**Srimanth**

**Phone Number: +1 9254527666**

**Email :** [ssgarikipati@gmail.com](mailto:ssgarikipati@gmail.com)

**Sr. Business Analyst**

**PROFESSIONAL SUMMARY:**

* An experienced Business Analyst with a background in various industries, including financial services and IT, offering a wealth of expertise in gathering, analyzing, and documenting requirements to meet business objectives.
* Expert at interacting with stakeholders, Subject Matter Experts (SMEs) and end-users to understand, analyze, communicate and validate requirements using Joint Application Design (JAD), Joint Application Review (JAR) sessions to define project goals, vision, and strategies.
* Demonstrated capability in creating reports to track project performance and financial goals.
* Extensive experience in the Finance industry, Credit Card, Investment Banking (GL, Personal Accounts, Check payment, ATM, Fraud - AML), and Mortgage industries.
* Experience in understanding, analyzing, and documenting Business Requirements, Functional Specifications, Business Process Flow, Business Process Mapping, and Modelling.
* Experienced in translating requirements into user stories, use cases, and process flows, while collaborating with subject matter experts (SMEs) and development teams.
* Skilled in software tools such as Jira, MS Office suite, SQL, and various modeling and documentation applications, such as MS Visio.
* Proficient in ensuring that business goals are met throughout the product lifecycle. Proficient in creating Behavioral and Structural UML diagrams including Activity, Sequence, Data Flow and ER Diagrams.
* Performed rigorous testing with QA team to prevent potential production issues and ensuring that the application is functioning as per the business requirements
* Involved in GUI testing, Functionality Testing, Regression testing, System Testing, Unit Testing, Integration Testing, Performance Testing, and Stress Testing.
* Adept at complying with industry regulations and standards, including KYC compliance, and actively participating in User Acceptance Testing (UAT).
* Proficient in Agile and Scrum methodologies, project tracking, and monitoring using tools like MS Project, Excel, and JIRA.
* Expertise in Microsoft Excel, Power point, Word, Visio for data models gathering & presentation.
* Capable of creating detailed documentation and collaborating with cross-functional teams for successful project outcomes.

**TECHNICAL SKILL SET:**

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| **Business Skills /Process/Case Tools** | Business Definition Requirements, Business Process Analysis & Research, Use Case Modeling & Analysis, Data Mapping, JAD/RAD Sessions, Requirements Gathering, Gap Analysis, MS Visio, Rational Rose, Rational Requisite Pro, XML, Automated Financial System (AFS), Oracle Financial/OFSAA modules, UML, JIRA, Guidewire, Data Warehouse, AML, KYC, ERP Class Diagrams, Sequence Diagrams, Activity diagrams. |
| **Modeling Tools** | MS Visio, Wireframes, Mockup Screens, UML Diagrams, BPMN (Business Process Modeling Notation) Diagrams, ER Diagrams. |
| **SDLC Methodologies** | Waterfall, V-Model, Agile, Scrum, Waterfall-Scrum Hybrid |
| **Requirement Management** | JIRA, HP QC, HP ALM |
| **Business Skills** | Change Management/Requirement Churn, Learning Management Systems (LMS), MMIS, Asset Management, Use case Modeling, JAD Sessions, Project Scheduling, Risk Analysis, ROI, ServiceNow, SWOT analysis, Interviewing |
| **Project Management and Collaboration Tools** | MS Project, SharePoint 2007, 2010, MS Office Suite, JIRA, Version One, Bloomberg Terminal |
| **Data Warehousing** | Data Mart, OLTP, OLAP |
| **ETL and BI Reporting Tools** | SQL Server, DataStage, Tableau, Teradata**,** SAP Business Objects, SAP Business Objects Data Services (BODS) |
| **Languages** | HTML, SQL |
| **Databases** | MS SQL Server, Oracle 10g, 11g, MySQL, MDM |

**WORK EXPERIENCE:**

**Fifth Third Bank, Evansville, IN | May 2022 - Present**

**Sr. Business Analyst**

As part of my role as a Business Analyst at Fifth Third Bank, I was engaged in a transformative project aimed at enhancing the customer experience. This initiative involved the development of an advanced, user-friendly n-Tier Web-based Application, catering to a diverse set of banking services. The application was designed to provide seamless and efficient financial interactions, enabling customers to manage their accounts and transactions effortlessly.

* Participated in stakeholder meetings to define business goals, vision, and strategies for a multi-bank holding company project.
* Gathered comprehensive functional, design, and system requirements during Joint Application Development (JAD) sessions.
* Generated bi-monthly reports post-implementation to summarize revenue from online orders, ensuring financial objectives were met.
* Translated requirements gathered during meetings into user stories, use cases, and process flows.
* Managed scrum issues related to requirements, working collaboratively with Subject Matter Experts (SMEs) for resolution.
* Coordinated with scrum teams from other domains to address dependencies and prioritize user stories.
* Developed and executed test cases, scenarios, and plans.
* Collaborated with global Debt Finance centers to analyze trends, transactions, and local currency markets.
* Evaluated wireframes to enhance system interfaces and improve user experiences, presenting enhancement suggestions to SMEs and Digital Marketing.
* Designed and implemented SQL queries for data retrieval and management.
* Created process flows for system integrations and future workflows between departments after system implementation.
* Conducted GAP analysis to identify existing business issues and recommend solutions.
* Monitored and executed change requests while ensuring the minimum number of changes needed.
* Produced Business Requirement Documents (BRD) outlining project requirements, goals, scope, constraints, and risks.
* Uploaded process flows, BRDs, and other documentation to Confluence.
* Prioritized testing issues with the team and communicated high-priority bugs to developers.
* Coordinated meetings with developers to ensure a clear understanding of requirements, working closely within time constraints to finalize web designs before stakeholder presentations.
* Assisted in User Acceptance Testing (UAT) by aiding users with scripted and unscripted test cases.

**Tools/Applications used:** Jira, MS Office 2010 suite (Word, Excel, Visio, PowerPoint, Project, Outlook, Access), Java, SQL, Rational Clear Case, HP Quality Centre, Enterprise Architect (EA) UML diagrams.

**FIS Global Solutions, Charlotte, NC | Oct 2020 – April 2022**

**Business Analyst**

During my tenure at FIS Global, I contributed to a project that involved the development of a mobile application for IoS and Android devices. The primary goal was to equip financial advisors with a versatile tool that allowed them to connect with their clients' portfolios while on the move. The project also encompassed the integration of an internal risk-assessment system to offer personalized advice. My responsibilities included integrating various features from the WMW workstation into this new application. This entailed tasks such as identifying client needs, implementing necessary changes to their accounts, quickly producing reports to share with other investors/advisors and the ability to send that information to other systems without any issues.

**Responsibilities:**

* Collaborating with the customer to define high-level functional requirements and thoroughly understand their needs.
* Interacting with various departments, ensuring that the requirements were not only correct but also comprehensive. This involved liaising with departments such as Wealth Management and Risk Assessment.
* Ensuring the security of the application by integrating it with the risk-assessment system to comply with bank policies.
* Analyzing requirements and developing detailed process models and business processes, while also keeping the Business Requirement Document up to date.
* Working closely with Subject Matter Experts (SMEs) to ensure that the requirements were aligned with Anti-Money Laundering (AML) and Know Your Customer (KYC) guidelines.
* Being actively involved in data migration requirements for master data, validating these business requirements.
* Facilitating daily stand-up meetings, backlog refinement, story sizing, sprint planning, demos, and retrospectives, thus ensuring a smooth Agile project execution.
* Taking ownership of the product backlog and strategy, working with the product owner to refine and prioritize it.
* Collaborating with UI/UX teams to finalize screen designs based on user inputs.
* Crafting use cases and elaborating on main workflow and alternate workflows, ensuring a comprehensive understanding of the application's functionality.
* Collaborating with the change management team to identify training requirements and producing the necessary documentation for training delivery.
* Engaging in the design and development of Data-Flow diagrams and ER diagrams.
* Utilizing MS Visio for business modeling, enabling the development of a controlled business architecture.
* Serving as a liaison between management and the IT team to ensure that business requirements were accurately translated into the final solution.

**Tools/Applications used:** MS Visio for process diagrams, MS Excel for use case repository, JIRA for test cases

**Edward Jones - St. Louis, MO| March 2019 – Sept 2020**

**Business Analyst**

Played a key role in the migration of inventory to Service Now by preparing, validating and analyzing the business services inventory. Migration of Agricultural production, Commercial, Business and Consumer Banking, Small Business including SBCM and Practice Solutions and Global Wealth Investment Management from AFS to Loan IQ.

**Responsibilities**

* Part of a customer's enterprise-wide BPM orchestration program, involving the implementation of Business Process Optimization & applications in IT Operations, Quality, Finance, and Customer Master Management.
* Leading a cross-functional team of onsite and offshore architects, developers, and testers for ongoing projects using both agile and waterfall methodologies.
* Collaborating with stakeholders and senior management to comprehend and communicate the product vision.
* Conducting research and optimization of processes from scratch in collaboration with a team of analysts.
* Facilitating design sessions that brought together design and business perspectives to identify viable solutions.
* Driving product roadmaps and strategies through research and business use cases.
* Participating in and leading sprint planning and daily scrum meetings.
* Designing enterprise-wide implementation strategies and architectures that involved interaction with core-legacy systems and big data through APIs in coordination with the AutoNation IT team.
* Developing wireframes and documentation and actively participating in executing test cases and business User Acceptance Testing (UAT).
* Contributing to the design and technical review of new BPM processes and functionalities with the core team.
* Managing change, incident, and problem management of BPM application services.
* Overseeing onsite operations and acting as the point of interaction between AutoNation IT and the business for operations related to BPM applications.
* Generating innovative ideas, conducting user research, and data-driven experiments to develop features for the product roadmap and enhance platform capabilities.
* Collaborating closely with developers to automate manual processes, resulting in significant cost and time savings and a 5% increase in margins.
* Communicating and collaborating with the development team to resolve defects.
* Developing and tracking metrics-driven product roadmaps, ensuring successful feature delivery.
* Initiating and delivering successful features for users, which contributed to product promotion and technology adoption across various customer segments.
* Monitoring and measuring success metrics post-launch and making necessary adjustments.
* Preparing and providing input into business cases and use cases.

**Tools/Applications used:** BPM tools (Business Process Management), Agile and Waterfall project management methodologies, Stakeholder management and communication tools, Design and wireframing tools, API integration tools, UAT (User Acceptance Testing) tools, Change, incident, and problem management software, User research and data-driven experimentation tools, Metrics tracking and reporting tools, Business case and use case documentation software.

**PureSoftware Ltd - Haryana, India | Jan 2016 – Aug 2018**

**Business Analyst**

**Responsibilities:**

* Working as part of a data and interface team for an insurance system implementation, which entailed analyzing business requirements for actuary, accountants, and sales teams across more than 40 interfaces.
* Creating different insurance policies, calculating premium billing amounts, and handling installment payments and insurance claims.
* Preparing Interface Requirement & Acceptance Criteria (IRAC), Functional Design Document (FDD), Insurity Interface Design Document (IIDD), Master Information Discovery (MID), and Master Data Document (MDD). This involved gathering business requirements through interviews, surveys, and prototyping, and working closely with SMEs, actuaries, accountants, and sales teams to identify gaps and defects.
* Being involved in data modeling and data analysis, including work with SOX teams and CECL accounting standards.
* Utilizing Application Lifecycle Management (ALM) tools like JIRA and TFS. This involved creating User Interface (UI) specifications, prototypes, process flows, high-level design diagrams, and wireframes using Axure Pro.
* Providing and interpreting actuarial diagnostic data for the client service deliverables.
* Analyzing existing spreadsheet-based financial models and identifying technical requirements for Adaptive-based models.
* Working with business process modeling notation BPMN for documenting processes.
* Designing complex reports using SSRS and utilizing Team Foundation Server (TFS) for User Story maintenance and tracking work.
* Facilitating various agile ceremonies such as user story backlogs, grooming, release planning, sprint planning, retrospectives, daily stand-ups, and task management.
* Reviewing burn-down charts in the Agile environment and managing the lifecycle of code development from ideation to deployment.
* Creating report snapshots to improve the performance of SSRS.
* Working on customer relationship management (CRM), defect management in Rational ClearQuest and HP ALM, and collaborating with offshore teams for data maintenance and purchase order processing.
* Consulted with business clients, created Tableau dashboard reports, and used data visualization tools to create Business Intelligence visualizations.
* Worked with IBM FileNet Content Manager and used JIRA for issue tracking.
* Worked on Selenium automation test scripts and experienced testing NetSuite instances for validation purposes.
* Assisted in the configuration of NetSuite CRM and worked on templates for payment processes, claims, orders, and credit risk management.
* Conducted process flow analysis, created context diagrams and step documents, and facilitated discussions with SMEs and stakeholders to identify gaps and improvements in the system.

**Tools/Applications used:** MS Word, SharePoint, Rally, MS Office, MS Project, MS PowerPoint, MS Visio, TFS, UML, Rational Requisite Pro, ALM, NetSuite CRM, ERP, Office 365, Axure Pro, Business Intelligence, BPMN, Selenium, Actuarial, Microsoft Office Suites (Word, PowerPoint, SSRS, Access, Excel, Outlook, Project, Visio), Windows, SharePoint, Quality Center, SQL, UML, and ClearCase.

**Svatantra Microfin Pvt. Ltd| May 2013 – Dec 2015**

**Business Analyst**

**Responsibilities:**

* Conducting requirements gathering through a combination of formal and informal methods. This included conducting interviews with Subject Matter Experts (SMEs), hosting online meetings, using questionnaires, and facilitating Joint Requirements Definition (JRD) and Joint Application Design (JAD) sessions.
* Collaborating with stakeholders to create AS-IS and TO-BE business process workflows using MS Visio.
* Assigning tasks and closely tracking project progress, following an Agile and Scrum methodology.
* Reviewing and analyzing the Business Requirement Document (BRD) and actively contributing to the transformation of these requirements into user stories.
* Drawing from my experience in the financial services industry, particularly in areas related to credit risk, market risk, and liquidity risk.
* Participating in JAD sessions with stakeholders and system users to collect software requirement specifications (SRS).
* Using a standard Excel-based Requirement Traceability Matrix (RTM) across different stages of the Software Development Life Cycle (SDLC).
* Coordinating with the Project Manager and adhering to service level agreements for Know Your Customer (KYC) compliance regulations.
* Creating Use Cases, user stories, user manuals, and mockup screens to communicate the GUI design effectively with developers.
* Working with a broad range of technologies, including business tools such as MS Project, MS Excel, MS Word, MS Access, MS Visio, as well as understanding data warehousing concepts and web design and development.
* Facilitating Pre-User Acceptance Testing (UAT) and UAT, and assisting Quality Assurance (QA) analysts in creating test scripts, test cases, and test scenarios.

**Tools/Applications used:** MS SQL, JIRA for RTM, MS tools for requirements and design, Smart draw for front end design