**Abhishek Khade**

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**Summary**

* Proactive, self-directed, result oriented Senior Business Analyst with **over 8+ years** of experience in business requirements gathering and analysis, object-oriented design, data modeling, systems development, implementation & administration.
* Certified Scrum Master with extensive experience in SDLC and proven ability to work actively and lead cross-functional teams in finance and e-commerce sectors.
* Successfully completed projects in **Waterfall methodology, DevOps** and **Agile methodologies – SCRUM, Scaled Agile** and **Kanban.**
* Experience with facilitating **Scrum Ceremonies** as a **Scrum Master** and expertise in stimulating the adoption of **Scrum Rules**, **Managing Impediments**, **Conflict Resolution** and fostering **Self-Management**.
* Proficient in writing **User Stories** and handling the **Requirements Churn** in the Scrum.
* Experience in conducting **Joint Application Development (JAD) sessions** for requirements gathering and translating to **Business Requirements Document (BRD), Functional Specification Document (FSD), System Requirements Document (SRD)** and other High Level artifact/Low Level artifacts.
* Experience in writing **Use Cases**with respect to**Object Oriented Analysis and Design (OOAD)** using **UML** Diagrams like **Use Cases**, **Activity**, **Class** and **Sequence Diagrams**.
* Experienced in **Enterprise Business Analysis, Requirements Management, Software / Web Usability, Information Architecture,** and **Training Materials Development** consulting services to corporate clients and maintaining **SLAs**.
* **Identity Access Management** experience related to multi-factor authentication, server access control, enterprise password vaults and privileged access monitoring.
* Familiarity with different types of testing including **User Acceptance Testing (UAT), Black Box testing, Load Testing** and **Performance Testing** and writing **Test Cases, Test Plans** and**developing RTM (Requirements Traceability Matrix).**
* Knowledge of web services related concepts -**XML, WSDL, SOA, HTML/CSS** and **JavaScript.**
* Well versed with various protocols related to **web-services** and **SOA (Service Oriented Architecture)** like **SOAP, REST** and the **Internet Protocol Suite** like **HTTP, TCP, FTP,** etc.
* Knowledge of full life cycle implementation in building a **Data Warehouse**.
* Experienced in **Data Warehouse Implementation** including extraction, transformation and loading (**ETL**) data from various sources into **data warehouse and Data Marts**
* Comprehensive knowledge of data warehousing in handling **OLTP and OLAP** data with significant implementation experience of **Bill Inmon and Ralph Kimball paradigms.**
* Directed teams and participated in **Data Visualization**, **Business Intelligence**, **Business Analytics**, **Statistical Analysis** and **Data Mining**. Also worked on extracting data through writing complex **SQL queries**.
* Significant knowledge and experience in using **ETL tools** such as **Informatica 7, Informatica 9.0.1**.
* Extensive experience in doing **ROI studies, SWOT Analysis, GAP Analysis, Impact Analysis, Cost Benefit Analysis, Feasibility Study, C&E Analysis, Risk Prioritization, Business Process Modeling, Value Stream Mapping and Six-Sigma DMAIC.**
* **Well versed** in project management **including creation of WBS, Capacity Planning, Estimating, Scheduling, Risk Planning,** team leadership, interfacing with executive management and issue resolution.
* Excellent **Problem Solving** skills, **Critical Thinking** skills and comfortable in working with onshore/offshore model.

**Technical Skills:**

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| Methodologies | Agile, Agile Scrum, Waterfall, Waterfall-Agile Scrum Hybrid |
| Operating Systems | Windows XP, Vista, 7, 8, Mac OS X |
| Microsoft Tools | MS Office, MS Project, MS SharePoint, MS Visio |
| Databases | MySQL, Oracle |
| GUI Tools | MS Visio, Rational ROSE, Mock-up screens, HTML |
| Domains | Banking, Wealth Management, Risk Management |
| ETL/Reporting Tools | Informatica, IBM Cognos 8.4, Tableau, SSAS, SSIS, SSRS |
| Methodology Tools | VersionOne, HP ALM, JIRA, TFS |
| Testing Tools | HP ALM/QC, LoadRunner, Mercury Interactive |

**Certifications and Degrees:**

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| SCRUM Master Accredited Certification (09120371355675) from International SCRUM Institute. |
| ISO 9001:2008 Certified Auditor (7812/VHQ1000455/11) from Lloyds Register |
| Six Sigma – Green Belt Certification from Cummins Six-Sigma Cell. |

**Education: Bachelor’s of Engineering from Pune University, India.**

**Professional Experience:**

**Citi Group, Warren, NJ May 2014 – Present**

**Sr. Business Systems Analyst**

**Centralized Compliance Management System**

* This project focused on compliance as required by the financial firms. Updating and enhancing the existing system to comply with the changing norms forms the primary scope of the project.

**Roles and Responsibilities**

* Conducted **Gap Analysis** on evaluation of the **current states** from a high level perspective to identify gaps that may need to be addressed and also assisted in documenting the **to be** state.
* Gained knowledge of **Sarbanes-Oxley Act**, **Dodd-Frank Act**, **Basel Accords**, **COB** and **CCAR.**
* Understood the compliance norms, regulations and legal obligations that will help build an effective module.
* Defined scope of the project and identified major actors, using various elicitation techniques for requirements gathering from the end users and legal teams.
* Conducted **Joint Application Development (JAD)**sessions with users, developers and database design team to assist with backend synchronization issues.
* Conducted through analysis of business case and created **functional** and **non-functional** requirements and documented the same.
* Co-ordinated with Project manager for completing**Impact Analysis, Feasibility Study, Cost-Benefit Analysis, Risk Register, Budget Estimation** and **ROI** calculation in order to be prepared for potential business and technical risks to the system.
* Liaise with all the stakeholders at all levels **a**nd worked closely with **Scrum** teams of **BAs, architect, developers and product control** throughout the entire development life cycle using**SharePoint**to ensure a quality product is delivered**.**
* Created use cases from the requirements and created use case diagrams.
* Also created **Business Process Models**, **Activity diagrams, Sequence diagrams** and Data Flow diagrams with **special detail to Sub-Processes and policies.**
* Decomposed epics into user Stories by following the principle of INVEST.
* Assisted Product Owner in Product Backlog refinement using JIRA.
* **Facilitated the SCRUM meetings and was responsible for managing requirement churns.**
* Maintained and updated Sprint Burn down charts and Release Burn down charts to keep track of the Sprint and the project against the planned work.
* **Facilitated the team to maintain optimal velocity and work on completing story points with a consistent schedule in each sprint**
* **Assisted in Data Modeling and Data Mapping to provide quantified Metadata to the developers.**
* Administered the **ETL** process for **Data warehousing** by collaborating with the data architect using Informatica.
* Worked on **three-tier architecture**, **Service Oriented Architecture**, **SOAP, XML** and **API.**
* **Worked with the QA team creating test plans, test cases, UAT and created the requirements traceability matrix.**
* Performed multiple SQL queries for business intelligence reporting; created database driven reports - custom reports and Ad-Hoc reports using Cognos for board and management oversight.

**Environment: Waterfall Scrum Hybrid, MS Visio 2013 , Sharepoint 2010, Oracle Server 10g, SOAP, XML, JAVA, jQuery, JavaScript, JSP, Angular JS, Informatica 9.0.1, Cognos 10.2, Jira 6.2**

**TD Securities, Portland, OR Aug 2013 – Apr 2014**

**Sr. Business Systems Analyst /Scrum Master**

**Counterparty Credit Risk Management**

* Realizing the need to consolidate the credit exposure over the entire counterparty pyramid a system was built to calculate the net credit exposure. The system was equipped to compare it to the credit limit set for that particular counterparty and electronically signal in case of a scenario where the credit reaches the utilization limit set to trigger an alarm.

**Roles and Responsibilities**:

* Conducted **GAP Analyses** by understanding the **AS-IS** business process and the **TO-BE** business process.
* Involved in analyzing **Business Requirements** and creation of the BRD to capture project summary, scope and requirements.
* Gained knowledge of credit exposure, liquidity, master netting, and collateral.
* Decomposed the BRD into **Used Cases** and created **use case, activity and sequence diagrams** in **MS Visio.**
* **Created hierarchical chart representing organizational structure and association of the parent and affiliated entities. Assisted in scenario creation for master netting and closeout setoff agreements for collateral calculations from non-trading guarantor.**
* Worked with the product owner to compose the product backlog in and facilitated the **SCRUM** process and handled requirements churn.
* Prioritized the user stories with the help of the product owner using **MOSCOW** and **KANO** model.
* Conducted sprint planning meetings for estimation using **Planning Poker** Techniques and to decompose epics into user stories based on **INVEST.**
* Submitted weekly reports to program manager regarding velocity and progress of the project.
* Understood the **data requirements** and assisted in the data modeling data mapping stages.
* Carried out **de-normalization** for the DW using dimensional modeling.
* Worked extensively in creating a schema to create tables in the database.
* Integrated the various **OLTP** to the **OLAP** by using ETL tool Informatica.
* Created **test plans** and **test cases** and formed the **requirements traceability matrix** using HP QC.
* Led the **User Acceptance Testing (UAT)**efforts in conjugation with the QA team and opened and closed defects in HP QC.
* Worked with the reporting team to create BI reports in Tableau for exposure, reverse exposure, collateral held, collateral due, utilized guarantees for identifying trouble spots within counterparty, geography, industry, credit rating and manage company’s liquidity.

**Environment: Agile Scrum, Rally, MS Visio 2010, HPQC, Informatica 9.1, Tableu 8, Oracle 10g, Java, J2EE, XML, AJAX.**

**JANUS Capital, Denver, CO Aug 2012 – Jul 2013**

**Sr. Business Analyst**

**Investment Management System**

* This project involved enhancing theInvestment Management System enabling the wealth manager to manage, model and analyze the portfolio giving the maximum returns while taking minimum risk. The main scope was to develop a robust mechanism to electronically signal if a certain portfolio is exposed to enhanced risk due to changing market scenarios.

**Roles and Responsibilities**

* Worked with the internal users and IT users to liaison on new business initiatives.
* Developed knowledge of key financial **portfolio management concepts, time value of money, return, risk, equities, bonds, hedge funds** and **investment criteria.**
* Performed the **gap analysis** to define the current and future business requirements for the new functionalities by analyzing **As-Is/To-Be** states.
* Conducted **JAD sessions** and **one-on-one interviews** with the stakeholders for the requirements elicitation.
* Created the **Mock-up screens** and **Wireframes** for an overview of GUI and **UML diagrams** such as **sequence, activity** and **use case diagrams** using **MS Visio** for proper visualization.
* Wrote the **user stories**, and then the **acceptance criteria** for the **PSPI (Potentially Shippable Product Increment)**.
* Completed**Impact Analysis, Feasibility Study, Cost-Benefit Analysis** and **ROI** calculation in order to be prepared for potential business and technical risks to the system.
* Worked on **Service-Oriented Architecture (SOA),SOAP, XML** and **API**.
* Utilized **Informatica**for Extraction, Transformation and Loading**(ETL)**; Tableau for report generation of the data to be analyzed from the **data warehouse** and **data marts**.
* Wrote **complex SQL queries** to filter out data from the databases.
* Made **Requirements Traceability Matrix (RTM)** for tracing the test cases back to the requirements, ensuring requirements are met.
* Maintained and distributed the various documents.
* Served the QA team to develop the **test plans** and **test cases** to perform the **UAT**, and **defect management** and **reports generation**.
* Facilitated the**scrum ceremonies** (**SprintPlanning, Daily Scrum, Sprint Review, Sprint Retrospective and Backlog Grooming**) and tracked **team velocity** and **sprint progress** using **Sprint burn down chart** and **Product burn down** chart.
* Motivated the scrum development team to collaborate and self-organize for the to be most efficient.
* Involved in handling and management of **requirements churn.**
* Ranked **product backlog** with the help of technical information provided from the scrum development team.
* Imposed the **time-boxes** and sorted out the **impediments** faced by the scrum development team.

**Environment: Scrum,Agile Scrum Methodology, Version One, TFS 2013,MS SQL 2008 R2, .NET, SSIS, SSRS, SSAS, JavaScript, JQuery, HPQC, Tableau.**

**Direct Buy, Merrillville, IN Nov 2011 – Aug 2012**

**Business System Analyst**

**E Commerce CRM**

Realizing the need of tracking and reporting various conventional and digital media marketing efforts a system was built to manage the existing programs and to increase the conversion rate of potential customers in the funnel. The system created a platform for implementation of membership and cash rewards program.

**Roles and Responsibilities**:

* Onboarding at the initial stages, was involved in requirements gathering through **JAD** sessions, interviewed business users and stakeholders while learning from legacy documentation.
* Created **Functional RequirementsFRD**, **Use Cases** and **Unified Modeling Diagrams (UML).**
* Performed **SWOT** and **GAP** Analysis to discover new functionality requirements, prioritized them on the basis of actual business needs.
* Used **MS Visio** for **Process modeling, Process mapping and Business Process flow diagrams.**
* Understood the **As-Is system**, developed the **To-Be system** concepts and also prepared the **System Process Maps.**
* Managed **change requests** with thorough **impact and cost analysis** while prioritizing and mitigating changes.
* Developed conceptual and logical **ER diagrams** for the database and created **Metadata Dictionary using Informatica.**
* Created **data maps** based on the specified business requirements.
* Facilitated meetings, circulated agendas, captured MOM and progress of the project for senior management.
* Assisted and guided software architects and developers during the design and development phase.
* Strong knowledge of **SOAP** and **WSDL** to understand the requirements.
* Good knowledge on service oriented architecture **(SOA)3 tier architecture**that is predominant for the **e-commerce**
* Good knowledge **web servers** that is used to host all the websites.
* Assisted in design review meetings to make sure all the requirements are covered in the development project scope.
* Worked with the project manager to organize project activities and to communicate with other business center managers and stakeholders of the project.
* Created Test Plans, wrote Test Cases and Test Scripts using **HP Quality Center**.
* Extensive documentation in **MS Office Suite** during various phases of the **SDLC** with **versioncontrol and approval**
* Good understanding of Spotfire and its customizing, designing, and visualization features.
* Involved in User Acceptance Testing (UAT) for successful implementation of requirements and generation of reports. Used JIRA for defect tracking, facilitating and monitoring the process.

**Environment: Waterfall, MS Project, MS Visio, MS Word, MS Excel, SQL, MS Access 2010, Tomcat Apache 7, Mail Chimp.**

**Bharat Cooperative Bank Ltd, Mumbai, India Dec 2010 – Oct 2011**

**AssociateBusinessAnalyst**

The scope of the project was to create an automated project appraisal and business proposal documents while enabling hypothetical modeling for better assessment. A robust, fast and efficient **front system was implemented**.

**Roles and Responsibilities**:

* Gained knowledge of calculating company’s financial stability by analyzing the **Balance Sheet,** Cash Flow Statement, Income Statement and computing **Liquidity** and **Profitability Ratios**.
* Assisted in build of a system to calculate **NPV**, **Payback Time** and **Discounted Payback** by understanding the end user requirements.
* Worked closely with key stakeholders, **Subject matter experts (SME's)** and **cross functional** teams to gather business requirements.
* Acted as a liaison between the technology team and business users.
* Analyzed the business case for the project to understand the customer needs.
* Followed waterfall methodology, created **Functional Requirements Document (FRD)** to capture functional and non-functional requirements.
* Also handled **change requirements** and approvals for the same from the senior management.
* Developed **use case diagrams** and **sequence diagrams** using **MS Visio**.
* Created mock up screens for the presentation layer.
* Generated **data maps** and understood the **data architecture** process for storing copies of the proposals and modeled scenarios.
* Created **test plans** and wrote **test cases.**
* Worked with the team to create the reports as required by the end users.

**Environment: Waterfall, MS Visio, MS Office Suite, UMLet, Windows XP, MS Project 2010, Java.**

**JCB Excavators, Pune, India Apr 2009 – Dec 2010**

**Junior Business Analyst – Purchasing**

**Project Description**

* ERP upgrade and system consolidation of financial and operational modules for the purpose of business intelligence and gaining leverage on economies of scale. Was involved in the strengthening on the material module focusing on removing redundancies/obsolete data, supplier-part relationship, BOM up keeping and inventory modeling across three production locations and eight service centers.

**Responsibilities**

* Responsible for gap analysis, acquainted myself with the AS-IS system and understood the To-Be state requirements.
* Conducted **JAD** sessions for requirements gathering from numerous stakeholders within cross functional departments such as **engineering, materials, finance, warehouse** and **service centers** while keeping the **international supply chain** in mind.
* Understood the **KPI’s** generated through the materials module and formed requirements.
* Translated requirements into the **Functional Requirements Document (FRD)** and created **Use Case** documents inclusive of **use case diagrams**.
* Developed **swim lane charts** with **activity diagrams**assisting in **business process modeling** using **value stream mapping concepts**.
* Was a part of the **beta testing** team and managed **change requests**.
* Understood the dynamic as well as timely reporting needs and ensured the same are met.
* Created **training manuals** and conducted **demo sessions** for end users on launch of new system.
* Created **deployment flowchart** in conjunction with the implementation partner, infrastructure, and network teams containing instructions for maintaining the Application.
* Was **awarded Graduate Engineer of the year award** for exemplary performance.

**Environment: Waterfall, MS Project, MS Office, MS Sharepoint, SAP.**

**Cummins India Limited**, **Pune, India Aug 2007 – Apr 2009**

**Six Sigma Cell – Industrial Engineer**

**Project Description**

* **TAKT time** improvement on V28 Cylinder block machining line to meet customer demands. Reduction in **cycle time** of Tappet relieving SPM by shift of operation on idle Vertical Turning Centre also achieving **line balancing**. Tilting fixture modification on RM 65 drilling machine to accommodate cylinder block with crankshaft bearing caps in place thus eliminating redundant time consuming operation.

**Responsibilities**

* Worked on 6 sigma methodology DMAIC. Defining the macro and micro variables and their effect on cycle time.
* Measuring and analyzing with the help **cause and effect matrix (C and E)** and **failure mode effect analysis (FMEA)**.
* Generated**Pareto charts** and **regression analysis** with the effective use of **Minitab**.
* Ensuring implementation and control of improvements with minimum expense to CIL
* **Project Results**- 66 minutes of cycle time saving and line balancing achieved. Increase in production from 5 to 6 cylinder blocks per shift.
* **Return on Investment (ROI)** Calculations depicted a payback period of three weeks. Annual savings of approximately 15000 USD due to reduction in manpower on account of bearing cap removal operation and implementation of automated Vertical Turning Center.

**Achievements**– 2nd Prize at national level project competition “Contrivance.”