**Sneha Awasthi**

**Sr. Business Analyst**

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**SUMMARY**

* Senior Business Analyst with management accountability for initiating, planning and leading multi-year projects including enhancing the General Ledger Transformation & CECL. Over 8+ years of experience in various fields such as **Business Analysis, Scrum Master, and Project Management** in diversified domains such as Healthcare, Insurance, Collateral Management, Mortgage and Finance
* Strong understanding of **Business process management, Business Process Automation (BPA), Business process Improvement (BPI)** and **Business Process Reengineering (BPR), Gap analysis, SWOT analysis** and proficient in documenting **As-Is and To-Be business processes**
* Expertise in creating various project documents like **BRD, FRD, Data mapping, data definition document, Data migration related documents, Test Plan, Test case, UAT Document**
* Authored **Business Requirement Documents (BRD)** and **Functional Specification Document (FSD), System Requirement Specification (SRS), Project Management Plan (PMP)** and helped in the creation of the **Project Charter**
* Experience in **Software Development Life Cycle (SDLC) methodologies**—Iterative approach to software development as per Agile and Rational Unified Process (RUP) and PMBOK® Standards
* Experience in facilitating scrum ceremonies such as **Daily Stand-Up, Sprint Planning, Backlog Grooming, Sprint Planning, Velocity Planning, Retrospective, Sprint Review, Release Planning** in two-week sprint cycles, maintaining dashboards, metrics, and customizations in Jira
* Experienced with Project Collaboration tools like **JIRA** and **Azure DeVops, Miro, Cucumber, Confluence,** assisted in writing Epics, User Stories and helped in handling the Requirements Churn.
* Efficient in facilitating prioritization techniques like **MOSCOW, KANO Model** and Estimation techniques like **Planning Poker, T-shirt Sizing, Relative Mass Evaluation** and **The Bucket System** and Requirements Elicitation Techniquessuch as **Stakeholder Analysis, Brainstorming, Interview, Document Analysis, Interface Analysis, Focus Group**
* Involved in the end-to-end processes Prototyping, User interfaces using Wireframes and Mock-Ups
* Created Unified Modeling Language (UML) diagrams like Use Case, Activity and Sequence Diagrams using Lucid charts
* Drafted **Entity Relationship (E-R) Diagrams** with conceptual and logical data modelling using **Microsoft Visio**
* Supported the Product Owner to define the **Minimum Viable Product (MVP),** **Definition of Done (DOD),** **Definition of Ready (DOR)** and writing **Acceptance criteria** for the user stories in **Gherkin** format using **Cucumber**
* Designed **High/Low Fidelity Mockups**, **Prototypes, Wireframes** for the requirements to get a **visual representation** and **Graphical User Interface GUI,** understanding of the application using tools like **Balsamiq**, also assisted the clients with better understanding of the outcomes of the project to get feedback and make it feasible for the PO to define Minimum Viable Product (MVP)
* Strong SQL background, including ER diagrams, and writing SQL queries for data acquisition, reference data analysis and reporting purposes
* Generated and Maintained Various Reports with reporting and visualization tools like **Tableau, Power BI,** Microsoft **SSRS** to provide decision support
* Excellent knowledge in designing and developing dashboards using Tableau by extracting the data from multiple sources (Flat files, Excel, Access).
* Sound understanding towards different architectural implementation such as n-tier architecture, SOA, IaaS, PaaS and SaaS and implementation approaches like Dimensional Modeling translating the requirements into Star, Snowflake and Galaxy Schema generating Data Lineage Reports to maintain Referential Integrity during the mapping of the process
* Explicit knowledge of **Data Warehousing** through **ETL** **process**, **OLAP data cubes** through various operations such as **slicing, dicing, roll-up, drill down and pivot** to ensure data usability and **Data visualization** and **Reporting** tools like **Tableau and Power BI**
* Experience in Micro services and Service Oriented Architecture (SOA) with experience working with various web services which used **RESTful and SOAP** web services
* Experience in Creating User Manuals and conducting User Training Workshops with users
* Adequate knowledge in areas including **HCFA, UB, Directs** and **Member claim submissions, COB, EOB/Drafts, Claims Pricing, HIPAA, EDI transactions** and on policy plans including **Health, Travel, Student, Medicare, Medicaid, Managed care concepts (HMO, PPO, POS)**
* Adequate knowledge on various compliances **like HIPAA, PHI, HITECH, and ACA**
* Clear understanding of **Anti-Money Laundering (AML), Case Management, Bank Secrecy Act (BSA), Fraud, Risk Analysis**
* Expertise in **Salesforce Classic and Lightning**

**SKILLS & QUALIFICATIONS**

* ***Methodologies:*** Agile/ Scrum, Kanban, Waterfall, RUP
* ***Project Management Tools:*** Project Server, Jira, Confluence, Version One, Cucumber, Swagger, Azure DevOps, MS Visio, Lucid Charts, SharePoint
* ***Business Modeling Tools:*** Smart Draw, Justin Mind, SnagIt, Rational Rose, Miro
* ***Business Intelligence Tools:*** Tableau, MS Power BI, MS Office, Office 365
* ***Databases:*** SQL, MS Access, Oracle
* ***Office Tools:*** MS Word, MS Excel, MS Outlook, MS PowerPoint
* ***User Interface Design Tools:*** Smart Draw, Just in Mind, SnagIt
* ***Business Skills:*** Change Management, Incident Management, Impact Analysis, Issue Management, Security Management, Risk Management, Conflict Management

**WORK EXPERIENCE**

**Educational Testing Services — Princeton, NJ Nov 2019 - Present**

*Business Analyst / Scrum Master*

* Perform business analysis to support the deployment of **CAVA** products to meet regulatory requirements
* Perform gap analysis and identify the business requirements that are not supported by **CAVA** functionalities
* Review internal **Asset Valuation Model (AVM**) stakeholders’ needs, concerns, and challenges so we can better dedicate our resources
* Coordinate with business users and analyzes business and functional requirements and translate these requirements into robust, scalable, operable Business Intelligence solutions
* Communicate changes, enhancements, and modifications of requirements according to the establish process to business users, sponsors, and other stakeholders
* Collect, analyze, and share data to help business teams drive improvement in key business metrics, operational effectiveness, and business results
* Schedule meetings with the project team and stakeholders to discuss the scope, identify constraints, functional interdependency, assumptions, and risks
* Utilized Agile Scrum practices to help the team increases their velocity within the first year of adoption by 60%
* Organized and improved agile practices and values which increased productivity and overall team satisfaction by an average of 8%
* Coached 15 summer interns on Agile–Scrum ceremonies
* Perform Scrum Master tasks including - **Daily Stand-up, Sprint Planning, Backlog Grooming, Epic and Story Estimation, Sprint Review and Demo, and Retrospective**
* Perform Project Management tasks including –**Project scope definition, project risks/ issues maintenance and reporting, deriving Feasibility Estimates (FE), Business Case Estimates (BCE) and publishing necessary project management documents**
* Responsible to define the **Minimum Viable Product (MVP),** **Definition of Done (DOD),** **Definition of Ready (DOR)** and writing **Acceptance criteria** for the user stories in **Gherkin** format using tools like **Cucumber** and **Azure Devops**
* Utilized JIRA to create dashboards to track sprint progress, velocity, progress towards release
* Owned the product roadmap and met 96% of all the feature deadlines by proactively identifying and mitigating any roadblocks
* Designed **high fidelity** and **low fidelity** **Mock-up Screens** and **Wireframes to get a visual representation and Graphical User Interface (GUI)** for applications using **Balsamiq**.
* Created activity, use case and sequence to view the system from different perspectives using **Lucid Charts**. Also assisted the clients with better understanding of the outcomes of the project to get feedback and make it feasible for the PO to define **Minimum Viable Product (MVP).**
* Aided in creating **Product backlog** by prioritizing the user stories **using KANO** **prioritization techniques** then **vertically slicing** and estimating using **estimation techniques** like **Relative Mass Evaluation** and **T-shirt sizing**
* **Prioritization** of the Epics, Features, User Stories using Azure DeVops
* Involved in **bug tracking and defect prevention** activity using **Azure DeVops** to improve issue/bug fixes and maintain the **issue log**
* Worked with the **QA team** to design and develop **Test Plan** and **Test Cases** for **User Acceptance Testing (UAT)**
* Utilized Elicitation techniques such as **Stakeholder Analysis, Brainstorming, Interviewing, Interface Analysis, Document Analysis**, etc.
* Created **Sprint Boards, Burn-Down Charts, Burn-Up Charts, Progress Dashboards**
* Scrupulously involved in using **Tableau** for effective **Ad hoc reporting** and **management status reports**
* Created various **graphs and dashboards** using **Tableau** for identifying opportunities and spot inefficient processes
* Assisted in integrating **Tableau** with **Hive** with the help of **ODBC** drivers for the designing, development, and maintenance of **critical reporting solutions** as per the needs of the business stakeholders
* Created‌ ‌snapshots‌ in‌ ‌‌**Tableau‌ ‌reporting‌ ‌tool‌ ‌‌**for‌ ‌better‌ ‌view ‌of‌ ‌data‌ ‌to‌ ‌track‌ ‌‌**key‌ ‌performance‌ ‌indicators (KPI), ‌ ‌making‌ ‌sure‌ ROI**
* Schedule reoccurring weekly stakeholders meeting to present comprehensive project auditing and status information
* Manage **project delivery, deployments, UAT sign-off** and **delivery of functionality** to the business
* Develop and maintain **budgetary forecasts, resource costing, resource staffing, managed running project expenses** and ensured projects remain within budgetary constraints
* Cultivate relationships with relevant business partners in compliance, business, operations, technology, and global project team
* Perform Current state/ Future State analysis and **document the workflow** using MS Visio 2003
* Perform extensive data analysis and create ‘Proof of Concept’ using MS Excel and MS Access to automate several monthly processes
* Develop, prepare, and present **monthly project dashboard** to include budget run rate, key projects, budget over run and other relevant information to help business to make strategic decisions
* Provide analyzed summary level data for monthly **Balanced Business Scorecard reporting**
* SLA automation project to create dashboards and reports on key indicators used to measure application performance
* Determine a clear strategy and roadmap for how to fully utilize and optimize **Tableau** with a thorough plan that defines: vision, mission, goals, objectives, prioritizes a work schedule. Create a plan to set up Information Technology Infrastructure Library (ITIL) framework including incident, service, problem, and change management processes and procedures
* Collaborated with developers in preparing P**rocess Design Document (PDD)s, Solution Design Document (SDD)s** and other automation artifacts
* Studied existing business model, data, applications, **Standard Operating Procedures (SOP)** and **Key Performance Indicators (KPI)** and came up with robust solution for good functional specifications
* Worked with the project and program leadership to ensure delivery of the project requirements

**New Jersey Institute of Technology— Newark, NJ Jan 2019 - Oct 2019**

# *Graduate Assistant- Business Analyst*

* Omgeo ProtoColl is a product which helps firms to track and optimize their **collateral book** which automates the margin call process via an efficient exception management-based workflow
* Worked in Tableau environment to create dashboards like weekly, monthly, daily reports using tableau desktop & publish them to server
* Created Custom Hierarchies to meet the Business requirement in Tableau
* Involved in requirement gathering and database design and implementation of star-schema, snowflake schema/dimensional data warehouse using Erwin
* Project management responsibilities included **Prioritizing Product Backlog, Negotiating Scope, and Schedule, Hiring and or Organizing team membership, Managing, and removing risks, monitoring releases, ensuring quality, and reporting progress**
* Facilitated scrum ceremonies such as **Daily Stand-Up, Sprint Planning, Backlog Grooming, Sprint Planning, Velocity Planning, Retrospective, Sprint Review, Release Planning** in two-week sprint cycles, maintaining dashboards, metrics, and customizations in Jira for 4 scrum teams of 8
* Assisted the PO in‌ preparing and writing ‌**Acceptance‌ ‌criteria‌ (Gherkin format)**, **definition‌ ‌of‌ ‌done‌‌** **‌(DOD)**, **definition of ready‌ ‌(DOR) and MVP.**
* Assisted and educated the Product team regarding product backlog grooming and, Program Increment Planning, and Releases
* Maintained release related issues in Jira**, Deliverables Traceability Matrix (DTM)** and Confluence
* Improved development practices to integrate Visual Design, User Experience, Programming, and Content Strategy disciplines into highly effective teams
* Taught and encouraged the development team to adopt agile work practices such as Test-Driven Development and Limit Work in Progress
* Utilized Elicitation techniques such as **Stakeholder Analysis, Brainstorming, Interviewing, Interface Analysis, Document Analysis**, etc.
* Collaborated with Subject Matter Experts (SME’s) to understand the existing system and the current business processes and provide recommendations for improvement
* **Interviewed AVM Stakeholders** (business and technology owners) to discuss and gather information regarding consumption, usage, purpose, and opportunities for AVM improvement
* Created “**Change Request”** tickets, **Software Development Status (SDS)** deck for every sprint to showcase the team progress on agile methodology
* Created **Interface Connecting Document** (ICD) with all the upstream and downstream stakeholders
* Responsible for receiving approvals for project “Initiation Authorization”
* Partnered with other Product Owners and Business teams responsible for selection / segmentation of the data and the technical teams responsible for the masking of the data
* Acted as a liaison between business users and technical teams
* Provided project related information and explain the **“Finance Change Review Board (FCRB)”, “CAB”, “Model Risk Management (MRM)”** teams and getting the approvals before UAT
* Reviewed and provided feedback on test strategy and test plan and facilitate User Acceptance Testing
* Provided recommendations on when to trade off functionality, and when not to trade off, and communicate to multiple audiences
* Prepared daily status report / burn down chart to track the progress of the User Acceptance testing
* Cooperated to write **Test plans, Test scenarios, Test cases, Test data, Test scripts,** facilitated **integration, system testing,** **User Acceptance testing, performance testing, smoke testing, sanity testing and end to end regression testing to ensure quality**
* Explicit insight in **Defect Tracking** and organizing, **managing,** and **tracking changes** using tools like **JIRA**
* Create process flows for system processes and training material for new systems to help team members
* Created training documents on Agile Scrum methodologies and shared at a central location to allow all team members to access
* Assessed 100% of the current organization and delivery environment, recommending optimal Agile practices, and increasing organizational delivery by over 45%

**Centralogic Pvt. Ltd, Mumbai, India Sep 2014 - Dec 2017**

*Software Engineer*

* Evaluating business processes, anticipating requirements, uncovering areas for improvement, and developing and implementing solutions
* Effectively communicated the insights and plans to cross-functional team members and management
* Coordinated as key liaison between the stakeholders and developers to implement Agile techniques to streamline product metrics on a single platform developed using **Power BI**
* Created the Power BI report on data in ADLS, Tabular Model and SQL server
* Created high level design, maintained **product backlog** to facilitate efficient product development
* Worked along with the Project manager in creating **Project Charter, Work Breakdown Structure (WBS), project budget allocation** and **the project scope** using the **MS Project tool** and used **Confluence** for team to access all the documents
* Interviewed and translated stakeholder requirements into different tangible deliverables such as functional specifications, user cases, user stories (gherkin format), workflow/process diagrams, data flow/data model diagrams
* Analyzed project performance metrics such as cycle time, burndown, bugs in **QA/UAT** to revitalize scope by 15%
* Used **Swagger UI** and **Swagger Editor** to document the request and response of the front-end **RESTful API’s**
* Documented the API using **Swagger** and performed API testing using **SOAPUI** to check if the API is returned in the required **JASON** and **XML** format and communicated it with the development team
* Performed **CRUD** **operations** on **SQL** for drill downs to pull data and created **standard** & **ad-hoc reports** using **Tableau**
* Worked on the steps involved in the design, development, and release of a BI product
* Worked within project team to identify and interpret **Medicaid** and **Medicare policies** as well as assisted with **internal development** of **new healthcare analytics**.
* Implemented agile management ideals by facilitating exercises such as sprint planning and team-leading standups
* Partnered with Project Manager to analyze, plan, communicate, and coordinate project feasibility, timelines, estimation, efforts, cost, business requirements, testing, documentation, training, and implementation to ensure project progress satisfactorily
* Worked with the business team, to understand the regulatory and the technical areas throughout the project life cycle
* Created User-Case Narrative as per the functional requirement
* Coordinated and prioritized any outstanding defects and enhancement request based on business requirement allowing sufficient time frame to ensure accuracy and meet deadlines
* Created electronic forms using **Formatta Designer**, which will auto-populate information based on specific field mapping and field edits
* Reviewed existing forms to test for usability; developed electronic forms that included controls and **SQL** statements for controlling form; reviewed connections with databases for importing data onto forms from **CRM**; used **Hyland OnBase Unity Client** to create unity and image forms
* Reviewed and assisted the design team in coming up with wireframes and UI Screen Mockups for the proposed new UI prototype
* Researched company processes and developed both **technical and user documentation**; documented processes by creating **workflow diagrams** using **MS Visio**; analyzed processes and provided suggestions to improve efficiency
* Produced process maps, business requirements, gap analysis, report specifications and other documentation as required for project analysis, planning and design

**ACADEMIC PROJECT EXPERIENCE**

**New Jersey Institute of Technology ,Newark, NJ Mar 2018 - Apr 2018**

CNNs (Convolutional Neural Network)

* Writing Python code to implement a convolutional neural network using Python. To achieve project goals, I used Python libraries like Keras and TensorFlow.
* This involved learning how CNNs worked on a research level and implementing this on an image dataset for classification.
* My responsibilities included coding, execution, and presentation of results for the same.

**New Jersey Institute of Technology, Newark, NJ Feb 2018 - Mar 2018**

Support Vector Machines-Linear &Non-Linear Kernel

* I have worked on a project based on Support Vector Machines (SVMs) that required coding in Python. I used different Python libraries like Sci-Kit Learn, pandas, etc.
* In this project, I implement kernels like linear, poly, and rbf tocompare their accuracy for specific datasets.
* My responsibilities included writing the code in Python, building a report, and presenting the same

**CERTIFICATIONS**

* Web Component Development using Java EE from NIIT Mumbai Centre with an A grade.

**OTHER ACHIEVEMENTS**

• City rank 1 in 3rd International Mathematics Olympiad. • City rank 3 in 3rd International Science Olympiad.

**EDUCATION**

New Jersey Institute of Technology Newark, NJ

**Master's in Data Science** Graduation Date: Dec 2019

North Maharashtra University Maharashtra, India

**B.E. in Electronics & Telecommunication** Graduation Date: Jul 2014