

## BUSINESS ANALYST

### Summary

Over 7+ years of experience in IT industry. Extensive experience in business analysis, requirement elicitation and gathering, use case modeling using UML, data analysis, modeling and data mapping. Practical knowledge of SDLC methodologies like Waterfall, Iterative and Agile Software Development Proficient in identifying, documenting and analyzing business requirements specifications (BRS), and Software Requirement Specification (SRS). Good understanding of UML. Expert in creating Use Case diagrams and writing Use Case Specifications Facilitated and participated in joint application development (JAD) sessions, and white board sessions to keep executive staff, and the team members apprised of goals, project status, and resolving issues. Experience in data mapping from source to target database schema. Experience in dealing with different data sources ranging from Flat files, SQL server, Oracle, DB2, MS Access and Excel. Strong facilitation skills and experience in leading requirements gathering, Use case walkthroughs and functional requirement sessions. Good knowledge of SQL and extraction/ transformation/ loading (ETL) process using DTS. Experience in conducting User Acceptance Testing (UAT) and considerable knowledge of Gap Analysis.

### Skills

- Operating Systems: WindowsXP/2000/NT/98, LINUX, UNIX.
- Languages: SQL, PL/SQL, T SQL, Visual Basic 6.0, XML, HTML.
- Databases: SQLServer, Oracle9i/8i, DB2, MySql, MS Access, Teradata.
- Rational tools: Rational Rose, Rational RequisitePro, Rational ClearQuest, Rational ClearCase.
- Data modeling tools: ERwin, Sybase Power Designer.
- Reporting tools Crystal Reports, Business Objects.
- Other MS-Office (Excel, Project, Word, Visio)

### Experience

06/2015 to Current

Business Analyst Jackson , CA

- Wells Fargo is a financial company involved in offering mortgage, finance, and investment solutions.
- The project involved in converting its dispersed legacy systems into one integrated system that is flexible, consistent, and reduces total cost of ownership across different Wells Fargo lines of businesses.
- Responsibilities:..
- Functioned as the bridge between functional business units and IT.
- Developed, implemented and documented software development and SQA processes.
- Configured and administered VersionOne as the team's Agile management tool.
- Provided VersionOne training to the software development team and business stakeholders.
- Developed the product backlog along with Product Owners.
- Participated in sprint planning, daily scrums, testing, retrospectives and sprint reviews.
- Performed Gap Analysis to identify the deficiencies of the current system and to identify the requirements for the change in the proposed system.
- Facilitated Joint Application Development (JAD) Sessions for communicating and managing expectations, and to discuss the different ways and means for the integration of rational tools with the current system.
- Conducted interviews and performed Stakeholder Analysis, worked with the SME's (Subject Matter Experts), IT managers, software architects to identify the key changes, and participated in Stakeholder Management to communicate effectively with them.
- Experience in Rational RequisitePro, Rational Rose, and Rational ClearQuest, using Unified Modeling Language (UML) and Rational Unified Process (RUP).
- Created and managed project templates, Use Case Project templates, requirement types and traceability relationships in Rational RequisitePro.
- Created Use Cases using UML and managed the entire functional requirements life cycle using Rational Unified Process and Rational Rose.
- Responsible for preparing the Software Requirement Specifications (SRS) document, Functional Specification Document (FSD), creation of Process Work Flows and Functional Specifications.
- Generated various reports for user verification like Cross Tab Reports and Sub Reports, various charts and graphs like Bar chart, line graphs, and Pie charts by using Crystal Reports and exported reports into formats like PDF, HTML, Excel, Word and RTF.
- Extensive experience with User acceptance testing (UAT) and system testing.
- Conducted walkthroughs with business and development teams.

12/2013 to 02/2015

Business Analyst Pg&E Corporation 1/4 Lincoln , CA

- John Hancock is one of the leading Life Insurance providers in US.
- The project dealt here was on one of their newly provided services LTC (Long Term Care) Insurance.
- Enhancements were to be made to their legacy online system to support their newly provided product Long Term Care Insurance.
- Responsibilities:..
- Worked with the business users to define business requirements and develop user.
- Specification documents.
- Conducted user interviews, gathered and analyzed the requirements Requisite Pro.
- Designed and developed Use Cases, Activity Diagrams and Sequence Diagrams using UML.
- Identified, investigated, analyzed, defined and documented business processes.
- Conducted workflow, process flow and GAP Analysis to derive requirements for existing.

- Systems enhancements.
- Involved in data mapping and performing gap analysis on the systems.
- Collaborated with the QA team to ensure adequate testing of software both before and after.
- completion, maintained quality procedures, and ensured that appropriate documentation is in.
- Place.
- Met with business stakeholders to gain consensus on new product functionality.
- Prioritized new features and functionality based on business needs.
- Identified and documented best practices for the product offering.
- Conducted UAT (User Acceptance Testing).

03/2011 to 10/2013

Business Analyst Pg&E Corporation 1/4 Mountain View , CA

- Claims Processing Application was built to give an access across distributed content stored in multiple different locations with a single unified workflow.
- This System built here lets the policyholder submit notice of loss.
- It lets policyholder fill in claims application where in it can add pictures, motor vehicle information.
- The Claim Handler can access this system and can also get access to Policyholders credit reports, police and field adjuster reports and reports on medical conditions.
- Responsibilities:..
- Responsible for requirements elicitation and analysis, generating workflow process and necessary documents for the project.
- Defined Business processes, analyzed and documented requirements, identified gaps and evaluated change requests.
- Managed project templates, Use case templates and traceability matrices in Rational Requisite Pro.
- Responsible for creating numerous Work flow diagrams and business processes.
- Worked with the development team to make sure that they understood the user requirements and that the system developed met those requirements.
- Supported QA Process and QA documentation management.
- Developed System testing plan for the application and provided guidance to the testing team.
- Developed system and user acceptance test cases.
- Created UAT plans and procedures.
- Documented inconsistencies and resolved issues.
- Wrote test scripts and cases in association with project manager.
- Evaluate test case coverage; analyze defects, determined if the success criterion has been met.
- Designed test packages and classes with designers.
- Involved in designing interface to automate tools and design test procedure behavior.
- Managed all types of change requests, defects, enhancements, issues and documentation changes.

01/2009 to 02/2011

Bickford Senior Living 1/4 Tinley Park , IL

- Netapp Storage Admin.
- Installation, Configuration and Administration of NetApp FAS2000, FAS3000 and FAS6000 Series Filers.
- Created Aggregates, Volume, Qtrees, Vlans, Virtual Interfaces, Igroups, VFiler's, CIFS Shares and NFS Exports.
- Created Volume and Qtree Snapmirror Relationships as a part of Disaster Recovery Planning.
- Recovered Lost Storage Data using Snap Restore, Flex Clone, Snapmirror and Snap Vault Setting up and troubleshooting NFS, CIFS, and SAN ( FC and ISCSI) Environment.
- Checking the status of aggregate and volume usage using DFM.
- Configuring and troubleshooting SnapMirror Environment.
- Restoring the data using snap restore and CIFS shares.
- Installed, Configured and Administered Operations Manager, Oncommand Core/Host package, Performance Advisor (NMC 3.1) for Monitoring and Reporting.
- Performing Daily health check to monitor the usage of LUN, Aggregate and volume utilization.
- Analyzing and Troubleshooting Filer, Array and Server Related Issues in The Environment Using Monitoring and Reporting Tools Assisted the Team in Resolving Level 3 Issues in the Environment Configuring windows ISCSI Boot LUN for the environment.
- Created Global and Local Mirror Relationships on San Volume Controller for Disaster Recovery Performed Data Migrations using Volume Snapmirror, Qtree Snapmirror, Flash Copy, Image Mode Copy Technologies Managed Snapshot Retentions and Snapmirror Intervals as a part of Backup Strategy Ontap OS upgrade from 7.3.3 to 8.07 mode.
- Experience installing and configuration of NetApp CDOT Architecture.
- Managed Filers Using Oncommand System Manager, Filer View, Command Line Interface and Provisioning Manager.
- Installed, Configured and Administered Snap drive, Snap Manager for Oracle, Snap Manager For SQL and Snap Manager For Virtual Infrastructure for Backup and Recovery.
- Configured NDMP for Snap Vault and Tape Backup.
- Adding disk shelf to the existing storage for standalone and High availability controllers.
- Checking the storage critical Events, Storage remediation like HBA driver and firmware upgrade.
- Performing Deduplication for the volumes.

Education and Training  
Masters of business administration Bachelor of business  
Accomplishments

- CERTIFICATIONS:

Certifications

ORACLE Certified Program 11g Administration 1

EXIN ITIL Foundation (ITVF.EN) Certified

Cluster Data ONTAP NetApp Certified 7-Mode Data Administrator

NetApp Certified Implementation Engineer

Skills

Agile, Application Development, automate, Backup, Tape Backup, Business Objects, Business processes, charts, ClearCase, content, Controller, credit, Crystal Reports, Data modeling, Databases, designing, Disaster Recovery Planning, Disaster Recovery, documentation, Engineer, ERwin, XML, features, finance, financial, Flash, Functional, graphs, HTML, DB2, Image, Insurance, ITIL, LINUX, managing, access, MS Access, Excel, MS-Office, SQLServer, windows, 2000, 3.1, 98, NT, WindowsXP, Word, MySQL, NFS, Operating Systems, OS, Oracle9, ORACLE, PL/SQL, PDF, police, processes, quality, QA, Rational Rose, Reporting, Requirement, RUP, Rational Unified Process, SAN, scripts, software development, Specification, SQL, Strategy, Sybase, Teradata, T SQL, Troubleshooting, Unified Modeling Language (UML), UML, UNIX, upgrade, View, Visio, Visual Basic 6.0, workflow