

BUSINESS ANALYST/QA LEAD

Summary

Requirement Analysis with Use Case Diagrams, Class diagrams, State Diagrams, Sequence and Collaboration diagrams for Intranet Based and client Server Application Development. Conduct Peer review (Formal/Informal) and provide feedback. Experienced in documenting Business Rules. Knowledge of Writing User Stories and Use Cases. Knowledge of WebServices and Soap UI tools. Advanced analytical skills with excellent problem solving capacity, throughout SDLC. Experience in managing multiple projects concurrently by using exceptionally strong organizational skills, analytical, problem solving, decision making, leadership skills and Project management skills. Alternative Analysis: Analytical Hierarchical Process (AHP) to select suitable COTS products for replacing existing application. Evaluated vendors and COTS products as part of determining approach to implementation of new service or software product. Experienced in coordinating resources; setting deadlines; assigning responsibilities; and monitoring, summarizing and communicating the progress of the project.

Highlights

- Requirement tracing
- User acceptance testing
- Business systems analysis
- Functional requirements
- Business requirements matrixes
- Requirements gathering
- Critical thinking
- Decisive
- Advanced problem solving abilities
- Superb communication skills
- Scope and project definition
- Project management

Accomplishments

Reporting

- Implemented processes that utilized accounts receivable sub-ledger for accounting and customer attribute reporting.

Client Interface

- Managed accounting close, accounts payable, and financial reporting for multiple clients.

Data Verification

- Checked figures, postings and documents for correct entry, mathematical accuracy and proper coding.

Marketing Requirements

- Worked with customers to define and develop business cases for new products
- Wrote marketing requirements documents for future product development.

Experience

Business Analyst/QA Lead

March 2016 to January 2016 Rakuten - Lexington, MA

- Supporting USPS Task #1: Help Desk Tickets Description Responsible for maintaining VersionOne for all work accountability.
- Responsible for all testing, System Integration Testing, supporting Customer Acceptance Testing, supporting Production releases and post production efforts.
- Responsible for all TSLC documents and supporting required signoffs.
- Responsible for all SOX documents and supporting required signoffs.
- Responsible for supporting all audit and review activities related to the code, effort, including SOX and TSLC, and other audits and/or inquiries as required.
- Responsible for making updates to any technical diagrams, work flow diagrams, integrated support diagrams and other documents that are impacted by the effort.
- Responsible for working with the business customer to identify all issues to be worked, and will work as necessary with the subject matter experts identified by the customer to support this effort.
- Responsible for performing Functional Testing for testing API using SoapUI supporting HTTP.
- Responsible for maintaining and publish a release plan identifying all issues prioritized and work status.
- Task #2: Removal of FSO Description Responsible for analyzing all eFMS application and database occurrences to identify all FSO and Office code references/dependencies to the FSO.
- Responsible for developing a database restructure necessary to remove all occurrences from the application and database.
- Responsible for creating a plan and script to covert specific data as required.
- Responsible for removing all FSO dependency not only in the eFMS system, but also remove all reference to the term "FSO" throughout all ASR reports.
- Responsible for overseeing and coordinate with eAccess to be updated with the new Office Codes.

Managed the day-to-day tactical and long-term strategic activities within the business. Conducted cost, schedule, contract performance, variance and risk analysis. Compiled and synthesized relevant business data such as financial, performance, AUM and headcount forecasts. Maintained high levels of partner satisfaction through communication and In person meetings. Established knowledge-sharing processes for 5 associates throughout the organization

Business Analyst

August 2014 to April 2015 Sage Intacct - San Francisco , CA

- Identified strategic partnerships and gathered market information to gain a competitive advantage. Delivered performance updates, quarterly business reviews and planning meetings. In mind Prototyper for software prototypes and high-fidelity website wireframes to create UI according to the PGA Participate in Daily Scrum Stand up Work with the development team to ensure all changes are corrected accordingly Report any issues and concerns from the development team to the assign PGA Developed PG message set examples for outreach documents to Trade Provide Weekly Status Reports to the Branch Chief.
- Worked on creating a Dashboard for the management team that will provide at a glance where each PGA stands.
- Work with Project Managers, Configuration Management, Quality Assurance, and Independent Verification and Validation to ensure all features and change requests are accounted for in the project deliverables.

Business Analyst

February 2013 to August 2014 Sage Intacct - San Jose , CA

- Order Entry Management System (OEMS) Modernization Alternative The objective of the OEMS modernization alternatives analysis task is to provide USPTO with a written and detailed assessment for the best possible approach toward modernization, design, and implementation of the entire OEMS (shopping cart and "Core" OEMS) leveraging commonality with Fee Processing Next Generation (FPNG) and MyUSPTO Responsibilities: Requirements Analysis.
- Fully review existing state of the OEMS Requirements.
- Conduct working sessions and stakeholder outreach sessions (individuals with in-depth knowledge of business needs) along with requirements analysts to derive, update, and document the functional and system requirements using tables created in Excel sheets.
- The requirements that were gathered were used to assess the technologies available to support an integrated OEMS.
- Requirements Vetting.
- In addition, implications and interactions with other system attributes and architectural aspects was considered (e.g., managing capacity, performance, and availability) Once prioritized and approved the user stories/requirements are used for feasibility and assessment of technology capabilities and features.
- Documenting Requirements.
- All user stories/requirements were updated and clarified at each iteration of the sprint and resubmitted for prioritization, review, and approval.
- Analyzed and optimized the process.
- Prepared Business Requirements Document (BRD) and then converted Business requirements into Functional Requirements Specification (FRS) and Technical Specification using Rational Requisite Pro Define and control requirements baselines in the program's requirements management system (DOORS); responsible for DOORS administration and maintenance to ensure that the information it contains is accurate, and baseline integrity is maintained.
- Wrote custom DOORS DXL scripts to perform periodic quality checks on database content.
- Manage requirements traceability information to ensure requirements trace to their corresponding designs, source code or physical products, and test and verification activities and outcomes.
- Participate in technical reviews and inspections of requirements documents; responsible for ensuring that requirements are complete and appropriately documented, reviewed, approved, and baselined.
- Track requirements status and change activity throughout the project life cycle.
- Responsible for reviewing all requirements Change Requests to ensure they are well-defined and properly-traced, and for assessing the impact before making approval recommendations; Incorporate approved requirements changes into project baselines in accordance with the controls established in the Configuration and Data Management Plan.
- Work with Project Managers, Configuration Management, Quality Assurance, and Independent Verification and Validation to ensure all features and change requests are accounted for in the project deliverables and QA plans.
- Evaluation of potential COTS product.
- Provided White paper analysis to provide future COTS product to replace OEMS with 80% out of the box and 20% customization.
- Environment: MS-Project, MS-SharePoint, Rational Requisite Pro, Door.

Business Analyst

September 2012 to January 2013 Sage Intacct - Atlanta , GA

- ABN AMRO Mortgage Group, Inc.
- is one of the nation's leading home lenders.
- The Group specializes in all aspects of mortgage lending, from origination to closing and servicing.
- The project, my Mortgage, is customers mortgage accounts management system.
- It provides various mortgage services such as Current Account Balance, Payment History, Tax and Insurance Data, Make Payments Online, Apply for a Refinance or New Purchase Loan.
- My Mortgage even analyzes the customer's account and tells the customer regarding the savings if he/she refinances.
- Responsibilities: Gathered Business Requirements.
- Interacted with the Users, Designers and Developers, Project Manager and SMEs to get a better understanding of the Business Processes.
- Used Agile Methodology.
- Proficient in using Agile Scrum methodologies, performed roles of Scrum Master following sprint/stand up sessions and used Excel

extensively to write user stories, analyzed the Iteration Burndown charts and reviewed defects.

- Successfully used Agile/Scrum Method for gathering requirements and facilitated user stories workshop.
- Documented User Stories and facilitated Story Point discussions to analyze the level of effort on project specifications Established standards (and templates) for requirements documentation, and converted business/IT requirements into logical components for tracking and transfer to development tasks through the use of Rational RequisitePro and ClearQuest.
- Used the Unified Change Management (UCM) tool, Rational ClearQuest to maintain and track the Stakeholders requested enhancements and changes.
- Identified Use Cases from the requirements.
- Created UML Diagrams including Use Cases Diagrams, Activity Diagrams/State Chart Diagrams, Sequence Diagrams, Collaboration Diagrams and Deployment Diagrams, Data Flow Diagrams (DFDs), ER Diagrams and Web Page Mock-Ups using Rational Rose and MS Visio and thus defining the Business Process Model and Data Process Model.
- Performed Feasibility, Adaptability and Risk Analysis to identify the business critical and high-risk areas of the application.
- Assisted in selecting the technology for the application based on Cost-Effectiveness and Quality with an eye towards the future Used the Unified Change Management (UCM) tool, Rational ClearQuest to maintain and track the Stakeholders requested enhancements and changes.
- Used Rational ClearCase, a Configuration management tool, to maintain different builds of the application with description about all changes and Versions.
- Conducted JAD Sessions periodically with various stakeholders at various phases of the Software Development Life Cycle (SDLC) to discuss open issues and resolve them.
- Used MS Project to manage schedules, deadlines and resources and collaborate on the project.
- Environment: Windows XP, SDLC, Agile/Scrum, Java, Visio, Quality Center, Clear Quest, SQL Server 2008, MS Office.

Business Analyst/Quality Analyst

July 2011 to August 2012 Sage Intacct - Beaverton , OR

- First Western Bank is an emerging financial services provider on the internet.
- This E-banking application offers personalized banking on the Web.
- The application offers specially designed banking products to members, including credit cards, debit cards, bills payments, checking, savings and money market.
- Responsibilities: Conducted JAD sessions for project definition, resource identifications, deliverable prototype identification, and user interface design and database schemas needed.
- Authored Data Flow diagrams/Work flows, Sequence diagrams and Business Process models with special detail to Sub-Processes.
- Defined Activity flow diagrams in conjunction with UML diagrammatic representation to define various levels of data and control flow.
- Developed use-cases for the system with special emphasis on defining Parent-child use case hierarchy as well as supporting Extension and Inclusion use cases as derived from the base use case.
- Used UML as a standard for the same.
- Used Filenet software to create business processes.
- Created test strategies targeted for requirements validation.
- Helped develop specific plans and tests to ensure that proposed system and business processes meet those requirements, as they are being planned, developed, delivered and supported.
- Created and Maintained Test plans using Rational test manager.
- Created Use case documents, GAP documents, Business requirement documents and project charters.
- Interfaced with testers for rapid creation of test cases for functional, regression, recovery, GUI, and integration testing purposes.
- Various measures of Verification and Validation were implemented to ensure prompt & accurate data entry in the application.

Business Analyst

March 2009 to May 2011 Continental Airlines - City , STATE

- The Objective of this project was to enhance Continental Airlines .Net based Vacation Packages website by adding new Web Pages and to replace current vacation package vendors with new ones through web integration.
- The new product was expected to generate higher revenue than existing vendor products, as a result of both increased conversion (book to look ratio) and improving the economics of vacation packaging (Combinations of air, hotel, car and activities) by increasing share of the package margin.
- Responsibilities: Understood As-Is business by reading existing documents.
- Met and interviewed business owners to gather business rules, functional requirements and non-functional requirements.
- Did technical feasibility analysis of requirements.
- Made recommendations to business owners on various requirements.
- Met the vendors and gathered technical information required to develop a system that can integrate with vendors existing system by consuming vendor's web services.
- Developed requirement document using the requirements thus collected, which included wireframes, mock-ups, swim-lane diagrams, process flow diagrams, and use case stories to make sure the requirements document is easy to understand by developers as well as by QA team.
- Used SharePoint to organize all project related documents.
- Created web trends tags and tagged links/buttons/widgets on the company website to get reports of traffic exiting the company website and entering vendor website.

- Conducted bug triage meeting to prioritize bugs in order to help streamline the QA efforts.
- Created product support guide for Customer Support group.
- Created UAT Test cases and supported Business owner through to do UAT.
- Led multiple web enhancement efforts and new web initiatives as member of PMO.

Business Analyst

January 2007 to December 2008 Merrill Lynch Wealth Management - City , STATE

- Merrill Lynch Personal Advisors is a non-discretionary investment advisory platform that provides a flexible investment solution combined with a disciplined wealth management process for clients seeking to be actively involved in the management of their wealth.
- Responsibilities: Responsible for laying out business needs in the form of Business Requirements Documents to our technology partners to make data requirement are correctly mapped to client needs.
- Conducted GAP analysis between current and desired system by creating Process flow diagrams and as is- to be flow diagrams using MS Visio in order to interpret current and desired state.
- Analyzed individual portfolios & compared their annual ROR against custom benchmark indices in order to determine if the target asset allocation is in line with the client's objective.
- Performed in-depth data analysis by identifying the source of data & comparing various Excel data files to make sure they are in the scope of the project.
- Monitored incoming data for quality and consistency and developed customized data files to be communicated to Financial Advisors, Office of Management and the client.
- Created and updated Business Use Cases based upon the changing needs of the business users using MS Visio and maintained project schedule using MS Project.
- Maintained and updated Project Status Reports with issues, tasks, risk and milestones to be achieved in order to distribute it to the senior management for weekly calls.

Education

Diploma : Business Management , 2002 Brooklyn College - City , State , USA

Student government representative. Coursework in Marketing and Advertising.

High School Diploma : Computers , 1998 Edward R Murrow - City , State , USA

Skills

.Net, streamline, Agile, API, approach, art, Agency, automation, Balance, banking, book, Business owner, Business Process, Business Processes, business solutions, Change Management, charts, ClearCase, closing, com, Configuration Management, content, counseling, credit, client, clients, Customer Support, data analysis, data entry, Data Management, Data modeling, databases, database, debit, DFDs, documentation, DOORS, economics, e-mail, ERWin 3.5.2, senior management, XML, features, Filenet, Financial, Functional, Government, GUI, graphs, Help Desk, HTTP, Insurance, Java, managing, market, meetings, Excel, money, MS Office, Office, MS-Project, MS Project, SharePoint, Window, Windows XP, mortgage lending, Next, Order Entry, packaging, policies, Processes, process management, progress, PVCS, Quality, quality management, QA, Quality Assurance, Quest, Rational Rose, reading, Relationship Management, requirement, Requirements Analysis, Risk Analysis, assess risk, safety, scheduling, Scrum, SDLC, scripts, script, Software Development, Specification, MS SQL Server, SQL, SQL Server, Stories, surveys, System Integration, tables, Tax, TestDirector, TQM, triage, UML, user interface design, Validation, VISIO, vision, wealth management, website, Web Pages, Web Page, written