HONEY BATHO
SENIOR BUSINESS ANALYST/ PRODUCT OWNER – IT/APPLICATION, SMC™

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EXECUTIVE SUMMARY

Accomplished professional with 7 years of cross cultural, IT experience in Project Consultation, leading and contributing to Culinary Service, Logistics & BFSI (Cards & Payments). Major part of expertise expanded in line of ERP Product Implementation, ERP Consulting & Advisory, Consultative Business Analysis, Agile/ Scrum Product Management, Business Process Modelling & Re-engineering (BPM & BPR), Change Management, High Level Reporting, and Use Case Design.

Extensive experience in projects in all phases of Software Development Life cycle including Requirement life cycle Management, Solution Evaluation and deployment to business operations and IT systems. Worked with several Clients as well as Solution Providers, thus possess good understanding of the client expectation and solution feasibility.

Having one year of onsite experience working as lead Business Analyst & onsite coordinator at United States.

Key Skills & Qualifications include,

- 7 years of progressively more senior level experience in business analysis, Agile Project development, and/or project control
- Experience in leading cross functional teams consisting of Business Analysts, Technical Architects, Developers and Testers
- Expertise in complete Software Development Life Cycle and BA/QA Life Cycle
- Working in different SDLC methodologies like Agile, Waterfall and Mini Waterfall
- Experience in conducting tests such as functional, regression, integration, system testing and User Acceptance Testing(UAT)
- Experience in Onshore-Offshore Coordination, Product Demo, Product Defect Review, Change Management, Go NO-GO Meetings
- Conducting Business Analysis, Stakeholder Analysis, GAP Analysis (AS-IS vs, TO-BE), Feasibility Analysis and Root Cause Analysis
- Eliciting requirements using interviews, document analysis, requirements workshops, surveys, business process descriptions, use cases, scenarios, and workflow analysis
- Translating business Process & solution into BRD, SRS, Application process flow & metrics
- Training End users in a phased manner by using "Train-the-Trainer" approach
- Possess good interpersonal, analytical, facilitation, and Communication skills to audiences of various levels in the organization (e.g., executive, management, individual contributors) and can adapt quickly to new processes/ methodologies.

CORE COMPETENCIES

- Eliciting & Specifying Business Requirements
- Change Request Management
- Communication & Interpersonal Skills
- Microsoft Office and MS Visio
- Agile Project Management
- Process Mapping
- Strategy Analysis
- Tools & Technology
- Documentation
- Leadership
- Reporting

TOOLS

- HPQC (HP Quality Center)
- SQL Developer
- Microsoft Office- Word, PowerPoint, Excel & Visio
- Caliber RM (Borland® Caliber)
- Clarity
- Share Point

CERTIFICATIONS & AWARDS BAGGED

Professional Certifications
- SMC™ - Scrum Master Certified, Training & Certification
- SFC™- Scrum Fundamentals Certified, Certification
- CBAP® – Certified Business Analysis Professional (IIBA), Training
- SCJP - Sun Certified Java Professional 6.0, Training & Certification

Awards
- Received Syntel's value award "SMART" for being highly motivated to deliver best quality output to the client.
- Received Team award for exhibiting Syntel's value "STRETCH"

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WORK EXPERIENCE

Fulcrum Worldwide   June 2015 – Dec 2016 (1 Year, 7 Months)

Dine Central - Whitsons Culinary Group® (New York, United States)
The application Dine Central (Also known as Whitsons Business centre (WBC)) is a complete ERP solution for Culinary Group in USA, a first product of its kind, to automate the various business operations and functions of Whitsons Culinary Group (the 16th largest dining service provider in United States) and provide a unified consolidated platform for information exchange between Central Office and the field.

Role & Responsibilities: Sr. Business Analyst, Agile Product Owner
- Business Analyst and Product Owner for a Product Implementation specifically designed for culinary industry.
- Heavily Client Facing role.
- Determine the Project's Initial overall requirements and kicking off project activities.
- Conduct various types of research and analysis to support the business operations to clients, internal business segments/ divisions.
- Work with clients on finalizing requirements, Initial training and testing to deliver efficient end result.
- Representing Customer/ User(s) with the thorough understanding of Business Need, articulating customer requirements and maintaining Business Justification for the project.
- Creating Project Vision Statement, Collaboration Plan and Release Planning Schedule.
- Prepare Sequential Diagrams, Test plan, Test Cases, Use cases, wireframes.
- Create Epic(s), Prioritized Product Backlog and defining Acceptance Criteria for user stories.
- Conduct Sprint Planning Meeting, Sprint Review Meeting and Retrospect Project Meeting.
- Validating Sprints (Functional deliverables) and providing guidance and necessary feedback to the scrum team.
- Help deploy product releases and coordinate with the customer.
- Accessing the viability and ensuring the delivery of the product/ service.
- Mentoring the less experienced Business Analysts.

FedEx WTC (through Syntel Consulting) Collierville, TN, USA   December 2013 – December 2014 (1 Year)

FedEx Pricing01 – Enterprise Pricing Request System (Release 1.5)
ePRS is an enterprise wide FedEx pricing 01 program for development of FedEx pricing request system. This program is divided into 8 projects (each greater than 90,000 hours and having more than 75 resources). The program impacts more than 500,000 customers of FedEx worldwide.

Role & Responsibilities: Agile Product Owner, Onsite Coordinator
- Communicate and collaborate with customers and Product Delivery Team to analyse information needs & functional requirements and deliver the artefacts as needed.
- Coordinate for the workshop for requirement gathering by various business team and providing necessary support to the project management.
- Translate business needs and recommended solution into Business Requirement Document (BRD), application process flow, Software Requirements Specification (SRS), Sequential Diagram, Use Case diagram and Test Cases.
- Ensure that requirements are stated clearly enough to devise a set of tests that can prove that the requirements have been met.
- Conduct Sprint Planning Meeting to discuss and clarify the requirements.
- Validate Functional deliverables to ensure that all requirements and designs align to the business requirements and support the delivery of needed value.

SYNTEL PVY LTD. – Leading IT Consulting Company, India   February'2010 – April'2015

Key Projects:

State Street - JV Portal
State Street Syntel Services Private Limited intended to have in place, an Intranet Employee Connect portal to engage and motivate employees. The intranet portal would help build employee engagement through work-life interactions, discussions, and feedback forum, collaborative platform, and classifieds.

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Metrics Warehouse - State Street Project

Across SSSSPL various reports are generated to indicate process / team performance. Data for these reports are locally stored, manually collated and thus prone to data quality and timeliness issues. This project aims at building a centralized source of data and thus provides a 'single version of truth' with respect to all metrics used to track performance.

FedEx Pricing01 – Enterprise Pricing Request System (Release 1)

ePRS Release 1 comprises the development of three consecutive projects. This release included the implementation of all of the features required for the core eMBP (Market based pricing) workflow, as well as creating some of the framework for escalations and Special Requests. Additionally, it implemented the features to view/maintain pricing within the service discount types for the different service grouping combinations. The PM Graphic User Interface (PMGUI) is used in order to maintain pricing stored in the enterprise Discount Database (eDD).

AMEX Finland Payment Solutions (FPS)

FPS provides the web service based solution to exchange payload files between Finnish banks and its corporate customer banks. FPS has provided replacement of 3rd party software is used in the Finnish market via the Web service application, ensuring business continuity across all Opus Capita services.

AMEX TDC Automation

TDC (Test Data Characteristics Automation System) is a web based role driven tool which is used to capture test data Characteristics and Transactions details on a card. The objective of TDC Tool is to create an automated Self Service Triumph Test Data Setup Solution and create an Automated Self Updating Test Account Repository. The tool provides affective Test Data Setup Solution and functionalities to capture Transaction Data. It also captures the USMR Data to improve operation efficiency and reduce total cost of ownership.

AMEX Online Merchant Services

OMS is a merchant serving application developed to facilitate the merchants of Amex to online track their financial information, such as their submissions and payments, and to respond to disputes raised. We worked on server migration for various OMS modules.

Role & Responsibilities: Business Application Analyst

- Requirement Analysis and elicitation, clarification of client requirements
- Feedback sessions and client meetings, communicating requirements and change requests to team
- Identifying and communicating requirements to the team and stakeholders
- Analyzing and preparing Various requirement documentation BRD, SRS, wireframes, Design Documents, Test Plans, Use Case Specifications and Requirement Traceability Matrix.
- Working as Internal Quality Assurance expert.

ACADEMICS

Bachelor of Engineering (B.E.) from Pandit Ravishankar Shukla University, 2008 – Specialized in Computer Science.

PERSONAL INFORMATION

Date of Birth	28-11-1986
Passport No.	H1191718
Visa	H1B
Reference	Available upon Request