DARSHANA SHAH

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**Profile**

Strategic and results driven Business Analyst with experience in business operations, account management, client relations and new business development. Recognized as visionary and creative thinker with strong analytical skills adept at conceptualizing solutions that align advance analytics with business strategy to meet business objectives with acceptable levels of risk.

Equipped with excellent communication skills, work ethics and possess a strong sense of leadership with a commendable record of accomplishment.

# Professional Synopsis

* Seasoned Business Analysis professional **with 8+ years of work experience** in Master Data Management (MDM), Enterprise Data Management, Banking, Healthcare and Retail domains.
* Experience, customer consultant facilitating business process integration efforts between diverse groups, communication **of technical concepts to non-technical audiences, Joint collaboration** of business and **technical environments.**
* Business Systems Analysis and **Technical Writing responsibilities** including business process definition and decomposition.
* Responsible for Implementation of OpenText Content Suite solution using Agile methodology for confidential.
* Supported and eventually migrated and decommissioned a large file repository to OpenText.
* Provided provisions for configuration identification, change control, configuration status accounting and configuration audits.
* Demonstrated competency with agile requirements **elicitation, analysis, specification, verification, and** management practices and the ability to apply them in practice.
* Assisting with various special projects as directed by the Manager of Programs Audit Support.
* Responsible for development installation implementation of OpenText content suite solution using Agile methodology.
* Worked on Onbase document management system portfolios, over 200 plus Onbase clients and users and various departments.
* Ensure that system configuration are executed in accordance with customer needs.
* Experienced in writing and preparing business requirements documents (BRDs), system requirements specifications (SRS), system design specification (SDS), functional specifications, defining project plan and change request.
* Worked on Microsoft Office SharePoint Server configuration, with a record of installation, and customization in small, medium and large environments as well as **Office 365.**
* Good understanding of the **FileNet P8, BPM, Records Management, Capture Professional, Content Services, Image Service.**
* Served as a critical resource and liaised between **Subject Matter Experts (SME**) and Technologists throughout the project life cycle.
* Performed GAP Analysis, SWOT Analysis, **User Acceptance Testing (UAT**) and **Cost Benefit Analysis.**

# CERTIFICATIONS

* Scrum Master Accredited Certification by International Scrum Institute
* Scrum Product Owner Accredited Certification by International Scrum Institute

# WORK EXPERIENCE

**FLORIDA BLUE/Jacksonville FL**

**Business Analyst January 2020-Present**

## Roles and Responsibilities:

* Worked closely with business and technical leaders to ensure a streamlined requirements management process.
* Participate in projects to evolve or implement the new features of the **Microsoft 365 platform**.
* Good knowledge on working on FileNET
* Solid Experience in working on FileNet Administration Support activities
* Defining and evolving strategy and Standard Operating Procedures **(SOP) M365 in accordance with group standards.**
* Designed and implemented data models to support MDM initiatives, resulting in improved data quality and increased efficiency.
* Conducted data profiling and data cleansing activities to ensure data accuracy and completeness, resulting in a reduction of data errors by X%.
* Collaborated with business stakeholders to identify master data (MDM) domains and develop business rules to govern master data (MDM), resulting in improved data consistency and reduced data redundancies.
* Worked with technical teams to develop and implement data integration and synchronization processes to ensure that master data(MDM) is consistent across multiple systems and applications.
* Conducted data quality assessments to identify areas for improvement in master data (MDM), and developed corrective action plans to address data quality issues, resulting in improved data accuracy and completeness.
* Facilitated Agile/Scrum ceremonies such as sprint planning, daily stand-ups, sprint reviews, and sprint retrospectives, resulting in improved communication and collaboration between team members.
* Worked with Product Owners to define and prioritize product backlogs, and collaborated with development teams to ensure that requirements were clearly defined and understood.
* Developed and maintained project documentation, including user stories, acceptance criteria, and sprint goals, ensuring that all team members had a clear understanding of project objectives and requirements.
* Worked closely with development teams to ensure that product features were delivered on time and within scope, and provided ongoing support to address any issues or roadblocks.
* Collaborating with stakeholders to create and manage **Confluence** spaces and pages
* Ensuring that **Confluence** content is up-to-date and accurate.
* Generated customized reports on file usage, user activity, and other metrics using Visual Vault's SaaS product, providing valuable insights into team performance and identifying areas for improvement.
* Managed permissions for users, ensuring that access to files and folders was appropriate based on their role and responsibilities within the organization.
* Have performed installation of **Movement Manager** and its associated modules and also ensure integration of Movement Manager with other internal and external third party products.
* Planned Developed and executed a project to decouple portfolio management and Documentum 5.3 for confidential.
* Was involved in **Movement manager** software version upgrades liaising internally and with customers.
* Also worked as **Subject Matter Expert** (TSME) and assisted team in deployment procedures
* Conducted all **Scrum ceremonies** (Backlog Grooming, Release/Sprint Planning, Estimations, Retrospectives).
* Created and configured **Onbase** E forms for for user data entries in workflow.
* Installed and configured **Onbase** workflow Timer services.
* Specifications and Non-Functional Requirements Specification (SRS) amongst Business Analysis Team, Development Team, Quality Assurance Team, and Deployment Team with the accessibility of HP Application Lifecycle Management (ALM).
* Working with the Team in defining appropriate technology solutions for **business scenarios**, setting up **test scenarios** and performing hands-on testing **and review of data, track and document defects**, **reviewing test scenarios** to ensure complete coverage.
* Facilitated **Agile training** sessions for team members.
* Track all problems and changes in product documents and software and reports changes and current configuration.
* Maintaining Data quality of **MDM Hub**. Set-up Data Governance rules.
* Extensively gathered requirements from all users, experts, and key personnel to understand the functional requirements.
* **Documenting the c**hange Release Process, Document Control Plan, Project Charter (Template) Process Definition (Template), SharePoint User and Admin Guide and Document (Template) Deliverables Log.

# SOUTHWEST AIRLINES

**Business Analyst March 2015-October 2019**

## Roles and Responsibilities:

* Interfaced with Quality Analysts for **Unit, Integration, System and User Acceptance Testing**.
* Performed **User Acceptance Testing (UAT)** for various web based and database related applications.
* Day-to-day Operation issues, Service Requests, and Project tasks related to **Microsoft 365 platform.**
* Conducted user training sessions for new **OnBase** users to ensure a smooth transition from the previous document management system, resulting in a 90% adoption rate.
* Involved mainly in preparing **monthly and quarterly Metrics** for Physical fulfillment track using advanced Excel.
* Followed a structured approach to organize requirements into logical groupings of essential Business Process modeling rules and information needs.
* Experience in conducting GAP, SWOT analysis, **Cost Benefit analysis** and ROI analysis.
* Produced pipeline **metrics** for internal team to assess the adoption of GDR and SOT features
* Presented **the Metrics** in dashboard format in Excel.
* Involved mainly in **Metrics** development for adoption of various new features.
* Provided ongoing support for **OnBase users**, including troubleshooting issues and implementing new features and functionality as needed to meet business needs.
* Created reports using **OnBase** to provide key performance indicators to management, improving visibility into business operations and identifying areas for further improvement.
* Managed technical aspects and implementation work streams for a Documentum upgrade for the e-docs system and sharepoint portal solution implementation at confidential.
* **Expertise in developing Enterprise Content management using FileNet Solutions**
* Interfaced with top management to ensure that IT initiatives and involvement were clearly communicated and understood.
* Configuring JIRA to meet the needs of the project or organization
* Collaborating with stakeholders to identify and prioritize JIRA enhancements and improvements
* Monitoring and tracking project progress in **JIRA,** and identifying potential roadblocks or issues
* Providing training and support to users on **JIRA** functionality
* Facilitated Agile/Scrum ceremonies such as sprint planning, daily stand-ups, sprint reviews, and sprint retrospectives, resulting in improved communication and collaboration between team members.
* Worked with Product Owners to define and prioritize product backlogs, and collaborated with development teams to ensure that requirements were clearly defined and understood.
* Developed and maintained project documentation, including user stories, acceptance criteria, and sprint goals, ensuring that all team members had a clear understanding of project objectives and requirements.
* Worked closely with development teams to ensure that product features were delivered on time and within scope, and provided ongoing support to address any issues or roadblocks.
* Maintained clear understanding of project goals among stakeholders by conducting walkthroughs and meetings involving various leads from BA, Development, QA and Technical Support teams.
* Assisted the PM in performing Risk Assessment, Management, and Mitigation.
* Analyzed the Business and System Requirements of the application as well as Provide ad-hoc reporting and analysis.
* Involved in all phases of system development including requirement gathering and analysis, Designing, Development, Testing, Implementation, deployment, maintenance.
* Developed Use Case, Functional, and Object Diagrams using Rational Rose.
* Followed Prototype model of SDLC in developing software.

Developed functional specs, gathered requirements and communicated with the Developers.

# TECHNICAL COMPETENCIES

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| Microsoft Technologies: | Outlook, MS Project, Visio, MS Office (Package) |
| DEFECT TRACKING | Quality Centre, Rational Test Manager, JIRA |
| Collaboration tool | Rational Clear Quest, SharePoint, Quality Centre |
| Business Analysis | Use Case Modeling, JAD/JRP Sessions, Gap Analysis, Data Flow Diagrams, Flowcharts, Business Process Modeling & Improvement, Requirement Analysis. |
| Operating Systems | Windows |
| Methodologies | Hybrid, Safe, Agile, Hyland Onbase |

**Education**

Master’s In Business Administration

Bachelors in Electronics and Communications.