**Saad Jalal**

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**PROFESSIONAL SUMMARY**

* Over 9+ years as Business Analyst in Retail & Ecommerce with experience in various phases of software development life cycle (SDLC) including requirements gathering, use casing, functional specifications, development and testing.
* Expertise in creating Business Requirement Document (BRD), Functional Requirement Specification (FRS) document, User Requirement Specification (URS) and Change Request (CR) document for system application development.
* Extensive knowledge of the E-commerce Retail Sales lifecycle and the Retail Ecommerce ecosystem, OMS, WMS, Fulfillment, TMS and Support Experience in facilitating Joint Requirement Planning (JRP) sessions with Business User Groups, conducting Joint Application Development (JAD) sessions with IT Groups, SMEs and other project stakeholders.
* Extensive experience in tracing requirements throughout the development process and verifying adherence using the requirements Traceability Matrix (RTM).
* Good experience at B2B, B2C and Ecommerce portals web application and CRM.
* Expertise in Software Development Life Cycle (SDLC) methodologies such as RUP, Agile / Waterfall / Spiral methodologies with hands on experience in all of them.
* Excellent Retail e-commerce domain knowledge, with working experience in Sales Force commerce cloud (Demand ware)
* Manage the product development of a proprietary EDI system enabling the integration of electronic invoicing with billing systems and order fulfillment Experience working with Retail Oracle POS application, Payment processing (EMV).
* Experience with both functional and technical aspects of project design and implementation in Warehouse Management System (WMS/PKMS).
* Extensive knowledge of the E-commerce Retail Sales lifecycle and the Retail Ecommerce ecosystem, OMS, WMS, Fulfillment, TMS and Support.
* Strong understanding of Sterling Order Management Solution which includes Order Lifecycle, Order Fulfillment, Optimization, Payments and Invoicing modules.
* Strong Experience in Extract Transform and Load data from Sources Systems to Azure Data Storage services using a combination of Azure and SQL Azure Data Lake Analytics.
* In depth Understanding of EDI transaction for enrollment and eligibility, also expertise in EDI transaction for Payment Order/Remittance Advice and Acknowledgement transactions.
* Proficient in the Understanding of EDI business practice and the ability to understand the client's needs.
* Experienced and have detailed knowledge about Order Management System, Retail POS Applications, and Customer Relationship Management.
* Extensive experience to work with data migration and file mapping for various EDI transactions.
* Good experience at Demand ware, ATG Dynamo B2B Commerce, ATG B2C Commerce, Shopping Cart, Product Catalog, Merchandizing, Catalog, Droplets.
* Working experience across Omni channel, Customer Order fulfillment, Product management, Inventory management, Forecasting and Replenishment.
* Strong knowledge of Oracle Siebel CRM, and OBIEE reporting tool.
* Expertise with Supply Chain Management (SCM), supply chain strategies/vendor manufacturing process methods to determine level of procurement and strategic sourcing strategies/plans and worked with vendors/peers to determine lead times, schedules and cycle counts, established requirements needs.
* Experience and Responsible for user call processing, incident management, service request management, and escalation of high-level incidents and problems to other IT functional teams.
* Expertise in UML (class diagrams, object diagrams, GAP Analysis, use case diagrams, state diagrams, sequence diagrams, activity diagrams, and collaboration diagrams) as a data analysis methodology for application functionality designs using IBM's Rational Rose.
* Experience in writing and executing SQL Queries for Databases such as Oracle, and MySQL.
* Performed Data Profiling of current state of data in the Data Warehouse by doing Data Analysis using SQL Queries and Microsoft Excel, finding Gaps in Data and formulating solutions for the same.
* Good working experience at Master Data Management (MDM), Identity data, Trade Promotions Management (TPM) and Point of Sales (POS).
* Highly Experienced in Microsoft Office Suite including MS Visio, Excel, PowerPoint, Word and Outlook.
* Proficiency in apply Supply chain Management (SCM) methodologies to ensure coordination in the supply chain.
* Experience and complete understanding of QA Life Cycle, which includes Designing, Developing, Execution and Documentation of the Test Cases, Automated Test Scripts and Test Plans.
* Experience in testing the web application components of Content Merchandising System, Oracle RMS, WebSphere commerce functionality on various web browsers as part of UI testing,
* Experience in UAT and worked with HP Quality Center for bug and defect tracking and reported issues using JIRA.
* Coordinated the User Acceptance testing (UAT) with the end use.
* Excellent communication, presentation, project management skills, a very good team player and self-starter with ability to work independently and as part of a team.

**PROFESSIONAL EXPERIENCE**

**Business analyst**

**True Value Co - Chicago, IL September 2020 – Present**

My responsibilities included redesigning Order Fulfillment and Shipping operations. Worked on implementing an E-commerce Application that dealt with Inventory management system, which included inventory tracking and distribution of goods to its various distributors.

**Responsibilities:**

* Elicited business requirements for a web content management system (CMS) that will be employed to support the production of the agency's primary website.
* Interfaced with the client as part of the Requirements Engineering team to finalize the project scope.
* Collaborated with the implementation team to correctly define the requirements and ensure they tie to the correct process areas.
* Facilitated JAD Sessions and gathered Business Requirements
* Assisted with the BRD for the POS implementation project. Managed changes to the POS system
* Define and document CRM specifications for Coach's ERP system (NetSuite) for customer support, sales orders and offshore helpdesk
* Documented Omni channel requirements for OMS in collaboration with business stakeholders including logistics and supply chain management teams and with Manhattan OMS development team to successfully rollout BOPUS and BOSTS orders.
* Analyzed daily user SAP MM tickets, resolve their issues and document solutions.
* Create Standard Operating Procedures (SOPs) for use of the ERP System (NetSuite) sales ordering process, logistics and inventory management, RMAs & support call logging.
* Involved in project planning, coordination and QA methodology in the implementation of the Facets in the EDI transaction of the claim’s module.
* Helped in configuring NetSuite out of box functionality and developing screens and flows in NetSuite to fulfill the requirements of the stakeholders.
* Reviewed the documents of application systems and determined how to map the new applications data to the EDI System.
* Involved in Creating EDI interface to send purchase order requests and receive acknowledgments and invoice data.
* Monitor, analyze and troubleshoot EDI or SAP IDoc Failures and related issues including EDI translation and communication failures including data communications, file transfers, document processing and translation errors, daily reconciliation of 997 functional acknowledgments.
* Analyzed inventory requirements from B2B & B2C clients and based on sales developed a process to optimize orders that needed to be fulfilled customer requirements and delivery requirements; followed the Omni channel fulfilment strategy for tracking inventory and sales.
* Analyzed current "AS-IS" business processes for potential business process changes as a result of SAP
* Established average cost methodology utilizing NetSuite including inventory valuation and accurate reporting.
* Assisted the PM in developing Use Cases and project plans and also managed changes to the scope of the project.
* Functioned as the primary liaison between the business line, operations, and the technical areas throughout the project life cycle.
* Involved in developing and maintaining Business Objects universes to ease the task of developing reports for the MIS reporting team.
* Effectively managed live e-commerce clients of mid-sized B2B and B2C e-commerce websites integrated with the company's existing ERP software and Shipping Software in a Content Managed System (CMS).
* Maintain situational awareness and communicate major incident timelines, summaries and impact statements to executive management.
* Helped in designing new Web Content Management Repository by analyzing requirements; constructing workflow charts and diagrams; studying system capabilities; writing specifications.
* Prepared reports on analyses, findings, and project progress, and presented results to management and customer personnel for E-Commerce applications.
* Responsible for creating the test scripts and testing the integration between the OMS, Manhattan WMS and Material Handling Equipment.
* Created complicated use cases to test the current system which led to various defects in the mobile site this gave way to more specific goals for the project's needs.
* Assisted with merchandising and marketing tools such as Content Management, Promotions Engine, Search, and Data Feeds.
* Formulated SQL Queries to generate relevant reports from the Data Ware house using Informatics.
* Utilized Informatics toolset (Informatics Data Explorer, and Informatics Data Quality) to analyze legacy data for data profiling.
* Performed extensive Requirement Analysis including data analysis and gap analysis.
* Developed a thorough knowledge and maturity in all the phases of SDLC and familiar with industry standard best practices & frameworks such as RUP (Rational Unified Process), AGILE & Lean.
* Involved in data validation of the results in Tableau by validating the numbers against the data in the database tables by querying on the database.
* Created custom reports and deployed them on server using SQL Server Reporting Services (SSRS).
* Developed business requirement specification documents as well as high-level project plan.
* Worked with Rational Clear quest for defect management.
* Provided multiple demonstrations of Tableau functionalities and efficient data visualizations approaches using Tableau to the senior management at the client as part of the BRD.
* Involved in data validation of the results in Tableau by validating the numbers against the data in the database tables by querying on the database.
* Worked with data analyst team to design models and create data mapping documents for data analysis and created reports adopting business objects.
* Worked on creating basic dashboards in tableau connected to Azure SQL database for client reporting.
* Developed Use Cases, Activity Diagrams, Sequence Diagrams, and OOD using UML.
* Created various Reports and Dashboard with Tableau and Power BI to gain and gather insights.
* Used Microsoft Power BI Power Query to extract data from external sources and modify data to certain format as required.
* Involved in inception phase and prepared vision and supporting documents that contained essential business elements, BRD, and detailed definitions.
* Documented and delivered Functional Specification Document to the project team.
* Participated in the logical and physical design sessions, assisted and developed high- and low-level design documents.
* Performed task decomposition, delegated tasks and monitored project milestones using MS Project.
* Assisted the PM in performing Risk Assessment, Management and Mitigation.

**Business Analyst**

**Car Max – Richmond, VA**  **July 2018 – August 2020**

The Project is an implementation of an ERP System. The ERP system ties together different aspects of the website including inventory management, customer accounts, shopping cart, Merchandising, credit card processing and other ecommerce functionalities. The aim of the project was to enhance the functionalities of various existing applications linked to E-commerce.

**Responsibilities:**

* Gathered requirements by conducting meetings with senior management team and coordinating white boarding sessions, brainstorming and documenting requirements.
* Create the Business Requirements Document and communicate it effectively with the business and the team.
* As a Business Analyst involved in the integration of the Warehouse Management System (PKMS) with Unison Logistics and other EDI enabled external applications/systems.
* Performed gap analysis, risk analysis and conducted brainstorming sessions to elicit those gaps.
* Serves as a liaison between the business community and the IT organization in order to provide technical solutions to meet user needs. Negotiates agreements and commitments by facilitating communication between business unit(s) and IT from initial requirements to final implementation. Educates the IT organization on the direction of the business.
* Implemented digital and store inventory management troubleshooting.
* Involved in migration of various objects like, stored procedures, tables, views from various data source to SQL Server.
* Worked with data team for data Ingestion to one or more Azure Services - (Azure Data Lake, Azure Storage, Azure SQL, Azure DW) and processing the data in In Azure Databricks.
* Participated in the creation of complex PRD (Project Requirements Document) which includes defining Business, User, functional and non-functional requirements needed for approval by Business and for use by Design, Development and Testing teams. Participated in creation of Requirements Management Plan (RMP) for complex projects and created RMP for less complex projects, to define, organize and schedule requirements management.
* Cooperated with CCAR team on delivering of the Basel capital regulatory results to serve the CCAR various reporting forms.
* Worked with the team to Implement Dynamic Data Masking in Azure SQL database and Azure Synapse Analytics with different masking functions and data types using the Azure portal and T-SQL commands.
* Involved in /EDI transactions Analysis, Design, Implementation and Documentation.
* Analyze business partner's operations to understand their strengths and weaknesses to determine opportunities to automate processes and functions.
* Defined and clarified specifications for EDI software enhancements through communication with various departments.
* Involved in documenting detailed Functional Requirement Specification based on Basel regulatory requirements.
* Worked extensively on Oracle CRM / ERP modules - Service Contract, Order Management, Inventory, Install Base, Marketing Online, Oracle Sales, Field Sales, Sales Online, Territory Manager, Account Receivables, and Siebel CRM.
* Involved with the team to Create and maintain many NetSuite Workflows, such the new AP Workflow in the company.
* Involved in creating Data Models, Entity Relationships Models and in creating Salesforce.com Lookup Relationships, Master-Detail Relationships and Many-to-Many Relationships using Junction Objects.
* Hands on NetSuite Support in various issues in the system and became very familiar with their process; active member in the NetSuite.
* Determined alternative approaches to Basel III regulatory capital calculations allowing significant capital savings.
* Responsible for writing User Stories in JIRA, and creating and maintaining wire frames and Salesforce Process flow documentation in Confluence to help support User Stories as well as give visuals to the Dev/QA teams.
* Hands on Managing, supporting and documenting in house pharma-based products with integration to Salesforce in relation to user management, status configurations and account updates.
* Worked with various Salesforce.com standard objects like Users, Contacts, Reports, and Dashboards.
* Involved in Migrating Accounts, Leads, Contacts, Opportunities and sales data from external systems into Quest Salesforce.com instance.
* Implemented success and failure notifications using Azure Logic Apps in ADF.
* Involved in designing and writing the entire ETL/ELT (SSIS/ADF/T-SQL) process to support Data Warehouse with complex dependencies in hybrid Business Intelligence environment (Azure & SQL Server).
* Worked with B2B and B2C commerce applications include an Omni-Channel Offering, Product Information Management, Order Management, Hybris Marketing Conversion, and powerful search and merchandising.
* Assists in the business process redesign and documentation as needed for new technology.
* Translates high level business requirements into functional specifications for the IT organization and manages changes to such specifications.
* Assessed and documented existing Supply Chain processes and identified where improvements can be made within the WMS system.
* Worked on the financial area of ERP system, concentration with Supply Chain Management, GL, AP, Manufacturing SSB Project, Purchase and Invoicing.
* Modification to host, WMS and shipping systems to allow efficient processing of e-Commerce orders and client selected samples.
* Worked with other line of business on initiative of identifying, researching, and rectifying gaps and discrepancies in Regulatory Reporting.
* Used Informatics cloud service to integrate the data between the systems. Uploaded the new data to SF using the updated test data and used SQL server to fetch the data base extracts to complete database testing.
* Involved in the support for a major effort to improve the Warehouse Management System (WMS) capabilities of supply chain.
* Worked on Manhattan WMS implementation to support Ecommerce Growth with automation, process optimization and integration with new WCS system.
* Generated Use Case diagrams, Sequence diagrams, Business Objects, Domain Object Model, and Visio to depict process flows and PowerPoint presentations.
* Look for abnormal error message in the log file of the ERP application and take corrective actions
* Responsibility for creating business flow diagrams and charts for E-commerce using MS Visio.
* Created interactive dashboard and Reports in Tableau for monitoring the operation performance on day-to-day basis.
* Created Test Cases in Excel and Familiarize with Azure DeVos and uploaded Test Plan, Test Suites, Test Cases to Requirements.
* Involved in project planning, coordination and QA methodology in the implementation of the Facets in the EDI transaction of the claim’s module.
* Worked on the Business Intelligence tool evaluation process and presented findings and recommendations on Tableau as a reporting tool to the management.
* Involved with the team to develop and design Power BI visualization solutions with business requirement documents and plans for creating interactive dashboards.
* Created the transition rules as per the defect workflow, Creating and generating reports, creating the Business views, creating the workflows in HP ALM.
* Followed Business Process Testing using Business Process components in HP ALM.
* Supported for a major effort to improve the Warehouse Management System (WMS) capabilities of Supply Chain.
* Monitor the flow of data through EDI applications to ensure all operational systems are functioning properly when needed.
* Write the user training manual guide for the business training.
* Manage standard business process, including Inventory Control, Merchandise Planning, Pricing and Invoicing and Transportation Management Process.
* Involved in Integration of merchandising systems with Warehouse Management Systems.
* Organize requirements into high level Use Cases and low-level Use Case specifications and modelling them into UC, Activity and Sequence Diagrams using MS Visio.

**Business Analyst**

**Lowe's companies,** [**Mooresville**](https://www.google.com/search?rlz=1C1UEAD_enPK1045PK1046&q=Mooresville&stick=H4sIAAAAAAAAAONgVuLQz9U3qMywNHvEaMwt8PLHPWEprUlrTl5jVOHiCs7IL3fNK8ksqRQS42KDsnikuLjgmngWsXL75ucXpRaXZebkpAIAogj6bVAAAAA&sa=X&ved=2ahUKEwiX7KWRkb79AhWOg_0HHe0PA-EQzIcDKAB6BAgmEAE)**- NC** **January 2017 – June 2018**

The goal of the project to create ecommerce retail website. The transactional database driven ecommerce website is supported by an ERP system with a SQL Server back-end. The ERP system ties together different aspects of the website including inventory management, customer accounts, shopping cart, credit card processing and other ecommerce functionalities.

**Responsibilities**:

* Gathered analyzed, documented business and technical requirements from both formal and informal sessions and validate the needs of the business stakeholders.
* Involved in the creation of new E-Commerce Products in Inception Phase and prepared vision statement and initial data models that contain Business Requirement Documents and supporting documents that contain the essential business elements and detailed definitions.
* Co-authored business requirements document with project teams. Extracted, discussed, and refined business requirements from business users and team members.
* Act as a resource in understanding how IS systems carry out business functions and assists in ensuring the timely and effective implementation.
* Modeled AS IS and TO BE processes using MS Visio.
* Analyzed Business Requirements and segregated them into high level and low-level Use Cases, Activity Diagrams / State Chart Diagrams using Rational Rose according to UML methodology thus defining the Business Process Models.
* Documented the evaluation of various reporting tools like Oracle Analytics/Business Objects, made recommendations about the product depending on the reporting requirements
* Supervised and managed project throughout SDLC to ensure that project management methodology based on RUP is followed during the project lifecycle using MS Project and NIKU Workbench.
* Used Rational Tools for creating use cases, version control and defect tracking, monitoring. Use Rational Unified Process (RUP) methodology in all areas of the software development life cycle (SDLC).
* Planned and defined Use Cases created Use Case diagrams, Scenarios and Use Case Narratives using the UML methodologies.
* Applied Supply chain Management (SCM) methodologies to ensure coordination in the supply chain.
* Involved in the creation of new E-Commerce Products (Arrival Notices and Customized Reporting) and worked with Front-end and Back-end systems.
* Worked on creating and deploying Azure cloud services (Web Role) for the Web Application. Also, created App Services for web API deployment on Azure.
* Created relationships in Requirement Traceability Matrix linking Business Requirements to Functional requirements and Functional Requirements to Systems Requirements.
* Performed the requirement analysis and documented the requirements using Rational Requisite Pro.
* Established traceability matrix using Rational Requisite Pro to trace completeness of requirements in different SDLC stages.
* Responsible for creating different sessions and workflows to load the data-to-data Warehouse using Informatica Workflow Manager.
* Conducted Joint Application Development (JAD) sessions with IT groups. Identified the Key Changes, and participated in Stakeholder Management to communicate effectively with them.
* Facilitated JAD sessions with management, development team, users and other stakeholders to refine functional requirements.
* Created Mock-up forms in MS word for better visualization and understanding of the software solution.
* Tracked change requests and monitored workload and schedule.
* Used MS Visio for Process modeling, Process mapping and Business Process flow diagrams.
* Managed workload, schedules and coordinated status review meetings with project managers, business managers and team members.
* Used Rally tool for requirements management and tracking user stories in a sprint and product backlog.
* Tracking business reporting issues on JIRA by creating problem statements that help breakdown the underlying issue.
* Worked on developing customized SQL reports and queries for management decision-making and operational management.
* Involved in developing strategies with Quality Assurance group to implement Test Cases in Mercury Test Director for stress testing and UAT (User Acceptance Testing)
* Collaborated with Quality Assurance Analyst in Automated and Manual Black box testing using Mercury's WinRunner.
* Suggested measures and recommendations to improve the current application performance.
* Assisted with the development of test plans and strategies, coordinated testing events, and executed test cases in support of changes to business systems.
* Participated user acceptance testing cycle; worked with business users to define business scenarios, user acceptance test cases and user acceptance criteria.
* Conducted user interviews, gathered requirements, and analyzed the requirements using-Rally.

**Business analyst**

**Old Navy - San Francisco, CA** **Sep -2015 – Dec 2016**

The objective of project was to do enhancement in the existing POS system. Various functionalities that I worked on were to enhance the existing POS incorporating mops and EMV payments and maintenance of the E-commerce platform. Project involves managing inventory, purchasing/receiving merchandise, recording sales and returns, day to day POS activities.

**Responsibilities**

* Conducted JAD (Joint Application Development) Sessions and RAD (Rapid Application Development) Sessions with stakeholders.
* Interacted with the PM in managing the Agile Scrum process to ensure smooth delivery of projects.
* Identified internal and external system requirements, design and configuration set-up, also created User Documentation and conducted training class.
* Also involved in E-Commerce POS testing Product Search, Payment System, Online transaction processing
* Performed Data Profiling of current state of data in the Data Warehouse by doing Data Analysis using SQL Queries and Microsoft Excel, finding Gaps in Data and formulating solutions for the same.
* Documented Omni channel requirements for OMS in collaboration with business stakeholders including logistics and supply chain management teams and with Manhattan OMS development team to successfully rollout BOPUS and BOSTS orders.
* Worked on EDI transactions to identify key data set elements for designated record set. Interacted with Claims, Payments and Enrollment hence analyzing and documenting related business processes.
* Performed GAP Analysis of business rules, business and system process flows, user administration, and requirements. Ensured POS PCI compliance requirements were met.
* Involved in designing automated POS system using involving monthly import of POS excels files into a database using SSIS packages. Created templates for power users to create their own SSRS reports.
* Worked with supply chain methodology and wholesale distribution processes.
* Utilized Service Now Incident Management to perform administrative responsibilities such as opening Incidents and Service requests, documenting problems, resolutions and performing escalations.
* 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.
* Worked with Data Steward Team for designing, documenting and configuring InformaticsData Director for supporting management of data.
* Involved in implementing Omni channel point of sale (POS) and upgrading Order Management System (OMS) with third party vendor support.
* Involved in analysis for compliance and EDI Transactions sets and took part in discussions for designing the EDI transactions
* Manage the development of multiple reports in order to consolidate information that would assist upper management of various departments in making enterprise decisions via Tableau.
* Checked to make sure orders from customers are accurate and free of any variance by working closely with the sales, shipping department and warehouse.
* Created datasets for Omni channel reporting project that incorporates email, marketing, and member interaction data.
* Created and Managed Parameters in Power BI for changing the source with different environments such as development, testing and production.
* Established connectivity to all major buy-side vendor order management systems (OMS).
* Involved in implementing (POS) Point Of Sale system and Point Of Commerce for US retail/Online stores.
* Implemented SQL queries for QA testing and Report / Data Validation.
* Worked as Business Analyst for collecting customer requirement for managing supply and delivery translating the requirements into documentation for effective process flow mapping.
* Conducted interviews with key business users to collect requirement and business process information.
* Designed the business requirement collection approach based on the project scope and SDLC methodology.
* Created various Test Cases and Test Plan for the new Magneto shopping cart.
* Designed and developed Use Cases, Activity Diagrams, Sequence Diagrams, and OOD using UML.
* Experienced with content management, e-commerce and order management.

**Business analyst**

**Timberland - Stratham, NH August 2014 –August 2015**

Worked on E-Commerce and web-based application for Staples.

**Responsibilities:**

* Performed as a Business Analyst on various web-based applications and systems development projects including customized Content Management System (CMS)
* Collaborated with a variety of internal and external stakeholders to gather requirements.
* Evaluated existing e-Commerce applications to identify areas of improvement and carried out program enhancements and modifications.
* Involved in the support for a major effort to improve the Warehouse Management System (WMS) capabilities of supply chain.
* Communicated and documented business requirements for technical teams.
* Compiled and analyzed various reports: E-commerce internal support report (Excel, Access, QlikView),
* Involved in designing the Database architecture and implementing stored procedures, functions, views, and scripts using SQL Server 2005 to build data processing modules.
* Involved in preparing SDLC Documents such as Business Requirement document (BRD), Functional Specification document (FSD), Test Plan, Test Report.
* Used Microsoft Azure for building, testing, deploying, and managing applications and services.
* Test the user stories for accuracy and compliance to ensure undisputed acceptance and validation of stories.
* Successfully launched multiple e-commerce platforms with integrated enterprise and content management systems
* Executed SQL Queries for testing and data analysis of PL/SQL source code.
* Grouped the Use Cases and other diagrams into sequence and collaboration Diagrams using Rational Rose based on UML methods thereby defining the business process model.
* Created Use Cases for the applications and created Test Plan and Test scripts based on Used Cases.
* Documented and Performed User Acceptance Testing (UAT).
* Involved in Staples online store Production Support that included incident troubleshooting and resolving tickets