**Mounika S** 

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**Summary:**

* 8 years of Professional Experience with strong exposure in **Business Analysis** and **Scrum Master Skills.**
* Solid understanding of Business Requirements Gathering, Evaluating Data Sources, Translating Requirements into Specifications, Application Design.
* Experienced Business Analyst, with expertise in recognizing patterns and devising solutions based on client’s needs. Coordinating between client service and development teams to develop end-to-end solutions and effectively recognizing patterns to drive successful business decisions
* Extensive Experience in **Gap analysis** to compare As Is with To Be business processes and offered solutions.
* Expertise in **Mortgage Assistance Applications**, Mortgage Loans, Residential loans, FHA, VA Loans, USDA guidelines, Financial Analysis, Credit Approval.
* Expertise in Sales and Marketing for Health insurance organization, **Sales cloud**, Integration of Salesforce application with React application using **MuleSoft APIs**.
* Expertise in writing API user stories related to different **HTTP methods** as part of one of the assignments related to **Merchant Onboarding and Servicing**.
* Experience in writing user stories related to flow of data to **Google Cloud Data Lake** as part of one of the assignments.
* Experience in conducting User Acceptance Testing (UAT)and documentation of Test Cases.
* Experience in conducting defect triage calls, daily scrum meetings, Sprint planning sessions, Sprint retrospective sessions, create reports during the end of the sprint.
* Experience in documenting the planned assumptions and decisions, facilitate communication among [project stakeholders](https://en.wikipedia.org/wiki/Project_stakeholder), and document approved [scope](https://en.wikipedia.org/wiki/Scope_(project_management)), cost, and [schedule](https://en.wikipedia.org/wiki/Schedule_(project_management)) baselines.

**Skills:**

**BA Skills**: SDLC, STLC, UML, BRD, FRD, Requirement Traceability Matrix (RTM), JAD sessions, ALM, SQL, JIRA, Mortgage Title and Appraisals, evaluating risks, Validating loan documents, FHA, VA loans, Mortgage Assistance Application-Core Application, USDA lending guidelines, HMDA reporting, Waterfall and Agile Scrum methodology

**Scrum master skills:** PI planning, Scrum calls, Sprint planning, Sprint Retrospective sessions, End of Sprint Demo, Reporting.

**Development Languages**: Salesforce, Java.

**Reporting/Analysis Tools:** MS Visio, MS Teams, MS Excel, JIRA, ALM, Service Now, SharePoint, Salesforce Reports, VersionOne.

**API Testing tools:** POSTMAN

**Databases**: SQL Server, Dynamo DB

**CRM**: Salesforce Sales cloud, Leads, Accounts, Sales rep Scheduling, Territory management, Field Service Lightning

**Educational Qualification:**

* MBA Finance from JNTU University – CGPA 81.60%
* Bachelor of Commerce from Osmania University – CGPA – 71%

**Certifications:**

* Certified Scrum Master CSM – Scrum Alliance

**Work Experience:**

**Global Payments Dec 2021 – Present**

**API Business Analyst**

**Roles and Responsibilities:**

* Gained expertise in **Merchant Onboarding and Services domain** as part of this assignment.
* Prepare technical reports (BRD, FRD) by collecting, analyzing, and summarizing information and trends.
* Independently work with business partners to ensure that all business requirements are addressed by requirements documents.
* Ensure traceability by checking the linkage of technical design to requirements, and UAT test cases to requirements.
* Analyzing the dependencies for the downstream systems as part of Business Analysis.
* Analyzing the mapping fields from JSON to XML commands and creation of the mapping documents accordingly.
* Experience in writing user stories in Rally related to different HTTP methods – GET, PUT, POST, DELETE as part of Transactions related requirements.
* Experience in writing user stories both for JAVA and APIGEE development to connect JSON structure with XML structure (downstream systems).
* Experience in writing user stories related to the addition of new fields and flow of data to Google Cloud Data Lake.
* Developed various UML Diagrams using Lucid Charts such as flow of Boarding and servicing for a particular theme, business flow diagrams, Activity diagrams and Sequence diagrams so that developers and other stakeholders can understand the business process.
* Attended Gap Analysis sessions with the Product owners and other Business Analysts to understand the fields to be added to the existing APIs as per the new requirements.
* Validating the flow of data in the API parameters/fields to the downstream systems – TMAS, Express, UCM, PPM as part of Business Validation.
* Experience in writing user stories for the screens related to Integrator role in Salesforce Service Cloud as part of Merchant Onboarding or updates.
* Experience in using POSTMAN for testing and to know the payloads for different http calls and themes.
* Validation of API stories, Salesforce user stories as part of UAT testing.
* Experience in working with Scrum masters, Product owners and developers during the sprints.

**Healthfirst – New York City Jan 2019 to Nov 2021**

**Sales Business Analyst/Scrum master**

**Roles and Responsibilities:**

* Extensively worked in Agile Scrum methodology throughout all the phases of Software Development Life Cycle (SDLC)
* Attend Program Increment (PI) planning sessions to analyze the cross-application dependencies.
* Conduct defect triage calls, daily scrum meetings, Sprint planning sessions, Sprint retrospective sessions, create reports during the end of the sprint.
* Provide demo to Program management team regarding the performance of the team, highlights during the sprint.
* Performed requirement gathering using User story refinement sessions.
* Performed requirement analysis by gathering both functional and nonfunctional requirements based on interactions with the Users, Development and QA teams.
* Created Epics in **VersionOne** based on the requirements gathered.
* Worked on creating user stories in VersionOne.
* Extensively worked in Agile frame work throughout all the phases of Software Development Life Cycle (SDLC)
* Performed validation on Sales Cloud and verified the appointment creation for Sales Reps
* Validated Field Service Lightning feature in Salesforce, which includes testing the appointment creation by the third-party Call Center agents for the Sales Reps using Field Service Lightning feature.
* Made Screen Mockup, Wireframes and screenshots for the application to easily communicate it to the users, developers, and testers.
* Developed various UML Diagrams such as Timing diagrams, business flow diagrams, Activity diagrams and Sequence diagrams using MS Visio so that developers and other stakeholders can understand the business process.
* Used MS Project and assisted project manager in making Project Plan with necessary modifications.
* Conducted stand-up meetings to provide a status update to the team members.
* Actively participated in, group and individual based, problem solving and decision making throughout the different phases of Agile. Authored progress and completion reports, which were then submitted to project management on a weekly basis.
* Gained expertise on Change Management by performing Impact Analysis for Change Requests obtained during Scope creep.
* Created defects in **ALM** during the business validation/UAT done.
* Conduct a smoke testing after each build and Post Production Validation after each release.

**Wells Fargo EGS India Pvt. Ltd. – Hyderabad Mar 2016 to Mar 2018**

**Business Analyst**

**Roles and Responsibilities:**

* Worked on Requirement Analysis along with the Senior Product owner.
* Test case preparation related to both functionality and GUI as per the enhancement in the current build deployed
* Review new loans passed from the Mortgage Department's loan origination system for accuracy of information within prescribed timeframes after loan boarding.
* Make a final decision on approval of Residential Mortgage loans
* Experience in validating the Title documents for all the potential risks that the bank can face if not sorted out.
* Professional in validating information in company’s system for new first and second residential mortgage loans
* Experience in validating and assigning the appropriate “Title and settlement agent” on the loan.
* Worked on Review of borrower’s credit history, payment history, appraisal report, chain of title documents and other supporting documentation to determine acceptability of applications
* Analyzing risk and hazard in property and liability insurance
* Communicate receipt of trailing documents to the onsite counterpart.
* Run, review, reconcile, correct, and report daily Loan Reservation Reports. Review, process and reconcile loan cancellations and declinations to ensure accurate reporting and pipeline management.
* Audited loans within portfolio to prevent loss. Coached and trained co-workers on reviewing documents. Provided assistance to junior analysists when and where needed.
* Published Daily matrix (RPH and Quality) to the team members to improve their matrix.
* Thorough knowledge of applicable credit policies and approval processes for assigned loan.
* Provide back-up to Title Reviewers by: performing post-closing review of documents for propriety and completeness, following-up with lenders and legal counsel for missing documents, ensuring timely delivery of loans to Note Department for booking purposes and reviewing associated reports for exceptions and missing documents.

**ECS Financial Services. – Hyderabad Jan 2015 to Feb 2016**

**Jr. Business Analyst**

**Roles and Responsibilities:**

* Presented the business process workflows to business stakeholders.
* Tasked with coordinating, tracking and updating project issues, risks and change controls that impacted the business unit.
* Design and review of various documents including the Business Requirement Document (BRD), User Case Specifications, Functional Requirements (FRD), Systems Design Specification (SDS), Requirement Traceability Matrix (RTM) and Testing Documents.
* Assisted in development of test cases, test scenarios and User Acceptance Testing (UAT).
* Customizing the application as per Client specifications. Created user stories and prepared
* Business Requirement Document (BRD) incorporating use cases for internal team.
* Familiarity with Relational Database concepts and proficient in writing SQL queries.
* Working closely with various project stakeholders, Subject Matter Experts to understand and

document business requirements, functional requirements and design specifications for new

applications along with enhancements to the existing applications.

* Rendering support to the Project Manager throughout the project’s lifecycle including development of project scope; collection and documentation of business requirements, preparation of related process documentation, preparation of change control documents, and

coordination of user acceptance testing.

* Facilitate status meetings, defect meetings.
* Perform reviews on software development team members
* Exceptional analysis skills with an ability to transform the needs of business users and

stakeholders into functional/technical requirements

* Develop test plans with business partners, define detailed test cases and manage defects.
* Risk assessment, planning