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|  | Syed Wasti      Minneapolis, MN 55416 |

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| **Professional Summary** | |  |  | | --- | --- | |  | * 8 years of successful experience as a Business Analyst in Finance, Healthcare, Retail, Telecommunication, and Insurance industries. * Proficient in industry standard methodologies including SDLC, Waterfall, and Agile. * Expertise in business requirements gathering, process flows, process modeling, and data mapping. * Skilled in various requirement elicitation techniques such as interviews, document analysis, brainstorming, surveys, and focus groups. * Proficient in using JIRA and Rally for documenting product backlog. * Experienced in designing and reviewing documents including SRS, BRD, Use Case Specifications, FSD, RTM, and testing documents. * Knowledgeable in UML for business process modeling using tools like MS Visio, Lucid charts, Smart draw, and Just-in-Time. * Extensive experience in conducting Gap Analysis, Impact Analysis, SWOT Analysis, Cost Benefit Analysis, Risk Analysis, and Root Cause Analysis. * Utilized Kanban methodology to manage and track project workflows, resulting in improved visibility and collaboration among cross-functional teams. * Created comprehensive data visualizations using Tableau to analyze and present key insights, driving data-driven decision-making and optimizing business performance. * Skilled in change request management and implementing changes effectively. * Proficient in SQL and Oracle SQL for data verification and validation. * Analytical skills in programming languages such as JavaScript, HTML, XML, and JSON. * Collaborated with QA and development teams for User Acceptance Testing (UAT). * Proficient in problem-solving and bug tracking using bug tracking tools. * Worked on data warehouse and business intelligence projects including data mining, data cleansing, data modeling, ETL, indexing, data presentation, auditing, backup, and recovery. * Strong ability to work both independently and in a team environment to achieve project goals. * Experience in using Agile tools like JIRA, Rally, and Rational Requisite Pro for documenting product backlog. * Created API specification documentation and conducted web service testing using REST API. * Built and maintained strong relationships with customers, onsite, and offshore teams to prioritize business needs. * Skilled in root cause analysis using techniques like 5 whys and fishbone diagram. * Successfully conducted daily scrum meetings, sprint meetings, and backlog meetings for release planning. | |

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| **Skills** | |  |  |  |  | | --- | --- | --- | --- | |  | |  |  | | --- | --- | | * Requirements gathering * Change Management * SOAP UI for SOAP * POSTMAN for REST API * JIRA, Rally, Confluence, HP ALM * MS Visio, SharePoint, Access * MS Project, Mock flow, Lucid chart * MS Exchange Server, Outlook | * Release planning * Business documentation * Systems Analysis * Test case scenarios & UAT * Multitasking Abilities * ERP tools * Agile Scrum SDLC * Waterfall SDLC * Data analysis | | |

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| **Work History** | |  |  | | --- | --- | |  | Sr. Business Analyst *02/2023 to 06/2023*  **Coborn’s | St. Cloud, MN**  Coborn’s is a grocery store chain based in the United States. The company was founded in 1921 in Sauk Rapids, Minnesota, and has since expanded to operate over 140 stores across Minnesota, North Dakota, South Dakota, Illinois, and Wisconsin. I have gained extensive experience working on various projects, including the FIM fresh item management project and fresh document merchandise processes mapping.  **Responsibilities:**   * Analyzed business requirements and effectively translated them into comprehensive functional specifications for development teams. * Conducted extensive interviews and workshops with stakeholders to gather business requirements for JDE 9.2 implementations in Sales & Distribution and Pricing modules. * Analyzed and documented functional and technical requirements, ensuring alignment with business objectives and processes. * Collaborated with business stakeholders to identify areas for process improvement in sales, distribution, and pricing strategies. * Implemented changes in JDE 9.2 configurations to optimize business processes and enhance efficiency * Developed and maintained accurate project documentation, including project plans, requirements documents, and testing plans. * Utilized low-code platform to design and implement workflow automation solutions that streamlined inventory management, order processing, and supplier communication. * Developed an Appian application to monitor inventory levels in real-time, triggering automatic replenishment orders when stock levels reached predefined thresholds, * Created custom dashboards in Appian to track the effectiveness of promotional campaigns, analyzing sales data and customer feedback * Successfully managed project timelines and consistently reported project status to senior management. * Utilized ServiceNow's Integration Hub to seamlessly connect ServiceNow with various third-party retail systems, including point-of-sale (POS) systems, e-commerce platforms, and inventory management tools. * Implemented ServiceNow's ITSM features to streamline incident management, change management, problem management, and asset management processes within the retail organization. * Leveraged ServiceNow's Customer Service Management (CSM) module to centralize and manage customer issues, inquiries, and requests. * Collaborated closely with stakeholders from different business units to elicit and document detailed business requirements for the SAP implementation. * Conducted extensive analysis of existing business processes and identified opportunities for process improvement and automation using SAP functionalities. * Supported the post-go-live phase, monitoring system performance, identifying and addressing user issues, and ensuring the overall success of the SAP implementation. * Integrated data from various sources, including point-of-sale systems, supply chain, and e-commerce platforms, into the data lake, streamlining data access and providing a view of the retail operations. * Implemented data quality checks and validation processes to ensure data accuracy and consistency, * Collaborated with data scientists to develop predictive models for demand forecasting, inventory optimization, and customer segmentation * Utilized Monday.com to create and manage project boards, facilitating clear communication and collaboration among cross-functional teams. * Generated customized reports and dashboards within Monday.com to share project progress and performance with stakeholders. * Implemented structured workflows in Monday.com to streamline the requirements approval process. * Established and maintained project timelines, tasks, and dependencies, ensuring all team members were aligned with project goals and deadlines. * Worked closely with UX/UI designers to enhance the user interface and optimize the customer journey through the E-commerce platform. * Conducted usability testing and collected user feedback to implement improvements that resulted in a more user-friendly shopping experience. * Collaborated with cross-functional teams to ensure the timely completion of project deliverables within budget constraints. * Utilized Microsoft Visio to collaborate with cross-functional teams, creating clear and concise business process maps and flowcharts. * Conducted root cause analysis for critical path items, identifying underlying problems and implementing effective solutions. * Led process mapping initiatives for the Fresh document merchandise process. * Analyzed and documented existing fresh department processes, identifying and gathering the requirements for process enhancement and automation. * Played a key role in the FIM Fresh Item Management project, leading the implementation of a new system for managing fresh items in the store. * Conducted stakeholder meetings and effectively maintained issues RAID logs for multiple projects. * Interacted closely with end users to gather requirements and deliver comprehensive training on new systems and processes. * Actively participated in user acceptance testing, providing valuable feedback to development teams. * Utilized the Waterfall methodology to ensure efficient project execution and successful outcomes.   Sr. Business Analyst *09/2022 to 02/2023*  **Daikin Applied | Plymouth, MN**  Daikin Applied is a Forbes 1000 global company, making it the world’s number one air conditioning company. The first IT Infrastructure project that I worked on was migration of data from the old data server to Azure cloud. The second project for which I gathered requirements was to set up a chiller factory worth $36 million in Mexico.  **Responsibilities:**   * Managed the IT infrastructure projects backlog in a DevOps environment, ensuring efficient project execution and delivery. * Collaborated closely with Project Managers and stakeholders to define project objectives and scopes for multiple initiatives. * Successfully configured JDE 9.2 Sales & Distribution and Pricing module to meet specific needs HVAC spare parts clients * Created comprehensive project artifacts documents for ongoing projects, ensuring clear documentation of project requirements, plans, and progress. * Gathered business requirements from technical leads and stakeholders, ensuring a thorough understanding of project needs. * Utilized Azure DevOps to create epics, features, and user stories, effectively managing project tasks and priorities. * Facilitated various scrum meetings, including sprint planning, retrospectives, and daily stand-ups, ensuring effective team communication and coordination. * Provided continuous maintenance and support for existing and new Power BI sales reports, ensuring data accuracy and accessibility for stakeholders. * Conducted estimation sessions with technical leads, utilizing story points to assess project complexity and effort. * Created Requirement Traceability Matrix to establish clear traceability between project requirements and deliverables. * Solicited feedback from users to verify user requirements and updated existing documentation, ensuring alignment with project objectives. * Gathered requirements for a high-priority data migration infrastructure project, contributing to its successful implementation. * Created and managed service request tickets via Salesforce, effectively resolving issues and tracking their resolution progress. * Utilized a range of tools and technologies, including Azure DevOps, Salesforce, MS Word, MS Excel, MS PowerPoint, and MS SharePoint. * Worked in an Agile methodology, leveraging its principles and practices to deliver projects on time and meet business goals. | |  | Sr. Business Systems Analyst *05/2021 to 09/2022*  **General Mills | Minneapolis, MN**  General Mills, Inc. is an American multinational manufacturer and marketer of branded consumer foods sold through retail stores. The project at General Mills was to develop an inventory management system for the warehouse to keep track of the number of products on the warehouse shelf, in store or sitting with other retailers and distributors.  **Responsibilities:**   * Managed the Inventory Management System (IMS), overseeing its operations and ensuring efficient inventory control. * Designed and executed data mapping strategies to integrate JDE 9.2 with other systems, streamlining inventory management and sales operations. * Ensured data accuracy and consistency by setting up data validation and transformation processes. * Orchestrated end-to-end testing cycles, including unit testing, system testing, and user acceptance testing, to validate the functionality of JDE 9.2 modules. * Worked closely with cross-functional teams to address and resolve defects and issues. * cultivated strong relationships with software vendors and external partners, ensuring timely software updates and support. * Collaborated closely with business stakeholders to align JDE 9.2 implementations with strategic objectives. * Collaborated with Product Owner/Stakeholders, architects, developers, subject matter experts (SMEs), and quality assurance team to define project objectives and scope. * Utilized ServiceNow's IT Operations Management (ITOM) capabilities to monitor and managed IT infrastructure. * Collaborated with the HR department to implement ServiceNow's HR Service Delivery (HRSD) module, automating critical HR processes like employee onboarding, offboarding, and case management. * Supported the post-go-live phase, monitoring system performance, identifying and addressing user issues, and ensuring the overall success of the SAP implementation. * Conducted extensive analysis of existing business processes and identified opportunities for process improvement and automation using SAP functionalities. * Successfully integrated the AWS-based inventory management system with application, to enable seamless order processing and real-time stock updates. * Migrated inventory data to AWS system, ensuring data integrity and minimal disruption to daily operations. * Designed an auto-scaling infrastructure using AWS EC2 instances and load balancers to accommodate fluctuating inventory demands, ensuring the system can handle peak loads effectively * Worked closely with the Product Owner, Quality Assurance (QA), Development, and User Experience (UX) teams to document requirements and prepare mock-ups. * Participated in inventory control system improvements, conducted status meetings, and monitored project progress using a waterfall/hybrid methodology. * Played an active role in eliciting, analyzing, and documenting business requirements, creating the Business Requirement Document (BRD) to ensure clear communication between stakeholders and the development team. * Developed data validation scripts in Oracle SQL to identify and rectify data inconsistencies and errors. * Created workflow diagrams, process diagrams, and conducted GAP analysis to identify requirements for enhancing existing web pages. * Conducted workshop requirement sessions, ensuring a clear understanding of responsibilities for developing the Stock Alert System. * Provided continuous maintenance and support for existing and new Power BI sales reports, effectively visualizing warehouse, supplier, and store data. * Participated in bug review meetings, suggesting application enhancement ideas and actively engaging in the change management process for minor and major changes. * Created a Data Mapping document for integrating the IMS system with the transaction system through the ETL process. * Maintained the warehouse product catalog, ensuring accurate and up-to-date information. * Facilitated scrum meetings, sprint planning, retrospectives, and daily stand-ups, ensuring effective communication, coordination, and adherence to action items. * Utilized tools and technologies such as MS Visio, Balsamiq, MS Word, MS Excel, and MS PowerPoint for project documentation and visualization. * Worked in a Waterfall/Hybrid methodology, leveraging its principles to ensure project success and alignment with business goals. |  |  |  | | --- | --- | |  | Senior Business Analyst *03/2020 to 02/2021*  **BNY Mellon | New York, NY**  The Bank of New York Mellon Corporation, commonly known as BNY Mellon, is an American investment banking company New York City. The project scope was to develop an application regarding Invoice submissions which allows the client to submit their invoices and credit memos to CashPro Trade for financing. The CashPro Trade Submit Invoice allows to automate sending of invoices and credit memos while enabling suppliers to utilize the CashPro Trade platform to request discount or enable auto-discounting according to their preferences.  **Responsibilities:**   * Implemented the Software Development Life Cycle (SDLC) process for developing the CashPro application, utilizing an Agile approach to enhance efficiency and productivity. * Implemented automated reporting in CashPro within the AEM environment, enhancing credit memo tracking. * Analyzed credit memo data using AEM, identifying trends and providing strategic insights. * Led cross-functional collaboration to optimize credit processes in the fintech app with integration into AEM. * Gathered requirements from stakeholders to tailor CashPro within the AEM framework for credit management needs. * Contributed to informed decision-making through comprehensive data analysis within the AEM and CashPro ecosystem. * Implemented an automated credit approval workflow using Appian, significantly reducing the time required to process credit applications and improving operational efficiency. * Leveraged Appian's reporting and tracking capabilities to monitor and report on regulatory compliance, ensuring adherence to financial industry regulations and minimizing compliance-related risks. * Created an Appian-driven onboarding process for new fintech customers, * Designed and implemented a secure and compliant AWS cloud architecture to support credit memos. Ensured data privacy, security, and scalability. * Created an AWS-based data lake to centralize and analyze credit memo data, providing a unified view of financial information for decision-making and reporting purposes. * Utilized AWS Glue for ETL (Extract, Transform, Load) processes to transform and harmonize financial data from diverse sources, ensuring data consistency and accuracy * Articulated business requirements by conducting workshop requirement sessions, document analysis, one-on-one interviews, brainstorming sessions, process modeling, surveys, questionnaires, and interviews with BNY Mellon users. * Led the successful integration of Ping Identity's IAM solutions with critical system, enhancing security and access control for CashPro financial data and application. * Implemented Ping Identity's SSO solution, enabling seamless access to financial applications for authorized users. * Updated all requirement attributes in the Application Lifecycle Management (ALM) tool and created a Requirement Traceability Matrix (RTM) to ensure effective tracking and management of requirements and their related aspects. * Utilized various elicitation techniques, including one-on-one interviews, document analysis, brainstorming, and surveys, to gather high-level business needs and ensure a comprehensive understanding of project requirements. * Created an API specification document and made REST API calls using tools like Postman to send EDI files to providers, facilitating seamless data exchange. * Interacted with external clients to audit the invoicing and credit memo system, ensuring data safety and compliance with industry standards. * Managed post-production goals by upgrading features and scheduling for the next release, contributing to ongoing improvement and customer satisfaction. * Leveraged Agile methodology throughout the project lifecycle, embracing its iterative and collaborative principles to deliver high-quality solutions on time. |  |  |  | | --- | --- | |  | Senior Business Analyst *12/2018 to 01/2020*  **Humana | Louisville, KY**  Humana Inc. is a for-profit American health insurance company based in Louisville, Kentucky. The project focused on creating a list of healthcare plans and condition management for the client. This includes Health insurance, Policy, and Claim Service Modules. As a BA I was focused more on the list of healthcare plans.  **Responsibilities:**   * Collaborated with healthcare plans application form product managers to prioritize the product backlog in the client portal for IT development. * Created comprehensive documentation, including user stories, process flows, and business requirements, to communicate proposed changes and enhancements to the RxClaim system. * Facilitated stakeholder meetings to elicit feedback and insights on current RxClaim usage, identifying pain points and areas for improvement in the claims module. * Conducted detailed analysis of RxClaim system functionalities to understand its capabilities in processing pharmacy claims efficiently * Developed detailed process maps and workflows to streamline business processes using Microsoft Dynamics, resulting in improved efficiency and productivity. * Implemented ETL processes to ingest and process claims data from various healthcare providers, enhancing claims processing * Analyzed healthcare plan data within the data lake to segment members based on utilization patterns and health risk, facilitating targeted interventions and preventive care initiatives. * Ensured that the data lake environment complied with healthcare data security and privacy regulations HIPAA, protecting sensitive patient information and avoiding compliance violations. * Built interactive reporting tools and dashboards to provide executives with insights into healthcare plan performance, leading to informed decision-making and improved member satisfactio * Managed data migration, ensuring the seamless transition of data from legacy systems to Microsoft Dynamics while maintaining data integrity. * Utilized Microsoft Dynamics' reporting and analytics tools to extract actionable insights, enabling data-driven decision-making and performance monitoring. * Successfully integrated Microsoft Dynamics with ERP business systems, to create a unified and efficient technology ecosystem. * Ensured that Microsoft Dynamics implementations complied with industry standards and best practices for data security and regulatory requirements. * Collaborated closely with business stakeholders, IT teams, and third-party vendors to ensure the successful execution of Microsoft Dynamics projects. * Arranged and facilitated daily Scrum stand-up meetings, as well as scheduled meetings and demos, ensuring effective communication and coordination among team members. * Interacted with business users, stakeholders, product owners, and IT teams to understand requirements and ensure alignment between business needs and IT work. * Integrated Oracle SQL scripts with ETL tools like Informatica and Talend for streamlined data movement. * Reviewed and gathered requirements from subject matter experts, stakeholders, and product owners, documenting them in JIRA within the product backlog. * Converted requirements into Humana web technical specifications for the medical claim portal. * Documented EPIC stories in JIRA, breaking them down into smaller user stories and adding them to the product backlog. * Created use cases, test cases, and test plans for payment options, insurance plans, and claim services. * Maintained a repository of HIPAA documentation, including compliance reports, risk assessments, policies, and procedures, ensuring accessibility for audits and regulatory inquiries. * Facilitated the exchange of medical claims between providers and patients using Electronic Data Interchange (EDI) technology. * Maintained story points and complexity within the team, updating the JIRA boards with corresponding numbers. * Generated daily, weekly, and monthly reports for control management reporting and security systems, providing insights into hospital patients' activity. * Implemented medical billing and collection systems, generating daily billing activity based on patient records and establishing collection protocols. * Worked within an Agile methodology, leveraging its principles to ensure iterative and collaborative project delivery. |  |  |  | | --- | --- | |  | Business Analyst *12/2017 to 11/2018*  **Charter Communications | Stamford, CT**  Charter Communication is an American telecommunication and mass media company, provides commercial cable television, internet, telephone, and wireless services. The high-level scope of the project was to develop an application which would ultimately share the details of data usage of users in specific areas. The project focused on analyzing more data by new methodologies.  **Responsibilities:**   * Collaborated with the project team to facilitate requirement workshops, conducted one-on-one interviews, and workshop requirement sessions to gather requirements from key stakeholders regarding data usage. * Performed GAP analysis by comparing the AS-IS process flow document with the TO-BE process flow document, identifying areas for improvement and determining necessary requirements. * Developed detailed process maps and workflows to streamline business processes using Microsoft Dynamics, resulting in improved efficiency and productivity. * Managed data migration, ensuring the seamless transition of data from legacy systems to Microsoft Dynamics while maintaining data integrity. * Utilized Microsoft Dynamics' reporting and analytics tools to extract actionable insights, enabling data-driven decision-making and performance monitoring. * Successfully integrated Microsoft Dynamics with ERP business systems, to create a unified and efficient technology ecosystem. * Ensured that Microsoft Dynamics implementations complied with industry standards and best practices for data security and regulatory requirements. * Collaborated closely with business stakeholders, IT teams, and third-party vendors to ensure the successful execution of Microsoft Dynamics projects. * Wrote requirements for custom workflows in Salesforce, ensuring alignment with business needs and objectives. * Created Salesforce training materials for new users, providing comprehensive guidance on system usage and functionality. * Interacted with various business units and user groups to gather requirements for Salesforce implementation, documenting and analyzing the gathered information. * Designed, developed, tested, and deployed custom Salesforce applications software to enhance system capabilities and meet specific business requirements. * Utilized Salesforce software to track day-to-day data usage activities, ensuring effective data management and reporting. * Translated business needs into system requirements, communicating with stakeholders at both a high-level and detailed level to ensure accurate and comprehensive requirements gathering. * Participated in different phases of the testing life cycle, including system testing, integration testing, User Acceptance Testing (UAT), and production testing, ensuring the quality and functionality of the Salesforce implementation. * Utilized basic Oracle SQL queries to verify and validate the database, ensuring data integrity and accuracy. * Worked within a Waterfall methodology, following a structured and sequential approach to project delivery. |  |  |  | | --- | --- | |  | Business Analyst *08/2015 to 11/2017*  **TD Bank | Cherry Hill, NJ**  TD Bank, N.A., is an American national bank and subsidiary of the Canadian multinational Toronto-Dominion Bank. The project scope was to develop a JSON file documentation for trading of market stocks and updating features on TD ‘thinkorswim’ platform which provides access to elite trading tools that gives power to test strategies, develop new ideas and execute even the most complex trades.  **Responsibilities:**   * Analyzed and interpreted programming languages such as JSON to understand and work with data structures. * Captured requirements for XML/JSON data messages for web services APIs, enabling SOAP/RESTful calls to send billing and claims data to multiple clients and vendors. * Wrote SQL queries to extract and validate data, ensuring data integrity and accuracy. * Utilized Customer Relationship Management (CRM) Salesforce software to streamline and improve the stock market process. * Administered the Salesforce platform, including user setup, security, sharing rules, profiles, roles, groups, and queues. * Customized Salesforce to meet specific business requirements, optimizing its functionality for efficient stock market operations. * Managed a TD Bank product backlog, ensuring the readiness of user stories for upcoming sprints. * Created Requirement Traceability Matrix (RTM) reports to track and ensure adherence to every active investment option, achieving the latest statistics in the stock market. * Developed test plans and test cases based on business requirements, ensuring comprehensive testing coverage. * Clarified issues raised by the QA team and reviewed test plans and test scripts developed by the development and QA teams, ensuring all requirements were covered and properly tested. * Utilized MS Visio and Lucid charts to create process flow diagrams, workflows, affinity diagrams, swim-lane diagrams, and activity diagrams, simplifying the project and facilitating stakeholder understanding. * Worked within an Agile methodology, leveraging its principles to enable iterative and collaborative project delivery. |     **Education**  **master of engineering management**  **saint cloud state university, minnesota**  *References will be provided upon request.* |