

## SR. BUSINESS ANALYST

### Professional Profile

Experience working on Credit Card & Debit card Processing systems, Electronic Funds Transfer systems, fraud management system and Merchant Processing systems. Practice in various operational aspects of financial business e.g., Online accounts, Compliance, Investment and brokerage banking etc. In Retail industry I have good understanding in Ecom, vendor management, inventory management system and QR system along with web services integration. In Health Care industry I have experience in working with EDI, HIPAA as well as claim processing and settlement systems. Strong analytical and problem resolution skills with proven excellence in using UML tools and grasping quick understanding of business systems Extensive experience with requirements gathering, analysis of data, process mapping and process engineering and process improvement. Involvement in test plan creation, use case writing, test case writing, conducting UAT, reporting and validation Command in doing in-depth data analysis and SQL scripting to better communicate issues or alternatives associated with enhancements or defect correction. Expert in organizing Joint Application Developments (JAD) sessions, walkthrough, interviews, and workshops sessions with end-user/clients/stake holders Widespread experience in implementing Software Development Life Cycle (SDLC) principles and methodologies such as Agile, Rational Unified Process (RUP), and Waterfall Method in development Skilled in coordinating and communicating between developers, QA teams, management, and stakeholders to keep them informed at all the times about project status Strong experience in web based application development, experience with dot Net platform based apps Exceptional communication skills and inherent ability to excel both as an individual and a team member

### Qualifications

Methodologies/Processes Agile, Waterfall, Rational Unified Process, UML

Tools MS Office Suite (Word, Excel, Visio, PowerPoint, Project, Outlook, Access), IBM Rational Rose, IBM Rational Requisite Pro, IBM Rational ClearQuest, IBM Rational ClearCase, HP Quality Center, HP WinRunner, HP LoadRunner, Informatica Power Centre, Adobe PageMaker, Adobe Photoshop, JIRA

Technical Knowledge/Systems Epic Systems, Windows XP/7, Sun Microsystems JRE 1.4.2, Apple JRE 1.4.2 Java Script, Java, JSP, J2EE, XML, HTML, DHTML, TOAD 7.6, SQL, Unix, CORBA Services (IONA Orbix), JMS (TIBCO EMS), Oracle 10g, Sybase,ETL.

### Relevant Experience

Consistently received a 100% rate of customer satisfaction.

Improved IT department effectiveness by 95%.

### Work History

Leidos Holdings Inc.

#### Experience

Sr. Business Analyst

March 2015 to Current Vertafore - Swedesboro , MI

- Delta Airlines is the second largest airline in the world based on passenger- kilometers flown.
- It carries approximately 160 million customers each year and offers service to 356 destinations in 65 countries on six continents.
- I am working at Delta Airlines as a Business Analyst on a project related to expansion of new IVR from old and existing operations to avoid any irregular operations along with to increase and to reach Crew members resulting in increased revenue.
- Responsibilities Conducted Review Sessions to understand the current process and identified the issues to be addressed.
- Involved in the Delta's mobile app (SKY-Pro) initiative design and development of mobile data interface for core functionality and to Crew usage.
- Interacted with the marketing and product managers to gather requirements, develop use cases and translate business concepts into functional specifications.
- Interacted with business areas/functions to create business requirement specifications for online booking site.
- Documented Vision & Scope and walk it through to get Agreement & Sign-off on document.
- Conducted and Facilitated various JAD sessions to define the scope for the application.
- Led the effort with Solution Architect to find out probable solutions.
- Performed Gap Analysis from AS-IS to TO-BE state, categorized them as per criticality.
- Documented the Use-Case for the Development Team to provide rough estimates.
- Developed Data Flow/Business Process Diagrams for crew operation.
- Created detailed use cases to reflect requirements.
- Planned and organized working sessions between business and development teams to create prototypes in MS VISIO to help better understand the Business Requirements.
- Assisted in development of training materials for new technology and process improvements.
- Controlled on Requirements Traceability Matrix to ensure all High Level Requirements are captured in Use Cases.
- Applied best practices of software development while staying abreast of advances in the practice.
- Driven to develop project charter with Project manager for Crew planning operations.

Sr. Business Analyst

November 2014 to March 2015 General Dynamics - East Lansing , FL

- Involved with the conversion process of financial system into PeopleSoft and managed the current state of WisDOT business processes that may be impacted by implementation of the statewide ERP system and all WisDOT business process that is dependent upon these supportive administrative functions to be considered in scope of this project.
- Responsibilities: Developed requirements based on interviews with users to determine their needs, then wrote BRD, functional designs/technical design for development team to create new PeopleSoft objects or processes.
- Worked with product designers and product managers to give analysis of interactions within the applications.
- Developed functional specification document to address defects uncovered during testing of existing processes to meet business needs or user requirements.
- Created activity diagrams and sequence diagrams to analyze the requirements and recommend solutions.
- Worked with legacy mainframe applications to extract and convert data to text delimited files for data manipulation and presentation.
- Involved in creating UML, use case diagrams activity diagrams and state diagram using Blueworks and MS-Visio.
- Responsible for coding stored procedures, triggers and user defined functions.
- Gathered business requirements, interacted with the business users, designers and developers, project manager and QA team to get a better understanding of the business processes.
- Involved in creating project management documentation, followed PMBOK standards.
- Analysis and Testing of Periodic and Year-end interface files created in PeopleSoft.
- Involved in creating business process documentation.
- Identified use cases from the requirements.
- Created UML diagrams including use case diagrams, activity diagrams, sequence diagrams, and collaboration diagrams using MS-Visio.
- Analyzed and optimized the process, prepared business requirement document and managed requirements.
- Facilitated JAD sessions with business and technical units to fine tune, prioritize and detail requirements and use cases.
- Involved in risk-management process whereby identified critical areas of business risk and modified the business process to reduce the same.

Sr. Business Systems Analyst

August 2013 to November 2014 Ockham - Orlando , CA

- FIS has a suite of account opening products that can help reduce the risk associated with opening online accounts, increase the number of accounts successfully opened, generate additional revenue and ease the workload of your current resources.
- Developed product which streamlines online services and processes.
- With FIS eAccount Opening service, new and existing customers can apply for an account, be approved and fund the account in a single online session.
- The system automatically screens, authenticates and verifies the applicant in real time, comparing personal information against identity data, credit and fraud data, and Office of Foreign Assets Control (OFAC) data.
- The applicant receives fast service and instant online response to the application.
- Responsible for gathering requirements by interviewing and conducting JAD session with Internal and external Client reporting, testing and quality assurance for Prime Brokerage applications for trading fixed income products Conducted project planning meetings and listed the client wish list, time line, resources, GAP analysis and ROI Steered Release planning meeting to develop feature list, prioritize stories based on business value, estimated story points and develop a release plan.
- Involved in a team which implemented the DB2 and 3rd party utility schedule to facilitate backup, recovery, reorganization, and statistics collection.
- Executed functionality and feature development both within current application framework and on next-generation frameworks.
- Helped the business users in portfolio management by giving additional information like beta value, target price and performance charts.
- Performed depth analyzing of coding, assessment and reporting of adverse event data Conducted iteration kick-off meetings with Business Users, Project Manager, Development and QA teams to document Product Backlog Items (PBI), high level business process models and high level architectural models Managed the assignment of user story / use case development work using JIRA and Confluence.
- Created Documentation for Analysis reporting, architectural presentations, infrastructure specifications, strategy planning, risk analysis, contingency plans for company executives.
- Worked closely with business users to prioritize and scope out the Product Backlog Items.
- PBI) based on priority and bandwidth Conducted SPRINT sessions with 2-week iterations Led Daily Standups to update Story boards and develop User Stories Reviewed user stories with stakeholders to get approval and gain agreement on direction of the technical solution Interacted with developers and implemented the coding of Informatica Mapping for the different stages of ETL Involved in Prime Brokerage Technology quality assurance analysis and testing and supported UAT.
- Worked with IT to identify and remediate any technical challenges Represented business in taking about the technical changes in line with the business requirements Helped conduct User Acceptance Testing (UAT).

Business Analyst

December 2012 to July 2013 Ockham - Ontario , CA

- headquartered in Louisville, KY., is one of the nation's largest publicly traded health benefits companies, with approximately 9 million medical members.
- The projects included the HIPAA Business Analysis and help in Quality Assurance testing activities and were involved in HIPAA EDI X12 compliance, claims and Insurance and provide the different plans - to employer groups, government-sponsored plans, and individuals.
- Involved in claims submission and payment (remittance) retrievals by using ASC X12N 820 for the In- bound premium payments; ASC

X12N 834 for the Inbound Enrollment and Maintenance; ASC X12 276/277 for the claims status enquiry and response; and ASC X12 835 for the Health care Claim Payments.

- Responsible for attaining HIPAA EDI validation from Medicare, Medicaid and other payers of government carriers.
- The Claims were processed, co-pay is calculated, and the pricing is calculated using the IBM systems for both Retail and Direct Claims processing flow.
- Was Responsible in finding the eligibility of the members and filing claims for the States Disability Insurance benefits for both short term disability who are not eligible for the Social security benefits and for the Long term disability customers who are qualified under Social security plan for the payment of benefits as a result or injury.
- Defined, communicated and enforced coding standards & Design Guidelines.
- Performed Functional, regression, System Integration and User Acceptance Testing for the various applications.
- Validated EDI files such as 834 and 820 for checks related to valid segment use, segment order and element.
- Managed multiple priorities, project plans, time frames and trade-offs while ensuring the clinical and administrative staff understood the final results of the projects, sharing detailed vision of cost-benefit analysis.
- Executing System Test , Regression Test, User Acceptance Test (UAT) Created reports to satisfy user requests, data sampling, project analysis, or testing verification.
- Involved in writing and executing test cases using MQC based on the requirements.
- Used the Rational Unified process methodology for the application development and created Use cases, activity diagrams and drafted UML diagrams using the Rational Rose.
- Developed associated project documentation, schedule, design specifications, test plan, test scenarios/scripts, performed gap analysis, and test tracking reporting/monitoring for all phases of testing including B2B user acceptance testing.

#### Business Analyst

November 2011 to December 2012 Ockham - Sacramento , CA

- Bank of America Corporation provides a wide range of financial services.
- The Group's financial services include consumer and business banking, commercial banking, middle-market lending, asset-based lending, leasing, cash management, trade finance and government banking.
- The project involves assisting Capital group of Companies' (American Funds) ITIL implementation and service delivery Management initiatives for mission critical financial business applications in different time zones without compromising quality.
- Performed usability analysis and testing including user interface design throughout the development life cycle, provided Client meetings Engaged in requirement analysis, design, validation and implementation of brokerage compliance models used for surveillance of broker-dealer trades and sales practice.
- Envisioned inspired new products, features and flows.
- Performed Data mapping, logical data modeling, created class diagrams and ER diagrams and used SQL queries to filter data.
- Was involved with team which designed the DB2 physical database during intensive workshops with overseas business client.
- Produced reports comprised of IT contextual information for an audit of banking systems, focused on infrastructure and quality assurance.
- Develop Business and Systems Requirements for Identity related efforts like Centralizing Access management (including management of Corporate-wide Provisioning, Management of Offshore Vendor access) Worked on a support team that identified and resolved problems in batch and online systems.
- Worked with QA team in writing test scripts, developing test plan and test case management.
- Adapted ETL processes to accommodate changes in source systems and new business requirements Provided hands-on leadership/knowledge for the day-to-day operations of product assortment including Planning.
- Prepared functional specification documents for new releases using JIRA Worked closely with the Enterprise Data Warehouse team and Business Intelligence Architecture team to understand repository objects that support the business requirement and process.
- Worked on development of High level design, Conceptual design, Logical and Physical design for Database, Data warehousing and many Distributed IT systems Wrote Use cases to effectively meet the usability standards and also tested the system on the same lines Provided Business Requirement Documentation (BRD) for the customers after thorough market and technology research and by analyzing current market trends.
- Obtained Data requirements, identified data sources, determined the content of data fields and created Data Mapping Documents and performed Data Extraction and Data Compilation using SQL queries.
- Provide ad-hoc reporting and analysis from data sources including PeopleSoft (SET) and Teradata Created Mock-up forms in MS word for better visualization and understanding of the software solution.
- Worked on designing the screens and developing screen shows, and prototyping of the user interface and usability testing using Snag It Used MS Visio for Process modeling, Process mapping and Business Process flow diagrams.

#### Business Analyst

June 2010 to November 2011 Ockham - San Jose , TX

- Global transport organization is a multistage project focusing on maximizing the efficiency of domestic and international operations.
- Responsibilities: Extracted, discussed, and refined User and Business Requirements from Business Users.
- Co-authored Functional Requirements and UI requirements of the new Mobile App Initiative.
- Worked in data base conversion project where data was converted from DB2 to ORACLE.
- This project required data analysis, data mapping, and data transformation.
- During the period through both the old and new.
- Reviewed project status reports during each operational phase.
- Prepared weekly project status reports for management.

- Involved in creating performance modeling for ATG commerce applications.
- Created and edited xml schemas for various projects using MS Visual Studio Created 'As-Is' Business process flows to help the project team understand the current system End to end flow and help the business team narrow down on the business requirements.
- Based on the process flows performed GAP analysis to understand limitations of the changes and areas of improvement.
- Conducted Joint Application Development (JAD) sessions with stakeholders throughout SDLC to resolve open issues Created FDD (Functional design document) based on the LOB (Line of Business) approved requirements and supported the Enterprise Interface partners in creating Technical Designs.
- Planned and defined system requirements to Use Case and created Dashboards, Use Case Diagrams, Activity Diagrams, Sequence Diagrams using MS Visio.
- Conducted IT Reviews of the gathered requirements with the Enterprise Interface IT Partners Tracked Project Requests in the Enterprise Releases and helped resolve issues/risks arising out of it.
- Supported in creating Test Plan and Test cases for the application in the maintenance environment using Quality Center.
- Managed and provided aid to the test team with the build related information, cycling/loading of account data, developing/ tracking metrics and other testing related information via weekly status meetings.
- As part of project close-out activity, was involved in documenting various functional specifications for future reference and cleaning-up the transition doc for any errors.

#### Business Analyst

September 2009 to June 2010 Company Name - Turkey , State

- Worked on a Project with a Scaffold company, which is one of the leading suppliers of Scaffold material in USA.
- Client is expanding the Business from coast to coast as well as Canada and has identified IT as a key growth driver.
- The system includes an e-commerce as well as online procurement (supply chain management), Vendor Management.
- The other modules designed in the system are Inventory control, CRM, Financial accounting and HR.
- It was a web-based system with Java, J2EE being the front-end technology and Oracle the backend.
- Responsibilities: Responsible for gathering user requirements and documenting the same.
- Served as a liaison between business and the project team.
- Assisted with development of strategy for managing SharePoint permissions in conjunction with Active Directory and future implementation of Identity Lifecycle Management functionality Performed Data mapping, logical data modeling, created class diagrams and ER diagrams and used SQL queries to filter data Gathered user and business requirements through open-ended discussions, brainstorming and prototyping Conducted JAD Sessions to present several prototypes and to elicit missing requirements in the models for sign-off Identified and retail procedures for emerging retail chain Created UAT plans with several test cases for each project to ensure that the system runs smoothly after the proposed enhancements or changes have been made.
- Worked closely with the Enterprise Data Warehouse team and Business Intelligence Architecture team to understand repository objects that support the business requirement and process.
- Designed and Administered Teradata Scripts, Tables, Indices and Database Objects Develop and maintain sales reporting using in MS Excel queries, SQL in Teradata, and MS Access.
- Provide innovative IT, business & e-commerce solutions to perspective and existing clients.
- Helped with Data Mapping between the data mart and the Source Systems.
- Collaborated on creation of documents such as the Vision, business requirements (BR) and business systems design (BSD) documents.

#### Education

Bachelors : computer Science , 2002 University of Madras Chennai India - City , State , India

Bachelor's In Computer Science

#### Affiliations

Business Analysis Center Of Excellence

Enterprise Business Analyst

#### Skills

Active Directory, administrative, administrative functions, Adobe Photoshop, ad, Agile, Apple, Application Development, Architect, B2B, backup, banking, benefits, BSD, Business Analyst, Business Analysis, Develop Business, Business Intelligence, Business Process, business processes, business systems, case management, cash management, charts, Conceptual design, content, conversion, CORBA, credit, CRM, Client, clients, data analysis, data modeling, Data Warehouse, data base, Database, Data warehousing, delivery, designing, direction, Documentation, DHTML, e-commerce, EDI, ERP, ETL, XML, fast, filing, finance, financial, Financial accounting, fixed income, forms, Functional, Funds, government, HP, HTML, HR, IBM, DB2, Informatica, Insurance, IVR, Inventory control, ITIL, J2EE, Java, JMS, JSP, Java Script, leadership, LoadRunner, mainframe, managing, market trends, market, meetings, Access, MS Access, MS Excel, Excel, MS Office Suite, Office, Outlook, PowerPoint, SharePoint, Windows XP, Word, MS word, modeling, Enterprise, ORACLE, Orbix, Adobe PageMaker, PeopleSoft, presentations, pricing, Prime, Processes, Process modeling, procurement, marketing and product, coding, project analysis, project management, project planning, project plans, prototyping, Quality, quality assurance, QA, Rational Rose, real time, reporting, Requirement, Retail, risk analysis, risk-management, Rational Unified Process, sales, sales reporting, SDLC, Scripts, specification, SQL, statistics, Stories, strategy, strategy planning, Sun Microsystems, supply chain management, Sybase, System Integration, Tables, technology research, Teradata, TIBCO, TOAD 7.6, training materials, UML, Unix, usability testing, user interface design, user interface, validation, Vendor Management, VISIO, vision, MS Visual Studio,

