**Prabh**

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**PROFESSIONAL SUMMARY**

Workday Business Analyst with 10+ years of experience in finance and retail industries. Expertise in requirement analysis, functional analysis, business use case analysis, system analysis, gap analysis, data warehousing and data analysis, functional specification document preparation, and functional and system test cases document preparation. Excellent analytical and problem-solving skills, communication and presentation skills, enthusiastic to develop new skills in a dynamic environment and an excellent team player.

* Expertise in requirement analysis, functional analysis, business use case analysis, gap analysis, functional specification document preparation, and functional and system test cases document preparation.
* Exceptional analysis skills with an ability to transform the needs of Subject Matter Experts (SME) and stakeholders into functional/technical requirements.
* Workday project responsibilities include software requirement analysis, process modelling, and implementation, Configuration and Integration in Workday and delivery to ServiceNow
* Familiar with testing tools to design and develop test plans and test scripts and good at quickly learning technologies and systems that are organization/project specific.
* Experience in new process technology implementation and training, and conducting system and user acceptance test.
* Proactive team player with demonstrated communication, problem solving and analytical reasoning abilities.
* In depth knowledge of Agile (Scrum), waterfall Software Development Life Cycle processes
* Participated in JAD sessions with superior organization and presentation skills.

**PROFESSIONAL SKILLS**

* Microsoft Office – Word, Excel (macros and Vlook up), PowerPoint,Visio, Outlook – Advanced, Sharepoint – Advanced level, JIRA
* Project Management tools – MS Project
* Methodologies/ Frame work – Agile, Scrum, Waterfall, JAD, Data Modeling, Business Modeling,

Use Cases, Sequence Diagrams, Activity Diagrams,

**EDUCATION**

* Masters in Information Technology

Swinburn University, Melbourne. Australia

**PROFESSIONAL EXPERIENCE**

**Federal Reserve Bank of Atlanta Atlanta, GA**

**Business Analyst – Nov 2019 – Current**

The Atlanta Fed covers the Sixth Federal Reserve District, which includes Alabama, Florida, and Georgia, and parts of Louisiana, Mississippi, and Tennessee. As part of the Federal Reserve System, the Atlanta Fed helps conduct monetary policy, promote the stability of the financial system, regulate and supervise financial institutions, foster payment and settlement system safety and efficiency, and promote consumer protection and community development.

* Gather and document functional and non-functional requirements from Business and IT stakeholders
* Mapping and integrating local business processes with global business processes for all steps of worker life cycle.
* Manage Human Resources automation projects, including defining project scope, developing plans to address business needs, preparing and executing test plans to ensure quality deliverables, implementation, etc.
* Responsible for selection, implementation and managing HR (Workday HCM, Benefits, Compensation, Hire, change job, termination, leave, benefit).
* Clarified QA team issues and Reviewed test plans to make sure that all requirements will be covered in scripts and tested properly.
* Creating project scope statements.
* Manage Human Resources automation projects, including defining project scope, developing plans to address business needs, preparing and executing test plans to ensure quality deliverables, implementation, etc.
* Works with managers to determine status and actual work progress towards goals and objectives.
* Helps to develop and maintain functional and system documentation for Workday (PRD/ BRD/FRD etc).
* Serve as technical liaison between human resources, automation areas, and user departments.
* Independently perform analyses of issues, participate in development of potential solutions, and make recommendations to ensure accurate and timely resolution.
* Provides consultation on the use of re-engineering techniques to improve process performance and product / service quality
* Lead Workday HCM Testing which includes System, Integration and E2E Testing, & UAT
* Develops complex management reports using automated reporting tools.
* Experience and high proficiency with tools such as Workday, PeopleSoft Query, SQL, Business Intelligence, and Tableau.
* Controls access to human resources systems, monitors security logs, and ensures compliance with District information security guidelines.
* Identified and worked to remove barriers to successful completion of the overall project, with particular emphasis on resolving issues with subcontractors
* Facilitated and coordinated the work of multiple project teams engaged in the establishment and implementation of new projects to support the Project Manager
* Conducted project kick-off meetings, defined project objectives and scope, tracked risks, assumptions, and managed detailed project schedules using Microsoft Project.

**Truist.(BB&T) Atlanta, GA**

**Business Analyst – Jan 2018- Oct 2019**

Truist Financial Corporation is an American bank holding company formed in December 2019 as the result of the merger of BB&T and SunTrust Banks. The project is to implement Contact Center Tools and IVR solutions for Truist to provide call center agents the ability to provide client servicing on different product types such as loans, lines, DDA’s, credit card, etc. The solution supported branding change, ticketing system, Dialer File, Inbound and Outbound dialing, Noble and Genesys Integration, Agent screen pops on Noble and Genesys platform, etc

* Gather and document branding, functional and non-functional requirements from Business and IT stakeholders to build in- house database solutions to support Truist
* Develop requirements for website and chat implementation for Truist banking customers for smooth credit card and loan experience as well as support for call volumes during COVID
* Work with external vendors like Noble and Genesys on an integrated solution to support merger between heritage SunTrust and heritage BB&T systems for Inbound and Outbound Dialing for Collections and Recovery IVR
* Working to identify gaps and performed gap analysis with respect to dialer file and source system requirements
* Working with Enterprise Data Office on data center move and integrated reporting solution to support Noble and Genesys reporting for Contact Center team
* Developing IVR Call Flows, use case diagrams, sequence diagrams and technical design (UI screen) using Microsoft Visio
* Assisting the QA Team to develop the test plan, test cases and test scenarios in HP ALM to be used in testing based on business requirements, technical specifications and/or product knowledge.
* Assisting the Business Team in documenting UAT strategy and tracking contact center metrics for upper management
* Facilitated Change Management across entire process from Project conceptualization to Testing through Project Delivery, Software Development and Implementation Management in diverse Business and Technical Environments
* Partnering with key stakeholders to provide strategic advice on organizational change.
* Participated in implementing, developing and reviewing Integrated People Plan and also performing gap analysis to verify the compatibility of existing system with new business requirements.
* Contributing to the continuous development and implementation of HR policies & procedures.

**Victoria Police- Law Enforcement Melbourne, AU**

**Protective Service Officer - Jan 2014- Dec 2017**

**Staples ( Corporate Express) Melbourne, AU**

**Business Analyst -Aug 2010 – Dec 2013**

Corporate Express was bought by Staples. Staples Inc. is an American office retail company. It is primarily involved in the sale of office supplies and related products, via retail channels and business-to-business-oriented delivery operations. The project was to implement Peoplesoft from legacy system known as LEAP. The solution supported branding change and streamlined the processes for better productivity.

* Expertise in the implementation of the PeopleSoft global HR system
* Responsible for selection, implementation and managing HR (PeopleSoft HCM, Benefits, Compensation, payroll, Hire, change job, termination, leave, benefit)
* Managed the conversion of HR payroll, benefits, compensation from various sources into PeopleSoft platform.
* Configured security, process flows, and notifications for Business Processes within PeopleSoft system.
* Maintain and govern the Global HR template and data standards through facilitation of committee review/approval of changes and the effective communication of revisions to affected stakeholders.
* Assisted teams in implementation of PeopleSoft by working with consultant partners for the conversion tasks, Integration, Security and Reporting tasks.
* Manage the HRIS development and support process to prioritize and execute requests for changes and/or enhancements to PeopleSoft.
* Manage system integrations, upgrades, testing, data analysis, and process improvements ensuring firm-wide data integrity.
* Participated in writing data mapping documents and performing gap analysis to verify the compatibility of existing system with new business requirements
* Key responsibilities including creating objectives, building the project task requirements and managing the time/cost/scope constraints for projects.
* Resources, Defect Triage and created and maintained Requirement Traceability Matrix for PeopleSoft HR system Implementation.
* Worked with the client to help convert legacy data into PeopleSoft Test Conversions to third party systems.
* Develops and owns the overall program Test Plan, coordinating across all testing needs (upgrades, interfaces, market deployments, etc.)