**Kavitha Sudini**

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**Professional Summary:**

* 9 years of experience in various domains like Private Equity (US Tax), **Health Care, Retail, Claim Management & Mortgage industry** practicing scrum from past 2 years.
* Strong knowledge about Pharmaceutical/Medical device regulations like **FDA: 21 CFR Part 210, 21 CFR Part 211 and 21 CFR Part 820 and involved in implementation of CFR Part 11 rules** (Electronic Records, Electronic Signatures, Audit Trails and Security events).
* Highly skilled in conducting **GAP Analysis, SWOT Analysis, Feasibility Analysis, Cause & effect Analysis, Risk Analysis and Impact Analysis.**
* Expertise in analysing and documenting artefacts like **Business Requirement Document (BRD), Functional Specification Document (FSD), Functional Requirement Document (FRD) and System Requirement specification (SRS) and Requirements Traceability Matrix.**
* Proficient in process modelling and created **UML Diagrams (Use Cases, Sequence Diagrams, and Activity Diagrams) Workflow diagrams employing MS Visio, and Gliffy**.
* Possess thorough knowledge in designing Prototypes, Mock-up screens, and Wireframes using MS Visio during developing Graphical User Interface based application.
* Responsible for **interfacing with clients** and to gain understanding of requirements through meetings and discussions.
* Insight experience with Project **Portfolio Management** to improve the project management maturity across the process.
* Writes **test plans and test cases** to ensure modification made to the application in order to meet client needs where application integrity is maintained.
* Worked on evaluation impact of new and changing level and regulatory requirements to the security office, identify potential gaps within **security office governance** structure and communicate to affected policy owners.
* Capable of adapting to new and fast changing technologies quickly to deliver quality product on time.
* Knowledge in Data warehousing concepts- Data modelling, Data mapping, Conceptual, Logical & Physical Data Model, Star schema, Snowflake schema, and Normalization.
* Proficient in process modelling and created **UML Diagrams (Use Cases, Sequence Diagrams, and Activity Diagrams) Workflow diagrams employing MS Visio, and Gliffy.**
* Possess thorough knowledge in designing **Prototypes, Mock-up screens, and Wireframes** using MS Visio during developing Graphical User Interface based application.
* Extensive experience in writing User Stories by breaking down Epics into smaller user stories with the help of Product owner and cross-functional development team.

**Technical Skills:**

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| --- | --- |
| SDLC Methodologies | Waterfall, Agile (Scrum), SAFE 4.0 |
| Modeling Tools | Joint Application Development (JAD), Unified Modelling Language (UML), Object Oriented Analysis and Design (OOAD) |
| Reporting Tools | Tableau, MS Visio, Power Point, JIRA, IBM DOORS |
| Healthcare | HIPAA compliance, Medicare, Medicaid, MMIS, ICD-10, HL7, Meaningful use of EHR,Hospital Order Entry System |
| Databases | MS Access, MS SQL |
| BA Tools/ repositories | TFS, SharePoint, Team Site |
| OperatingSystems | Microsoft Windows /XP/ vista/7/8. |

**Professional Experience:**

Client**: Abbott Mar’22 – Present**

Location**: Burlington, MA**

Role**: Business Analyst/Requirements Engineer**

**Job Description:** Abbott offers a broad scope of innovative and outcome-driven solutions for comprehensive heart failure treatment and management. The products are designed to address the continuum of care—from monitoring for symptoms to advanced stage therapy. Major goal of this project is to help keep patients with heart failure moving forward with the best possible quality of life.

**Responsibilities:**

* Elicited, analysed and documented the requirements for **business processes**, policies and information systems.
* Interacted with **Subject Matter Experts (SME’s)** and **stakeholders** to get a better understanding of client business processes and gather business requirements.
* Conducted **JAD sessions** with the users and the developers to analyse and understand the product development process.
* Has the ability to articulate the needs of the business into written documentation that provides clear and concise requirements.
* Created Business Requirements Document by emphasizing on documenting Assumptions, Dependencies, Constraints, **Business Requirements**, Key Business Indicators, Business Risk Assessment and Critical Success Factor.
* Performed requirements analysis to prioritize, organize, validate and verify requirements.
* Created and maintained the **Requirements Traceability Matrix (RTM).**
* Designed and developed Use Cases, Activity Diagrams, Sequence Diagrams, using **UML** and Visio/lucid charts.
* Assist business stakeholders with the generation and **completion analysis** of system testing scripts including identifying use cases and developing acceptance criteria.
* Involved in writing and implementation of the test plan, and various **test cases for UAT**.
* Act as a liaison between business and IT, requirements elicitation, process mapping, and system integration.
* Conduct meetings with **cross-functional stakeholders** to address business issues and develop resolutions.
* Worked with Business **SME’s and IT staff** to identify and translate business requirements into system requirements.
* Documented Traceability Matrix and High-level Design Documents.
* Gathered system requirements and specifications, project planning and identifying the resources and implementation of the projects.

**Environment**: MS Visio, Gliffy, JIRA, UML, MS Excel, MS Project.

Client**: Alcon Sep’18 – Mar’22**

Location**: Lake Forest, CA**

Role**: Business Analyst/Team Lead**

**Job Description:** Alcon is the global leader in eye care, dedicated to help people see brilliantly and is one of the largest eye care device company in the world – with complementary businesses in Surgical and Vision Care. This project includes a process of integration in which Alcon is making changes/updates to the existing services and plans to meet customer needs and patient demands.

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**Responsibilities:**

* Assess proposed solutions to determine which solution best fits the business need, **identify gaps** and shortcomings in solutions and determine necessary workarounds or changes to the solution.
* Assist business stakeholders with the generation and **completion analysis** of system testing scripts including identifying use cases and developing acceptance criteria.
* Elicited, analysed and documented the requirements for **business processes**, policies and information systems.
* Interacted with **Subject Matter Experts (SME’s)** and **stakeholders** to get a better understanding of client business processes and gather business requirements.
* Identified the key stakeholders and the business users of the application and managed stakeholder’s expectations effectively.
* Conducted **JAD sessions** with the users and the developers to analyse and understand the product development process.
* Used **HP ALM (QC)** to capture, document, track, manage and communicate the requirements using **Requirements Traceability Matrix (RTM)** which helped in controlling numerous artefacts produced by the teams across the deliverables for a project.
* Functional knowledge of **HL7 interfaces** and the ability to analyse interface errors from various clinical and revenue cycle point of view.
* Has the ability to articulate the needs of the business into written documentation that provides clear and concise requirements.
* Created Business Requirements Document by emphasizing on documenting Assumptions, Dependencies, Constraints, **Business Requirements**, Key Business Indicators, Business Risk Assessment and Critical Success Factor.
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**Environment**: MS Visio, Gliffy, JIRA, UML, MS Excel, MS Project.

Client**: Kroger Nov’17- June’18**

Location**: Houston, TX**

Role**: Business Analyst**

**Job Description**: The Kroger Company is the largest grocery store chain in the U.S., the second-largest general retailer by revenue, and fourth-largest retailer in the world. The Kroger Company store formats include supermarkets, hypermarkets, department stores, convenience stores, and mall jewelry stores. This project involves working on Online Help System for the retail shopping. The system aimed to help customers more efficiently with all their basic queries regarding buying items.

**Responsibilities:**

* Involved in **business analysis** and project management, coordinating between the team members according to the business requirements.
* Created and maintained procedures and documentation.
* Organized and conducted meetings, briefings, demonstrations, conducted **JAD sessions** and wrote minutes of project meetings.
* Worked with **e-marketing team** for online advertising and marketing of various products of the company.
* Gathered requirements, developed **Process Model** and detailed **Business Policies.** Participated with Network Administrator and Technical Team in network security design using various network protocols for E-Commerce online application.
* Hands-on-experience on **Axure** tool which runs on **Microsoft IIS** with a **MySQL** database.
* Worked on **PMO’s** to understand the needs of stakeholders and addressed the **business issues**.
* Worked with the Project Manager for planning and organizing the project activities, and in communicating with other business centre managers and stakeholders of the project.
* Met with various groups **including Business Owners, SME’s and marketing team** for requirements gathering in definition stage.
* Involved in all major cycles and phases of the project form scope definition **risk analysis** to user acceptance testing and monitoring the release of the product.
* Prepared the **Business Workflow** using MS Visio with input, output, pre and post conditions.
* Responsible for submitting status reports to management summarizing completed projects/tasks.
* Worked on requirements for various modules covered under **Retail and Global E- Commerce** (POS) apps that included modules include FI (Account Receivable, Account Payable and General Ledger), SD (Sales Order Process, Order Delivery), etc.
* Assisted with **user testing** of systems, developing and maintaining quality procedures, and ensuring that appropriate documentation is in place.
* Gathered and analysed business requirements and translated the same into technical Requirements.
* Involved in preparing the Business Requirements, Use Case, and Detailed Design documents.
* Facilitated Meetings and **JAD sessions** to allow users / stakeholders from multiple teams to communicate with each other, resolve issues, and reaching consensus.

**Environment**: MS Visio, JIRA, UML, MS Excel, MS Project, SQL Server.

Client:  **SunTrust Mortgage Jan’16 - Nov’17**

Location**: Richmond, VA**

Role**: Sr. Business Analyst**

**Job Description:** The project involved analyzing the steps and identifying processes for upgradation and integration of company’s core mortgage system. Worked on the pre-qualification system which provides functionality if applicant is pre–approved for a loan for a given price subject to verification. It provided a real-time status of mortgage loan applications, by converting its labor intensive and time tracking process into an automated and integrated system.

**Responsibilities:**

* Acted as the liaison among stakeholders to **elicit, analyze, communicate, and validate requirements** for changes to **business processes**, policies, and information systems.
* Interacted with SMEs to understand and **define business requirements**.
* **Documented business processes** using customized Business Process Modeling Notation (BPMN) in **MS Visio**.
* Facilitated **Agile Scrum** **daily stand-up meetings**, sprint planning meetings, release planning meetings, demo meetings and sprint retrospective meetings to assess progress, define requirements.
* Understood the business environment and needs to document the comprehensive functionality requirements documents into **User Stories and Acceptance Criteria.**
* Established **Requirement** **Traceability Matrix (RTM)** to trace completeness of requirements in different SDLC stages.
* Controlled, tracked, and monitored **changes in requirements** to enable successful interactive development.
* **Analyzed and mapped data** between existing internal databases and user interfaces.
* Collaborated with the **business** and technical **stakeholders** to define needs and documentation of **business requirements** using **discovery analysis**.
* Delivered the artifacts within the stipulated time lines and excelled in the quality of deliverables.
* Developed in-depth analytical reports using **Tableau** creative charts and interactive graphics for company executive teams, board meetings, strategy meetings etc.
* Involved in creating **Test plan and Test cases** based on requirements identified.
* Supported **UAT** testing and documenting user acceptance criteria.
* Handled **change requests** from the client.

**Environment:** Version One, MS Project, MS Office suite, Tableau, Oracle.

Client: **American Express Jan’14 - Dec’15**

Location**: Hyderabad, India**

Role**: Business Analyst**

**Job Description:** This project deals with insurance and claims for automobile and housing where insurance and claims can be processed through internet and intranet. Performed usability analysis and testing including user interface design throughout the development life cycle, provided Client meetings, Artifacts and end-user training on application usage and General IT knowledge.

**Responsibilities:**

* Served as Communication **Bridge** between non-technical users and technical solution developers.
* Performed **GAP analysis** and prepared workflow diagrams, designed new process flows and documented the business process and various business scenarios.
* Segregated business requirements by analysing them into low level and high level. **Converted Business Requirements into Functional Requirements Document.**
* Worked with UI team to create the User Interface screenshot and presented to the business for their approval.
* Developed wireframes to fully define the customer needs and requirements in brainstorming and review sessions.
* Used MS VISIO to create **Use Case diagrams and Sequence diagrams** so that the development team and other stakeholders can understand the business process.
* Created and maintained Sprint burndown chart and release/product burndown charts.
* Performed duties of educating the team on prioritization techniques and estimation techniques.
* Worked on challenges like team issues where the team is supposed to be self-organizing, but the cultural background of the team members made hard for everyone to share responsibility without being authoritative.
* Helped team to maintain optimal velocity, and complete story points in each sprint consistently.
* Managed Product Backlog with the help of Product owner and Scrum development team by using JIRA also generated reports to analyse the performance of the project.
* Assisted the Product Owner and the cross functional team in break down the epics into appropriately sized User Stories.
* Utilized Agile Methodology to configure and develop process, standards, and procedures to create a **Business Requirement Document (BRD)**
* Identifying and assessing the risk, mitigating the risk, handling exceptions & problems.
* Monitoring the project activities against the approved budget and schedule.
* Ability to use **Six Sigma/lean methodologies** combined with data analytic findings for business process improvement. Also used Six sigma tools for analysis activities.
* Applied RUP methodology with its various workflows, artefacts and activities to manage life cycle from inspection to transition phase.

**Environment:** Windows, MS Office, Oracle, Crystal reports, RUP, UML, SQL, SWOT analysis, GAP Analysis, Win Runner