existing enhancements.
* Execution of various aspects of the requirements specification function, including requirements prioritization and development of both functional and non-functional specifications.
* Collaboration with project architects, development leads, and user interface designers to seamlessly translate requirements into meticulous design.
* Active participation in daily agile scrum "stand-up," biweekly sprint planning, and retrospective sessions, ensuring the team is well-informed about upcoming sprints and user stories' status.
* Provision of impeccable traceability of requirements to guarantee the solution aligns perfectly with the business need.
* Collaboration with the testing team and business SMEs to rigorously validate the solution, defining meticulous user acceptance strategies, plans, and scenarios.
* Generation of precise screen mockups for requirement visualization using Balsamiq as required. Management of requirements volatility, integrity, and continuity through robust change management and re-prioritization.
* Contribution to the installation and configuration of JIRA, ensuring its effective utilization for managing user stories and tracking backlog seamlessly.
* Adaptability to seamlessly collaborate and work on multiple projects requiring SDLC documentation, playing a pivotal role in ensuring timely completion.
* Provision of dedicated post-production support and active involvement in root cause identification sessions to promptly identify user-reported bugs and rectify them efficiently utilizing the Fishbone diagram method.

**Air India Airlines, Minneapolis, MN Jun 2018 to Aug 2021**

**Technical Business Analyst**

**Responsibilities:**

* Demonstrated proficiency in articulating complex technical concepts clearly and effectively, facilitating smooth communication across diverse teams and stakeholders in English.
* Evaluated existing business processes, identified areas for enhancement, and developed and implemented innovative solutions to improve operational efficiency and drive business growth.
* Applied expertise in SQL and Database Concepts to extract, manipulate, and analyze data, providing valuable insights to inform decision-making processes and optimize business performance.
* Conducted engaging meetings and presentations to share ideas, findings, and project updates, fostering collaboration and alignment among team members and stakeholders.
* Conducted thorough requirements analysis, ensuring a comprehensive understanding of stakeholder needs and project objectives to deliver tailored solutions.
* Documented and communicated project results, including analysis findings, recommendations, and action plans, to stakeholders and management for informed decision-making.
* Gathered critical information from stakeholder meetings, synthesized key insights, and produced concise and informative reports to support strategic planning and decision-making.
* Collaborated closely with clients, technicians, and managerial staff to align project objectives with business goals, ensuring effective implementation of solutions.
* Ensured that proposed solutions met business needs and requirements, conducting thorough testing and validation to guarantee functionality and usability.
* Managed projects from initiation to completion, developing detailed project plans, timelines, and milestones, and monitored performance against established metrics to ensure successful delivery.
* Updated, implemented, and maintained standard operating procedures to streamline processes, improve efficiency, and ensure compliance with industry regulations and best practices.
* Prioritized initiatives based on business needs and requirements, balancing competing priorities and resources to maximize impact and ROI.
* Served as a trusted liaison between stakeholders and end-users, facilitating clear communication and understanding to bridge the gap between technical solutions and business objectives.
* Managed competing resources and priorities effectively, optimizing resource allocation and project timelines to meet project goals and deadlines.
* Monitored project deliverables closely, proactively addressing any issues or risks to ensure timely completion and delivery of projects within budget and scope constraints.

**AMEX, Mumbai, India Jul 2016 to May 2018**

**Systems Analyst**

**Responsibilities:**

* Engaged stakeholders daily to ensure thorough comprehension of frequently changing Google policies, facilitating JAM sessions to disseminate updates effectively.
* Regularly updated Functional Requirement Documents (FRD) and Business Requirement Documents (BRD) in alignment with evolving policies and guidelines.
* Played a key role in weekly ad quality testing, ensuring adherence to updated policies and guidelines.
* Analyzed business requirements meticulously, categorizing them into high- and low-level Use Cases, Activity diagrams, Sequence diagrams, following UML Methodology standards.
* Served as a conduit between stakeholders, elucidating reasons for ad rejections and providing clear explanations of policies and guidelines.
* Crafted comprehensive Use Case descriptions, encompassing pre-conditions, assumptions, normal flows, alternative flows, post conditions, notes, and issues.
* Assisted the team in meeting weekly targets for ad approvals and disapprovals, ensuring operational efficiency.
* Contributed to ensuring a seamless user experience across various websites.
* Collaborated within a scrum team to develop and launch websites for product lifecycle and supply chain management, optimizing inventory management and maintenance processes.
* Successfully converted existing legacy applications into applications utilizing Configure Price Quote tool and various business rules for product configuration and process improvement, leveraging C# application development.
* Developed frontend using AngularJS, JavaScript, jQuery, and backend in ASP .NET framework 4.5+ and core 2.0, ensuring robust functionality.
* Designed and implemented CRUD API’s, managed database connectivity, and conducted thorough functional and unit testing.
* Operated SQL server management studio for efficient testing and maintenance of transactional data.
* Received multiple team and individual appreciations for outstanding project performance.

**Dell, Mumbai, India Nov 2014 to Jun 2016**

**Business Analyst**

**Responsibilities:**

* Meetings conducted with business users, risk team, and finance team to draft comprehensive Business Cases.
* Executed GAP Analysis comparing existing and To-Be Business Process Models, identifying necessary enhancements to meet EHR standards.
* Active collaboration with Scrum Masters and Product Owners to prioritize and refine the backlog.
* Development of initial design requirements and documentation for seamless migration of the ITS system.
* Utilized expertise in building RPA (Robotics Process Automation) solutions for clients using platforms like Blue Prism, UiPath, and Automation Anywhere.
* Identification, definition, and implementation of user-roles alongside creation of user stories during the transition from waterfall to agile methodologies.
* Direct liaison with payers on behalf of providers to address claim rejection reasons pertaining to claims and enrollment.
* Effective management and testing of Claims data migration involving ICD 9-10 Codes.
* Conducted data mapping, logical data modeling, generated class diagrams and ER diagrams, and employed SQL queries to filter data within the Oracle database.
* Formulated a comprehensive test plan and test suite to validate data extraction, transformation, and load processes, utilizing SQL and Microsoft Excel for analysis.