**KUNAL AGHOR**

**Senior Technical Business Analyst/Product Owner| PMP Certification, Certified Scrum Master, ITIL, SAFE 4.0 Agilest**

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**SUMMARY:**

* **Senior Business Analyst having over 13 years of IT experience**
* **Senior Product Owner: 10** plus of experience in gathering business requirements, stakeholder management, test cases preparation, Design, Flow document generation, Capacity management, PI planning, Sprint planning and delivery.
* Expert in using **Jira and Confluence**
* **Cloud Expertise –** Worked in AWS, Google Cloud Platform, Microsoft Azure in various companies for over 10 years
* **Oracle HCM Cloud Suite:** Worked with Oracle HCM Cloud Suite including workforce management
* **Data Governance, Data Quality, Data Migration and Big Data Management** for PHI Data and other classified data in BCBS for Medicaid and Medicare customers
* **Data Ingestion**: Over 3 years of experience in ingesting data from various data sources using technologies like SQL, SQL Server, Hive, Mongo DB etc.
* **Banking Experience Worked on Citi Group and AVIVA Life insurance**
* **Ecommerce** Created an ecommerce website for client used by over 12000 customers.
* **Disaster Recovery Management:** Worked on contingency planning, disaster recovery for ecommerce websites
* **Telecom Experience**: Worked on Salesforce CRM for Presales and Sales Pipeline for B2B telecom sales
* **Cloud Migration:** Worked on cloud migration projects in Ericsson to move from Openstack legacy cloud systems to AWS
* **Payments Domain:** Worked on end-to-end customer payment domain consisting of collaboration with third party vendors for credit card and ACH payments.
* **Worked on Salesforce CPQ** (Now known as Revenue Cloud) for generating accurate Quotes and Priceline for Ericsson clients like AT&T, T-Mobile, and Verizon.
* **Data Transformation**: Over 5 years of experience in Extraction, Transformation and Loading on large sets of data.
* **Big Data Analysis**: Experience in managing a platform for big data analysis using various tools like Scala, Kafka, and reporting tools like QlikView and AWS Quick sight.
* **Technical Program management:** Over 8 years of experience managing cross functional, cross domain teams to deliver strategic programs in various organizations.
* Integration of Order Management with Shopify
* **Order Management and Order Fulfillment** experience**.**
* **Data Analyst**: 5 plus years of experience based on **Data Modelling, Data Cleaning, Scripting, Transformation, Data Quality Analysis, Data Conversions, Source Systems Analysis and Reporting Analysis.**
* Data Analytics using **SAAS.** Use of various algorithms like linear regression and K-means for data analysis using SAAS.
* Reporting Specialist using tools like **Crystal Reports, Business Objects, SQL , PL-SQL , Oracle**
* **Business Analyst**: 6 plus years of experience based on **Requirement Gathering, Gap Analysis, Business Process Modeling,** use of various **BI tools** and **Visualizations.**
* Domain knowledge expert in Finance, Healthcare, Logistics, Supply chain management, Transportation, Healthcare, and telecommunications.
* Use of Business Intelligence using advance modelling techniques like Predictive Data modelling.
* Designed **Data Flow Diagrams**, and **Activity Diagrams**, to support the development team and business groups.
* Experience in change management and leading cross-functional teams
* **Coaching Agile delivery** to team members, conducting over 140 in-office Program Increments across 7 different teams of 140+ code developers
* Responsible for Customer Migration Strategy
* Extensive Data analysis experience using **SQL Server, Oracle** TOAD and other tools such as Source Analyzer, Mapping Designer, and Information Analyzer.
* Performed **ETL operations** with the help of **SQL commands, PLSQL, Hive, SQL Server.**
* **BDW** operation maintenance using **SAP BDW** and various **ETL tools.**
* **Data Visualization and Reporting:** Used various tools like **Tableau** and **Qlikview** for Data visualization. Managed data uploading through various input datasets like **SQL Server** and **MS Excel sheets.**
* Experience in **Pipeline Deals Project Management** using CRM 360 Software.
* Data analysis for Sales activities using **MS Excel** and **Tableau**.
* **Data Ingestion**: Over 3 years of experience in ingesting data from various data sources.
* **DW:** Knowledge of Data warehousing and business intelligence concepts.
* Extensively used **SQL** to understand, analyze and test the data.
* Support for **Pre-Sales activities: Proof of Concepts, Code Mockups, Technical Sales Presentation** with cross group collaborations.
* **Cloud Computing: Experience in OpenStack Cloud Deployment on multi node with System analysis and documentation for client AT&T.**
* **Created Deployment guide for Openstack Cloud Deployment**
* Developed and tested the mock-up code in various technologies for client pitch
* Created and distributed whitepapers for the newly acquired technology platforms in Ericsson Consulting
* Conducted **Devops through Jenkins and Github and code build was delivered to client with Continuous Integration Continuous Delivery Process.**
* **Product Coach –** Coached cross functional teams and PODS for Scaled Agile Framework implementation
* **Rich Cloud Experience of 3 years** including activities from pre deployment checks, UAT, OpenStack Cloud deployment, site governance and tenant checks to client delivery.
* Expertise in interfacing with all levels of user, management, technical, and non-technical staff.
* Experience in creating **Business Requirement Documents** (**BRD**), Use Case Specifications, **Functional Specifications**, **Requirements Traceability Matrix** (RTM) to meet the project Deliverables.
* Strong experience using tools like **MS Visio** to **create Function Point and Process flow** diagrams.
* Expertise in creating technical documents like **Use Cases**, **Source to Target Mappings** (STM) and **Test Case Requirements** (TCR).
* **Project Co-ordination/Management:** Proficient in **Project Co-ordination/Management** with experience ,working on small to medium sized projects as a project coordinator/manager contributing to **planning, estimating timelines, resource allocation and management, Maintained Issue Logs, Status Reports, delivery matrix, release notes, maintaining test Plan and Deployment Schedule, UAT, Coordinating and Managing Production Support tasks and responsibilities, Maintaining Production Schedule, and Supporting Business Users of the Project**.
* Prepared timelines and **generated project schedules** using **MS Project** and **MS Visio**
* **Quality Assurance**: 5 years of experience in creating and reviewing **Test Cases**, Test Scenarios, Test Procedures for **functional Testing, Regression Testing**, reviewing, and maintaining **Test scripts**, analyzing bugs and defects, interacting with team members in fixing errors and **User Acceptance Testing (UAT).**
* **Object Oriented Analysis:** 6+ years of Experience with (OOA) and Design (OOD) using **UML**, Rational Rose, Requisite Pro, DOORS, Rational Clear Case and Visio.
* **SDLC:** Experience in working with all phases of Software Development Life Cycle (SDLC).In depth knowledge of SDLC (software development life cycle) phases (like requirements, analysis, Design, development and testing) and Models.
* Comprehensive knowledge of performing end to end testing of ecommerce software, UI, and software testing. Hands on experience in developing test plans and strategies for testing **Cloud based solutions and web-based applications.**
* Proficient with **RDBMS** concepts including MySQL and Oracle.
* Excellent troubleshooting skills combined with effective communication, able to manage multiple responsibilities and remain productive with time sensitive and fast paced environment.

**EDUCATION**

* Master of Science - Information Technology Management, The University of Texas at Dallas **Aug 2015**
* Bachelor of Engineering - Computer Science - University of Pune **May 2008**

**CERTIFICATIONS**

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| * PMP Certification * Certified Scrum Master | * ITIL * SAFE 4.0 Agilest |

**TECHNICAL SKILLS**

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| **Databases** | PL-SQL, MySQL Oracle 11g/10g, Sybase, MS SQL server2005 -SQL Server 2008 R2 management studio, MS Access 2000, Microsoft Visual Studio 2010 |
| **Database Tools** | MySQL, PLSQL, Teradata SQL assistant, SQL Server Reporting Services (SSRS)Quest Software –Toad 10.6.1.3, Advanced query tool, SQL Server Management Studio 2012/2008, Hive, Hadoop, Business Objects, Crystal Reports |
| **Visualization Tools** | Tableau, Qlikview |
| **ETL & Data Modeling** | DataStage, Star schemas, FACT and Dimensions Tables, Physical and Logical Data Modeling, Entity-relationship diagrams, Erwin 4.5. |
| **Data modeling** | ER Diagrams, Erwin, Conceptual, Logical & physical modeling. |
| **Data Warehousing** | Teradata, OLTP, OLAP, dimension models, Star Schema, Type I, Type II, Slowly changing dimensions, data mart |
| **Operating Systems** | Windows (95/98/2000/ 2003Server/XP/Vista,7), Linux, Unix, Mac OS |
| **Languages** | C/C++ (Object Oriented programming), SQL, t-SQL, PLSQL, VC++, VB6.0, VB.NET, ASP.NET, ADO.NET, Java, COBOL. |
| **Relevant Skills** | Project Management, design, strong problem solving and analytic skills. |
| **Others** | Citrix, Ultra Edit/Text File Compare, Putty (telnet), TWS, FileZilla, Issue Management. |
| **Key Qualities** | Excellent troubleshooting skills combined with effective communication able to manage multiple responsibilities and remain productive with Time sensitive and fast paced environment. |
| **Technologies** | OpenStack, Amazon Web Services, Google Cloud Platforms, Microsoft Azure, Jenkins, Git, PHP, Shell Scripting, Bash, Python, Java |
| **Business/System Analysis** | Requirement analysis, business rules, data flow diagram, flowcharts, business process modeling & improvement, Use Cases, Test Case, Test Scripts, gap analysis, cause and effect analysis, ER Diagrams, decision tree, BRD, BRS, JADS sessions. |
| **Methodologies** | SDLC, Waterfall model, Spiral model, Agile, RUP, UML. |
| **Process model tools/software packages** | MS Office tools (MS Word, MS Excel), MS Project, MS Visio, DOORS, SDLC, Microsoft office Outlook 2003/2007, IBM Lotus Notes, Team Viewer 7, IBM Rational DOORS-9.2, SDLC, Rational Rose; Requisite Pro, JIRA. |

**PROFESSIONAL EXPERIENCE**

**Worldwide Express - Dallas, TX Dec 2018 - Current**

**Senior Technical Business Analyst**

* Modernized primary legacy application software of a 2-billion-dollar company by understanding the pain points of existing systems and generated effective solutions, resulting in the new application software successfully handling over 5 billion dollars’ worth of transaction.
* Spearheaded Agile product delivers over 140 bi-weekly sprints by managing scope, directing priority, determining capacity, and defining a minimum viable product for every sprint.
* Generated reports using business objects , Crystal Reports, PLSQL for internal as well as external stakeholders
* Worked on Salesforce CRM for setting up customer acquisition process flow
* **Devops** - Performed Continuous Integration and Continues Deployment (CI/CD) Using Jenkins application deployment platform
* Pushed application and Database updates and patches to various environments using Devops – Jenkins and AWS Cloud environment
* Ensured Stakeholder’s satisfaction by streamlining Product Release into 50 release cycle, generating Jira tickets for Agile code development, validating user test cases, and setting up acceptance criteria for final product.
* Designed effective software requirement specification document by capturing over 2000 business requirements from diverse stakeholders in Finance, Operations, Tech, HR teams, customers using tools like confluence and Jira.
* Illustrated the business flow to architects, developers and UAT by converting the Business Requirements into over 50 Design documents like flow diagram, use case diagram using Visual Paradigm, Camunda Workflow, MS Visio.
* Data Modelling- Captured correct data requirements for enterprise software and reporting purposes by designing over 100 data models using Visual Paradigm and SQL.
* **Environment** – Amazon Web services cloud platform , Java , MongoDB , Oracle , PLSQL, MS Visual Studio
* **Agile Coaching**- Facilitated better AGILE understanding across teams and PODS by coaching Agile delivery to team members, conducting over 140 in-office Program Increments across 7 different teams of 140+ code developers.

**Blue Cross Blue Shield of Illinois - Chicago, IL May 2018 – Nov 2018**

**Senior Technical Program Manager**

* Delivered a strategic project resulting in successfully migrating over 100 TB of data to 200 Target tables called Gold Layer for analytical purpose by managing 3 development teams of 24 developers, 9 QA’s.
* Worked on Microsoft Azure on cloud applications for modernization and orchestration platforms
* Worked on PHI Data and maintained Data Governance and data quality during data migration
* Migrated Insurance data of over 10 million customers to consumption layer from OLTP Database for Analytics usage, used in over 25 applications, by executing a design to convert the OLTP data into Hive database using Spark, Scala, Hive and Kafka.
* Ingested data into over 100 OLTP Hive tables through cleanups and transformations on source data from various formats like document files, .xls files, oracle OLTP tables etc. and prepared the data for transformation to gold layers.
* Managed stakeholder expectations by understanding and fulfilling the delivery process and coordinating an offshore team consisting of developers, business analyst and QA.
* Demonstrated better visibility of development work to directors, higher management via Kanban and Jira dashboards by generating and assigning user stories, monitoring work against design and performing Integrated Change Control.

**Ericsson - Plano, TX June 2015 – March 2018**

**Project Manager**

**Responsibilities:**

* Managed 4 business analysts and Engineers for implementing the Technical Documentation Configuration portal using GitHub.
* Worked on **Salesforce CRM** for Presales and Sales Pipeline for B2B telecom sales
* **Worked on Salesforce CPQ** (revenue Cloud) for generating accurate Quotes for clients like AT&T, T-Mobile, and Verizon.
* Worked on **Openstack Cloud and Google Cloud Platform**
* **Used CPQ** to generate AT&T Integrated cloud deployment quotes for proof of concepts.
* **Generated quotes** for Verizon, AT&T and T-Mobile for cloud engagement and proof of concepts
* **Added** workload for customers to CPQ to offer digitalization quotes to various projects
* **Worked with pre-sales and after sales to generate right Price Invoicing**
* **Executed SQL queries** to generate ad-hoc reports as requested by the users.
* **Generated scripts in PLSQL** and **python** for loading data into Targed.
* **Created Data models,** designed and implemented tables, schema for ETL transformations.
* Managed data movement from Source to ODA to OLAP database for **analytics**.
* Created **data visualizations using Tableau**.
* **Managed Onshore and Offshore teams** resulting in producing timely deliveries using Agile and SCRUM Methodologies.
* **Conducted pipeline review** of new business and provided pre-sales support to products and services.
* Orchestrated proof of concept of Big Data Projects and application interface modernization to new Clients.
* **Performed OpenStack Cloud Deployment on multi node, with documentation and System analysis for client AT&T.**
* Developed and tested the mock-up code in various technologies for client pitch.
* Implemented ITIL Libraries and process framework for new process framework initialization
* Created and distributed whitepapers for the newly acquired technology platforms in Ericsson Consulting.
* Conducted **Devops through Jenkins and Github and code build was delivered to client with Continuous Integration Continuous Delivery Process.**
* Mentored and guided BSAs to improve business analysis process knowledge and skill sets to enhance performance capabilities, broaden the knowledge base, and increase competencies.
* Reviewed deliverables and technical documentation regarding the product to ensure completeness, accuracy, and adherence to quality and work product standards and best practices.
* Analyzed user requirements and user requests to determine feasibility of design within time and cost constraints.
* Acted as a liaison between all level of users, the Business community and information services including Customer Support   and IT to provide technical and business solutions that meet user needs.
* Developed and delivered summarized findings of problems through PowerPoint presentations to various managers to recommend proposed actions.
* Participated in the Application Development sessions with the development lead and Project Manager to understand the design for the billing system including user Interface and mockups to ensure it meets the Business needs.
* Responsible for documents and translating user needs to Business Requirement documents (BRD).
* Worked with the business users to understand the structure of the data, business logic and rules to be applied and propose technical solutions to meet the business needs.
* Identified different Business Rules and document them in a business rules spreadsheet.
* Developed the Activity Diagrams and Process flow diagrams in MS Visio, to depict the proposed system functionality and provide a diagrammatic overview of the Application workflow model in the TO-BE system.
* Created PowerPoint presentations depicting the conceptual design and functionality of a module of the proposed TO-BE system.
* Tested solutions and delivered end products to the business community.

**Environment:** Git, Jenkins, Puppet, Chef, Tomcat Server, Openstack, Shell Scripting & Bash, Toad, Oracle 11g, Mainframe, MS Office tools (MS Word, MS Excel, MS Visio, MS Power point), Windows (8), Microsoft office Outlook 2003/2007

**Real Time Resolutions LLC - Dallas, TX** **Jan 2015 - May 2015**

**IT Systems Analyst**

* Developed Big Data Analytics for data sets in banking industry using SAS enterprise miner.
* RTR is a mortgage servicing company, and we have large datasets getting built up for clients.
* Created and Automated Reports using Crystal reports and Business Objects
* Engineered the data to feed for various applications and also to be consumed by clients
* Generated effective data visualization using various tools.
* Delivered reports using SRSS (SQL Server Reporting Services) and ETL using SQL Server.
* Used Data Analysis tools like MS Excel for Data cleaning.
* Used algorithms like K means and clustering for Data Analysis and finding patterns.
* Used Tableau for end-to-end statistics Data Visualization.

**Environment**: SSRS, SSIS, SAS Enterprise Miner, Business Objects, MS Excel, tableau

**The University of Texas - Dallas, TX Aug** **2014 – Jan 2015**

**Research Analyst**

* Programmed in Python and PHP for new modules which were responsible for automation.
* Used MYSQL Database for Data Storage and retrieval.
* Used SQL queries on backend to retrieve data
* Performed UAT and Prod Deployment on Linux server
* Generated test cases and did Defect Management for newly constructed modules.
* Evaluated and executed technology upgrades through research on new technology and anticipated demand.
* Strategized content delivery for online education.
* Troubleshoot hardware and software problems to ensure quick and smooth resolution.

**Environment**: Python, MySQL, Oracle

**AccelyaKale - Mumbai, India Feb 2010 – July 2013**

**Senior Programmer Analyst**

* Projects: Aviva, American Express
* Analyzed Big Data for process optimization. Sliced relevant transactions for pattern analysis, trend matching and synthesized it.
* Result: Increased efficiency by at least 15 % and optimized IT process.
* Improved efficiency by developing more than 40 code enhancements to Aviva software in less than three years.
* Managed a team for developing software which tracks productivity of employees on specific KPI.
* Diagnosed the change by creating Software Requirement Specification (SRS), Low Level Design (LLD) and programmed it in various technologies to solve complex business problems.
* Developed strong data management skills, financial skills (AVIVA) and detailed understanding of SDLC.

**Environment**: PLSQL, Oracle, MySQL, Java, Git, AllfusionGen, ASP .NET

**ACADEMIC PROJECTS**

**Business Intelligence/Analytics** **Aug 2013 – Dec 2013**

* Developed predictive analysis on whether the web pages are active or inactive for StumbleUpon website.

**SAP NetWeaver7.3**

* Created Xcelsius dashboard design and utilized SAP Crystal Reports for data visualization.
* Worked on SAP FICO project by creating an enterprise and configuring all accounts of FI and CO

**Software Analysis and Project Management**  **Aug 2014 – Dec 2014**

* Proposed a new system to improve ticket scheduling in software companies.

**Excel Modelling May 2014 – Aug 2014**

* Created business process optimization using Goal-Seek, solver, macro, and pivot tables for analytics.

**RELEVANT COURSEWORK**

* Business Intelligence and Analytics track (Business Intelligence, Advance BI, Statistics Operations and Excel Modelling)
* SAP track (ERP, FICO, and BW), Finance and Accounting

**LEADERSHIP EXPERIENCE AND RECOGNITION**

* Recipient of Deans Impact Scholarship for academic year 2014-2015