***Swarnim Bedi***

***Sr. Business Analyst***

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**PROFESSIONAL SUMMARY**

* **8+ years of Extensive experience** in IT industry as a Business Analyst.
* Excel at Coordinating between business and technical teams to ensure on-time, on-budget completions of project deliverables
* Experience in **Requirement gathering**, working with various stakeholders having the holistic knowledge of software development and design.
* Working across multiple clients, system domains and delivering multiple projects simultaneously.
* Experience in converting business requirements and functional requirements to use cases, epics, and user stories with acceptance criteria.
* Assessment of scope and tasks working **in SAFE, Agile and Waterfall SDLC** model/methodologies.
* Build Product Roadmap to serve as a visual forecast for upcoming priorities
* Use of project management tools like **JIRA and Confluence**
* Prepared system designs after the requirement gathering sessions and understanding the user needs in detail.
* Design **Mockups/ wireframes** using tools like Draw.io, PowerPoint, Visio
* Proficient in Microsoft applications including Excel, Word, Outlook, SharePoint, OneNote
* Planning business analysis tasks, requirements elicitation, definition of done and working on various business, system requirements and functional design specifications.
* Documenting functional designs, process workflows and Requirements traceability matrixes.
* Write clear and well-structured business requirements and document them (as-is and to-be processes).
* Ability to translate problems into technical issue reporting, risk management, identifying show-stoppers
* Worked on cloud and on-premise projects.
* Supervising and managing Agile events including Sprint Planning, Daily Stand-ups and Scrum.
* Day to Day management and monitoring of tasks and timelines, and reporting it to stakeholders.
* Experience working with **Waterfall** and Agile (Scrum and Kanban) methodology.
* Involved in end to end **Software Development Life Cycle**.
* Well versed in analysing **Requirements, System Specifications**, **Use-Cases** and **Technical specifications.**
* Experience in **SQL queries and joins to validate data**. Used **TOAD to execute SQL queries**.
* Proficient in preparing the release notes.
* Practical Experience in **Healthcare projects and Banking.**
* Proficient in preparing the **System Design Documents**(**SDD**)
* Preparing **Summary Reports** and Preparing Suggestion Documents to improve the quality of the application.
* Proactive, detailed oriented, with demonstrated leadership and team building skills
* Good **interpersonal skills**, commitment, result oriented, **hard working** with a quest and zeal to learn new technologies and undertake challenging tasks.

# TECHNICAL SKILLS:

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| Project Management Tools | Jira, Confluence |
| Databases | Oracle, SQL Server, MS Access |
| Operating Systems | Windows Vista/XP/NT/2000/98, UNIX |
| Servers | WebLogic, Apache Tomcat |
| Database Tools | Toad, SQL |
| Version Control | GIT, SVN, CVS |
| Other Tools | WinSCP, MS Office |
| Project Methodologies | Agile-Scrum, Waterfall |

**WORK EXPERIENCE**

**Client: Mayo Clinic – Remote January 2022 – Present**

**Role: Sr. Business Analyst**

Mayo Clinic Health System is a network of clinics and hospitals serving more than 60 communities in Iowa, Minnesota and Wisconsin. Our community-based doctors and their patients are supported by the highly specialized expertise and resources of Mayo Clinic.

**Responsibilities:**

* Act as a Liaison between stakeholders of the product from different departments
* Worked on the enhancements needed for integration of the data.
* Coordinate with client on **changing requirements**, analysing the gaps and creating user stories
* Prioritizing the backlog and deliverables, monitoring sprint progress
* Writing User stories, define acceptance criteria definition of done.
* Grooming tickets/ elaborating on requirements to Dev teams and data analysts
* Working closely with stakeholders to understand data needs and requirements
* Analysed **HIPAA guidelines** and performed gap analysis
* Conducted and facilitated Joint Application Development (JAD) sessions to reduce time spent in moving information between stakeholders and team members.
* Implement and maintain analytics models, scripts, data pipelines; ETL Logic dashboards and other reporting / Visualizations
* Collaborating with data engineers and developers to implement the ETL workflows
* API, testing UAT for the features developed before final sign-off
* Design flow diagrams, documenting process and implement best practices
* Conduct daily stand-ups and review tasks against the timeline
* Update stakeholders on the status/ trajectory of the project and take timely decisions
* Implementing best project management practices, adhering to policy and customer service

**Client: Capital One - Plano, TX July 2020 – December 2021**

**Role: Sr. Business Analyst**

Capital One Financial Corporation is an American bank holding company specializing in credit cards, auto loans, banking, and savings accounts, headquartered in McLean, Virginia. Capital One is ranked 11th on the list of largest banks in the United States by assets.

**Responsibilities:**

* Understand and analyse business requirements working alongside Business teams and product manager
* Conducting initial research on the databases client wants to access and notify if we have any challenges be it on integrating to the application or regulation and access level
* Story writing, **requirements elicitation**, specification, defining acceptance criteria and refinement
* Building mock-ups using Draw.io and flows using **Visio, PowerPoint**
* Providing domain knowledge of Logistics finance, Fleetmatics, and regulations
* Getting the necessary permissions and the change request process
* Grooming tickets/ elaborating on requirements to Dev teams
* Conduct **daily stand-ups** and making sure team is on right track in heading towards the deliverables
* Help QA team with **UAT,** updating traceability matrix and conduct smoke testing after the changes are deployed
* Documentation of release notes after every sprint and updating process related documents
* Keeping the client, management and PMO teams updated on the project status

**Client: RBFCU, San Antonio, TX Jan 2019 – June 2020**

**Role: Business Analyst**

Randolph-Brooks Federal Credit Union (RBFCU) is a financial banking partner in Texas with offering all the member banking services as a leading Credit union. The Projects are to provide services for new members and maintaining existing members. Goal is to build single application interface serving different channels, ultimately allowing potential members to enrol online directly(web/mobile).

**Responsibilities:**

* Liaison between stakeholders from different departments.
* Independently work with customers to gather requirements in an organized fashion in a highly rapid timeline
* Identify business needs and determine solutions to business problems, which often include a software systems development component, but may consist of process improvement, organizational change or strategic planning and policy development
* Plan requirements development process, determine which requirements are the highest priority for implementation, and manage change
* Story writing (use cases, test cases), **requirements elicitation**, specification, defining **acceptance criteria** and refinement
* Coordinate on changing requirements, update Business Requirement document (BRD), functional specification document (FSD) **analyzing the gaps** and making sure all technical and design documents are inline.
* Create and maintain workflows, approval processes, and validation rules to meet the compliance
* Create **User stories** as per the requirements noted, prioritizing the backlog and deliverables in Jira
* Develop documentation and materials, including diagrams, models, manuals, and procedure documents
* Provides functional expertise to developers during the design and development phases of projects
* Conduct Agile events like sprint planning, scrum/standup, Retrospective and review/demo
* UAT for the features developed before final sign-off and updating traceability matrix
* Design flow diagrams, documenting process and implement best practices
* Conduct daily standups and review tasks against the timeline
* Update stakeholders on the status/ trajectory of the project and take timely decisions
* Documentation of release notes after every sprint and updating process related documents in Sharepoint

**Client: Walgreens - Chicago, IL May 2016 – Dec 2018**

**Role: Business Analyst**

Walgreens Company is a pharmacy store that specializes in filling prescriptions, health and wellness products, health information, and photo services. Its purpose is to champion everyone’s right to be happy and healthy. To achieve this mission and purpose, Walgreens is focusing on better serve customers.

**Responsibilities:**

* Participated in gathering inputs to plan and documented the **functional** and **nonfunctional** requirements.
* Interacted with stakeholders to get a better understanding of client business processes and gathered requirements.
* Conducted the **Scrum** Cross-functional team consisting of product managers, project managers, developers, QA and other **stake** **holders**.
* Held the **Sprint Review** meetings and performed demos to the stakeholders.
* Monitored the work done by the team to ensure if the completed user story met the benchmark.
* Developed user stories and conducted reviews with business **stakeholders** and **project** team members.
* Coordinated review meetings during the **design phase** to ensure conformance with the requirements and coordinated with various systems groups to ensure **interface** requirements were satisfied.
* Created and designed models to allow the **migration o**f users from one platform to another.
* Prepared Weekly and Monthly reports with the guidance of the Project Manager to be submitted to the client.
* Perform business analysis, software validation for client/server, and web-based applications for EMR and commercial business for managed healthcare plans and Industries
* Involved in analyzing defects that have been reported in the JIRA and sending them over to the developers for a fix.
* Created context and workflow models, information and business rule models, Use Case and Object Models during the analysis using rational tools.

**Client: Amex - Phoenix, AZ August 2015 April 2016**

**Role: Business Analyst**

Amex is working towards new banking concepts which not only changes where people banked but also how they banked. It also demonstrates significance on enriching the employee’s intractability with dependent teams to improve the efficiency on providing the excellent banking experience to the customers. Based on single page application model and service-oriented architecture on Restful Web services. Design and develop dynamic and configurable solutions that empower the applications and meet company initiatives.

**Responsibilities:**

* Collaborated with core team members, the technology team and the Business management team to understand and document the various requirements.
* Interviewed Business users, Stakeholders, Subject Matter Experts and performed extensive JAD sessions, focus group, document analysis and Brainstorming sessions to develop a thorough understanding of end-to-end business processes.
* Prioritized requirements developed business scenarios to check how the system would work with the roles and processes of the departments, and developed acceptance criteria.
* Conducted **AS-IS and TO-BE** analysis and assisted in developing process models and systems integration structure.
* Prepared the solution design for the various features.
* Developed Use cases, use case models, Activity models, sequence diagrams to better understand the functioning and desirability of the application.
* Engaged in meetings with the technical team to gauge a better understanding of the scope and the limitations of the project.
* Participated in Primary and Secondary Research to determine User Requirements and Goals and converting them into Business and Functional Requirements.
* Maintained the **Daily Meeting Log** to keep track of the Meetings attended and ensuring that a Meeting worksheet has been submitted
* Created various mock-ups to indicate the changes to the current receipts because of the enhancements.
* Attended multiple sessions with Solution Architects for understanding the design of the application for new Change Requests.
* Created various mock-ups to indicate the changes to the current receipts because of the enhancements.
* Communicated any changes or updates to all stakeholders

**Environment:** SQL, HTML, SOAP UI, Jira, Windows, Toad, Oracle, Microsoft office suite, visio.

**EDUCATION**

* Bachelors in Information Technology, India.
* Masters in Business Administration, India.