**Swathi V**

Business Analyst

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Visa- H1B(C2C)

# SUMMARY:

* Business Analyst with extensive experience in working with the Stakeholders to gather requirements, analyze them and subsequently use the appropriate tools to model the requirements.
* Knowledge of creating Business requirement documents, use cases, functional design specifications, activity diagrams, logical, component and deployment views to extract business process flow.
* Understanding of project life cycle and SDLC methodologies including Waterfall and Agile.
* Conducted JAD sessions, Interviews to create use cases, workflows, demos and Power Point presentations for the Web Applications
* Utilized a fusion of industry knowledge and technical programming with the guidance of IT team to provide executive management the development and implementation of interactive business tools, and strategic analysis, vital for use in mission-critical decision-making.
* Interacted regularly with the development team, data analysts and the higher management to meet the deadlines of Project milestones.
* Worked in close co-ordination with the testing team in developing test plan and test cases from functional and business requirements.
* Experience working with cross functional teams, offshore teams as well as taking soul ownership of a project and producing the necessary deliverables.
* Strong Requirement traceability matrix mapping.
* Actively involved in Defect management
* Strong analytical and problem-solving skills
* Proven experience in utilizing people and process knowledge which aid in critical decision making.

# TECHNICAL SKILLS:

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| --- | --- |
| Software Tools | Workforce Software Time and Attendance, SAP, CRM, SharePoint, JIRA, HP ALM, Team  Foundation Server |
| Tools | MS Access, MS Word, MS Excel, MS PowerPoint, MS-Visio, MS-Project |
| Methodologies | Waterfall, SaFE, Agile (XP, Scrum) KANBAN |

**EDUCATION:** Masters in business administration, Doctoral Candidate

# PROFESSIONAL EXPERIENCE:

**Kansas City Southern Railways, Kansas City, Missouri Aug 2019-Present Senior Business Analyst**

Involved in multiple projects including the modernization of Legacy Railroad operations system where I was responsible for performing key Business analyst responsibilities including interacting with the key Business stakeholders and IT teams. Projects supported include infrastructure and Web, SAP, and Legacy applications.

# Responsibilities:

* Involved in planning and facilitating workshops with a variety of techniques to identify and validate requirements with IT and business stakeholders.
* Created Business Analysis plans and delivered high-quality artifacts such as business process models, use cases, user stories, context diagrams, business rules, data dictionaries, requirement packages,
* Involved in user interface models/mock-ups, opportunity summary presentations, executive summaries, requirements management plans, technical specifications,
* Facilitated enterprise analysis opportunity activities to identify business needs or problems and defined the nature of a solution that meets that need and justify the investment necessary to deliver a complete solution, including business architecture definition, identification of the work breakdown structure (WBS) and capital/operational cost estimations for the proposed solutions.
* Investigated and analyzed problems, including the use of change impact analysis on all systems and business areas, to recommend appropriate solutions.
* Conducted requirement and test plan reviews and ensures requirements and test documentation is approved in accordance with audit standards.
* Developed and executed test scripts for new and existing functionality.
* Ensured issues are identified, tracked, reported on and resolved/escalated in a timely manner.
* Worked on expectations that were set with client, recognized when issues/events may affect delivery, and communicated effectively with clients to identify needs and evaluate alternative solutions.
* Followed through with commitments and fostered mutual trust with all working groups.
* Ensured the project team is kept well informed of project changes with open communication.
* Engaged in Change management.
* Effectively applied Company methodology and enforces project standards.
* Trained and Mentored Junior Business Analysts.

# United Airlines, [Chicago, Illinois](https://en.wikipedia.org/wiki/Dallas%2C_Texas) Aug 2016- March 2019 Business Analyst

As a Business Analyst, I was engaged in multiple projects including implementation of a common Flight attendant as well as Pilot communication system post the airline’s merger. I was responsible for performing key Business analyst responsibilities including interacting with the key Business stakeholders and IT teams.

# Responsibilities:

* Worked with Business and IT teams and externals Vendors to understand Client’s requirements and documented BRDs
* Captured AS-IS and TO-BE processes as part of the Business process analysis.
* Conducted requirements elicitation and documentation workshops for Functional technical design documents.
* Participated in design document reviews with the Business teams.
* Worked on different phases including requirements gatherings, development, and quality assurance as well as work closely with the QA team during functional test plan execution and review results of test plans.
* Responsible for day-to-day tasks, documented any revisions.
* Managed and traced requirements using requirements traceability matrix.
* Reviewed the defects and reported the Defects through TFS
* Actively involved in Defect management and Change Control Procedures
* Focused on flexibility while shifting directions quickly when priorities change; excellent multi-tasking skills and the learnt quickly in a dynamic environment.