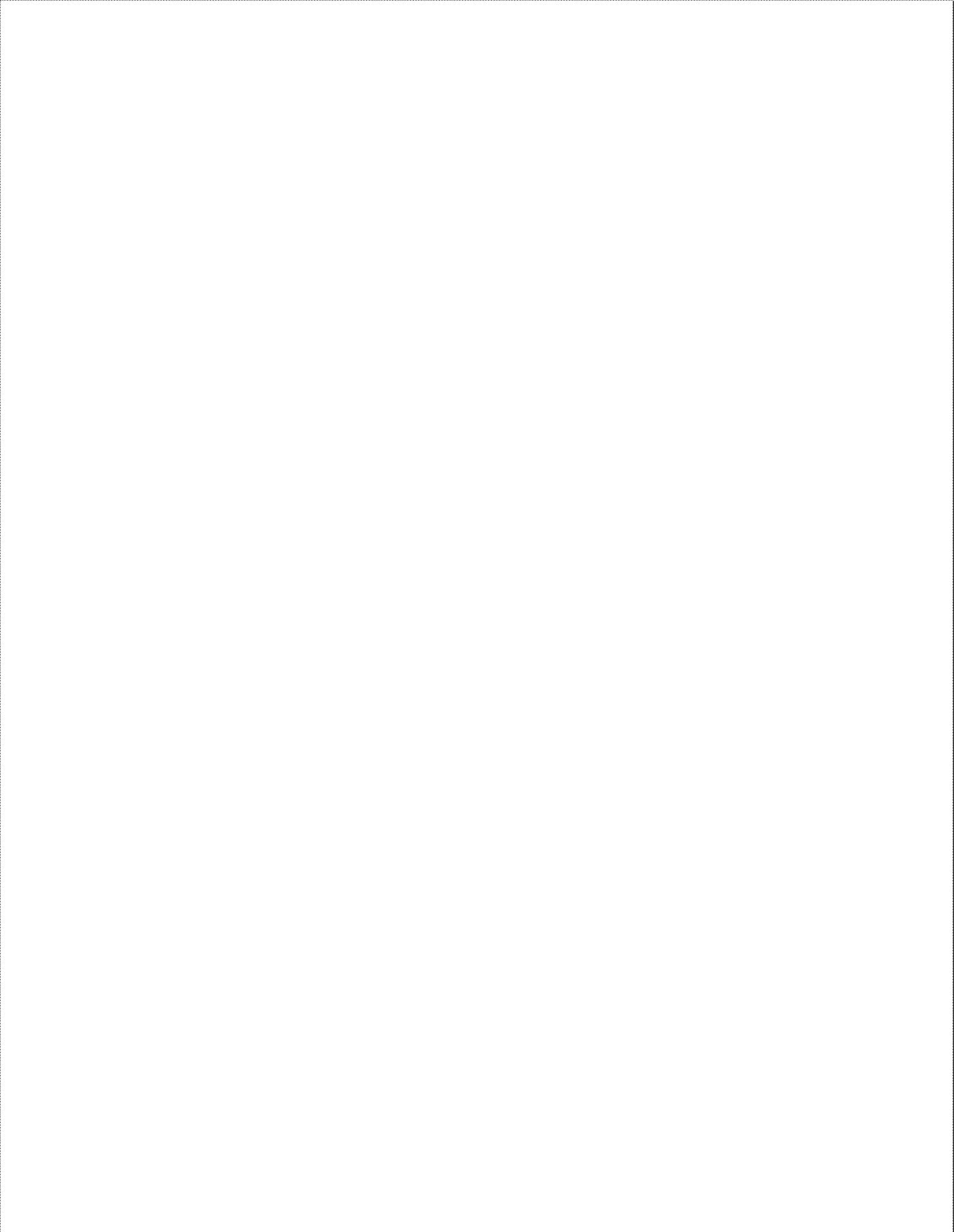
RINSHA BARDE



BUSINESS SYSTEM ANALYST/ TECHNICAL ANALYST/ BUSINESS ANALYST

# Techno- Functional | Excellent Communication & Listening Skills | Good in Stake holder management Professional Summary

* **Business Systems Analyst, Systems Analyst** and **Scrum Master** with **around 8+ years** of diversified experience in successful implementations of software projects involving in-depth understanding of Business Rules, Business Process, Business and functional requirements, Business case preparation, Development and Testing.
* Experience on **Device Financing, Commercial Lending and Leasing, Wealth Management, Capital Market, global payments, Retail Banking, Equities, Corporate Banking, Investment Banking, Asset Management, Portfolio management** industries. Also, having possessed good knowledge on Supply Chain Management, Product development, purchasing sand sales.
* Knowledge and experience of **Trade life cycle, dealing with traders, Fraud Detection, Text Mining, and Intrusion Detection.**
* Experience in Property and Casualty Insurance with exposure to Auto, Homeowners and Workers' Compensation including Personal and Commercial lines.
* Provide **in-depth and sophisticated analysis** with interpretive thinking to define problems and develop innovative solutions. Ability to Negotiate, influence and collaborate to build successful relationships.
* Performed **IT system periodic activities** and oversee the process for completion according to quality procedures.
* Created Complex Workflows Using MS Power Automate, Designed Powerful Electronic Forms Using Power

Apps, and Data visualization.

* Proficient with capital market knowledge, experience in valuation of equities, management of IPO's, etc. and have complete knowledge on all phases of the Software Development Life Cycle (SDLC).
* Worked in a variety of roles and having experience of **SDLC methodologies**, **Databases, Collibra, AWS and SAP (HANA, BW and BO).**
* Performed ad-hoc reporting and data analysis to evaluate KPIs of vendors and suppliers using SAP BO and SAP NetWeaver BW.
* Thorough knowledge of **Waterfall, Agile, SCRUM and RAD methodologies**.
* Managed an ETL Re-engineering project for EDM processes to replace an existing Vendor based technologies with In-house technologies stacks.
* Expertise in Power BI and Tableau development.
* Strong Knowledge on Power BI to import data from various sources such as SQL Server, Azure SQL DB, SQL Server Analysis Services (Tabular Model), MS Excel etc.,
* Proficiency in transforming business requirements into functional specifications focusing on workflow analysis and design, business process reengineering, user interface design, and process flow modeling.
* **Elicited requirements** from different cross-functional team and clients. Serve as liaison between business Users, policy team and developers to ensure detailed **documentation of business requirements and technical specifications** for waterfall projects, so that the developers/solution architect will understand the functional requirements for the application development.
* Excellent Business writing skills, including extensive writing of Business Requirements Document (**BRD**), Functional Requirements Document (**FRD**), Non-Functional Requirements Document (**NFRD**), Process Description Document **(PDD),** Solution Design Document **(SDD),** and System Requirements Specification (**SRS**).
* Conducted **daily stand up meetings** to get live updates from the team, helping Project Manager actively update the project status, detect risks at early stage and take corrective / preventive actions.
* Conducted successful **Joint Application Design (JAD) sessions** for requirements gathering.
* Business and technical metadata modelling and management with Collibra, Axon, and Enterprise Data Catalog.
* Extensive knowledge of Object Oriented Analysis and Design using **UML, Rational Unified Process (RUP), Requisite Pro, Rational Clear Case, MS Power Automate (RPA) and Visio.**
* Hands on experience in conducting User Acceptance Testing and documenting the test cases and documenting in commercial lines of Property and causality insurance.
* Data visualization, analytical functions and data retrieval methods using Tableau/Power BI & SQL/Python.
* Organized large events and store the related documents, assigned task, share information in **MS SharePoint.**
* Experience working on **JIRA/Confluence/Clarity or other job/resource tracking tools** and Microsoft office skills.
* Created tables and schemas using SQL on MySQL Workbench to design a system and extensively used SQL queries for **business analytics** and **analysis of data** using data manipulation language.
* Experience with Guidewire and Insurance/Finance tools in Banking, Property and Casuality domains.
* Deep experience in **Oracle databases, SQL server, TOAD, AWS database systems** and also performed extract, transform and load processes **(ETL)** using **MS SSIS, SAP Business Objects Data Integrator**.
* Strong experience with **MS Dynamics 365** to manage relationship internal and external and **ARIS** for enterprise workflow modeling and application processing.
* Skilled with Data Analysis concepts of **Data Modeling, Data Dictionary** and **Normalization**, Created Data Mapping Documents to transfer data from legacy to target system and to reduce data and duplication.
* Expert in **GAP analysis, Impact analysis, SWOT analysis, Cause & effect analysis, Cost benefit analysis, Feasibility analysis, Risk analysis, Net Present Value** (NPV), Return on Investment (ROI).
* Assisted product owner in backlog refinement and acted as **Proxy** to product owner in planning meetings.

# Acquainted in UML Modeling and Business process modeling and notations (BPMN) like Activity Diagrams, Sequence Diagrams, Use case Diagrams, Process work Flow Diagrams, created UI/UX wireframes, mockup screens, and prototypes in MS Visio and Mockup Screens.

* Experience on working **COTS (Customer of the shelf) and SAS** for different projects.
* **Able to interact at various levels** and with various stakeholder types (business, technical, and managerial).
* Excellent Verbal and written communication skills.

**Technical/ Domain Skills:**

**Project Management Tools/Methodology**

Unified Modeling Language (UML), MS-Project, Rally, JIRA, Agile-Scrum, Waterfall-Scrum, Waterfall, Extreme Programming, Kanban, SAFe

**Requirement Management** MS Office, JIRA, Confluence, Rally, HP ALM 11.5.

**Reporting Tools** IBM Cognos, Tableau, MS office Suite, Alteryx, Mockingbird, Balsamiq, PEGA

**Database** MS-Access, SQL Server 2008, MDM, TOAD

**Office Tools** MS Word, MS Excel, MS PowerPoint, MS SharePoint, MS Dynamics CRM, MS Power Automate(RPA), MS Project, MS Visio

**Financial Tools** Bloomberg Terminal, Bloomberg B-Pipe, Thomson Reuters, Morningstar

**Testing Tools** HP QC, HP ALM 11.5, SOAP UI, Selenium

**ETL Tools** Informatica, SQL Server Data Tools-Business Intelligence, MS SSIS, SAP Business Objects Data Integrator

**Languages** HTML, XML, SQL

**Databases** MySQL version 2012, MS Access, Oracle 9i, DB2

**Defect Tracking tools** JIRA, HP ALM, HP QC, Confluence

**Operating Systems** Windows XP, 7, 8, 10, Linux, Mac OS

# Domain Knowledge

(Banking, Finance & Retail)

Device Financing, Commercial Lending, Wealth Management, Retail Banking, Capital Market, global payments, Equities, Credit Risk, Corporate Banking and Investment Banking, Asset Management, Portfolio management, POS, Product Development, Purchasing and Sales.

**Professional Experience:**

**T-Mobile, Bothell, WA April 2019 to Present**

**Senior Business System Analyst/ Product Owner December 2020 to Present**

**Project Summary:** T-Mobile is the network telecommunication industry that acquired Sprint. The scope of the project is to convert the Legacy Sprint customer into New T-Mobile and bring the associated data from LS biller to T-Mo biller.

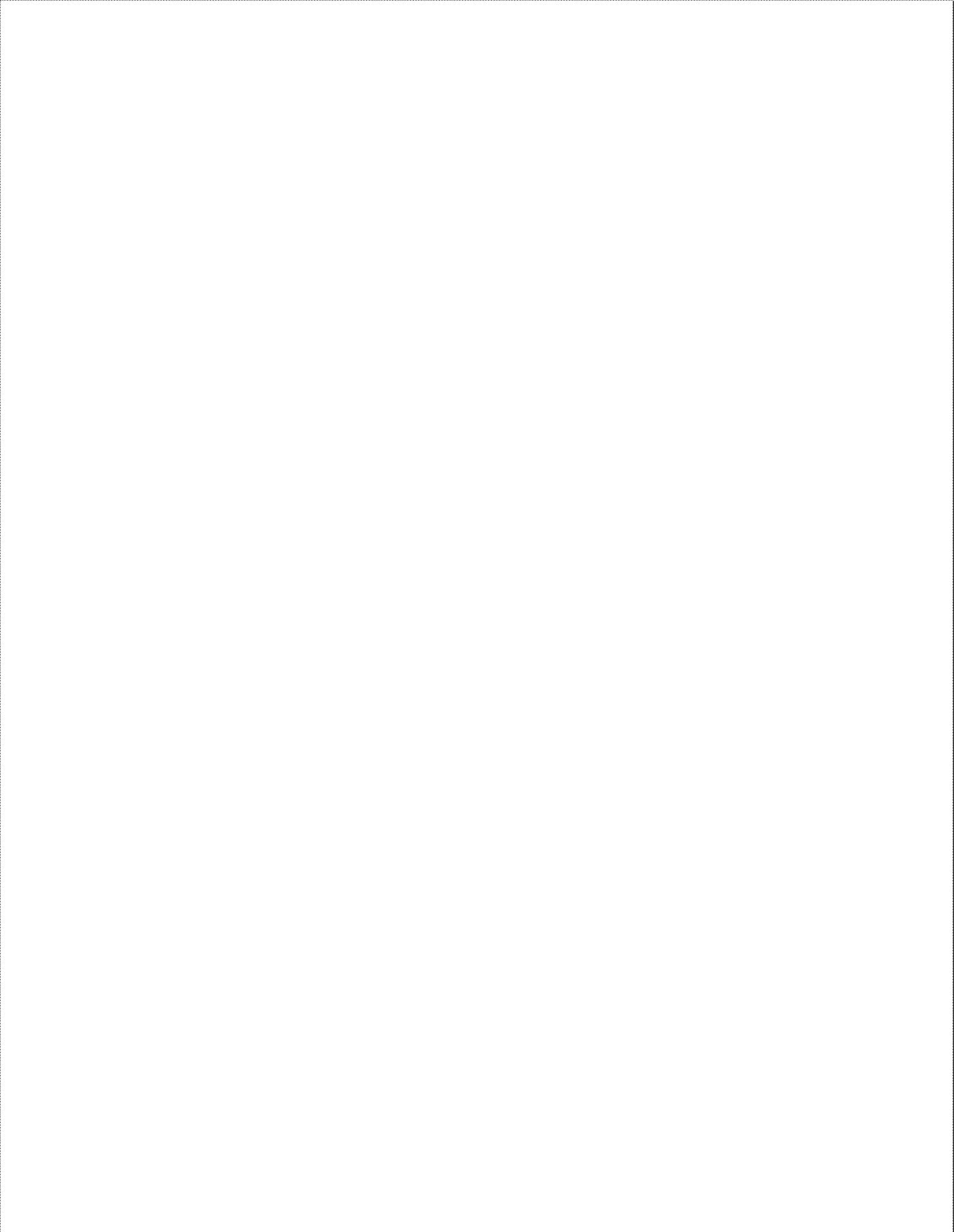
# Roles &Responsibilities:

* + Gathered requirements from business stakeholders to accommodate and apply their functionality to the new converted customer.
  + Performed gap analysis to identify the gaps in the architecture for the given business requirements.
  + Elicited and evaluated information gathered from different workstreams and decomposed high level design into details.
  + Assessed current state with gap analysis of MDM and Information Architecture and provided a future state with recommendation
  + Performed an assessment of the current MDM system with GAP analysis and recommendation
  + Upgraded Master Data Management system from Talend MDM version 5.1.2 to 5.3.1
  + Generate business workflows based on requirements using MS Power Automate.
  + Experience in middleware application integration.
  + Reconciled the data for daily reporting purpose and abstracted it from the low-level design information.
  + Reviewed and analyzed business and operations workflows, decision processes, and business objectives.
  + Tested, monitored, and validated existing policy changes, target to source mapping, and service flow.
  + Initiated a process to establish Data Governance across the organization to maintain information quality across EDM, CRM, CMS, Conference and Campaign Management systems.
  + Ensured appropriate solutions are developed based on a understanding of the impacted systems and understands.
  + Worked closely on various Micro Services to make sure its working appropriately.

**Business System Analyst April 2019 to November 2020**

**Project Summary:** T-Mobile is the network telecommunication industry which offers various plans during device financing. The scope of the project is to migrate the financial service (Equipment Instalment Plan) of T-Mobile to Oracle financial service leasing and lending (OFSLL) product.

# Roles &Responsibilities:

* + Collected information to analyze and evaluate existing or developed T-Mobile applications or systems; prepare detailed flow charts and diagrams outlining systems capabilities and processes.
  + Translated business and user requirements into accurate system requirements specification documents through systems analysis.
  + Coordinated and tracked project Change Requests, and communicate effectively to keep business, IT, and project personnel up to date.
  + Estimated task and workload to achieve deliverables and goals, delivering on time and on estimation.
  + Established an automated process vertically across EDM layers (ERWin model, ETL, Stage, MDM, Warehouse and Mart) to ensure optimal data quality in reports delivered.
  + Interacted regularly with other System Analysts, Product Owner, Developers, Application testing Support team, and Scrum Master, and work with partnering teams across business units on successful delivery of systems enhancements.
  + Supported team members in understanding with various business logics and approaches.
  + Delivered Key Performance Indicator (KPI) Metrics to Finance and Comptroller using the EDM system
  + Training for internal team and mentoring staff members across departments on Informatica Data Governance (AXON), Informatica Data Quality (IDQ), & Informatica Enterprise Data Catalog (EDC).
  + Designed system flows, create Functional Specification documents, and utilize departmental Software Development Lifecycle Methodology as a guide for analysis activities.
  + Followed the Agile methodology for all projects and tasks.
  + Served as a liaison between the stakeholder and technical team.
  + Coordinated with my Project Manager to discuss the Project Charter and join Discovery Meetings.
  + Facilitated various scrum ceremonies like Daily scrum meetings, Sprint planning meetings, Sprint Review meetings, Sprint retrospective meetings (discussed the MVP), Product backlog refinement meetings.
  + Attended daily stand-up meetings with the Development Team and served as a key person during the Sprint Planning and Backlog Grooming meetings.
  + Developed a business dashboard in Power BI with multiple panels and parameters that became a favorite sales tool for most of the sales force.
  + Designing, creating and publishing customized reports, dashboards using Tableau and Power BI.
  + Connecting to multiple databases using joins and data blending.
  + Data modeling in Power BI and Tableau. Worked on process modelling from legacy to present infrastructure.
  + Designed API specifications and Web Services to interface with complex systems including knowledge of REST APIs, SOAP APIs, Rally, Jira, and Confluence.
  + Utilized Unified Modeling Language and Visio to design sequence, block, and activity diagrams to define systems flows and interaction among multi-tiered applications.
  + Utilized UML, SQL, SOAP/WSDL, and XML to design business applications to sell a high volume of products and services. Proficient in creating swagger and also doing source to target mappings.
  + Utilized MS SharePoint to organize, access and share information with the team and the executives, the OOB features of MS Dynamics, and Confluence to save the supported documents.
  + Wrote test cases with SDETs according to end to end flow scenarios of the APIs.
  + Executed SQL queries to pull data from legacy to do analysis and perform test cases and root cause analysis on it using SQL.
  + Utilized Service Oriented Architecture to understand WSDL and define attributes for REST and SOAP API request/response and schema for integration with other back-end systems.
  + Worked closely with the Product Owner and Scrum Master to prioritize the features.
  + Facilitated Joint Application Development (JAD) sessions to identify business rules and baseline the high-level requirements.
  + Organized Business Requirement Documents (BRDs) and gathered Functional Requirement Documents (FRDs) from stakeholders and provided the scope of work to the Development Team for them to assemble the prototype in the Staging environment, before the client approving it to be deployed to the Production environment.
  + Performed UAT testing before the product launch, so that the stakeholders felt comfortable and satisfied.
  + Collaborated with all teams, so that the vision of the client was fulfilled.
  + Assist internal users of Splunk in designing and maintaining production- quality dashboards.
  + Experienced in working and managing with COTS(Commercial off the shelf) software, python, SAS, MS Dynamics CRM and in- house software while implementing and integrating projects.
  + Worked with multiple business applications, including Middleware (Tibco), Micro services, SAMSON and APIs with active engagement during all phases of software development cycle and production support.

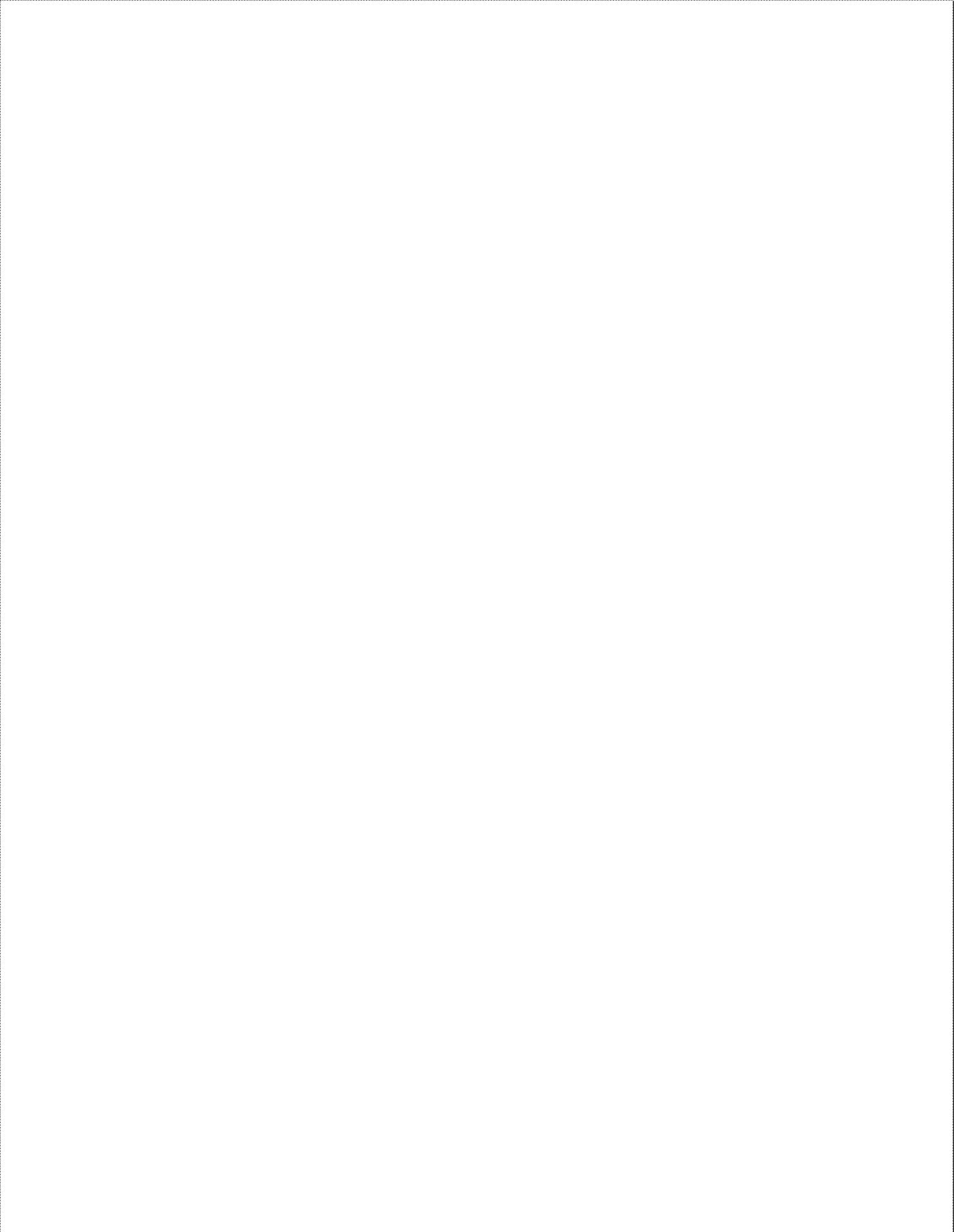
**Environment:** Agile Scrum Methodology, Rally, JIRA, Confluence, Splunk, MS Project, MS Dynamics, MS Excel, SQL, SAS, REST API, SOAP API, Recite (T-Mobile in-house swagger creator), MS Visio, Micro services.

# Capital One, New York, NY May 2017 to February 2019

**Business Systems Analyst**

**Project Summary:** Capital One is a financial service company offering a variety of banking products and financial solutions like personal banking, small business, retail banking, home financing and equity loans, asset management, wealth management, corporate and investment banking and credit card services to its customers. Personal Banking involves opening and maintenance of checking, savings, recurring deposit accounts and personal loans. The project was aiming at enhancing the investment proposal system.

# Roles &Responsibilities:

* Worked with vendors and business partners for requirements clarification, requirements gathering and using Business Process Modelling (BPM)
* Acquired experience in all aspects of retail business including sales tracking, financial reporting, staffing, training & development, staff relations, marketing and inventory control.
* Assisted in developing and documenting Business Requirements, Functional Requirements, and Test Cases for a Retail Sales Analysis Tool Application project.
* Worked in property and causality insurance in Commercial Auto, Workers Compensation and Umbrella Policy and Business Owners Policy (BOP).
* Worked with the business users and with different levels of management to identify requirements, use cases and to develop functional specifications. Have prepared Business Requirement Documents (BRD's) after the collection of Functional Requirements from System Users that provided appropriate scope of work for technical team to develop prototype and overall system.
* Experience of entire Property and Casualty (P&C) Policy Life Cycle involving New Policy Endorsements, Cancellations, Reinstatements, Renewals and Rewrites.
* Created reports on Statutory Liquidity Ratio (SLR) or Liquidity Coverage Ratio (LCR), Cash Reserve Ratio, Daily time and demand deposit statuses and Projected Provisions.
* Facilitated the scrum meetings and helped to act as a buffer between development team and non-development distractions.
* Set up and maintain Retail Banking sales incentive reporting system to provide true end-to-end visibility.
* Created data warehouse objects - Fact tables, dimension tables, and association tables. Also, approached the Ralph Kimball methodology for the system.
* Managed databases using SQL in TOAD and RDS. Also, integrated using python. Performed data analysis and manipulation using Alteryx.
* Experience in validating PEGA operations Runbooks and completed training in PEGA administration.
* Implemented row level security on data and have a good understanding of application security layer models in Power BI
* Adapt in developing, publishing and scheduling Power BI reports as per the business requirements. Created queries using DAX functions in Power BI desktop.
* Experience in Informatica to manage business value delivery.
* Executed SQL queries to test back end data validation of DB2 database tables based on business requirement
* Worked with SQL Joins and SQL queries extensively to evaluate data process and end user satisfaction.
* Worked on translation of business needs to the developers and enhancement part of the application.
* Performed Gap analysis and implemented updates for the Data Warehousing Application.
* Implemented new test procedures in data warehouse QA environment like validating data availability, incremental data load, data accuracy, data loss and naming standards.
* Performed text mining and fraud detection using SAP Business Objects Data Integrator to meet the rules of FDIC.
* Review Commercial loan documentation to ensure enhancements are meeting the proper audit standards.
* Used Rational Rose to designed and develop Use Cases Scenarios, Use Cases Models, Activity Diagrams, End to end mapping, Sequence Diagrams, State chart diagrams, OOAD using UML.
* Wrote Test Cases in MS Excel for user registration, access to training material, and activity log-in, reviewed the test cases and finalized.
* Developed UML Use-Cases and Use-Case diagrams after accessing the status and scope of the project and understanding the business processes using Rational Rose. Facilitated Joint Requirement Planning (JRP) sessions with SME's in understanding the Requirements pertaining to Loan Origination to Loan Processing.
* Creating User Stories for Agile SCRUM based development methodology.
* Created requirements analysis and design phase artifacts using Requisite Pro, activity diagrams and Sequential diagrams.
* Implemented Front End to a Fixed Income Derivatives Trading System, including trade blotter and interfaces to risk management, accounting, and middle and back office.
* Created use-case scenarios and storyboards in MS Word and MS PowerPoint for better visualization of the application and managed them using Rational Requisite Pro.
* Coordinated activities with project manager and various other teams using MS Project.
* Supported User Acceptance testing (UAT) and collaborated with the QA team to develop test plans, test scenarios, test cases and test data to be used in testing, based on business requirements, technical specifications and/or product knowledge.
* Designed and implemented operation support system(OSS) applications with development team. Also troubleshoot and resolve major related issues.
* Worked on commercial leasing/lending for various clients.
* Acted as Scrum Master for a span of time.

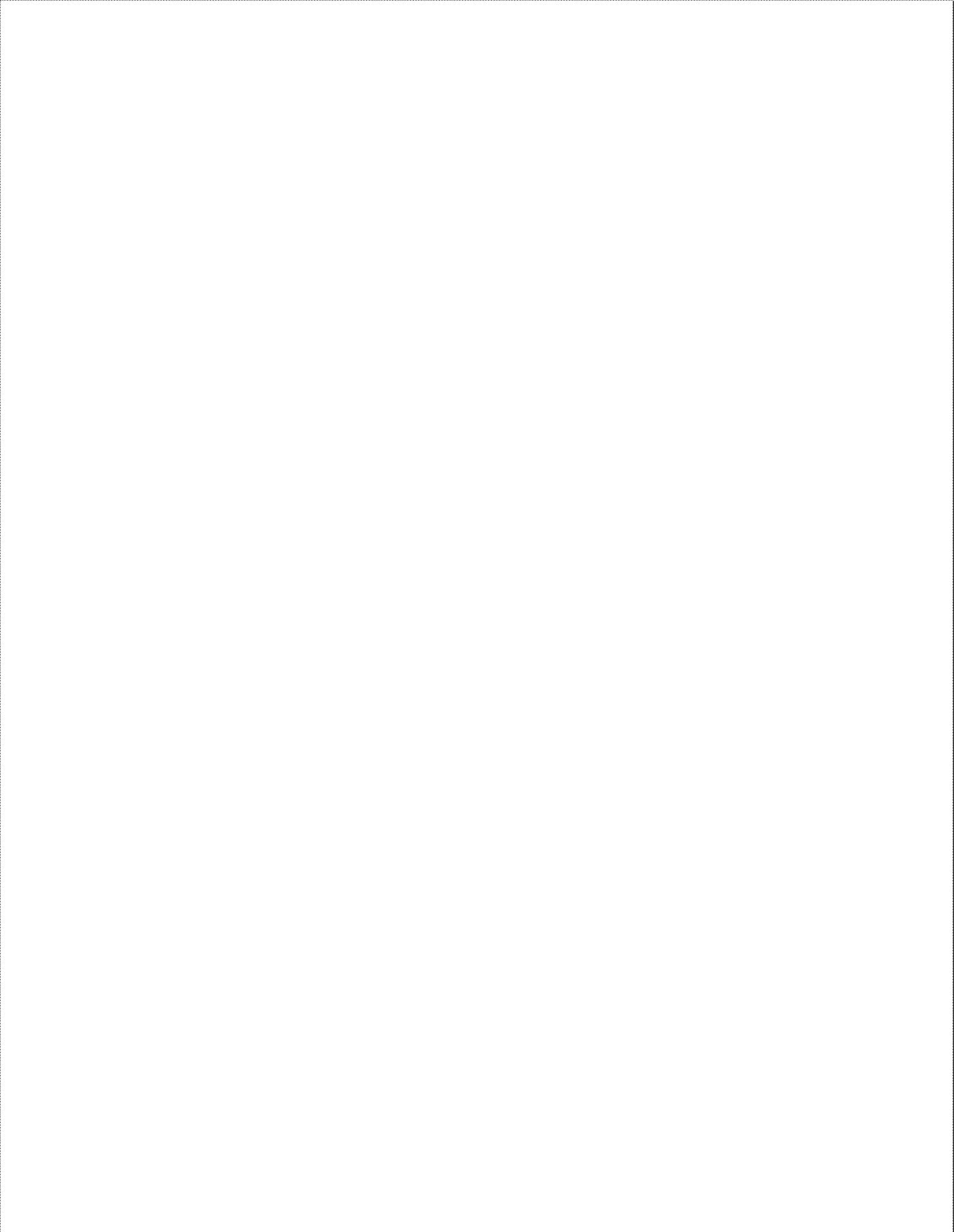
**Environment :**Agile-Scrum, Windows XP/2000, SAP Business Objects Data Integrator, Python, Alteryx, Informatica, ServiceNow, PEGA, JIRA, Oracle, PL/SQL, MS-Project, MS-Office Suite, MS SharePoint, MS Visio, MS Dynamic CRM, Rational Requisite Pro, Clear Case, Clear Quest, MS Visual Source Safe, Test Director 7.6, Quick Test Pro (QTP)

# Barclays, Wilmington, Delaware May 2016 to March 2017

**Business Analyst/Technical Analyst**

**Project Summary:** Barclays Bank, through its subsidiary Barclaycard US, provides customized and co-branded credit card programs for travel, entertainment, retail, affinity, and financial institutions in the United States. It also provides mobile payment services. The scope of my project was to evaluate the credit risk in a transaction and data management and reporting system and monitoring and validating the capabilities and store the data by rating at the time of default and migrate and monitoring.

# Roles &Responsibilities:

* Developed and maintained Credit and analyzed data to give insights and optimize credit decision like accept, decline, Pricing and Credit line and build optimize existing customer management.
* Wrote and reviewed business and non-functional requirement specification in the form of user stories, use cases and UML in Agile methodology.
* Worked with Solution architects and managers to translate requirements into effective Dynamic CRM and 365 solutions.
* Performed GAP analysis between existing and the new application.
* Worked with Product Owner and Scrum Master on Artifacts Such as Product Backlog, and Sprint Backlog.
* Decomposed high level Epic into manageable user stories as well as tasks.
* Engaged with the UX Team and the QA Team to add content in the HTML Free Form Widgets, tested for bugs, and shared ideas and strategies to make the layout of the AMS more user-friendly for end-users.
* Ensured the Data quality by checking the completeness, consistency and accuracy of risk data for regulations of BASEL III and Comprehensive capital analysis and review (CCAR).
* Performed extract, transform & load processes (ETL) for credit fraud detection and intrusion detection using MS SQL Server Integrated Services (SSIS).
* Used Data mining approach to use some clustering methods to detect these usual and unusual frauds.
* Built the foundation for the development effort by capturing the business context - problem, current state, desired future state, objectives, business needs and impacted user groups.
* Experience in creating and managing flows through MS Power Automate (RPA) for better and quick results.
* Provided customer with data dump for analysis from running SQL queries in Oracle. Managed the requirements through the project lifecycle by establishing and maintaining agreements between the customer and the project team.
* Attended requirements review meeting with the internal project team, incorporated feedback and obtained customer sign off on requirements.
* Ensured that quality business analysis standards are met as prescribed by IT Services through the effective implementation or use of approved processes, methodologies and deliverables and within the project deadline.
* Used SQL\*Loaders to load bulk data from various Flat Files used SQL for DDL commands utilized SQL to create Risks signals and Extract large subsets of data.
* Established process for Business Analyst peer reviews and internal team reviews.
* Extensively created wire frames using Mockingbird for page, layout, data entry forms and page widgets. Created Requirements Traceability Matrix to make sure all requirements were met and application was thoroughly tested.
* Attended defect review meetings, clarified requirements to the testing team if there was any ambiguity. Created mock ups using Microsoft Paint, Visio and Snipping Tool like Snag It.
* Used Visio to create workflow diagrams and process flow diagram. Performed user acceptance testing and helped with triage and clarification of issues uncovered in user acceptance testing for the application development teams.
* Supported the project manager role in identifying, documenting and tracking of issues and risks on projects. Ensure issues and risks are reported on and resolved/mitigated in a timely manner.
* Validated that all functions perform according to the relevant specifications. Plan and coordinate User Acceptance Testing (UAT). Helped testing team (QA) with the creation of test plans and test cases. Received recognitions for teamwork and overall project success.

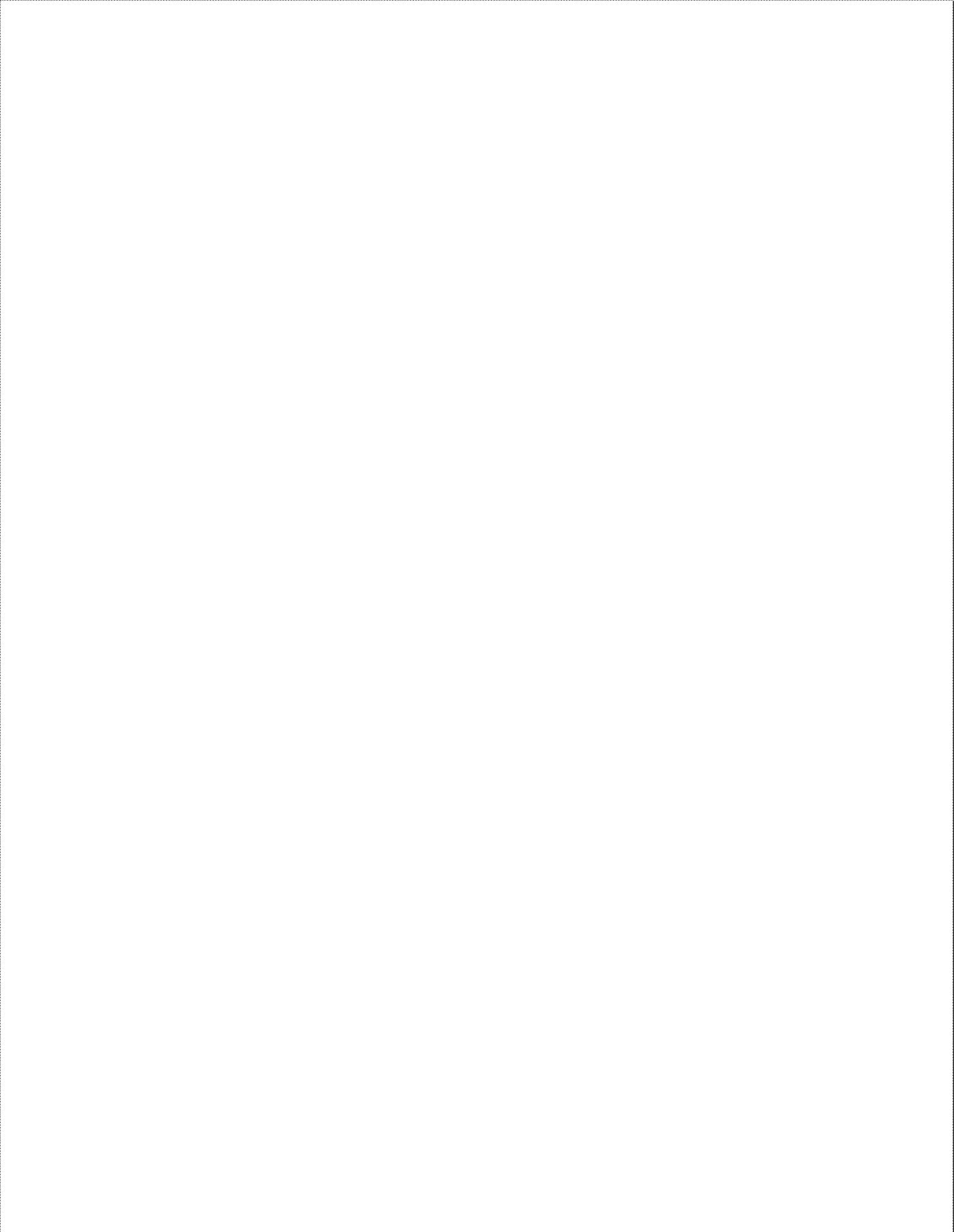
**Environment:** AWS, Snowflake, Informatica, SSIS, XML/JSON, SQL, Cucumber, MS Visio, MS Power Automate (RPA), Mockup, MSofficesuite2013, MS Dynamic CRM (online), Waterfall methodology.

# Axis Bank, India Oct 2013 to June 2015

**Business Analyst**

**Project Summary:** The scope of this project was to provide real-time access to the bank’s corporate institutional account information, including deposits, interests, account activity and investments/ Fixed Income/Brokerage Analysis, turning off the existing components and functionalities and replacing them with new additions.

# Roles &Responsibilities:

* Accumulated customer requirements from various end through surveys, interviews, brainstorming and JAD sessions and translated them into system requirements.
* Developed prototype of information processing application and facilitated collection of functional requirements from system users and preparation of business requirement documents.
* Followed the Agile methodology as an SDLC approach.
* Closely worked with stakeholders and gathered all artifacts from them.
* Closely worked with the Product Owner, Scrum Master, and Development Team to identify risk and issues that pertained to the project.
* Served as an interim Scrum Master and closely worked with the Development Team.
* Created use cases, swim lane diagrams, sequence diagrams, activity diagrams or other visual aids to explicitly capture the requirements and lead the development of business process reengineering processes, procedures, and reports.
* Involved in Training, Quality Analysis, and Production Support for some of the users. Also assisted in developing dashboards for end users using Micro Strategy reporting tool. Reports were generated taking into consideration various key metrics.
* Created Wire Frames and Screen Mock ups and layouts using MS Visio.Thoroughly tested Pilot projects before the Trial implementation.
* Helped Business Owners accomplish their business objects, needs and wants by utilizing customer success in all five phases of project management.
* Performed GAP analysis and recommended solutions as per guidelines.
* Utilized JIRA and Confluence to create high-level User Stories with a detailed Acceptance Criteria.
* Participated in Planning Poker in Sprint Planning meetings to define story points for user stories.
* Created Requirement Traceability Documents to have stakeholders review the workaround and provide functional requirements that have to do with the project
* Utilized Microsoft Visio to create UML diagrams such as, Swimlanes, Activity Diagrams, and Use Case Diagrams.
* Pulled SQL queries by utilizing Metabase during challenging times.
* Assisted the Product Owner in Sprint Review meetings by facilitating product demos and backtracking them to the User Story/Feature to determine when it is DONE and shippable.
* Worked closely with the Product Owner and Scrum Master to prioritize the features.
* Designed and documented REST/HTTP API's, including JSON data formats and API versioning strategy
* Increased database performance by utilizing MySQL configuration changes, multiple instances and by upgrading hardware.
* Lead user acceptance testing (UAT), interface testing and prepared training related activities.

**Environment :** Waterfall, SSIS, MS Office, MS Visio, HP QC, HP ALM, MS Visio, MS Office, MS Excel, MS Power Point, SOAP, REST, XML.

**Education:**

Masters