**AMIT SHARMA (203) 936-7360 amitattrey86@gmail.com**

**PROFESSIONAL SUMMARY**

* 6 plus years of diversified experience in IT Industry working with **financial domain.**
* Expertise in translating user requirements into System Specifications and mapping the process design, work flows for SDLC (Software Development Life Cycle) with documenting and managing business requirements.
* Strong business analysis skills and thorough understanding of full SDLC (Software Development Life Cycle).
* Comprehensive understanding of CRM business processes in Campaign Management, Lead Management, Account Management, Case Management, Forecasting, and Call Center.
* Strong knowledge of Salesforce implementation cycles in Sales, marketing, Service and Support modules.
* Experience in **Cloud** Testing and Administration spanning all facets of package software and **AWS** application implementation.
* Ability to perform gap analysis of configuration and testing results using Microsoft Access, Excel and Word.
* Used Elicitations, brainstorming and other techniques to collect the data for business requirements.
* Good experience in facilitating Joint Application Development (JAD) sessions to expedite and
* Organized and facilitated daily scrum meetings, Sprints planning meeting and sprint review meeting using Agile SDLC Methodology.
* Proficient in UML (Unified Modeling Language), with experience in modeling business process using Use Case, Activity diagrams and Sequence diagrams.
* Experience in conducting Gap Analysis between “As Is” and “To Be” systems.
* Conducted User Acceptance Testing (UAT).
* Updated business requirements as per instruction of project manager and technical teams.
* Maintained Project Data Dictionary for the entire project team.
* Helped project manager by volunteering to create risk analysis document, which help in monitoring the risk involved in the project tasks.
* Proficient in Microsoft Office, MS SQL Server management studio and Data modeling techniques.
* Possess strong analytical and problem solving skills with the ability to adapt to a new environment and meet stringent deadlines.

**TECHNICAL SKILLS**

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| --- | --- |
| **Business Methodology** | Agile, Waterfall, RUP(Rational Unified Process) |
| **Business Modeling Tools** | Microsoft Visio, Rational Rose, UMLet |
| **Project Management Software** | MS Project. |
| **AWS** |  |
| **Version Control Systems** | Rational Clear Case. |
| **Testing tools** | HP ALM/Quality Center, Requisite Pro, QTP, SoapUI, Test Director, Bugzilla and Jira |
| **Database** | MS Access, MS SQL Server 2005/2008/2012. |
| **Other Software** | MS OfficeSuites, MS Project 2008, Sharepoint |

**PROFESSIONAL EXPERIENCE**

**Fifth Third Bank, Cincinnati, OH**

**Jul 2015 – Sep 2017**

**AWS Business Analyst**

Fifth Third Bank is  a [U.S.](https://en.wikipedia.org/wiki/United_States) regional [banking](https://en.wikipedia.org/wiki/Bank) corporation, headquartered in [Cincinnati, Ohio](https://en.wikipedia.org/wiki/Cincinnati,_Ohio) at [Fifth Third Center](https://en.wikipedia.org/wiki/Fifth_Third_Center_(Cincinnati)), and is the principal subsidiary of holding company Fifth Third Bancorp. The company operates under an Ohio charter. The company's main businesses include [branch banking](https://en.wikipedia.org/wiki/Branch_banking), [commercial banking](https://en.wikipedia.org/wiki/Commercial_bank), [consumer lending](https://en.wikipedia.org/wiki/Consumer_lending), [payment processing](https://en.wikipedia.org/wiki/Payment_processing), [investment advising](https://en.wikipedia.org/wiki/Investment_advisor), and [title insurance](https://en.wikipedia.org/wiki/Title_insurance). I was involved in **Amazon Web Services (AWS)Cloud** implementation for Fifth Third’s Wealth Management that integrated and replaced its fragmented system of premise software.

**Responsibilities:**

* Created Use cases and Designed Activity Diagrams.
* Assisted customers in defining the high-level Functional Requirements and needs.
* Responsible for process reengineering, change management, Business case development, project requirements management using **Agile** methodology.
* Facilitated Joint Application Design (JAD) sessions to collect requirements from system users and preparing business requirement that provide appropriate scope of work for technical team to develop prototype and overall system.
* Coordinated design Phase, together with members of the design team, developers, and business users for various **Amazon Web Services (AWS)** such as **CloudDrive, CloudSearch.**
* Identified processes for developing and documenting detailed business requirements. Data was collected from end-users, and analysts.
* Created Requirements documents to document business needs.
* Interacted with other teams through walkthroughs, teleconferences, meetings, etc. to resolve various issues.
* Work closely **Agile/ SCRUM** team to create test scripts and test cases to ensure coverage of all areas of the product/feature(s)
* Documented, coached, and elicited business requirements from subject matter experts by writing user stories resulting in a clearer, more detailed and more complete understanding of project deliverables.
* Conducted functional analysis of client business processes and functional or reporting requirements and created technical documents for **AWS based projects.**
* Reviewed and analyzed the effectiveness and efficiency of existing **Cloud systems** and develop strategies for improving or further leveraging the **AWS application.**
* Gathered Requirements, through interactions and meetings and periodic walkthroughs with loan analysts, credit analysts and other potential users of the application.
* Conducted Use-Case reviews and Gap Analysis between the **“As-Is” and “To-Be”**systems leading toimprovements and/or enhancements in the same.
* Ensured Use-Cases were consistent and covered all aspects of the Requirements document.
* Involved with the project manager in developing, maintaining and reviewing a risk management frame work.
* Create daily reports in designed **MS Excel spreadsheet** with pivot tables.
* Used **MS Excel** to analyze, communicate, & examine organizational change.
* Conducted Analysis of business scenarios using **MS Excel.**
* Worked on SOX documents for internal and external auditing.
* Scheduled proficiently using work breakdown structure (WBS) and tracking of cost and performance metrics.
* Extensive experiences in **AWS Cloud** functional implementation, Configuration, Strong business knowledge in **Cloud**automation, Opportunity management, lead management and customer portal functionalities and also administration, configuration, implementation, testing and support of **Cloud** UI applications.
* Involved in development of Time-based Workflow Rules, Validation Rules, and other customizations with **Amazon Web Services (AWS).**
* Created and deployed Custom tabs, Validation rules, and Auto-Response Rules for automating business logic.
* Used **MS PowerPoint** for making effective presentations during client meetings.
* Created workflow rules and defined related tasks, email alerts, and field updates
* Created Report folders and Reports to assist managers to better utilize **Amazon Web Services (AWS)** and configured various Reports for different user profiles based on the organization's business processes.
* Worked with the Project Manager on various Project Management activities like keeping track of Project Status, Deadlines, Environment Request, and Compliance Issues.
* Created test plans and test cases based on the business requirements which involved market risk analysis and risk management like continuous time, finance & asset pricing, stochastic processes & simulations, credit derivatives, structured products, documentation, value at risk, risk & return optimization.
* Created and maintained the Requirements Traceability Matrix (RTM).
* Documented and tracked all issues that are detected and updating the status of existing issues based on the daily meetings with the off-shore team.
* **Used JIRA to manage requirements in Agile** environment.
* Developed requirements integrating E-R diagrams and designed the testing process flows.
* Worked directly with software engineers to ensure clear communications on requirements and defect reports creating test cases and test scripts for the User Acceptance testing.
* Involved in Functional System Testing, Integration Testing, Regression Testing, and User Acceptance Test using the test cases given by the client before releasing the application.
* Validated the scripts to make sure they have been executed correctly and meets the scenario description.
* Involved in project status meetings, QA review meeting, and System Test meeting.

**Zions Bancorp, Salt Lake City, UT**

**July 2014 – Apr 2015**

**Salesforce Business Analyst**

Zions Bank is an American bank: a subsidiary of [Zions Bancorporation](https://en.wikipedia.org/wiki/Zions_Bancorporation). Zions Bank operated about 125 branches and 150 ATMs distributed between Idaho and Utah.The project at Zions Bancorp was to design, alter, and update their Salesforce CRMSales **Cloud**platform. Commercial Market Loan Origination System (CMOS), CMOS is designed to book loans in commercial banking. It allows inputting all the information about businesses and individuals in the main application form that is tied up with number of other forms in a precise workflow. Loans are approved and then booked if all the requirements are fulfilled.

**Responsibilities:**

* Gathered Business Requirements, analyzed data/workflows & performed GAP analysis.
* Met with client groups to determine User Requirements and Goals, thus converting User Requirements into Business.
* Worked on IT controls for SOX auditing.
* Facilitated collection of Functional Requirements from system users, and prepared Business and Technical Requirement Specification documents.
* Analyzed business and technical requirements, thus creating the Business Use Case (BUC) and Application Use Case (AUC) documents.
* Utilized **Agile**methodology to configure and develop processes, standards, and procedures, and to perform System analysis.
* Assisted in Data File Definitions and Data mapping activities for the data gathered during the process of development and implementation.
* Created and maintained an **Excel** database.
* Created process flow diagrams in MS Visio.
* Experience as a Salesforce Sales **Cloud**Business Analyst activities with skills in Business Analysis, Data Analysis, Requirement Analysis, and Business Modeling.
* Interacted with developers in getting proper explanation for any issues or concerns from the offshore testing team about Salesforce.
* Worked on Salesforce.com **Cloud** Customer Portal to provide an online support channel for Tripwire customers, allowing Documented approved change controls (ACC) to add them into business design.
* Utilized various Salesforce.com Standard objects like Accounts, Contacts, Opportunities, Leads, Campaign and Reports.
* Used **JIRA** to manage requirements and log defects.
* Customized Page Layouts for Salesforce.com Standard and Custom objects.
* Worked as an Interface between the users and the different teams involved in the application development for the better understanding of the business and IT processes.
* Maintained Project Glossary for the entire project team.
* Followed a structured approach to organize requirements into logical groupings of essential Business Processes, Business Rules, and Information Needs, thus ensuring that Critical Requirements are not missed.
* Extensively used **MS PowerPoint.**
* Create daily reports in designed **MS Excel** spreadsheet with pivot tables.
* Used **MS Excel** to analyze, communicate, & examine organizational change.
* Followed the Unified Modeling Language (UML) based methods using MS Visio to create Use Case, Activity/State Chart, Sequence, and Collaboration Diagrams.
* Maintained Project Data Dictionary for the entire project team.
* Conducted Joint Application Design (JAD) sessions to allow different stakeholders to communicate their perspectives with each other, resolve any issues and come to an agreement quickly.
* Worked with the Project Manager on various Project Management activities like Resource Planning, Resource Request, keeping track of Project Status, Deadlines, and Issues, Environment Request, and Compliance Issues.

**J.P. Morgan Investment Bank, Salem, MA**

**Business Analyst**

**Nov 2012– Apr 2014**

This project involved creating a global platform for Securities Processing Business Management and Compliance for integrated financial products spanning corporate trust, securities clearing, custody, fund administration, M&A advisory, capital markets, prime brokerage, restructuring, risk and research.

**Responsibilities:**

* Helped develop project plan and manage scope. Established a Business Analysis methodology around Agile.
* Facilitated and managed meeting sessions with committees of SMEs from various business areas including corporate trust, securities clearing, custody, fund administration.
* Conducted interviews with key business users to collect requirements and business process information.
* Designed and developed project document templates.
* Participated in Design Phase, together with members of the Product team, developers, and DBAs for banking application.
* Attended weekly meetings in order to address any new developments.
* Participated in Daily **Agile Scrum** “Stand-up”, Biweekly Sprint Planning and Retrospective Sessions and update the team on status of upcoming User Stories.
* Initiated and crafted project charter by collaborating with senior business executives and technical architects; facilitated document through the global enterprise dispatch process resulting in an expedited approval of project time lines, resources and scope.
* Use **Agile**systems and strategies to provide quick and feasible solutions, based on Agile system, to the organization.
* Conducted JAD, JRP Sessions during different phases of the project Life Cycle as required. Performed **GAP Analysis**, helped in analyzing the causes for the Issues and applicable solutions.
* Work in Agile, scrum, and sprint environment in order to change the requirements and features set.
* Developed business requirement specification documents for User Interface (UI) development.
* Documented functional and technical requirements following established procedures.
* Performed requirement gathering for Enterprise reporting system using **JIRA Agile.**
* Designed and developed Use Cases, Sequence Diagrams, using UML.
* Designed and implemented basic SQL queries for QA testing and report / data validation.
* Analyzed research on operational procedures and methods and recommended changes for improvement - with an emphasis on automation and efficiency.
* Conducted benchmarking activities to identify best practices.
* Assisted Testing Teams in Defect Management using **JIRA.**
* Used JIRA as Configuration Management and Change control tools.
* Created RTM (Requirements Traceability Matrix) to ensure that all requirements were tested.
* Assisted in the development of test scenarios; prepared User Acceptance Testing documentation and collaborated with system users to conduct UAT.
* Assisted in developing training materials for the new technology and in conducting user training.

**UBS Investment Bank, Minneapolis, MN**

**Business Analyst**

**July 2011 – Oct 2012**

As a Business System Analyst I served as a liaison between business teams and project teams and created technical documents for IT Compliance projects.

**Responsibilities:**

* Performed Business Analysis functions with focus on SDLC methodology for Market Data Group
* Analyzed and monitored business requirements on static and price data for Equities, Cash and Derivative products
* Participated in Risk Management.
* Created Current State Study, Project Briefs and Functional Specifications documents for system enhancements/product data enrichment and obtained sign-offs
* Used **JIRA** as version control tool.
* Interfaced with users through face-to-face and telephonic meetings/conferences and managed their expectations.
* Coordinating **agile** based planning/review activities and meetings, followed Iterative Software Development Life Cycle Process, Agile using Scrum.
* Conducted JAD sessions to develop architectural solutions to open and conflicting issues
* Used MS-Visio to draw Sequence and Activity Diagrams
* Performed **GAP analysis of as-is and to-be System**
* Checked the data flow through the front end to backend and used SQL queries to extract the data from the database
* Performed UAT manually till user satisfaction
* Extensive use of UML to draw Business Process Flow, Use Cases Modeling, Sequence, Sequential Diagram and Activity Diagrams
* Used **HP Quality Center** for Defect Management.
* Assisted the business partner in preparing UAT plan/scripts
* Assisted Testing Team in Test Cases, performed unit testing and integration testing
* Participated in **UAT** and developed test cases for unit testing based on functional specifications

**EDUCATION – Bachelor’s Degree**