

SENIOR BUSINESS ANALYST

Summary

Business Analyst with over 5 years of experience, primarily in Airline, Retail Banking, Insurance, Mortgage and Pharmaceutical Industry. Experience in co-coordinating with business and IT across all phases of software development life cycle. In-depth knowledge of Software Development Life Cycle (SDLC) methodologies like Waterfall & Rational Unified Process (RUP), Agile. Expertise in gathering, analyzing and documenting business requirements and developing Business Requirement Documents and Functional Requirement Specifications. Expertise in UML. Expertise in writing and implementing Test scenarios, Test cases, System testing, Regression testing and maintaining Traceability Matrices for baseline documents. Excellent experience in Network Planning, Implementing, Configuring, Troubleshooting and Testing of networking system.

Highlights

- Conducting JAD sessions
- Methodologies UML, RUP, SDLC, Waterfall, Agile
- Documenting functional and non-functional, Documentation Tools Rational Requisite Pro, Visio.
- MS Word, MS Excel, MS PowerPoint
- Creating application Prototypes and screen Internet Technology JavaScript, XML, HTML
- mock-ups Project Management Microsoft Project, Microsoft
- Creating graphical representations of complex Office Suite
- business processes Operating Systems Windows (NT/2000/XP), UNIX.
- Experience in using VISIO, MS office Linux
- Enterprise Class COTS Software Projects Database Oracle, Sybase, SQL, MS Access
- Creating graphical representations of complex Office Suite
- business processes Operating Systems Windows (NT/2000/XP), UNIX.
- Other Software Expert Choice, Crystal Ball, Lindo,
- Minitab, Stella, Matlab, Bloomberg

Experience

Senior Business Analyst

January 2014 to September 2015 Db Schenker 1/4 Eagan, MN

- Walgreens is a leading pharmaceutical supplies provider.
- The project that I was brought on to assist with was for enhancement of the "Balance Rewards Card".
- This is a customer loyalty card where the customer gets points every time they purchase something and swipe the card in the store.
- Also worked on the Mobile Project which was enhancement to the Mobile Point of Sale application. Used the Agile (Scrum) methodology to carry out every step of the business modeling process.
- Identified and documented business processes to define high level model.
- Lead brainstorming sessions to gather business requirements and discuss possible solutions, documenting them into a Business Requirements Document and translating into Functional Requirements Document as well as User Stories.
- Organized workshops with Subject Matter Experts (SME's) to obtain domain level information.
- Gathered Functional and Data Requirements, analyzed workflows and created Requirement Specifications, Report Specifications, Data Requirements, Data Mapping and High Level Flow diagrams.
- Elicited demands from the stakeholders and analyzed them for consistency, flexibility and completeness.
- Documented user stories, while describing the behavior of the system and modeled them in Visio.
- Created mock ups for user stories and demos for the business.
- Worked on data analysis with pivot tables and v look ups using Microsoft Excel.
- Dedicated a good portion of the time with the QA team in front end, back end and regression testing.
- Worked with the compliance team to validate that requirements are HIPAA compliant.
- Worked to organize the sequential sprint backlogs and deployments as per defined priority.
- Took part and participated in daily SCRUM Standup meetings.
- Managed requirements churn and worked with business to ensure that requirement changes are captured and completed before code freeze for sprints.
- Conducted Business Acceptance Testing (BAT) and subsequent Demo for the IT team in Sprint Review Meeting.
- Conducted the functionality demo for the business when delivering the sprint items.
- Mobile Point of Sales Gather requirements from the business about the high level functionality of the application.
- Created mock ups to break down into detailed functionality screen wise.
- Created business rules.
- For the mobile UI, worked with the user experience team and reviewed the interface with the business.
- Oversaw SIT and helped business in UAT.
- Compliance reporting HIPAA.

Business Analyst

May 2012 to November 2013 Mantech International Corporation 1/4 Littlestown, PA

- TCF is a Wayzata, Minnesota-based national bank holding company.
- TCF had \$18.8 billion in total assets and 381 branches in Minnesota, Illinois, Michigan, Colorado, Wisconsin, Indiana, Arizona and South Dakota, providing retail and commercial banking services.
- TCF, through its subsidiaries, also conducts commercial leasing and equipment finance business in all 50 states, commercial inventory finance business in the U.S.
- and Canada, and indirect auto finance business in 48 states.
- Legacy System Enhancement Project This project employed the Waterfall methodology, as it was a long term project intended to analyze

and document the current state.

- Involved reverse engineering to understand aspects of the legacy system which had many changes made over the years but not properly documented.
- Worked with business and other teams to understand the system and gather requirements.
- Created documents to reflect the current state, which would help in the discovery phase of the system enhancement.
- The project required creating training document material pertaining to the upgrade and training the impacted parties.
- As part of the Enhancement project, the client had to move its data center, which involved data migration.
- Worked with different stakeholders and IT to perform data analysis and Gap analysis to confirm the tools to be used for the system upgrade which would be effective.
- Involved in all phases of migration process, which included analysis, setup, migration, integration, implementation, and maintenance of data.
- Worked closely with Quality team to prepare the test scripts and was involved in integration and acceptance testing.
- Traced Business Requirements (BRD) to Functional Requirements using Requirements Traceability Matrix Worked closely with financial teams across all locations to capture upgrade changes.
- Documented all the different screen changes and functionality change.
- Involved in helping the QA teams with creating test cases and helping throughout the QA phase of the project.
- Coordinated the business users and stakeholders to conduct User Acceptance Testing (UAT) and obtain sign off.
- Card and Retail Services (CRS) Department - Web-enabled Access Project The project involved setting up web enabled access to customers for managing their mortgage, credit card accounts, and investment/wealth management accounts (mutual funds, CDs, stocks, bonds and money market instruments) online.
- The user would create an online account based on his/her account information.
- The system would provide the user with the ability to review payment information, view transaction history and make online payments.* Compliance reporting Sarbanes-Oxley.

Senior Mobile Business Analyst

January 2011 to March 2012 Eureka Infotech, Inc. 1/4 Hicksville , NY

- Waterfall methodology was used.
- The project was started because Restatements is the need for adjusting financial and statistical data incorrectly reported on the company's data warehouses, Financial Data Warehouse and Allcorp Data Warehouse Restatements are used to adjust historical data for previous year.
- It allows to restore the true picture of premium and claims data in the data warehouse to accurately assess performance for the company's key financial figures, and provide more timely and accurate financial planning, forecasting and analysis to clients.
- Responsibilities: Involved in discussion with business users to understand the requirements for enhancement of web and mobile application and discuss existing application issues.
- Involved in conduct project status reviews to ensure requirement and quality adherence.
- Communicated with business users to identify required data to be extracted from the back end systems Played major role as point of contact in tracking issues and communicating them to vendors, management and stakeholders.
- Involved in preparing BRD's (Business Requirement Documents) supporting documents.
- Prepared Logical Data Models that contains set of diagrams and supporting documents containing the essential business elements, detailed definitions, and descriptions of the relationships between the data elements to analyze and document business data requirements.
- Involved with testing team when performing System Testing, Integration Testing, Backend testing, Functional testing and User acceptance testing on the application.
- Support testing process and deploy the application release to production region.
- Performed manual Back-End testing by writing SQL queries for validating user information available in the tables.
- Demonstrate the application functionality and features to the business users.
- Involved with technical team and suggested Automation of jobs for data extraction as requested.
- Responsible for conducting meetings with various involved project teams and analyze risks and issues.
- Compliance reporting Sarbanes-Oxley.
- Environment SAS, JCL, MS-EXCEL.

System Analyst

January 2010 to December 2010 Freddie Mac 1/4 City , STATE

- Roles and Responsibilities: Analyze systems requirements for out of region data center build to implement over 600 web applications needed for business continuity in case of disaster.
- Interview and document solution design with engineering, architecture and IBM implementation teams, covering the entire Datacenter implementation.
- Track device builds, cabling and related issues on SharePoint.
- Analyze system requirements for 87 core services covering Network, Security, Data, Collaboration and System Management Identify and categorize applications based on RPO (recovery point objective) and work with owners to identify issues and threats.
- Act as liaison between Build and Technology Resiliency Group to identify and define recovery script requirements based on the overall solution and Recovery Objective.
- Continuously monitor potential impacts to requirements and technical scope Develop business cases and liaise with appropriate stakeholders in the assessment, development and implementation of the out of region data center.

Education

MIS : 2011 University of Texas 1/4 City , State , USA

Bachelor of Science

Affiliations

Professional Agile Scrum Practitioner certificate (Qualistick professionals- HP Business Partner)

Skills

Agile, Automation, Balance, banking, Bloomberg, bonds, Develop business, business modeling, business processes, cabling, Compliance reporting, credit, Crystal, client, clients, data analysis, data migration, data warehouse, data warehouses, Database, Documentation, XML, features, finance, Financial, financial planning, forecasting, Functional, funds, HTML, IBM, Internet Technology, inventory, JavaScript, JCL, Linux, managing, market, Matlab, meetings, Access, MS Access, Microsoft Excel, MS-EXCEL, MS Excel, money, Office Suite, MS office, MS PowerPoint, Microsoft Project, SharePoint, 2000, Windows (NT, MS Word, migration, Minitab, Enterprise, Network, Operating Systems, Oracle, pivot tables, Project Management, Quality, QA, Requirement, Retail, RUP, Sales, Sarbanes-Oxley, SAS, SCRUM, SDLC, scripts, script, SQL, Stories, Sybase, tables, translating, UML, UNIX, upgrade, view, VISIO, wealth management, web applications, wise, workshops