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|  | **Shareef**  **Syed** | sskhadri88@gmail.com  346-471-9035  Irving, TX 75062 |

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| **Summary**  Detail-oriented Business System Analyst with 10 years of experience in Banking, Financial, Technology, Automobile and Telecommunication domain. Business System Analyst with diverse experience in all stages of the Software Development Life Cycle with emphasis on Business Analysis, Data Analysis, Gap Analysis and Quality Assurance. Experience on creating Source to Target mapping documents, gathering business requirements from business/user, creating Process Flows and Data Flow Diagram DFD. Working directly with ETL team for ETL transformation logic. Identify DQ issues and provide the remediation for DQ issues. Create DQ dashboard and scorecard.  **Skills**   * Data Analysis * Business Analysis * Project Management * Product Owner * Strong Data Management Skills * Business Process Management * Problem Resolutions * Organization Change Management * Risk Management * Master Data Management (MDM) * Technical Acumen * P&C Insurance * Policy Administration * Claims Processing * Underwriting * Claims Processing * Key Relationship Development * Scrum Expertise * Agile Methodology * Training Documentation * Mockups and Design Frames * New Features Implementation * Friendly, Positive Attitude * Flexible Schedule * Conflict Resolution * Training & Development * Organizational Skills * Team Building * Supervision & Leadership * Critical Thinking * Microsoft Office * SQL Expert * Databases: Oracle, Teradata, Netezza, Amazon Dynamo DB and Amazon Aurora * Experience in working with JSON data for data exchange between systems, ensuring seamless integration and data accuracy. * Experience in working on cloud services such as AWS and Azure Devops. * Expert in ETL Transformation Logics * BI Tool and System Design * Report Generation * Reporting Tools SAP Business Objects, Micro Strategy, and Tableau * SAS Enterprise Guide * System Integration Testing * User Acceptance Testing * Experience with Systematic and Touchpoint application * Software Application Development Expert * Data Analytical and Requirements Tools * Jira, HPQC, Service Now and Confluence   **Education and Training**  MBA  Osmania University  Hyderabad - India  Finance, 04/2013 | **Experience**  **Verizon Wireless**  *Business System Analyst        08/2020 to Current*   * Working as Business System Analyst for Enterprise Data Warehouse platform to serve the business analysis needs of Billing group of Verizon. * Working as business requirements analysts/subject matter experts to identify and understand requirements. * Refining billing backlog features and user stories and grooming the billing user stories by coordinating with of Enterprise Architects, Solution Architects and Business Stake Holders * Working as Scrum Master and running daily standup calls to get the status report of the work and help the team members to resolve any dependencies, roadblocks, and issues. * As Scrum Master check resource capacity is properly aligned and work is getting done in given time frame * As Scrum Master help the technical delivery manager to execute the current sprint and plan the future sprint work * Defining key facts and dimensions necessary to support the business requirements along with Data Modeler. * Creating draft data models for understanding and to help Data Modeler. * Resolving the data related issues such as: assessing data quality, data consolidation, evaluating existing data sources. * Source to target mapping from the ODS Legacy. System to new EDW, new billing system to the new EDW and from the legacy EDW to the new EDW system. * Implemented reliable data backup and disaster recovery strategies using AWS services like Amazon S3 and AWS Backup, ensuring data integrity and business continuity. * Create code conversion master data table to implement the code change during the ETL process. * Working closely with ETL team to provide pseudo code for the complex transformation logic; answer questions that ETL team has regarding the mapping document regarding the relationships between different entities. * Brainstorming to create a robust solution to handle exception data as a result of the DQ validation. * Create weekly report for all the exception data using BO to provide it to the source LOBs for remediation and tracking the progress. * Capture different kinds of DQ validation rules to ensure that the EDW gets the cleansed data for report generation. * ﻿﻿Performing Gap Analysis of the staging data model against the Business requirement and resolve an existing gap through a change management process. * ﻿﻿Manipulating, cleansing processing data using Excel, Access and SQL. * Performing Data Validations using SQL developer. * Working closely with Data Architect to review all the conceptual, logical and physical database design models with respect to functions, definition, maintenance review and support Data analysis, Data Quality and ETL design that feeds the logical data models of new the EDW. * Analyzing the source data coming from various data sources like Mainframe Oracle. * Creating data mapping documents mapping Logical Data Elements to Physical Data Elements. * Perform API testing and check request to response model performance is working according to system requirement * Working on the initiatives to create the linkage between other databases in the company with salesforce cloud by using MuleSoft API * Conducted thorough analysis of REST API endpoints and JSON data structures, identifying opportunities for optimization and enhanced user experiences. * Collaborated with the development team to design and implement a real-time reporting dashboard, utilizing JSON data to display key metrics and insights. * ﻿﻿Testing the data using the Logs generated after loading the data into EDW Data warehouse. * ﻿﻿Preparing Traceability Matrix with requirements versus test cases. * Involving working on different set of layers of Business Intelligence Infrastructure. * Working extensively on the T-SOL environment to run out the queries and explore the Databases * Working with OLAP tools such as ETL, Data warehousing and Modeling. * Meeting with user groups to analyze requirements and proposed changes in design and specifications. * Performing Detailed Data Analysis DDA, Data Quality Analysis DQA and Data Profiling on source data. * Coordinating with Data Modeler to create logical and physical data model. * Participate in complete SDLC for the project * Perform data analysis on the complex structure and unstructured data. Use SQL queries to extract the data from databases. * Create a pipeline to extract the data from Production. * Perform the pre and post production checkout. Resolve the UAT, Prod Parallel and postproduction issues.   **US Bank** *Business System Analyst*  *04/2017 to 08/2020*   * Worked as Business System Analyst for US Bank for their consumer banking division. * Coordinated with Business Stake Holders to get the scope and Business Requirements and to gather and document MDM requirements, translating business needs into actionable data solutions. * Requirement gathering from business users to prepare an Interface Specification Document to be provided to various LOBs for sourcing data both transactional data and reference data. * Involved in gathering requirements from the Business Users in creating an effective data model to capture all the required data attributes. * ﻿﻿Data Modeling for different domains in staging layer. * ﻿﻿Involved in performing a gap analysis on the existing data model of the staging layer versus the requirement on Data Management Portal. * Providing pseudo code to ETL development team for capturing exceptions as a part of DQ process. * Preparing ST mapping document incorporating different business transforming logic for implementation of the ETL process. * Involved in exception handling process by create workflow to escalade it to the respective LOBs. * Run a BO report to validate the process developed in DM Portal for report generation. * Demonstrated proficiency in utilizing various AWS services such as Amazon S3 for data storage, EC2 for computing, and Amazon RDS for databases. * Designed and implemented scalable Extract, Transform, Load (ETL) pipelines using AWS Glue and AWS Data Pipeline to efficiently process and transform raw data into meaningful insights for business decision-making. * Utilized AWS EMR (Elastic MapReduce) to process large datasets using tools like Apache Spark and Hive, enabling advanced data analytics and pattern recognition. * ﻿﻿Worked closely with the Project Manager in creating the processes and automation. * ﻿﻿Involved in a periodic reconciliation of data between the various sources and the end target system and create a BO report on the reconciliation breaks to be displayed in the DM Portal. * Provide SQL queries to extract data from the Legacy System on alerted accounts and customers information to feed into the * Portfolio Analyzer system. * Analyzing feed metrics data as a result of the ETL process to come up with the efficient SLA time to provide to the Operations team. * Creating a Monthly Release Notice to communicate and aware various business partners on upcoming releases and * implementations. * Worked closely with internal teams, including sales, marketing, underwriting, and legal, to ensure seamless coordination and alignment of initiatives related to Payor clients. * Successfully managed and resolved escalated issues or disputes with Payor clients, utilizing strong problem-solving skills and fostering open communication. * Successfully managed and nurtured relationships with Payor clients, ensuring high levels of satisfaction and retention. * Involved in creating a detailed user manual on the DM portal applications to be provided to the users. * ﻿﻿Data profiling using Informatica Analyst tool, generate score cards. * ﻿﻿Involved in writing use cases for UAT testing and writing validation scripts using SQL. * ﻿﻿Creating Data Model for Feed Management. * Worked on creating a Data Model for Compliance Regulatory Library and helped implementing the SDLC process. * Brain storming on possible BLT exceptions that can arise as a part of the ETL implementation. * Performed Data Analysis and Data validation by writing complex SQL queries using TOAD against the ORACLE database. * Worked on automation process to maintain Reference Data from various systems to refresh the data periodically. * Created the Data Dictionary and performed the Map&Gap data modelling activities. * Created the Data quality rules to check mandatory attributes is getting populated or not according to business standards. * Created Data quality dashboard to monitor and remediate the data quality issues.   **Nationwide Insurance**  *Business Analyst  11/2015 to 04/2017*   * Utilized the guidelines and artifacts of the Rational Unified Process (RUP) to develop a detailed implementation process of Guidewire Claim Center Integration during different iterations and phases in Software Development Life Cycle (SDLC). * Centralized the policy creation by integrating Guidewire Policy Center with Guidewire Claim center Systems, Billing System and other existing system supporting operations. * Worked on various Guidewire Billing Center User Stories. * Worked on Guidewire's UI testing in Policy Center and Billing Center Screens for Personal lines of business. * Worked in the development of a file of ACORD Forms used as the standards in all Property and Casualty markets, for both Personal and Commercial Lines of Business. * Worked closely with business stakeholders to gather and document MDM requirements, translating business needs into actionable data solutions. * Collaborated with stakeholders, including business users, product managers, and IT teams, to elicit and document detailed business requirements. * Collaborated with underwriters, claims processors, and policy administrators to streamline workflows, reducing processing. * Lead business process optimization initiatives within the P&C Insurance domain, focusing on Excess and Surplus Lines of Business, * Analyzed business processes and identified opportunities for improvement, efficiency, and automation. * Translated business needs into clear and concise user stories, use cases, and functional specifications. * Conducted data analysis to support decision-making, identifying trends, patterns, and anomalies in insurance data. * Created and maintained customized reports and dashboards using tools like Tableau or Excel to provide actionable insights to management and other teams. * Played a crucial role in the implementation of new systems and enhancements, ensuring they aligned with business requirements. * Collaborated with IT teams during the development process, participating in testing phases, and validating that solutions met business needs and were free of defects. * Assisted in change management efforts, ensuring that stakeholders were informed of upcoming changes, and providing training and support as needed. * Worked on projects involving organizational changes, including process reengineering and system upgrades. * Maintained comprehensive documentation, including business process diagrams, system diagrams, user manuals, and project documentation, to support knowledge sharing and compliance. * Facilitated effective communication between business users and technical teams, ensuring a common understanding of project goals and requirements. * Conducted regular status meetings, workshops, and presentations to update stakeholders on project progress. * Collaborated with quality assurance teams to develop test plans, test cases, and acceptance criteria. * Ensured that insurance processes adhered to regulatory and compliance standards. * Assisted in project management activities, including project planning, resource allocation, and risk assessment. * Managed project timelines, budgets, and deliverables to ensure successful project outcomes. * Proactively identified opportunities for process improvement and innovation, proposing and implementing solutions to enhance operational efficiency and customer satisfaction. * Maintained a strong customer focus, understanding the needs and expectations of policyholders and internal customers, and striving to meet or exceed them.   **Interbio**  *Business System Analyst       06/2013 to 011/2015*   * Worked as Business System Analyst for InterBio firm. InterBio specialize in Biometric Products and Services * Coordinate with Business Stake Holders to get the scope and Business Requirements. * Write Scope Documents, Business Requirements Documents, Functional Requirements Documents. * Create the Data Dictionary and Map & Gap documents * Involved in requirement gatherings with Business team. * Involved in discussions to gather source information for different source system. * ﻿﻿Created Source to Target Mapping documents, documented business and transformation rules and participated in working sessions and ensured full business participation throughout the process. * ﻿﻿Created DFD Data Functional Design artifacts that incorporated the process flow visios, S-T Mapping document and all the specifications for proper ETL implementation. * ﻿﻿﻿﻿Prepared Test plan, test case according to the Source to target mapping document * ﻿﻿Tested the FSDs and ETL mapping which were developed to load from different source systems in the Teradata Staging Target areas. * Validated the data between the Source to Staging and Staging to Target using the Source to target mapping document as * reference. * ﻿﻿Performing own Data profiling on source to compare with list of valid values while mapping source to target and writing exception cases if necessary. * ﻿﻿Helped the Infrastructure team in loading the XML's generated by the Informatica into the ALGO Limit management system. * Tested the data using the Logs generated after loading the data in to LMT. * Worked on GAP analysis for missing requirements. * Involved in Functional Testing of the LMT project. * Tested the BO reports generate by the BO team using ACR ALGO as a source. * Prepared Traceability Matrix with requirements versus test cases. * Conducted internal and final DD reviews with the ETL team EIS, Data Quality and Metadata Management team, data   architects, and business and application data stewards.   * Involved in identifying the defects and developed Defect Tracking report using Mercury Quality Centre this involved Bug life cycle. |