**OBJECTIVE**

A challenging position as a Business Analyst giving me the opportunity to leverage my strong skill set and experience in the design and analysis of Information Technology business solutions that enhance business value and solve business problems.

**PROFILE**

Overall 9 years of very strong diverse experience in Information Technology with emphasis on Project Management, Business Analysis, Project Scoping and Project Management Methodologies. Possess outstanding client interaction and relationship management skills.

**SUMMARY**

* Overall 9 years of strong experience as a Business Analyst and System Analyst in enterprise application development, Quality Assurance engineering and Business Intelligence projects.
* Proficient in gathering business requirements, evaluating data sources, translating functional requirements into technical specifications, application design, technical and business writing.
* Expertise in Business Analysis with strong understanding of software development life cycle and object oriented methodologies.
* Expertise in gathering business requirements, evaluating data sources, translating requirements into functional specifications, application design, technical, business writing and testing various methodologies.
* Solid experience in developing business requirements documents (BRD’s) and functional requirements documents (FRD’s).
* Strong knowledge in applying Object Oriented Analysis and Design (OOAD) concepts in application and system architecture designs and extensive experience in use case-requirement mapping feature of UML, prioritizing the requirements and risk analysis of use cases.
* Expert knowledge of the user interface design process and deliverables throughout the development lifecycle including requirements refinement, task flows, storyboards, wireframes, mock-ups and detailed design documentation.
* Facilitated Scrum activities, e.g., Sprint planning, daily Scrum meeting, Sprint review and retrospective.
* Conducted Scrum coaching and ensured good practices be carried out.
* Ensured cross-team coordination.
* Strong experience as an SAP Business Objects analyst in the entire life cycle of Data Warehousing and Decision Support Systems implemented using Business Objects solutions.
* Excellent business writing skills in writing Business requirements documents, Use Case specifications, Functional Specifications, Test cases, Test plans, GAP analysis, Traceability Matrix, Workflows and Unified Modeling Language (UML) diagrams such as Activity diagrams, Collaboration Diagrams, Class diagrams and Sequence diagrams.
* Facilitated JAD sessions for requirement Analysis, risk analysis, systems adaptability validation, and feasibility studies with various stakeholders to identify business critical and high-risk areas of the application.
* Maintained an in-depth understanding of the latest best practices and methodologies of software development methodologies.
* Experienced in developing learning content and training end users.
* Proven capabilities in managing multiple, aggressive timelines and schedules.
* Excellent presentation and organization skills.

**PERSONAL SKILLS**

* Excellent verbal, written, communication and time management skills.
* Ability to share the team vision and achieve goals under deadlines.
* Excellent technical, analytical, problem-solving and leadership skills.
* Willingness to learn new concepts and ability to articulate alternative solutions and reasoning behind the alternatives.
* Able to communicate effectively with cross-functional teams, programmers, and technical staff at all levels.

**TECHNICAL SKILLS**

**Operating Systems**: Microsoft Windows Server 2003/2008.

**Databases & Tools**: MS SQL Server 2005/2008, MS Access and Oracle 10g/11g

**Languages**: SQL and UML

**Business Intelligence Tools**: Business Objects XI R3/R2/6.5 Crystal Reports 2008, Crystal Xcelsius

**Internet Technologies**: HTTP, XML, SOAP, Service Oriented Architecture, Cloud technology concepts

**Document Processing tools**: MS PowerPoint, MS Word, MS Excel, MS Project, and MS Visio

**Quality Management**: Win Runner, Test Director and HP Quality Center

**Methodologies/ Framework**: Rational Unified Process (Rational Rose, Requisite Pro, Clear Case, and Clear Quest), Data Modeling, Agile Methodology, SCRUM, Waterfall, Business Modeling, Use Case Diagrams, Sequence Diagrams, and Activity Diagrams.

**PROFESSIONAL EXPERIENCE**

**USAA, TX Nov 12 – May 14**

**Role: Scrum Master/Business Analyst**

**Industry: Financial Industry**

The United Services Automobile Association (USAA) is a Texas-based Fortune 500 diversified financial services group of companies including a Texas Department of Insurance regulated reciprocal inter-insurance exchange and subsidiaries offering banking, investing, and insurance to people and families that serve, or served, in the United States military.The project is mainly involved to support the loan application processing needs of banks and financial institutions.

**Responsibilities:**

* Worked with product owners to prioritize the requirements for sprint.
* Extensively used RTC (Rational Team Concert) tool to maintain iteration, release and product backlogs within the team.
* Used burndown charts to see the track performance.
* Provided visibility to team impediments/risks and helped eliminate them.
* Trained and coached a team of 10-15 from onsite to utilize Agile Methodology with Scrum.
* Encouraged the team for self-organization to boost the efficiency and coordination.
* Helped the product owners to come up with set of user stories for better understanding for estimate and development.
* Experienced in managing one or more cross-functional projects.
* Represented the team at weekly senior level management meetings.
* Prioritized the backlog to meet the expectations of Management.
* Managed offshore and near shore teams in different geographical places.
* Ensured task completion to specification, on time and within budget.
* Handled budgeting, time planning as well as staffing.

**Prime Therapeutics, MN Mar 12 – Aug 12**

**Role: Business System Analyst**

**Industry: Healthcare Industry**

The client is a leading pharmacy benefits manager administering the prescription drug benefits of nearly 20 million Americans. The objective of the project was to develop interactive Dashboards presenting compliance and performance monitoring information.

**Responsibilities:**

* Created source (OLTP) to target (OLAP) mapping document that mapped source data to the logical data model and defined business data transformation rules.
* Advised on the selection of a suitable database for ETL processes based on multiple considerations including performance and efficiency factors and requirements specific to the project.
* Prepared software requirement specification document (SRS) for all ETL processes involved and also for the Business Objects dashboard.
* Developed business process flow diagrams that depicted all the activities of the business in a sequential level.
* Managed the entire functional requirements life cycle using Agile Scrum methodology.
* Prepared detailed specifications documentation for multiple universes behind dashboards implemented in Business Objects.
* Conducted multiple review meetings with business users and development teams as part of requirements gathering and specifications development steps respectively.
* Tracked and documented changes in the data model.
* Worked with the multiple teams including development and testing teams to create a project plan and design document for implementation and presented to the Project Management committee for review.

**Metro PCS, TX July 10 – Aug 11**

**Role: Senior Business Analyst**

**Industry: Telecommunication Industry**

Metro PCS is the six largest wireless telecommunications operator in the United States. The project involved implementing a restructured billing and customer analytics system with a wide array of new reporting features.

**Responsibilities:**

* Served the role of Senior Business Analyst and steered the requirements definition and analysis process and provided mentoring services to the new team members.
* Acted as a primary resource for gathering, analyzing, and documenting business requirements, functional requirements and data specifications for Business Objects Universes and Crystal reports.
* Worked with ETL teams in the development of the Informatica mappings, lookups, Sessions, Work Flows as per the design documents/communication.
* Created mock-up reports for review and worked collaboratively with the business users, design team and object/data modeling teams to maintain functional cohesiveness and satisfy client's architecture requirements.
* Developed Work Flow Diagrams for the new online billing interface and identified multiple opportunities for enhanced user experience.
* Conducted GAP analysis after documenting As-Is and To-Be requirements.
* Created multiple use cases supporting several scenarios based on information gathering sessions with business unit stakeholders and technical team members.
* Collaborated with the development teams on interface design strategy and implementation.
* Assisted in the development of test plans and also reviewed the test cases written by the testing team.
* Coordinated with business users and report development teams and identified opportunities for achieving efficiencies in project execution.
* Developed key project documentation including training plans and training guides.
* Trained end users on the functionalities in the new system and elicited their feedback.

**EDS Sep 09 – May 10**

**Role: Business Analyst**

**Industry: IT Industry**

Electronic Data Systems (EDS) is a global business and technology Services Company with a wide portfolio of services includes infrastructure, applications and business process outsourcing. The projects related to Access Controls Program & Corporate information Security. Access Review System (ARS) application objective is to provide an efficient mechanism for the user managers to perform the access reviews to be in compliance with SOX act. Business Access Coordinator’s (BAC) application’s goal is to manage the BACs, training and education procedures, access to tools, mainframe and distribution system applications can be managed using this application. Corporate information security Administration (CISA) project’s effort addresses the need of a centralized security administrators’ team to manage access within each division of the corporation.

**Responsibilities:**

* Worked with multiple lines of businesses to gather requirements for enhancing the existing review procedures in Access Review System (ARS) application of the bank. This helps the user managers to be in compliance with Sarbanes Oxley (SOX) act.
* Initiated an application development process for the business access coordinators (BAC) who administer the user access permissions at the business channel level.
* Responsible for analyzing and functionally designing the hierarchical application for business access coordinators within the organization.
* Developed and re-engineered methodologies for the access control processes within corporate information security team.
* Served as a business analysis functional lead in projects related to access control and authorization procedures.
* Leading a process in preparing a pilot team to demonstrate the proof of concept in designing a centralized security administration process.
* Managed development of functional design documents for security applications that administer access controls. The documents include Use case packages, Class/Object models and sequence diagrams.
* Undertaken project management responsibilities for the analysis phase of SDLC for entire application suite dedicated to Business Access Coordinators and served as an analysis functional lead for the complete SDLC.
* Ensured the timely delivery of analysis artifacts and formulated guidelines for efficient and seamless handoff procedures between analysis and design work streams.
* Coordinated with client personnel in formulating and developing user acceptance testing (UAT) environments.

**Medtronics, MN July 08- May 09**

**Role: Business Analyst**

**Industry: Healthcare Industry**

The client is the world leader in medical technology-providing therapy and technology solutions for people with chronic diseases. The project’s goal was to create a Business Objects reporting solution that could work seamlessly with various data sources-including its Oracle databases and PeopleSoft ERP system. The solution was deployed enterprise wide including supply chain management, inventory, and shipping, finance, administration, marketing, and operations departments.

**Responsibilities:**

* Played an instrumental role in gathering, analyzing, and documenting business requirements, functional requirements and data specifications for Business Objects Universes and reports.
* Served as liaison between technical and business teams and translated business requirements to the technical domain and worked collaboratively with development and object/data modeling teams.
* Documented and detailed all requirements and solutions in the Business Requirement Document (BRD) and Functional Requirement Document (FRD). Utilized Rational Requisite Pro to document Business Requirement and Functional Requirement Documents. Tagged all requirements and created the Requirements Traceability Matrix and Attribute Matrix.
* Conducted requirements analysis using a Use Case driven approach and produced detailed use cases for all the interfaces.
* Developed detailed project requirements and scope definition documentation.
* Developed and maintained GANTT charts for the project schedule and coordinated status meetings with multiple teams.
* Employed storyboards and wireframe references in translating business requirements into high level designs.
* Developed data mapping of feeds from multiple systems including legacy applications and documented current workflows and to-be workflows, and end-to-end user interaction in multiple scenarios.
* Managed and tracked the status of requirements throughout the project lifecycle; enforced and redefined requirements as necessary.

**AT&T, TX Aug 07 – April 08**

**Role: Business Analyst**

**Industry: Telecommunication Industry**

The client is a leading provider of telecommunication services and products to residential, business, and governmental customers in the United States and internationally. The project entailed several enhancements to the Billing and Administration enterprise reporting system.

**Responsibilities:**

* Served as Business analyst in gathering and managing requirements for Billing and administrative System.
* Led the design of the functional architecture for the Billing and administrative module to meet the requirements the client’s information architecture and client's business process.
* Key liaison between the business and technical teams in terms of assisting the translation of business requirements in an agile method of development.
* Facilitated the brainstorming sessions and JAD sessions to drive out the functional business requirements.
* Implemented Rational Unified Process (RUP) methodology and UML based Use case driven approach for analysis phases of the projects.
* Oversaw the development of the functional architecture for the customer account servicing and collections processes.
* Worked with QA team to translate use cases into system integration test cases and conduct end-to-end testing of the entire process from Invoice generation to Invoice presentation to the sample customers.
* Served as the primary point of contact for all teams with respect to requirements, testing, and project documentation matters.
* Conducted post-implementation review with the stakeholders to share the project benefits and lessons learnt.

**Value Labs, India Nov 05 – Dec 06**

**Role: Business Analyst**

ERICA Risk Manager, developed for an Energy Client, is an integrated suite of program modules designed for the day-to-day administration of worker compensation and liability claims.

**Responsibilities:**

* Worked with the End users to gather requirements and convert them to Functional Specifications and helped the developers to translate them in to technical requirements.
* Created class diagrams, use case diagrams and sequence diagrams to view the system from different perspectives.
* Conducted SCRUM meetings and interacted with Business & Development to nail down issues in order to meet the Project deadlines.
* Identified internal and external system requirements, design and configuration set-up, also created User Documentation and conducted training classes.
* Conducted JAD (Joint Application Development) sessions with the Developers, and Business Analysts to do the GAP analysis.

**EDUCATION**

Masters in Information Systems (MSc IS)

Bachelors in Computer Applications (BCA)