# About Me:

Vishagh

Solution-driven Business Analyst practitioner with a track record of **10+ years** in successfully delivering various unstructured projects, including acquisition integration, contingency and divestiture planning/execution, profitability analysis, and process improvement. Possess strong experience in Business Model Analysis, Process Improvement, Requirements Analysis, Strategy Systems, and Data Analysis. I seek opportunities to transform company practices into innovative, cost-effective solutions leading to more efficient operations.

# Certifications:

* Professional Scrum Master (PSM)
* Green Belt Lean Six Sigma
* Scrum Master Certification
* Certified Project Management Professional (**PMP®**)

# Technical Skills:

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| --- | --- |
| Modelling Tools Methodologies Frameworks | MS Visio, Rational RequisitePro, HP ALM, UML, Balsamiq, Rational Rose. Agile-Scrum, Kanban, SDLC, Waterfall. |
| Database | MS SQL Server, MS Access. |
| Web Technologies | HTML, CSS, JavaScript, XML, Java, ASP.Net, C#, AJAX, Web Services. |
| BI Reporting Tools | Tableau, Power BI, Crystal Reports, IBM Cognos (report & Query studio), SQL Server Integration Services (SSIS), SQL Server Reporting Services  (SSRS). |
| ETL Tools | SQL Server (documentation referencing), Tableau, Toad. |
| Documentation Tools | MS Office Suite, SharePoint, Version One, TFS. |
| Project Management Tools | MS Project Professional, MS Project Server. |

**Education:**

**Bachelors:** Electronics and Communication Engineering – Lovely Professional University

**Masters** (MBA) – Management Informative Systems – University of Tampa

# Areas Of Expertise:

* Agile & Scrum Methodology **●** Agile Release Planning
* Business Process Analysis ● Change Management
* Client Relationship Management ● Cross Functional Coordination
* Documentation & Reporting ● Project Lifecycle Management (SDLC)
* Project Risk Analysis & Mitigation ● Project Scoping
* Requirement & Gap Analysis ● Software Application Development
* Stakeholder Management
* Enterprise Data Warehouse and Business
* Team Development & Coaching
* Intelligence reporting/analytic tools (Tableau)



# Summary:

* Experience in **Software Development Life Cycle** process with proficiency in **Waterfall** and **Spiral**

methodologies, **Agile Scrum,** and **Kanban.**

* Experience **liaising** with business and technical stakeholders, Stakeholder Management, and SMEs.
* Experience as a **Scrum Master,** understanding User Stories, velocity, and burn-down charts. Experience as a Scrum Master/BA working on Kanban Board and process workflow monitoring.
* Excellent business writing skills in terms of documenting and business requirements document (BRD), Functional Requirements documents (FRD), Non-Functional Requirements Documents (NFRD), Use Case Requirement Specifications (URS), and System Requirement Specifications (SRS).
* Experience in **Feasibility, GAP analysis, Impact analysis, Cost Benefit Analysis, Root Cause analysis**
* Conducting **Joint Application Development (JAD)** sessions with end users, SMEs, and stakeholders.
* In-Depth understanding of the AS-IS and TO-BE business processes and experience in converting these requirements into technical specifications for preparing test plans.
* Designed **Test Cases**, **Test Plans** for Functional & Non-Functional testing, with provisions of planned UAT.
* Experience in **SQL queries/scripts** for data analysis, including triggers procedures.
* Simplified existing applications, integration architecture & build for scalability utilizing **SOA** as a framework.
* Expertise in **root cause analysis** utilizing various systems, tracking, and reporting tools such as **JIRA**, **Rally,**

and proprietary field report documents.

* Experience in identifying data requirements, preparing data flow diagrams, data analysis and data mapping, Process mapping, and BPM with coordination with the project manager to create work schedules, deadlines, resources, and project tasks using **MS project**.
* Extensive Knowledge of **Financial Analysis**, **Forecasting**, Valuation illustrations, Planning, and Budgeting.
* Involved in **Project Management activities** like defining/managing project scope, schedule management, creating project plans, and tracking and communicating project status and deliverables.
* Strong analysis and communication skills with an ability to transform the needs of stakeholders into Functional/Technical requirements, & eventually into Business logic, Validations & System Specifications.
* Identifying Key Performance Indicators (**KPI**), Enterprise Risk Management & Change Management.
* Experience at conducting user training and preparing deployment plans.
* Possess high-caliber presentation, client interaction, and **data analysis** skills.

# Professional Experience

**J&J, Jersey City, NJ Dec 2022 to Present**

# Role: Senior Business Analyst /Product Owner

**Responsibilities:**

* Draft and maintain business requirements and align them with functional and technical requirements.
* Interfaced with stake holders and facilitated communication between client and the IT department.
* Involved in creating targeted questionnaires and interviews for **SME**'s, **clients,** and **business** users to gather requirements.
* Worked as a liaison between business users and developers to submit requirements and changes, clarify questions and issues.
* Prepared use case documents and utilized **MS Visio** to create **UML diagrams** including use case, activity, and class diagrams to extract business process flows and workflows, thereby assisting development and quality assurance teams in understanding the requirements.
* Participated in **JAD sessions** for requirement, feasibility, and risk analysis with various stakeholders, including designers, developers, QA, and management to identify critical and high-risk areas of the application.
* Collaborated with the QA team in reviewing and validating test plans and test cases, ensuring that the final application catered to the user requirements.
* Developed a user acceptance test plan and test case scenarios to guide a select group of **key end-users** in testing the user interface and functionality of the application.
* Coordinate between business stakeholders and project delivery. Facilitate design sessions across design and business to identify the acceptable solution.
* Prioritizing product requirements for projects. Working with **Product Owner** and **senior management** to understand and communicate the product vision.
* Analyze and gather users’ requirements using use cases, **UML diagrams** and elicitation meetings.
* Create and maintain business requirements documents.
* Shaped, built, and maintained smart sheets to track the backlog of activities and the project's progress.
* Improve and build new capabilities/scorecards/dashboards using **Tableau** and other **visualization tools**

to meet evolving business needs.

* Standard reporting and analytics execution.
* Verify ingested data using **Data Bricks** to ensure accuracy, consistency, and reliability.
* Work with internal customers to define required data sets and information, supporting the business teams to solve complex analytical challenges focusing on Supply Chain KPIs, especially the ones with Audits.
* Collaborate and influence multiple partners to ensure the use of fact-based insights in crucial business discussions.

**Environment:** GCP BQ, ETL, SharePoint, Epics, SWOT Analysis, ALM, MS Visio, MS Teams, Service Now, Velocity Chart.

# TechM, Remote (Irving, TX) Nov 2021 to Oct 2022

**Role: Senior Business Analyst /Product Owner**

# Responsibilities:

* Coordinate meetings with Lumen/Accenture and Bright speed/TechM/PWC teams to prioritize reporting needs for Bright speed.
* Work with **multiple stakeholders** to identify sources for these reports and finalize intake methods.
* Participated in product team reviews of strategy, roadmap, and product requirements.
* Drive the development of product **roadmaps** in alignment with Agile methodologies.
* Collaborate with system integration and data warehouse engineers on data extraction and cleaning (**ETL**).
* Work with Operational teams and report developers to understand requisite **GCP BQ** roles that need to be assigned to an analyst, developers, and functional owners.
* Use MS **SharePoint** to manage and share **Epics** and other project documents with **stakeholders**. Based on business stakeholder’s perspective, created User Stories in **JIRA** with technical/non-technical requirements
* Troubleshoot technical issues (bugs, data integration/migration) and drive **issue escalation**/ **resolution**

within QA and DEV. Work with the Development team to track and prepare reports for operational teams.

* Gather business requirements through **open-ended discussions**, brainstorming sessions and role-playing.
* Document user requirements Analyzed and prioritized them and converted them as system requirements that must be included while developing reports.
* Define and create **Use Case** diagrams, Scenarios and Use Case Narratives using the UML methodologies.
* Created **Mock-up forms** in MS word for better visualization and understanding of the reporting solution.
* Manage project templates, use case templates, requirement types, and **tractability matrix**.
* Agile Assigned tasks among development team **Managed workload**, schedules & coordinated status review meetings with project managers, business managers and team members.
* Verify data sets access requirements from stakeholders and worked with developers to create BQ views.
* Perform Data mapping, logical data modeling, created class, and ER diagrams, and used **SQL queries** to filter data within the database.
* Create mockups based on the outputs of the brainstorming sessions and inculcate the inputs from the technical team. Create functional requirements as per acceptance criteria.
* Responsible for facilitating **JAD sessions** with the technical team to clarify any technical questions on behalf of the business and technical acceptance criteria.
* Make sure that the defects have linked requirements and linked test cases to maintain a traceability, Matrix.
* Facilitate, conduct, and establish **agendas** for **Sprint Ceremonies** (Sprint Planning, Daily Scrum, Sprint Review, Sprint Retrospective, and Backlog Refinement).

**Environment:** GCP BQ, ETL, SharePoint, Epics, SWOT Analysis, ALM, MS Visio, MS Teams, Service Now, Velocity Chart.

# T-Mobile, Remote (Reston, VA) Nov 2020 to Sep 2021 Role: Senior Business Analyst

**Responsibilities:**

* Work with SMEs (subject matter experts), Rating Support Services, and Data Stewards on requirements gathering through **JAD** and one-on-one interviews.
* Led cross-functional projects using advanced data modeling and analysis techniques to discover insights that guided strategic decisions and uncovered optimization opportunities
* Identify, understand, and document business needs for the soon-to-be implement **Workflow** system for business process modeling. Performed **Gap analysis** between the new and old legacy systems.
* Developed **BRDs** and technical specification documents to understand new system requirements
* Designed PL/SQL procedures and scripts to rectify **data discrepancy** issues, increasing application integrity and **consistency** by 65%
* Developed complex SQL queries to acquire data from primary and secondary data sources for ad hoc requests and reporting using TOAD Data Point
* Collaborated with cross-functional feature teams to do **Impact Analysis** for new business functionality to be embedded in the new system’s workflow
* **Profiled** data to derive business requirements & generate intelligent workflows to automate standard tasks
* Provided oversight for regulatory compliance with SOX, HIPAA, GLBA, PCI, PHI, ISO, and other applicable federal and state laws or industry directives
* Componentized content and data to support re-use and more **robust** dissemination of ratings and corresponding data to instruments **minimizing** operating time
* As a business analyst created the **Sprint Backlogs** in **Rally** Scrum Sprint **Planning Sessions** based on estimation from planning poker and released backlogs.
* Conducted Sprint Retrospectives and Reviews and maintained a **velocity chart** to track the progress.
* Further created workflow diagrams, activity diagrams, and sequence diagrams.
* Communicate and collaborate with technical developers, Quality Assurance team, and architects on new processes’ business requirements and **enhancements** to existing systems.
* Translated the business requirements into a solution design **FSD** (functional specification document).
* Wrote **SQL Queries** to collect data for product analysis and troubleshooting. Monitored and validated the data for authenticity, accuracy, and consistency.
* Worked closely with **SMEs**, and identified, and analyzed the core requirements and key features of the ongoing rating automation project.
* Function as primary liaison between business line, operations, and technical areas throughout the project cycle
* Conducted **GAP analysis** by reviewing the BRD with the data contracts, thus making sure that all the essential requirements from the contacts were met in the BRD.
* Conduct **backlog grooming** sessions and walk-in interview with business users to gather requirements.
* Migrated projects from Visual Studio (**Azure** DevOps) and SharePoint to JIRA and Confluence, respectively to centralize Agile methodology in the organization
* **Automated** and developed Jira and Confluence Projects as per the SAFe template. Designed and automated SharePoint site with workflows for internal as well as external teams
* As part of Agile **Project Management**

o Managed release readiness activities, including Product Development and ALM tools. Defined and led project management processes and ongoing process improvement initiatives to implement best practices for Scaled Agile Framework

* As part of **Project Onboarding**

o Executed and led client onboarding solutions focused on end-to-end ownership of the client experience. Provided subject matter expertise for implementation of DevOps Tools, products & services, and training requirements directly to external clients and internal stakeholders

* As part of **Change Management**
  + Identified the need and spearheaded the process, in conjunction with IT team members, policies, process, and procedures for the IT/IS team, including release, incident, and problem management
* As a **Scrum Master**
  + Led sprint planning, sprint reviews, sprint retrospectives, and daily scrums with the development team resulting in product features that reached 3k users
* As part of the **Training**
  + Designed customized and user-centric/user-specific courses such as Jira Align, Project Online, Confluence, and SharePoint, respectively

**Environment:** Azure DevOps, SAFe, ALM, MS Visio, MS Outlook, MS Teams, Service Now, AWS, Twilio, Elastic Search, Kibana, Grafana, TOAD Data Point, Toad for Oracle, Version One.

# Tech Mahindra, India Nov 2018 – Aug 2019

**Role: Sr. Business Analyst**

# Responsibilities:

* Collaborated with product owners, team members & scrum masters to define solutions and drive progress.
* Worked as a **Scrum Master** with the Operational Intelligence team, supporting daily activities, removing blockers, and leading scrum ceremonies to help the development team meet goals.
* Used **Kanban** board to visualize workflows and break goals into actionable tasks.
* Performed **data analysis** (Root Cause Analysis, Cluster Analysis, and Behavioral Analysis) and validation on massive data using statistical techniques (Linear regression/data mining for logistic regression/T-tests) and developed rules and stored procedures to detect suspicious/fraudulent activities.
* Extensively worked with the Finance Team (to adhere to Sox Compliance), and Medical Regulatory Compliance Team (to adhere to **HIPAA** and SQC Guidelines) while making any changes to the Siebel

Application (GxP and Sox Compliant) to maintain the quality during the documentation process, and make sure the new Business Processes comply with the Quality & Regulations defined as per medical industry standards.

* Responsible for facilitating **Design Spike sessions** with developers, and testers and brainstorming ideas according to the business acceptance criteria. Created Features, Themes, Epics, and User stories in Rally
* Implement **mock-ups** based on the outputs of the brainstorming sessions and make sure to inculcate the inputs coming from the technical team.
* Create functional requirements as per the acceptance criteria in **ALM**.
* Acted as a **Scrum Master** for the sprint teams and ensured that the team’s current velocity is constantly suitable, and all goals and tasks are being followed up on.
* Responsible for **Ad-Hoc testing** after the deployments of builds in the application and making sure that the deployed code is not effecting the current application or its legacy code.
* Extracted, interpreted, and analyzed data to identify critical metrics (**KPIs**), facts/dimensions and transforming raw data into meaningful, actionable information.
* Worked on resolving ongoing maintenance issues and bug fixes; monitored Informatica sessions and

**performance tuning** of mappings and sessions.

* Conducted **JAR sessions** with focus groups, requirements workshops, **Interface analysis,** and prototyping IT to understand the analytical reports the internal clients need effectively.
* Building scorecards to improve corporate **profitability** measures and comparative financial analysis.
* Develop metrics and strategy to set up acceptable threshold scores based on the criticality of the data and automate the health check process by developing macros using Visual Basic scripting and stored procedures using PL/SQL and by setting up automated jobs for data checks every day using **Unix Shell scripting**.
* Responsible for documentation including project scope, business/technical requirements, Design Specifications, Data models, Source to target matching, Traceability **matrix**, roadmaps, and release plan.
* Acted as a liaison between Business Owners and Product Management to ensure mutual understanding of requirements and specifications. Conduct unit, integration, smoke & UAT testing for software deployment
* Worked closely with functional departments and the Enterprise Application team to gather and define requirements for changes and enhancements to the business systems
* Devised Business Requirement Documents (**BRDs**), Software Requirement Documents (**SRD**), and Workflow Diagrams to capture business needs accurately.

# As part of Data Management

* + Synthesized business data with the help of **SQL** and **BI** to produce future insights and polished presentations, highlighted findings and recommended changes. Used **Azure Data Lakes** and **Data Pipelines**

# As part of DevOps

* + In-depth understanding of principles and best practices of Software Configuration Management (SCM) processes, which include compiling, packaging, deploying (CI/CD), and application configurations

# Project Coordinator

* Provided technical project coordination ad-hoc reporting and data analysis upon request
* Escalate complex problems to IT Director or service vendors and communicate the final resolution to users
* **Coordinated project teams** to meet scheduled deadlines
* Planned and executed projects based on project scope and objectives
* Tracked and communicated project progress using **Rally**
* Had overall accountability for issue identification, assignment, tracking, and resolution processes **Environment:** Azure data lakes, Data pipelines, CI/CD, SCM, Scrum, MS Office Suite, MS Project, Visio, UML, Microsoft Project, Oracle, MS Excel, MS Access, SQL Server.

# HCL Technologies, Bangalore, India Sep 2015 – Apr 2018 Role: Product Owner / Business Analyst

**Responsibilities:**

# As a Business Analyst:

* Transformed the needs of stakeholders into various requirements and eventually into Business logic, Validations, and System Specifications. Acted as a consultant and liaison to designers and data developers concerning data mapping and service-oriented architecture.
* Worked extensively with **SMEs** in understanding and documenting the interface analysis, enabling me to define the project's technical boundaries.
* Assisted with product evaluation, product customization, and system integration. **Conducted GAP analysis**

around the identification of business rules, business and system process flows, user administration.

* Developed use case, activity diagrams, data flow diagrams & process models using **Microsoft Visio**
* Organized Scrum calls, which included sprint planning, daily standups, sprint review and retrospective meetings
* Developed **business reports** using SQL, and built **data pipelines** to stage data from multiple sources for analysis and reporting
* Establish process control protocols under Continuous Improvement initiative, streamlining project business processes by 40%
* Worked with Database developers in framing **stored procedures** using SQL and Web Methods to communicate with internal and externa**l Web Services**.
* Calculated velocity, framed **burn down velocity** chart, re-populated the release backlog with unfinished user stories, and guided stakeholders with slice of potentially shippable product at the end of every sprint.
* Attended SLA framing meetings and extensively retrieved **URLs** from **UDDI** for the system to consume the web service of the credit administration and illustration centre.
* Mentored team members for effective system monitoring, increasing application availability & performance
* Performed **impact analysis**, went through all the use cases and workflows. Conducted gap analysis to derive requirements for the automation process.
* Demonstrate good management of time and effective use of resources in order to meet stringent deadlines.
* Involved in manual **testing** and **UAT** with development and QA team. Worked with offshore development and technical team during different phases of the project creating use cases, Testing, and deployment.
* Led Joint Application Development (JAD) sessions with stakeholders throughout SDLC to resolve open issues. Built and improve processes, templates, and best practices related to the business Systems
* **Salesforce**
  + Possess comprehensive understanding of **CRM** business processes like Campaign Management, Lead Management, Account Management, Case Management, Quote, Forecasting, and Call Center
* **ERP**
  + Implemented **Sage** 50 and **Oracle** NetSuite to replace accounting tools such as Quick Books and Excel

# As Product Owner:

* Initial RFP preparation on current system. Requirement gathering for Integration and UI design changes.
* Requirement gathering for any changes in Operation portal from OPCS (Business owners).
* Developing Process workflow (AS-IS & TO – BE) as per BPMN 2.0 standards.
* Analyze requirements, estimation and documenting the Business Requirement Document, Functional Specific Document and JIRA tickets.Tracked defects in Quality Center and worked with QA team to resolve defects.
* Gathering **CRM** requirements and developing a Contact & Case Management for customer relationship.
* Conducted training session for Business owners on any new **Product development**.
* Created User Manual for the application which is available in the “Help” for different customers.
* Experience in hand craft Project Artifacts/ Documentation.

**Environment:** CRM, Sage, Oracle, Scrum, MS Office Suite (Word, PowerPoint, Excel, Outlook), MS Project, Visio, JIRA, Salesforce, UML, Microsoft Project, Oracle, MS Excel, MS Access, SQL Server.

# Cyient, Hyderabad, India Mar 2014 - Aug 2015

**Role: Associate Project Manager/ Business Analyst Responsibilities:**

# As an Associate Project Manager:

* Led and managed Techno-Functional Resource to develop and implement a customization of financial modules such as General Ledger, Fixed Assets, Accounts Payables
* Evaluated risks related to requirements implementation, testing processes, project communications, and training saving the company on average $0.5 M
* Conducted audits to determine unreported income, personal use of company cash and other assets

# As a Business Analyst

* Gathered analyzed and documented both business and technical requirements from formal and informal sessions and validated the needs of the business stakeholders.
* Conducted user interviews with various stakeholders & documented business and functional requirements.
* Led an initiative, to migrate 3 data centers spread across the country to one location, **reducing operational cost** of project by 50%
* Debugged java code issues and provided solutions that helped in streamlining the SQL **stored procedures**, successfully saving 40 hours per month.
* Performed multiple **SQL queries** using Query Analyser / TOAD for Data Analysis; created database driven reports with output to MS Excel and custom reports such as SQL file count, and monthly migration reports
* Developed knowledge of Business Process Management (**BPM**).
* In-depth root cause analysis of issues and performed impact analysis of new deliverables on system **KPIs**
* Orchestrated weekly calls with technical teams and business managers to analyze system functionalities and identify **pain areas**
* Evaluated technical feasibility of database projects developing project charter and implementation plans
* Conducted **boot camp** knowledge transfer sessions in the team for the smooth transition of processes during project hand over. Ability to support multiple projects simultaneously and work in a fast-paced environment.
* Proficient in analyzing and creating Unified Modeling Language (**UML**) Diagrams such as Use case diagrams, Activity diagrams, Sequence diagrams, Data flow diagrams, Business flow diagrams using MS Visio
* Expertise in Client Relationship Handling, Project and Release Management, Configuration and Change Management, Tracking, and Control.

**Environment:** BPM, MS Word, MS VISIO, MS Project, MS Access, MS Power Point, MS Excel, Oracle 10i

# AIESEC, Noida, India Jan 2013–Feb 2014

**Role: Business Analyst**

# As Scrum Master:

* Conduct daily stand-up meetings (scrum calls) and maintain the Backlog.
* Involved in Functional specific and UAT testing for any new changes.Published Status/Weekly Status reports on a weekly basis in terms of Dashboards for better understanding on the **Program Level status**.
* Played as a single point of contact for assigned incident tickets (Production issues logged by users).
* Worked closely with the project manager, business lead and technical lead to identify research and escalate issues and risks to the appropriate work stream for resolution.

# As a Business Analyst:

* Performed business analysis including **process re-engineering** and requirements elicitation for integrating all the disparate systems into one synchronized system.
* Conducted **walkthroughs** with the department head to have a deeper understanding of the requirement.
* Created project plans to take into consideration projects’ mission, process flows, timelines, and requirements to document them. Designed and developed Use Cases, Activity Diagrams and Sequence Diagrams using UML.
* Planned, **User Accepted testing**, and implementation of system enhancements and conversions.
* Facilitated Joint Application Development sessions to identify business rules and requirements and then documented them in a format for inter and intra departmental reviews.
* Documented the **User Manual** and **trained** the **end users** for the application.
* Learnt activities & deliverables by being actively involved in all phases of Software Development Life Cycle.

**Environment:** Microsoft Project, Oracle, MS Excel and MS Access.