**Sr Business Analyst**

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**PROFESSIONAL SUMMARY:**

* Overall, 9 years of professional experience assisting and fulfilling service delivery, excellent performance management, business requirement gathering, creating business process specifications, process flow diagrams, data analytics and data analysis, and input from internal and external users to streamline and improve systems.
* Insurance experience includes Personal Property Casualty and Commercial Automobile Product knowledge, Reinsurance for Commercial Property Casualty, Group and Life Insurance Systems
* Extensive experience in conducting Market Research, Feasibility Studies, Data Analyses, Data Mapping Gap Analyses, Risk Identification, Risk Assessment, Risks Analyses, and Risk management.
* Solid understanding of business intelligence BI dashboard tools such as OBIEE.
* Experience in development methodologies like RUP, SDLC, AGILE, SCRUM and Waterfall
* Expert in commercial Property and Casualty and Personal Lines Insurance experience with national carriers.
* For advanced computer skills, writing and documenting Business Requirement Documents (BRD) and Functional Requirement Documents (FRD) experience (FRD), Microsoft Office (Word, Excel, PowerPoint, and Access), SharePoint, Visio, Azure DevOps, and Outlook are required.
* Knowledge of SDLC methodologies such as Waterfall, RUP, and Agile/ Scrum is required.
* Ability to analyze and create Use Cases, Use Case Diagrams, Activity Diagrams, Class Diagrams, and Sequence Diagrams using UML methodologies and tools such as MS Visio.
* I've worked as a Business Analyst in Agile, Waterfall, and CMMI project development environments, as well as cloud projects involving large databases and security. Configure AWS E2C SQL/Server and S3 databases.
* Database Management Systems (DBMS), Data Warehousing (DW), Business Intelligence Technologies, and Data Mapping knowledge are required.
* I wrote test plans, test cases, and test scripts, and I also did manual/functional testing.
* I created a Traceability Matrix in MS Excel and MS Office to maintain/update current and new system requirements.
* Azure DevOps was used to track the team's requirements and user stories, as well as Solid understanding of financial services, particularly credit retail.
* Excellent customer service skills, always striving for the best results You should be familiar with JIRA, a work management tool.
* Outstanding understanding of business process flows, case tools, and business analysis in traditional, hybrid, Waterfall, and Agile Scrum environments.
* Excellent knowledge of and experience with the Software Development Life Cycle (SDLC) and its phases, which include requirement gathering, analysis, design, implementation, testing, deployment, and maintenance.
* Natural ability to navigate backlog meetings and understand client and stakeholder needs.
* Current industry standards such as the Six Sigma Methodology and the Capability Maturity Model (CMM), CMMI are required.
* Capable of leading JAD/Discovery sessions, as well as elicitation techniques such as surveys and questionnaires, as well as daily stand-up calls and presentations.
* Expert in UML diagrams and wireframes using tools such as IBM Rational Rose, Balsamiq, and Enterprise Architect.
* Excellent conceptual and technical skills in the development of Business Requirements Documents (BRD), Functional Specifications Documents (FRD), Functional Specification Documents (FSD), Process Flow Diagrams, and Detailed Design Documents.
* Expertise in creating Data Flow Diagrams and Data Mapping using diagramming tools such as MS Visio and Lucid Chart.
* Creating UAT test plans and test cases in collaboration with testers, as well as executing test cases and tracking defects using HP ALM, Requisite Pro, and JIRA.

**TECHNICAL SKILLS:**

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| **SDLC Methodologies** | Unified Modeling Language (UML), Waterfall, Hybrid (Waterfall – Scrum), Agile - Scrum |
| **Languages** | Java, SQL, PL/SQL, HTML, XML, JavaScript, VBScript |
| **Advanced Computer skills** | Microsoft Office (Word, Excel, PowerPoint &Access), SharePoint, Visio, Azure DevOps, and Outlook |
| **Requirement & Project Management** | JIRA, Requisite Pro, Trello, Quality Center, MS Project, SharePoint, TFS, Rally |
| **Modeling Tools** | MS Visio, Rational Rose, Balsamiq, LucidChart, Microsoft SQL Server management studio 18 |
| **Testing & Defect Management Tools** | HP QC, HP ALM, JIRA |
| **Other Tools** | Git, GitHub, Jenkins, Selenium, Atlassian Confluence, Jama, HP ALM, Atlassian, MS Office, PeopleSoft |

**PROFESSIONAL EXPERIENCE:**

**Sr. Business System Analyst**

**DXC Luxoft, Apex North Carolina March 2018 to Present**

**Responsibilities:**

* Work on USBANK Home Mortgage for Loan Processing and Decisioning.
* Establish and maintain strong relationships across Capital Markets Trading and its business partners.
* Lead JAD session with the business users to understand the new loan functionality to be built.
* Worked on documenting the Business Requirements Document BRD and Functional Requirements Documents FRD for already existing loan processing scenarios for different investors.
* Write Use Cases providing the details of Actor and System interaction.
* Create process workflows in swim-lane formats using MS Visio for Loan & Claims Processes (IQ and Loan decisioning)
* Perform walkthrough with the business users in order to get sign-off on the requirements.
* Work with Business Users to elicit requirements and worked with the UI Design, Development, and Quality Assurance teams to explain the deliverables for Early Resolution application.
* Utilize MS SharePoint as the central repository for requirements management and communication.
* Responsibility for providing mentoring support to the project team throughout the Development Lifecycle.
* This mentoring begins in the requirements development phase to ensure all requirements are both testable and verifiable and continues through system test.
* Understand product's architecture to handle the identification, designing, or enhancement of current test frameworks. Participate in "daily SCRUM.
* Configuration and maintenance of in-house tool, communicating with front end business lines on their day-to-day needs.
* Coordinates with middleware team to create Query for the day-to-day report generation and maintaining the template.
* Coordinating with Vendor in code-deployments and creating code enhancements and communications with corresponding needs.
* Creating defects and defect management and tracking in TFS.
* Facilitated and managed meeting sessions with committee of SMEs from various business areas including Mortgage Servicing, Loan Monitoring and Asset Management.
* Involved with all types of manual testing like Functional testing, Adhoc testing, Regression testing, Integration testing, GUI testing & Browser Compatibility testing.

Environment: Agile, Scrum Lead, TFS, MS SQL, ITIL, SharePoint 2013, Early Resolution (ER), MS Visio, MS Office, Regression Testing, Loan IQ, Mortgage, Home Loans, Capital Markets.

**Business Analyst**

**Walmart, Dallas Texas April 2013 to Jan 2018**

**Responsibilities:**

* Business processes to gain a thorough understanding of current business and system processes, as well as identifying and documenting improvements as business requirements (Features and User stories).
* The Business Requirement Document (BRD) and the Functional Requirement Document (FRD) were created and developed (FRD)
* Working across departments to ensure deliverables are met, making decisions and communicating with leadership.
* Understands the business and ensures that it and technology are in sync.
* Users and project team members participated in User Acceptance Testing (UAT).
* I analyzed and separated business requirements into high-level and low-level Use Cases using Microsoft Visio.
* Continuous operation improvement requires training and quality assurance.
* Tableau was used to generate a visual output of the results in the desired format for business review.
* Using the Waterfall methodology, analyzed business requirements and divided them into high-level and low-level use cases based on the project scope.
* Functional Requirements (BRD, FRD) and User Requirements Specification (SRS) reviews and walkthroughs with designers, developers, and stakeholders.
* I created a set of Process Flow diagrams and used UML notations for Object-Oriented Design and Documentation to document the existing system.
* Using MS Visio and Rational Rose, I designed and developed workflow diagrams for various modules.
* Balsamiq Mockups was used to create mockups, low and high-fidelity wireframes, data flow diagrams, use case diagrams, and process flow diagrams.
* Gaps in the software were discovered between core functionality and user-defined requirements.
* Collaborate with the Business Users and Development team to set up the Test Environment, Test Data, and Backend Interfaces.
* Assisted and guided project teams in implementing and documenting standards, procedures, artefacts, and plans that were consistent with the QA and test deliverables of the project team.
* Investigated various technical issues with development and assisted the QA Team in prioritizing testing tasks.
* Quality Center was used to track defects.
* Analyzed test progress and generated weekly progress reports using Team Foundation Server (TFS).
* Actively trained and assisted business users participating in User Acceptance Testing (UAT) to understand the UAT procedure.

**Environment:** MS Visio, MS Word, MS Excel, MS PowerPoint, MS Project, Agile Scrum, Quality Center, JIRA, Requisite Pro, Team Foundation Server (TFS)