**Name: SHRADDHABEN SONI**

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**Professional Summary**

* 10+ years of industry experience as a **Sr. Business Analyst** with solid understanding of Business Process Modeling, Business Requirements Gathering, Business Process Flow, Systems Analysis and Testing.
* Hands on experience with data mapping and data profiling across multiple systems in various formats to meet the requirements for multiple energy clients.
* Extensive experience in performing spatial analysis, hydraulic analysis/modeling pertaining to GIS work.
* Co-ordinates project kick-off meeting bi-weekly sprint planning, daily scrum stands up, sprint grooming, sprint review, and retrospective meetings and update the scrum team on status of upcoming User Stories.
* Experienced in Requirements gathering, SharePoint solution recommendation to the customers.
* Expert at Scrum concepts like Product backlog, Sprint planning, User stories, Daily standup, burn down charts etc.
* Extensive experience in documenting existing process, preparing Business Capability Decomposition (BCD), analyzing Business Requirements, working with Requirements Traceability Matrix, re-engineering business processes and designing.
* Participate in business development efforts with clients to appraise, define and scope GIS.
* Extensive experience in facilitating JRP and JAD Sessions with Business User Community to the needs of both business side and the IT side.
* Comprehensive experience with SDLC requirement gathering, analysis, design, implementation, testing and deployment using Agile Scrum and Waterfall.
* Understanding of project planning and utilization of project management tools such as MS Project. Business Analysis using tools such as MS-Visio for Business Process diagrams, Functional Flow charts.
* Experience in Geographical Information Systems (GIS) domain.
* Have configured and trained end users on Microsoft Project Server 2010 and SharePoint O365/2013/2010/2007.
* Experienced reviewing and documenting system test plans, creating and executing test scripts.
* Proficient in Test Case Management, Requirement Management and Defect Tracking tools.
* Defining and documenting User Acceptance Test plans, scripts and resolving UAT test issues by working with end-users and technical staff.
* Handling spatial data, analyzing data using Arc GIS tools.
* Excellent track record for meeting deadlines and submitting deliverables on time using AGILE/SCRUM methodology.
* Experience in assisting technical team in separate phases of SDLC such as Design, Development and Quality Assurance.
* Experience in working with QA testing teams, while interacting with business users and gathering user’s requirements to develop necessary Test plans, Test Cases and Test script.
* Adept at reducing development costs and providing traceability of projects.
* Result oriented, committed and hard working with a quest to learn innovative technologies and undertake challenging tasks.
* Expertise in creation & execution of Test Plans, performing functional, usability testing and ensuring that the software meets the system Requirement.
* Extensive experience in identifying and documenting Business Requirement Documents (BRD), Use Cases, Functional Specifications, and Entity Relationship Diagrams (ERD), Use Case Diagrams, Activity Diagrams and Process Flow Diagrams using UML modeling tools such as MS Visio and Rational Rose.
* Expertise in conducting Code review sessions and hosting Application walkthrough sessions for upper management.
* For integration projects, prepare Data Mappings, Data Analysis, and Data Transformation documents for the development team to facilitate the development of interfaces.

**AREAS OF EXPERTISE**

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| --- | --- |
| Methodologies | Agile, Waterfall, UML, SDLC, Scrum, RUP, V-shape modeling. |
| Change Management Tools | Rational Clear Quest, Rational Clear Case. |
| Business Modeling& Versioning Tools | MS VISIO, Visual Paradigm, Rational Rose; Rational Requisite Pro, Rational Clear Case, IBMCuram Universal Access, IBM CuramSocial Program Management, Bizagi BPMN/Studio/Engine. |
| MS Office | MS Project, MS Word, MS Excel, MS PowerPoint, MS Access. |
| GIS Technologies: | ESRI Suite ArcGIS Desktop 10x, ArcGIS Server 10x, ArcGIS Mobile 10x , Arc FM Desktop10, Maximo-Spatial 7.5, Arc Info 7.2, Arc View3.2, Autodesk Map R14-2009, Cad Overlay Micro station V8. |
| Programming Languages | Structured Query Language (SQL). |
| Operating System | Windows NT/98/2000/XP. |
| Databases | Access, Oracle 8i/9i/10g, Teradata V2R5.1, DB2, MS SQL Server 7.0/2000. |
| Other known tools | Informatica, Load Runner, Win Runner, Crystal Ball, Expert Choice, Core, Caliber. |
| OLAP Tools | Business Objects XI, Cognos . |
| Testing tools | RationalRobot,RationalClearQuest Test Manager, HP Quality Center, Quick Test Test Professional, LoadRunner, WinRunner. |
| Apps & Web servers | Apache web server, Tomcat, Web logic 8.1, IIS. |

**P R O F E S S I O N A L E X P E R I E N C E**

**Entergy Corporation Mar 2023 – Till Date**

**Business Analyst**

**Implementation of a Smart Grid Analytics Solution - Integration of Renewable Energy Forecasting System - Development of a Customer Engagement Platform.**

Led the analysis and requirements gathering for implementing a robust analytics solution leveraging IoT and big data technologies to optimize the efficiency of Entergy's smart grid infrastructure. Defined use cases, collaborated with stakeholders to design functional specifications, and facilitated seamless integration with existing systems. Oversaw the integration of a cutting-edge renewable energy forecasting system into Entergy's operations, coordinating with stakeholders to outline requirements, assess system compatibility, and manage the implementation process to enhance the utilization of renewable energy sources. Contributed to the development of a customer engagement platform using CRM technologies to enhance customer experience and satisfaction. Collaborated with various departments to gather requirements, create use cases, and design a comprehensive solution that aligns with Entergy's business objectives while improving customer interactions.

**Responsibility:**

* Collaborated with stakeholders to evaluate corporate objectives, strategies, and risk factors, contributing to the formulation and maintenance of IT roadmaps for capital planning aligned with Entergy's business goals.
* Led comprehensive requirement gathering sessions with stakeholders to ascertain project scope and business needs, ensuring alignment with organizational objectives.
* Served as a subject matter expert in understanding business requirements, fostering improved alignment between business needs and IT solutions.
* Collaborated with stakeholders to assess long-term organizational goals, strategies, and risk management, shaping IT roadmaps to align with capital planning objectives.
* Engaged in rigorous testing procedures, identified defects, and facilitated Joint Application Development (JAD) sessions to address and resolve issues promptly.
* Applied SQL expertise and contributed to data warehousing initiatives, optimizing data retrieval and management processes for improved business intelligence.
* Maintained a keen awareness of business objectives, identifying critical issues and aligning IT strategies to address these concerns effectively.
* Developed and delivered detailed Business Requirement Documents (BRD), Functional Requirement Documents (FRD), and other relevant documentation to articulate project specifications and expectations.
* Kept abreast of evolving industry trends and technological advancements, ensuring the incorporation of innovative solutions into business strategies where applicable.
* Conducted thorough Gap Analysis to identify discrepancies between current and desired states, facilitating informed decision-making for process improvements.
* Acted as a liaison between business units and IT, ensuring a deep understanding of business needs to foster improved alignment and operational efficiency.
* Maintained a comprehensive understanding of business objectives, addressing critical issues and aligning IT solutions to meet business goals effectively.
* Working on multiple projects on various functionalities such as LA distribution, Integrating Grid Unity with Synergy, ERT(Estimated Restoration Time), DACT ( Damage Assessment Communication Tool), View outage with Damage Layer, Integrating Drawn Imagery Data in GIS and ADMS with DACT. Focus on support from ESRI, ArcGIS,Maximo, SAP side.
* Automated Meter Reading (AMR) and Single Sign-On (SSO) integration with Advanced Distribution Management System (ADMS), Geographic Information System (GIS), and Customer Care and Billing (CC&B) project aims to improve utility companies' efficiency, accuracy, and customer satisfaction.
* Extensive knowledge of BABOK v3 which covers various aspects of business analysis, including planning, elicitation, analysis, design, testing, and implementation. It helps to effectively gather requirements, identify solutions, and ensure successful implementation.
* Conducted ongoing research on industry trends and technological advancements, integrating relevant innovations into strategic planning processes.
* Worked closely with Service Delivery Managers and Business Unit leaders to comprehend business priorities and functional processes, facilitating effective IT support aligned with client needs.
* Proficiently created and interpreted Use Case Diagrams and Object Model Diagrams, providing a visual representation of system functionalities and business processes.
* Provided comprehensive operational support, overseeing Incident Management, Service Requests, Problem Management, Change Request/Enhancements, Compliance Support, and Application Environment Management for optimal service delivery.
* Generated Crystal Reports to present data insights and analytics, aiding in strategic decision-making for enhancing business performance.
* Developed and maintained essential project management documentation, including business cases, use cases, functional specifications, solution design specifications, requirements traceability matrices, and financial models, ensuring their completeness for transition to development teams.
* Crafted User Stories that encapsulated user requirements and scenarios, contributing to efficient communication between development teams and stakeholders.
* Actively participated in Sprint Planning, utilized Agile methodologies, and managed Product Backlog items to ensure streamlined project execution and timely delivery.
* Collaborated cross-functionally to identify process improvements, offering recommendations to streamline operations and enhance overall efficiency within Entergy's IT landscape.

**Environment:**Balsamiq, Unix, C++, JSP, Oracle, DB2, Sybase, SQL Server Reports, Win Runner, Load Runner, Quick TestPro, Casewise Corporate Modeller, WinRunner, Test DirectorRally, , Order to Cash (O2C, OTC), Rational DOORS, SQL Server, IBM RTC, SSRS, xPression, MS Office(2013), MS Project (2010) iplotz, Guidewire 8/9, MS SharePoint, ETL

**Duke Energy Corporation, Charlotte, NC (Remote) Jan 2019 – Mar 2023**

**Sr. Business Analyst**

**Enterprise Data warehouse Implementation and Electric – Portal Systems& Billing Systems Implementation- GIS Maps Implementation.**

Duke Energy recently acquired Cinergy, one of the biggest energy producers in the country. The task was to integrate Duke Energy’s Business Process with Cinergy and bring them on the same page. To achieve this duke was to replace their NercGADS database with stores Events Data and Performance Data, and is also used to generate reports for the North American Electricity Utility Commission (NERC) and North Utility Commission with a new application called MicroGADS Gold, capable of handling all the reporting needs more efficiently and I worked on requirements gathering, analysis, design & testing for Portals and I worked on implementing billing system for client. As a part of the GIS support team, he was engaged in activities that included requirement classification, development, testing and Gathered SharePoint solutions requirements and made recommendations to the client during onsite visits.

**Responsibilities:**

* Involved in defining scope of the project with vision statement.
* Accumulated customer requirements from various end users through surveys, interviews and JAD sessions.
* Gathered business requirements and developed component Models and based on them developed As-Is Business Process Models for both Duke Energy and Cinergy.
* Gathering integrating and converting spatial and non-spatial data from different sources into ArcGIS.
* Worked with Microsoft SharePoint for accessing the documents.
* Worked in Scrum/Agile methodology developing user stories, acceptance criteria, working on product backlog items etc.
* Highly skilled DevOps Engineer with designing and implementing disaster recovery plans, automating cloud-based operations, and optimizing application performance and cost.
* Worked on GIS data & gathered requirements to create layers for government use inclusive of sewer lines, roads & pipelines using GPS & GIS.
* Performed as is study to understand the Billing and Invoicing needs of the residential/ commercial customers of Duke Energy.
* Adopted Business Processing Modeling notations to develop the business process models as pioneering by IBM as a new corporate standard.
* Responsible for onsite visits and making SharePoint solutions recommendations to the clients.
* Design conversion program components for Customer, Account, Pricing, Billing and Payments data.
* Perform data analysis and provision of GIS services to the Transmission, Distribution, Gas and Vegetation management business units.
* Created and maintained comprehensive test plans and test specifications through SharePoint.
* Perform data readiness functions relative to business entities' organizational data transformation and consolidation.
* Conducted all aspects of assigned GIS projects, generally involving spatial analysis as well as the design, maintenance, and production of geographic data, maps, and applications through an ESRI ArcGIS environment.
* Performed summary billing analysis. Conducted revenue and expense transaction research. Verified accuracy and completeness of financial information reports.
* Created User Stories to document business needs and estimates for each requirement.
* Used ArcGIS platform products to conduct multiple tasks across the entire project.
* Responsible to manage SharePoint servers and environment.
* Applied Unified modeling Language (UML) methodologies to design Use Case Diagrams, Activity Diagrams, and Sequence diagrams.
* Performed gap analysis, requirements elicitation, joint application design/facilitation, process engineering, vendor management, data analysis, quality assurance & user training for practice management, billing and revenue cycle applications.
* Used ArcGIS Online to conduct day-to-day operations pertaining to maps & worked with GIS experts to define data needs.
* Created process documents detailing step by step instructions for project use and SharePoint tasks.
* Support the process control, Forming electronics and cold end packaging groups with their CAD and/or design needs.
* Conducted all aspects of assigned GIS projects, generally involving spatial analysis as well as the design, maintenance, and production of geographic data, maps, and applications through an ESRI ArcGIS environment.
* Created a standard Use case template for Duke Energy which was accepted as a standard template.
* Worked with various teams on Setting new JIRA & Confluence instances for new teams.
* Defect tracking and reporting the bugs using JIRA.
* Performed quality assurance testing on developed SharePoint sites and web parts inclusive of file replications and merges.
* Created various reports such as billing payment reports, Billing Grouping Payment and discount reports.
* Did field surveys using GPS and transferred to new features in GIS.
* Worked extensively on topographic data, roads, village, propose village routes studies and data management etc. using ArcGIS geo-database.
* Comprehensive knowledge and working experience in Rapid Agile Software Development Cycle.
* Involved in defect review, checkpoint and root cause analysis meetings and tracked defects in Quality Center.
* Verified build, release package by logging in to controllers using commands.
* Performed the GAP analysis between the As-Is models of Duke Energy and Cinergy.
* Responsible for data conversion in different GIS formats.
* Created and implement communications plan and outreach strategy for communicating governance changes, business efficiencies, and other SharePoint features.
* Configured SharePoint team sites and replicated files and merged as per business requirement.
* Configuration of customization setting for billing and Invoicing.
* Responsible for training rookies in GIS Concepts, Programming and functional skills.
* Assist project managers to schedule and staff CAD-based projects.
* Performed risk analysis and suggested problem scenarios on applications interfacing with the central Database.
* Developed and presented solutions to stakeholders, suggested and implemented a timeline which involved integration of the systems in phases.
* Defined the Billing Master data like Billing Class, Rate Type, Rate, Rate cat, schema, Price, and Operand etc.
* Also included was Data Migration from present NercGADS database to MicroGADSGolds SQL database.
* Responsible for data mapping in the Duke Energy systems.
* Built, maintained, modified and used geographic information systems GIS to support business processes and to meet client driven requirements.
* Create and review test plan to include test scripts and test cases, coordinate and perform tests in Service Now QA and UAT instances and post-implementation review.
* Participate in the hiring and training of CAD skilled personnel.
* Developed UAT Test Plan and performed UAT to test compatibility of Micro GADS Gold with Duke Energy’s applications.
* Responsible for Business and Technical consulting i.e., business support for queries on GIS Applications.
* Active participant in team building activities. Created a discussion board on MS SharePoint.
* Responsible for weekly newsletter detailing forthcoming activities, important announcements and training sessions.

**Environment:** RequisitePro, Rational Rose, XML, STORMS, Clear Case MS Office, MS-Visio, Java, SharePoint, TOAD, Agile, Quality Center, MS Project, SOA, SQL server, Ultra-Edit, Mainframes, C#, Jira v6.2.3, Scrum Works Pro, J-Boss Web Services, Oxygen XML Editor, Spring 3.0, BizAgi Suite Esri ArcGIS Products Suite, CAD

[**Aarusha Smart Energy LLP**](https://www.lusha.com/business/ad300f50c48c0208/) **[ India] April 2015 – Oct 2018**

**Sr. Business Analyst**

**Enterprise Data Warehouse (EDW) – Portal Implementation Project& Meter Data Management Systems- CRM Implementation.**

Worked on conducting gap/impact/requirement analysis, data analysis, design & testing for EDW/Portal and MDM system and CRM, Reports as required by the client. The project followed Agile Scrum. Worked on complex data maps, GIS Services Data, GIS services of data conversion of all surveys, 3D route analysis and did requirements gathering, analysis, design, testing and implementation.

**Responsibilities:**

* Develops and improves department processes, procedures, and written documentation of all activities and responsibilities.
* Assists in the developmental and publication of training related to customer data sharing processes, standards and requirements.
* Contribute to and maintain program deliverables, such as asset inventories reports, etc.
* Ensured GIS Compliance Database is there for all data and produced reports.
* Worked for SharePoint Migration, Application Maintenance and Support including file merging and replication.
* Gather/Track/Manage data collection and analysis for privacy metrics reporting and worked on MDM.
* Regularly collaborates and coordinates with energy efficiency contractors, key stakeholders, and other utility counterparts.
* Worked to do statewide GIS and imagery data mining and performed requirements gathering, analysis for vegetation and soil analysis.
* Involved in the analysis and improvement of business processes in the area of Statement Processing by analyzing data required from the legacy system for Rent Calculations, Lease Period, Space Allotment, and Summary of Billing Procedures.
* Creating spatial and non-spatial tables to be used in ArcGIS.
* Performed User Acceptance Testing (UAT) and maintenance for the SharePoint 2007 environment.
* Prepare details analysis sheet for each department and prioritize them based on the reports from Web Trends.
* Responsible for preparing FSD and translate into user stories as per the business need in JIRA.
* Clarified QA team issues and reviewed test plans and test scripts developed by QA team to make sure that all requirements will be covered in scripts and tested properly.
* Maintained and modified existing GIS databases.
* Organized meetings to discuss outstanding issues with QA and developers & wrote test scripts for User Acceptance Testing (UAT).
* Monitoring SharePoint disk space usage through the built-in SharePoint reports for each site collection.
* Responsible for system Integration i.e., supports in completing activities which includes GIS related changes.
* Maintained electronic libraries of CAD symbols and templates Develop and maintain CAD-based office graphic standards.
* Providing product/software support to clients involved in energy optimization and trading, energy accounting, Energy Trading Risk Management, Back Office billing and settlements.
* Responsible for creating classic page and modern pages based on the business needs in the new interface.
* Create and maintain site level metadata and tag for all the necessary contents based on user need for providing better search result.
* Did detailed GIS mapping & analysis for the project & used MS Access application form creation for data collection, development, reporting & upload to GIS.
* Provided SharePoint best practices and advice regarding site set-up, site security, maintenance, and future needs, which included multiple file merges, replication, and duplicity checks.
* Coordinate relationships between business & technical teams to detail user stories (requirements) to be approved for Sprint.
* Maintain the Privacy asset repositories up to date including information, System and Application, and Process repositories.
* Assist Privacy Office members with time-sensitive tasks, including audit findings, controls mappings and control failure validation.
* Performing end to end testing for content validation, permissions and core functionalities involved in the in each site.
* Responsible in execution, modification of the test cases, and bug verification using JIRA.
* Responsible in performing functional testing, regression testing, visual testing, Adhoc testing, exploratory testing and smoke testing.
* Working closely with Business stakeholders to facilitate User Acceptance Testing and provide hands on training in creating their own pages and migrating their contents in near future.
* Responsible for Bug management activities using JIRA.
* Responsible for technical support for data transfer form legacy GIS systems to Proposed GIS system ESRI.
* CAD drawing of system diagrams, schematics (hydraulic, pneumatic, electrical and electronic) castings, molded machined and sheet metal parts.
* Implemented new process for verifying data destruction by third parties once retention date for data expires.
* Actively participate in programs for continuous learning to enhance business professional skills.
* Exemplify excellent project management skills to maintain effective resource and project planning daily.
* Established and maintain high degree of integrity, excellence, respect, and continuous improvement while displaying strong personal competence of team building, influence, and negotiation as well as exceptional service to internal and external customers.
* Worked on STORMS app and services.
* Experienced in changing business conditions, managing high tolerance levels for stress, and managing multiple tasks, all while maintaining a professional demeanor.

**Environment:** RequisitePro, Rational Rose, XML, Clear Case MS Office, MS-Visio, Java, PL/SQL, SharePoint, Oracle EBS, TOAD, Agile, Quality Center, MS Project, SOA, SQL server, ERP, Ultra Edit, Mainframes, C#, Jira v6.2.3, ScrumWorksPro, JBoss Web Services, Oxygen XML Editor, Spring 3.0, BizAgi Suite, Esri ArcGIS Products Suite, CAD

[**AMSET Energy Systems & Solutions Pvt ltd**](https://www.lusha.com/business/98df3fb831670f2b/) **[ India] Oct 2011 – March 2015**

**Business Systems Analyst**

**Enterprise Data warehouse (EDW) Upgrade and Payment Portal.**

Worked on EDW and Payment Portal Projects & created multiple artifacts during analysis, design, and testing& production phase. Strategic Payments Program was an enterprise-wide solution for the payment process. It serves as a governing body over payment functionality, responsible for prioritizing claim payment enhancements, standardizing core business rules and preventing redundancy that exists in the process.

**Responsibilities:**

* Gathered requirements, analyzed and created a 3-year roadmap for transitioning software asset management to a centralized management system.
* Implemented R&D as well as fabrication / assembly documentation, train staff on ECAD tools and maintain CAD Libraries.
* Responsible to draw all sketches and repair all red marks, plots drawings, daily backup CAD system, repair computer and solve troubleshooting.
* Used agile software development methodology in defining the problem, gathering requirements, breaking down epics, grooming user stories and business system modeling.
* Define and document strategy to integrate asset management, configuration management, patch management and contact management.
* Define and document policy, process and procedures for hardware and software life-cycle management, including asset acquisition, maintenance, replacement and disposal.
* Gathered User Requirements by Interviews, User meetings, and Requirement Elicitation Sessions.
* Conducted Gap analysis and provided technical expertise in identifying, evaluating and developing systems and procedures that are cost effective and meet user requirements.
* Ensure all asset management adheres to established regulatory and standards.
* Schedule meetings with staff and management to discuss issues and provide solutions to improve the performance of the team.
* Coordinate and approve team members request for vacations and time off.
* Collaborate with other support groups, schedule and lead process and procedures improvement meeting within IT Operations.
* Also design and CAD support for projects such as 3 axis stage motion control, hydraulics, pneumatics, metal, plastic molded, machined and formed parts.
* DID BRD’s, functional specs and utilized STORMS as required.
* Led effort to develop and deploy a full suite of visual analytics focused on operational metrics which resulted in increased visibility, understanding, and sustained improvements.
* Developed benchmarking structure to ensure cost of services were competitive with outsource markets.
* Provided ECAD training and extensive symbol and component footprint creations as the company Ecad librarian.
* Created and implemented goals, objectives and business planning.
* Identified training needs, documented training materials, and then conducted training to various levels throughout the organization.
* Monitored and evaluated the effectiveness, efficiencies, productivity levels and performance levels of team members.
* Participate in the hiring of new personnel including staffing needs and employee development.
* Disciplined ECAD/MCAD Electromechanical design drafter providing Cad support and complete release documentation.
* Conduct training for all employees on current, new or updated process and procedures including knowledge transfer, mentoring, and coaching for team members.
* Responsible to repair the cad lab install software, hardware and solve troubleshooting problems.
* Lead discussions with other managers and support staff addressing service disruptions events calls.

**Environment**: RequisitePro, Rational Rose, XML, Clear Case MS Office, MS-Visio, Java, TOAD, Agile, Quality Center, MS Project, SOA, SQL Server Ultra Edit, Mainframes, C#, Jira v6.2.3, Scrum Works Pro, JBoss Web Services, Oxygen XML Editor, Spring 3.0, BizAgi Suite.

**Educational Qualification:** B.com - 2006 - Gujarat University- India, 2010- PGDHR from Dr. Babasaheb Ambedkar University, MSCS - 2023 - Campbellsville University- US.