

BUSINESS ANALYST

Summary

Accomplished Business Analyst skilled in achieving operational efficiency and increasing revenue in the financial services, health care and manufacturing industries. Business process improvement, data analysis and IT asset management expert. Detail-oriented Business Analyst bringing in-depth knowledge of Six Sigma methodologies. Employs root cause analysis to identify issues and develop process improvements that lead to company-wide savings. Business Analyst versed in data mapping and user acceptance testing, as well as solving complex problems in high-pressure environments. Excels at cultivating, managing and leveraging client relationships. Offering 7+ years delivering cost-effective, high-performance technology solutions to meet shifting organizational demands.

Highlights

- Business process improvement
- Cost-benefit analysis
- Forecasting and planning
- Advanced Excel modeling
- Business systems analysis
- Functional requirements definition
- Requirements gathering
- Critical thinking
- Decisive
- User acceptance testing
- Integrated Reporting Information System (IRIS)
- Project management
- Requirements gathering
- Scope and project definition
- Business requirements matrixes
- Talented public speaker
- Superb communication skills
- Advanced problem solving abilities

Accomplishments

Experience

Business Analyst Apr 2013 to Feb 2015

Nbc Universal 1/4 Orlando , FL

- The projects involved an opening of a new Distribution Center (DC) in Hong Kong and Shipping goods from Netherlands DC to Hong Kong DC.
- Focus primarily was in initiating a warehouse management system to track outbound orders and setup order management capabilities within the system to improve consumer experience.
- Business analysis, requirement gathering, conducting requirement review meetings, addressing budget issues, creating functional requirement documents and creating test plans according to the business requirements.
- Responsible for procurement and demand forecasting effort Deployed the Demand Forecasting, Allocation and Replenishment Modules.
- Worked with the project manager for planning and organizing the project activities, and in communicating with other business center managers and stakeholders of the project.
- Responsible for Supply Chain Management system, Order Management system and Point of sales system involved in the project.
- Conducted regular business review meetings with other parties like Transportation and Retail.
- Facilitated capture, documentation, and acceptance of business requirements across the business.
- Translated business requirements into functional specifications; presented and facilitated implementation with IT.
- Identified and communicated points of conflict to the appropriate parties; proposed and outlined action plans for resolution Developed and managed the formal Agile Methodology which includes Configuration Management, Requirements Management, Agile Manifesto, Lean Development Experience in B2B, B2C and E-commerce portals web application developments.
- Identified, gathered and documented the requirements for different releases and their dependencies to the previous projects in order to enable a smooth project flow.
- Extensively Documented and created process flows and use cases for various scenarios involving shipping, transaction, transfer of goods etc.
- Wrote full functional and technical specifications and communicated requirements to development teams.
- Other activities included development of project plan and timeline, project status reporting, and managing project scope, issues and risks on an ongoing basis.
- Environment: UML, Windows, SQL Server, Microsoft Office suite, MKS, HP ALM, VB .Net, ASP .Net, HTML.

Business Systems Analyst Jan 2012 to Mar 2013

Fedex 1/4 Elmsford , NY

- Equator is a SaaS software provider and a technology partner.
- It provides a comprehensive platform for mortgage institutions to efficiently manage their Default process and Sell REO properties.
- The clients of equator includes the major Banks and Financial institutions around US and world like Fannie Mae, Bank of America, Chase, Wells Fargo, GMAC etc.
- Recently equator has also diversified its business to Short Sale, HAFA and Deed in Lieu sectors in Mortgage Industry.
- The project involved building and enhancing the Mortgage Workstations for Bank of America and GMAC.
- The final product was the integrated platform for Lender (Bank, Agent and Vendor) to insert the available properties, and track the properties until they are sold.
- It involved managing all the tasks what an agent, lender and vendor has to do also taking in record the expenses incurred during the process and the current market value of the properties.

- Responsibilities: Worked closely with Business Directors, Project Managers, Business Analysts and SMEs in various business areas to gather, analyze and document the requirements and supported the project throughout the SDLC.
- Played a major role in company-wide adaptation of agile methodology, Introduced the story boarding technique for effective iteration tracking in the tool MKS.
- Defined the scope, financial projections and Cost/benefit analysis of the requirements.
- Progressed from Problem Statement to well-documented Designs.
- Involved in Project Planning and Resource Allocation based on LOE with the Project Manager Facilitated JAD sessions for defining business requirements and user acceptance testing standards Created business process workflow diagrams (Activity diagrams) in MS Visio Chaired and participated in walkthroughs and meetings with development team to discuss solution designs, requirements clarifications and defect resolutions Collaborated in the creation and updated the Requirements Traceability Matrix (RTM).
- Defined the Test strategies and associated scripts for the verification and validation of all defined business requirements and associated functionality Reviewed and analyzed the Use cases and come up with System design and Test plan Templates.
- Executed SQL queries to analyze data and mapped the data from SQL Server to MKS and Vice Versa.
- Involved in User Acceptance Testing (UAT) test scripts and in facilitating, executing, and coordinating testing Provided continuous feedback on project status to the team and senior management.
- Assisted the business in evaluating priorities, risks, and costs versus benefits of various solutions Prepared weekly and monthly team status reports, progress identification reports, risk mitigation reports, production support reports, and financial and Corporate Infrastructure reports Facilitated implementation of new functionality through training sessions, demos, and training manuals Generated Progress Reports and Project Status Reports and updated to the higher management.
- Worked with Release management for Implementation Plans (Pre and Post) to define roles and responsibilities, efforts and dependencies.
- Environment: UML, Windows, SQL Server, Microsoft Office suite, MKS, HP ALM, VB .Net, ASP .Net, HTML.

Business System Analyst Jun 2011 to Dec 2012

Advantage Solutions i¼ Hialeah , FL

- LPL Financial provides a trading platform to the advisors.
- The Horizon Trading is an Enhanced Trading Application consists of different modules: Order Entry, Order Management and un submitted Orders which provide users with enhanced trading capabilities like Block Trading and Batch Trading of equities, options and mutual funds.
- It enables users with the capabilities to search and create a trading order, add it to a queue for later submittal and can generate Edit Checks (Hard and Soft Edits) on the trading orders.
- Responsibilities: Served as a liaison between business community and IT organization in order to provide functional/ technical solutions to meet user needs.
- Proficient in discussing and defining project, Gap Analysis with the clients from both a business and technical perspective.
- Implemented the project using SCRUM Methodology and applied Story Boarding Technique for efficient project progress.
- Worked on MS Visio to develop use cases, class diagrams and sequence diagrams.
- Worked on Requirement Change Management System in Requisite-Pro.
- Engaged in analyzing requirements, identifying various individual logical components, expressing the system design through UML diagrams.
- Manage Scope and change throughout the life cycle of the product.
- Developed wireframes and iRise visualizations used in executive meetings and usability testing.
- Participated in user experience design and business requirements meetings.
- Responsible for addressing, diagnosing and resolving issues that arise on a day to day basis for the team.
- Also responsible for documenting the causes, analysis and final resolution to the issues/errors.
- Identified areas of risk exposure and loss techniques adopted.
- Wrote functional requirements and non-functional requirements based upon the approved business requirements by following UML processes and standard procedures for developing use cases, use case diagrams and other supporting documentation.
- Created the Edit Checks error codes excel sheet for the entire team.
- Held meetings with Legal and Compliance department for the Edit Checks Incorporation.
- Translated customer/client needs into new features and new services.
- Develop process improvement projects by gathering and analyzing data.
- Performed Data Migration testing by extensively using SQL Queries.
- Tested pre-migration and post-migration data to ensure validity.
- Used complex queries for validating, retrieving and comparing the data using SQL server.
- Actively involved in assisting QA team to write Test Cases and Test Scripts.
- Divided the project into different key modules and implemented different test suites on them using Quality Centre.
- Tracked all the defects with QA team and worked on resolving the defects.
- Updated the defect status in HP Quality Center.
- Led the team during Unit Testing, System Testing, Volume testing, Integration Testing and User Acceptance testing.
- Environment: Rational Rose, Requisite-Pro, SQL Server, MS Project, MS Visio, MS Word, MS Excel, SharePoint, Oracle Hyperion Planning, Quality Centre, ASP.Net, VB Script, iRise.

Business Analyst Oct 2009 to Oct 2010

Nbc Universal i¼ Beverly Hills , CA

- Comerica Incorporated is a financial services company headquartered in Dallas, strategically aligned into three major business segments: The Business Bank, The Retail Bank, and Wealth & Institutional Management.
- Involved in the Strategic Business Analytics for Loan Management process project, to improve the Operational excellence to streamline

business process, Integration across business units, Automation of manual processes as feasible.

- Also includes Flexibility to changing market and business conditions and Increase market share through competitive pricing
- Responsibilities: Identified and validated high potential business opportunities for stakeholders and developed customized business strategies that are aligned with corporate strategic objectives.
- Provided analysis, understanding and business perspectives on many financial and operational issues.
- Gathered Business Requirements, analyzed data/workflows.
- Defined the scope, financial projections and Cost/benefit analysis.
- Progressed from Problem Statement to well-documented Designs.
- Collaborated in the creation and updated the Requirements Traceability Matrix (RTM).
- Actively involved in validating the requirements and applying the RUP framework throughout the SDLC Defined the Test strategies and associated scripts for the verification and validation of all defined business requirements and associated functionality Reviewed and analyzed the Use cases and come up with System design and Test plan Templates Created business process workflow diagrams (Activity diagrams) in Rational Rose.
- Involved in UI, requirement and data modeling sessions and developed DFD Diagrams and ERDs.
- Worked as an Interface between the users and the different teams involved in the application development for the better understanding of the business and IT processes.
- Performed and co-coordinated the System testing, regression testing of various builds during integration.
- Provided continuous feedback on project status to the team and senior management.
- Assisted the business in evaluating priorities, risks, and costs versus benefits of various solutions Prepared weekly and monthly team status reports, progress identification reports, risk mitigation reports, production support reports, and financial and Corporate Infrastructure reports Conducted design reviews to ensure that deliverables meet business needs, including in-house data share application development Facilitated implementation of new functionality through training sessions, demos, and training manuals Developed and executed systems integration test scenarios.
- Worked with Release management for Implementation Plans (Pre and Post) to define roles and responsibilities, efforts and dependencies.
- Environment: UML, Windows, SQL Server, Microsoft Office suite, Rational Enterprise suite, JAVA, J2EE, JSP, HTML.

Business Analyst Jan 2008 to Sep 2009

Nbc Universal 1/4 Glendale , AZ

- The project was to develop a Provider Desktop module for the EHR [Electronic Health Record System] with the objective to improve productivity and patient care.
- The system serves as a central dashboard for providers to access crucial information such as Patient appointments, Clinical results, Messages, Electronic lab orders, and Patient encounter notes anytime anywhere.
- The project was implemented securing patient privacy and health information conforming to HIPAA standards and guidelines.
- Responsibilities: Interacted closely with the Business users along with the administration and management to gather business requirements and analyze the functionalities to be incorporated into the system.
- Attended demo sessions to understand existing system functionalities.
- Followed the Agile methodology during the entire SDLC.
- Formulated Data Mapping Guide for the technical team.
- Coordinated with system architects and developers to convert business requirements into system requirements.
- Facilitated JAD and JRP sessions with management, development team, users, and other stakeholders to filter functional requirements Prepared the Business requirement Document (BRD) and functional requirement document (FRD) for the enhancement of the existing services.
- Conducted meetings to document Change Requests for new requirements.
- Analyzed business requirements and segregated them into Use Cases.
- Created Use case diagrams and documented Use case specifications.
- Maintained various versions of the documents generated during the project using Rational Clear Case.
- Was responsible for creating and updating project schedule and managing resources and timeline using MS Project.
- Worked with the ETL development team to migrate the data from the old data mart to the new IDW (Insurance Data Warehouse) and to validate the data integrity.
- Prepared the project status reports and represented the BA team in the PMO meetings.
- Participated in UAT along with Business SMEs.

Education

Bachelors Wilmington University

Business Administration

Skills

Rational tools : Rational rose, prerequisite pro, clear-case, clear-quest and test manager

Data modeling tools : Ms Visio. Ms word, Ms Project, Ms excel

Databases : Oracel(8/9i and 10g), Ms Access, Ms SQL server

Business Intelligence : Congos, Business objectives, Microsoft RS, Ad-hoc reports and Crystal reports

ETL tools : Data Stage, Informatica

Testing Tools : Win-runner, Load-runner, Test director, Quality center, Quick test pro

Operating systems : AIX, Solaris, Linux, Windows XP/Vista/7

Programming and scripting languages : VP script, Shell script, HTML, XML