**Sravanthi Nukala**

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**Location:** **Cary, North Carolina**

# PROFESSIONAL SUMMARY:

* Over 8 years of professional experience in Business Analyst in **Banking/Finance**, **E-Commerce and Insurance** with strong understanding of Business Requirements Gathering, Business Process Flow, Business Process Modelling and Business Analysis. Experienced in performing **Gap Analysis, Impact Analysis, Risk Analysis, Traceability Matrices, SWOT Analysis, Document analysis** and **Cost Benefit Analysis.**
* Extensive knowledge of **SDLC** with different methodologies, such as **SDLC, Waterfall, Scrum, Agile, RUP, Extreme Programming** and **Scrum-Waterfall Hybrid.**
* Experience with Business-to-consumer (**B2C**) sales of tangible goods/**online** services and Business-to-business (**B2B**) scenarios, such as e-procurement and **e-commerce.**
* Experience in **Online Banking** accessing personal accounts, checking balances, payment of recurring bills, such as mortgages and loan payments, transfer of funds between accounts of its customers.
* Experience with reviewing and writing **BRD** and **FRD**.
* Strong project management skills from **requirement analysis, process mapping** and **documentation**. Hands-on experience on tools like **Rally, JIRA, Azure** **DevOps, MS-Project, Confluence** for collaboration and tracking.
* Excellent facilitation skills in conducting walk through, surveys, questionnaires, one-on-one interview sessions, groups’ sessions, and prototyping brainstorming, **JAD and JAR sessions**.
* Experience in **ETL** tools like **SQL** **Loader** and **Datastage**, Informatica to transfer the data between different databases.
* Excellent in analyzing and creating **Use**-**cases**, various **UML diagrams** like **Use case diagram**, Activity diagram, **ER** **diagrams**, Data Flow diagram (**DFD’s**) using **MS**-**Visio**, Balsamic, mock-ups.
* Experience in Payments processing and **SWIFT** messaging standards.
* Experienced in creating Test cases, Requirement Traceability Matrix (**RTM**), User acceptance Testing (**UAT**) and familiar with software testing and Regression testing.
* Experience designing and developing **SQL** statements and **queries** for **Oracle** and **SQL Server** **database**.
* Extensively used **SQL queries** for business analytics and analysis of data using **data manipulation language**.
* Excellent analytical and problem-solving skills; listening, oral, and written communication/presentation skills with strong ability to influence people at all levels and in various functions.

**Education:** **Bachelor of Science in Computer (BSc).**

**Jawaharlal Nehru Technological University**

**Hyderabad, India June 2008.**

**HSBC Bank, Boston, MA** **Jul 2020 – Present**

**Sr. Business Analyst**

**Project Description**: I worked in the Online Banking Application which allowed tracking, managing and optimizing with customers or members. It provided centralized access to perform frequently used "banking" functions such as deposits, withdrawals, Funds transfer, wire Transfers, loan payments, etc. Enabling efficient Management of Cash Inflow &outflow processes, Automated Payment, Reconciliation & Accounting.

**Responsibilities:**

* Worked in consumer and **commercial** **loan** analysis, **credit analysis, profit and loss, balance sheet analysis, loan origination, repayment track.**
* Gathered requirements for improving **cash flow** management by enabling the ability to send payments electronically, collect payments and move money across **accounts.**
* Excellent understanding of **EFT** system (such as Confidential, Fed Wire, **Internal Transfers**, MMI, Check, Cash, Ipay, DD and Confidential **payments**, Automated **Cash management** and **Prime Brokerage**).
* Worked with the business users and with different levels of management to identify requirements, **use cases** and to develop functional specifications. Handling equipment **finance accounts** with high **risk** **assets**.
* Gathered Requirements through different elicitation techniques such as **Document Analysis**, Brainstorming, Interviewing, and conducting **JAD** sessions with technical teams, and **SMEs**.
* Involved with Client Service and Customer Relationship team (**CRM**) to get end users feedback about the application.
* Created **Scrum** boards and **Kanban** boards, product backlog items/tasks and **PBI** estimates using Atlassian **JIRA** and tracked progress.
* Documented requirements in Business Requirements Documents (**BRD**) and Functional Requirements Document (**FRD**).
* Produced **Use Case**, **Domain Dictionary**, **UML Charts, and diagrams**. Assisting in developing object models from the functional requirements and architecture using **UML methodologies** and modeling tools knowledge (**Rational Rose**) (**RUP Methodology**).
* Involved in **scrum methodology** and **agile framework** to team members and **stakeholders**.
* Ensures product **backlog** is visible, prioritized to generate higher business value and user stories are clear and concise.
* Managed projects schedules via **MS Project**, all documentation and status for projects were kept in **SharePoint**.
* Proficiently organized and facilitated sprint reviews, retrospectives and release planning.
* Interacted with the **ETL** team, developer(s), management, and account holders to get the requirements, document them, design templates, and write specifications.
* Full understanding of Unified Modeling Language (**UML**) and **SDLC** models like Rational Unified Process (**RUP**), **Waterfall**, Prototyping and **Agile**.  Interacted with several Investment banks to support **UAT** testing for them.
* Followed and applied **agile methodology** in defining problem statement, business model and communicating with the technical team for development of the application.
* Worked in a **BABOK** methodology environment to execute **Business Analysis** best practices.
* Worked in **Oracle** **SQL**, **PL/SQL**, **SQL Plus**, **SQL Loader**.
* Designed prototype of Orchestration Processes in **MS Visio** by invoking respective **Web Services** and **APIs** to scrub the errors in initial loan origination validation process.
* Assisted design and validation processes by performing explanatory **Data Mapping** and supervised **Data Migration** protocols.

**Citizen Financial Group,** **Providence, RI**  **Mar 2018-Jun 2020**

**Business Analyst**

**Project Description**: The project objective was To create the Citizens Financial Group entered into an agreement to perform comprehensive due diligence on customers at on-boarding allowing for enhanced AML risk rating and profile development. Worked, helped and assisted the team of 4 BAs towards the completion of multiple functional specification documents.

**Responsibilities**:

* Responsible for guiding the **planning**, tracking and day-to-day activities of cross functional teams during its transition from **Waterfall** to **Agile methodologies.**
* Worked with business **stakeholders** to establish goals and objectives of the business initiative.
* Assisted the Product Owner to find techniques for effective goal definition and product **backlog management** and writing **user stories**.
* Helped development team build logic for applying factor for pay down fixed income securities such as **Mortgage** Based Securities (**MBS**), and **ABS** (Asset Based Securities).
* Worked with a diverse team of Business users to gather requirements and prepared **BRD** and **FRD**.
* Oversee creation and approval of critical process flow documents and **project plans** for new projects using **SAFe**.
* Support and facilitate all scrum events across the teams, using **JIRA** align to monitor strategic objectives and alignment of activities at team level to achieve business and product goals.
* Worked in **Anti - Money Laundering (AML)/KYC** and **Operation Risk Management** in the large Investment Banks and Finance Companies.
* Managed clients contact management including monitoring and recording interactions and communications through **CRM**.
* Designed Use Cases using **UML** and managed the entire Functional requirements life cycle using **RUP**.
* Utilized corporation developed **Agile** **SDLC methodology.**
* Set up meetings, conducted Walkthroughs, **JAD** sessions with Management, **SMEs** (Subject Matter Experts), vendors, users, and other stakeholders to resolve open and pending issues and to develop specifications
* Proficient in business process modeling (**BPM**), **documentation**, and **testing** using **Rational Suite** (**Rational Rose**, requisite Ro, SoDA, **Clear Quest**, Robot) as well as **MS Visio** and **MS Project** in combination with **UML** 2.0 diagramming techniques.
* Using **ETL** failures to create job aids for training purposes and facilitating in daily scrums and brainstorming sessions.
* Effectively monitored sprint progress using data visualization to express performances and to support data driven decision making.
* Worked in **SQL** statements for product specific **ETL** specifications.
* Involved in **Data profiling**, **Data analysis**, **data mapping** and **Data architecture** artifacts design.

**eBay,** Austin, TX **Aug 2016-Feb 2018**

**Business Analyst**

**Project Description**: I worked in the complete redesign of the main ecommerce web site and introduction of new features like Browse Catalog, Shopping Cart, Checkout, Order Processing, Digital Marketing, Manage Account, International Shipping and Digital Wallet. Features delivered included major enhancements to all platforms and concepts on desktop, tablet and smartphone.

**Responsibilities:**

* Worked in **Ecommerce** testing Product Search, **Payment** System, **Online** transaction processing and **Inventory** **management**.
* Participate in our strategic **Digital** **Marketing** team meetings to help coordinate initiatives to improve our processes.
* Understanding of key **E**-**commerce** functions like site browsing and navigation, checkout flow, order fulfillment, **payment** processing, **order** **shipment**, **inventory** **management** and **order** **management.**
* Documented and **analysed** the business process for receiving and processing customer sales based on "Opportunity to Order" and covers business-to-business (**B2B**) and business-to-consumer (**B2C**) sales.
* Participate in ecommerce implementation strategy. **SAP** hybris platform functionalities of Shopping Cart, Catalogs, UI design, **Integration** of **payment** gateways, Data Integrations with **CRM**, and **SAP**.
* Worked as Business Requirement Document (**BRD**) and Functional Requirement Document (**FRD**).
* Work cross-functionally with **product** **management**, **designers**, **marketing**, sales & engineering.
* Worked in **Electronic** merchandizing, Advertisement, **order** **management**, Regulatory compliance scope 15c3-5 Controls and regulatory compliance rule for advertisement of shares executed.
* Worked as **Project** **Management** maintaining **project** **documentation**.
* Planned and established Software Development Life Cycle (**SDLC**) from start to finish. Adopted **SLDC** methodology **Waterfall** for development of the project.
* Created **Use case** diagrams, activity diagrams using **Ms Visio** according to **UML** **methodology** thus defining the Data Process Models.
* Worked with **UI/UX** designers to modernize **UI designs** and functional flows for existing products.
* Use **Jira**, CA **Rally** and project management tools or track and monitor backlog status and delivery.
* Conducted **JAD** sessions with management, **SME** (Subject matter expert), stakeholders and developing team for critical issues.
* Used **SQL queries** to extract the performance metrics and generate the performance reports of trainees and trainers.
* Using **PL/SQL** and Dynamic **SQL** to extract Data from **Oracle** **databases**.

**Liberty Mutual Insurance Portsmouth, NH Mar 2015- Jun 2016**

**Business Analyst**

**Project Scope**: Liberty Mutual offers a comprehensive array of property and casualty insurance products along with loss prevention, risk and disability management services. The project was to automate the claims processing systems and enhance the CRM by providing real time monitoring for its auto insurance division.

**Responsibilities:**

* Established a **RUP** (Rational Unified Process) centric business analysis methodology.
* Collaborated in building a business analysis process model using **Rational** **Rose**, Requisite Pro, and **Visio**.
* Extracted the Business Requirements from the end users keeping in mind their need for the application and prepared Business Requirement Documents (**BRD**) using Rational.
* Reviewed Design Documents, Requirements **Analysis** Specifications with Project Lead, Business Owners and the Technical Lead.
* Worked on Commercial lines **Property** and **Casualty** Insurance including both policy and claim processing and reinsurance.
* Imported Sources and Targets, Created Mappings and developed Transformations using Informatica Power Mart designer.
* Designed and developed **Use Cases**, **Activity Diagrams**, **Sequence Diagrams**, **OOD** using **UML**
* Performed requirement analysis, went through all the **use cases** and issue logs.
* Develop and maintain sales reporting using in **MS Excel** **queries**, **SQL** in Teradata, and **MS Access**.
* Worked on exporting data using Teradata.
* Responsible to import the parts of the existing reports using Business Objects Live Office to develop the required reports in **Microsoft Excel** and Word.
* Designed the universes by creating the **Business** **Objects** data model.
* Involved in creating automated Test Scripts representing various Transactions, Documenting the Load Testing Process and Methodology. Created meaningful reports for analysis and integrated the Performance Testing in the **SDLC**.
* Developed and managed Project Plans and Schedules. Managed resolution of Project issues and conflicts.
* Conducted Functional Walkthroughs, User Acceptance Testing (**UAT**), and supervised the development of User Manuals for customers.