# **SUMMARY**

# Proficient in eliciting, analyzing, and documenting comprehensive business requirements to bridge the gap between stakeholders and technology solutions.

* Exceptional at engaging and managing stakeholders at all organizational levels, ensuring project success, and fostering positive relationships.
* Highly skilled in translating business needs into clear and concise requirements documentation, ensuring accurate project execution.
* Accomplished professional with a track record of driving process optimization and delivering tangible business outcomes in diverse industries.
* Skilled in utilizing data analysis to extract actionable insights, enabling informed decision-making and strategic planning.
* Well-versed in project management principles, contributing to on-time and on-budget project delivery while maintaining scope integrity.
* Skilled in writing SQL queries to extract and manipulate data from relational databases, enabling in-depth analysis and reporting.
* Knowledgeable about data mapping techniques and Extract, Transform, Load (ETL) processes, ensuring accurate data integration across systems.
* Skilled in creating detailed use cases and user stories to articulate functional requirements and capture end-users' perspectives.
* Experienced in using tools like JIRA, Confluence, Sales Force and sales force Now to manage and track project requirements, user stories, and tasks.
* Proficient in process modeling and diagramming tools like Visio or Lucid chart to visually represent business processes and workflows.



**Work Experience**

# **The Home Depot**

# Atlanta, GAFebruary 2022 – Present

**Sr. Business Analyst**

About Company - Home Depot is a global American home improvement retailer that provides tools, building supplies, appliances, and services such as fuel and vehicle rentals.

Project Information- The Home Depot's Store Mode function is an in-store navigation tool linked into its mobile app that assists customers in effectively finding products using interactive maps. This feature gives real-time store layouts, product placements, and individual shopping lists, boosting the shopping experience by streamlining the search for things within the large inventory of the store. It makes navigation easier and allows clients to make more educated purchasing selections.

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* Played a pivotal role in Store Mode Feature for Home Depot Customer’s, contributing to a smoother instore purchasing experience.
* Collaborated with stakeholders including store managers, sales associates, and IT teams to elicit and document detailed business requirements for the "Home Depot Store Mode" project.
* Worked on JIRA application to manage project requirements and created user stories using the application.
* Extracted requested data for developers from oracle database with Home Depot products information, pricing, Images etc. by writing SQL queries.
* Created detailed use cases that capture the interactions between employees, customers, and the new technology systems in the store mode environment.
* Defined clear acceptance criteria for each user story to ensure successful implementation.
* Collaborated with teams to develop communication plans, training materials, and support strategies for postproduction support.
* Conducted workshop session to gather requirements from stake holders.
* Created multiple artifacts using Lucid chart to ensure a clear vision for the developers of business requirements.
* Conducting root cause analysis by creating a cause-and-effect diagram to identify the root cause of the problem and provided a possible solution.

# **U-Haul** April 2020 – February 2022

# Phoenix, AZ

**Sr. Business Analyst**

# About Company- U-Haul is a Phoenix, Arizona-based American moving truck, trailer, and self-storage rental corporation that has been in business since 1945.

# Project Information - U-Haul's Contactless Pickup feature enables customers to rent vehicles seamlessly through the mobile app. Users can verify their identity, access vehicle details, and complete the rental process remotely, eliminating the need for direct interaction with staff. This innovative solution enhances convenience, safety, and efficiency for customers picking up rental vehicles.

* Led the comprehensive gathering and documentation of business requirements for the Contactless Pickup project, ensuring alignment with U-Haul's business objectives.
* Managed team resources which include coaching, training, development, and performance management under postproduction support.
* Managed the project initially using ALM project management tool and later migrated that into sales force CRM to gather and manage requirements by customizing the object fields and creating user stories in sales force and for a better testing environment.
* Leverage Salesforce tools for requirements traceability to ensure that requirements are properly implemented and tested.
* Facilitate and lead Agile ceremonies such as daily stand ups, sprint planning and retrospective meetings while continually incorporating feedback, to ensure team continues to evolve.
* Maintain thorough documentation of project requirements, workflows, and decisions for reference and knowledge transfer.
* Collaborate with product owner in identifying areas of improvements, manage product backlog based on business priorities, intake requests, maintenance of risk, actions issues and decision documentation.
* Collaborate with cross-functional teams, including developers, testers, designers, and marketing teams, to ensure successful project execution.
* Managed large number of requirements using MOSCOW and ESIENHOWER technique.
* Collaborated with IT teams to ensure seamless integration between the contactless pickup platform, vehicle tracking systems, and customer communication channels.
* Define data integration points and workflows to ensure accurate and real-time updates.

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# **SIRVA** January 2019 – March 2020

# Oakbrook Terrace, IL

**Business Analyst**

# About Company- SIRVA is a corporation that specializes in international moving and relocation. SIRVA offers a variety of services to people, families, and businesses migrating domestically or abroad. They provide solutions to help clients handle the complex process of moving and relocating, assuring a smooth transfer.

# Project Information - SIRVA Connect is an application that allows customers who are interested in relocating and bypass the onsite estimate process and receive a virtual consultation and estimate by connecting through video or uploading pictures of household goods to get the dimensions for the items and track the relocation process through the application.

* Analyzed requirements from project team and stake holders to be implemented towards the Contact Center reservations platforms.
* Led requirement gathering sessions with internal stakeholders, Subject Matter Experts (SME’s) to be implemented by the development teams for moving reservation system.
* Directed development teams by translating comprehensive requirements in form of user stories, acceptance criteria, presenting business with wireframes/mockups.
* Executed the UAT test cases in the ServiceNow platform to validate that the system meets the specified business requirements.
* Collaborate with mathematical experts and IT team for integration of the algorithms for dimensions calculation for Sriva Connect platform.
* Partnered with Stakeholders and sister company CEOs to gather more requirements of business flow and provide any adequate solution for easing the estimation process for customers.
* Created comprehensive API specification documents that precisely defined endpoints, request/response structures, authentication methods, and data formats, facilitating seamless communication between development teams and ensuring alignment with project goals.
* Thoroughly conducted gap analysis to improve business efficiency, and bridge gaps between processes.
* Organized Agile ceremonies such as sprint planning, Sprint retrospective, Daily standup’s while implementing good Agile practices.
* Tested API URL’s on Postman and swagger to validate the authenticity of the link and find any error responses.
* Involved with the Project Manager for the initial development of project plan, milestones, deliverables, and a plan of action for the project.
* Transformed data between XML and JSON formats using advanced parsing and conversion techniques.
* Extracted data from XML files and converted it into structured JSON representations, enhancing data interoperability and system integration.

# **Country Financial** February 2017 – December 2018 Bloomington, IL

**Business Analyst**

# About Company- Country Financial is a consortium of 19-state insurance and financial services companies. The company group provides a variety of insurance and financial products and services, such as car, home, life, agricultural, and commercial insurance, as well as retirement planning, investment management, and trust services.

# Project Information - The COUNTRY Financial DriverIQ Program leverages smartphone app technology to provide feedback on your driving, allowing you to become a safer driver and earn a car insurance discount. The app displays your current safe driver discount as well as your expected savings upon renewal.

* Led requirement gathering sessions through various requirement gathering techniques ranging from JAD, surveys, interviews, and workshops.
* Created comprehensive use cases and user stories that outline the interactions between users, the IQ Application, and financial data sources.
* Engage with finance teams, business leaders, and IT personnel to align project goals with business objectives.
* Provide regular updates on project progress and gather feedback for continuous improvement.
* Develop and execute test plans and scenarios to validate the functionality of the Country Financial Drivers IQ Application on multiple devices.
* Enforced Waterfall principles, enabled improvement in delivery commitments.
* Prioritized in making business and project related documents , while providing visibility to the stakeholders on the progress of the developers work
* Drafted End-user support documentation, with step-by-step instructions and screenshots about how to use the application.
* Define data mapping rules to ensure accurate and consistent data representation.
* Developed test plans and scenarios for UAT on TestRail application and coordinating with both technical and non-technical stakeholders to validate the functionality and usability of the Drivers IQ application.

# **Lyft** March 2015 – November 2016San Francisco, CA

**Business Analyst**

About Company- Lyft is a well-known ride-sharing firm that connects users with nearby drivers using a mobile app for quick and on-demand transportation. Lyft, which was founded in 2012, provides a user-friendly platform for passengers to request rides and drivers to make money. Because of its emphasis on community, innovation, and accessibility, the company has become a popular alternative for urban transportation solutions.

Project Information - Lyft Car Maintenance is a partnership between Lyft and Just Tires for drivers and customers who are interested in servicing their vehicles for regular maintenance and can take advantage of the functionality to schedule an appointment based upon the availability of a nearby Just Tire facility.

* Collaborated with stakeholders to define the scope and objectives of the project related to the Lyft application service vehicle feature.
* Assessed change requests and documented their impact on the requirements and project scope.
* Map out the end-to-end process that drivers follow for scheduling maintenance, receiving reminders, and tracking expenses.
* Created detailed use cases and scenarios that outline how drivers interact with the app's maintenance features.
* Assisted in developing change management strategies and training materials to ensure smooth adoption.
* Drafted Business Requirement and Fundamental requirement document with all the relevant diagrams attached.
* Created a database in collaboration with “Just Tires” of their all-active locations for the users to get their vehicle serviced.
* Collaborated with cross-functional teams including developers, testers, and designers to ensure project success.
* Capability to schedule maintenance appointments directly through the app, syncing with the Just Tires Availability.
* Facilitated User Acceptance Testing (UAT) sessions for the service vehicle feature with end-users and stakeholders.



**Skills**

* SDLC, Agile and Waterfall
* Lucid Chart
* Balsamiq/Axure
* End-User training
* MS Visio and Office Suite
* Requirement gathering
* Analysis
* JIRA
* SharePoint and Confluence
* MS Power Point/Excel/Word
* SQL
* Sales Force
* Service now
* Creating API Specification Document
* Creating BRD, FRD
* Postman, Swagger
* Test trail



**Education**

Trine University

Master of Science in Business Analytics