

**Divya Jitendra**

**Sr. Business Analyst**

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**SUMMARY**

1. A competent professional with 8+ years of experience in business analysis, system design and IT service management in Banking, Supply Chain, Health Care& Insurance industry.
2. Extensive domain knowledge of Supply Chain Management, Maintenance Management, Project Management, in Manufacturing, Leasing, Construction, and Defense Industries.
3. Solid understanding of Software Development Life Cycle (SDLC) processes including requirements gathering, analysis and design, development tools and technologies, release and version control, contemporary testing methodologies and deployment management
4. Well-versed with all the phases of SDLC, including methodologies like Waterfall approach, IBM RUP, Agile and Scrum
5. Experience with Data Analysis using Oracle as a backend and TOAD as the querying interface
6. Strong experience in all phases of Software Development Lifecycle (SDLC) using Waterfall, Agile/Scrum, RUP (Rational Unified Process) and Software Testing Life Cycle (STLC).
7. Excellent analytical skills to understand the business process functionality and to translate them to Business Requirement Specification and System Requirement Specifications
8. Good understanding of Waterfall, Rational Unified Process (RUP), and Agile software development methodologies.
9. Excellent skills in gathering requirements and creating Business Requirements Document (BRD), facilitating Joint Application Development (JAD) sessions, developing Use Cases, Test Approach, User Acceptance Testing (UAT), and Requirements Traceability Matrix (RTM). Experience in documenting the requirements in IBM Rational RequisitePro.
10. Experience in test management and defect tracking tools like HP Quality Center, Jira.
11. Experience in leading successful JAD session for deriving functional/non-functional requirements and document decisions on the future state of the systems and processes
12. Hands-on experience with process modeling using Unified Modeling Language (UML) including use case, sequence, activity diagram.
13. Successfully managed User Acceptance Testing (UAT)Experience with any/all Business Data Management (BDM) concepts; Data Migration, Data Quality, Data Synchronization, Data Administration, Data Governance and Metadata Management
14. Assist Corporate OPCO Chef in day to day customer based sales activities.
15. Provide technical solution requirements with technical implementation strategies for OPCO specific business requirements

**Technical Exposure**:

* **Methodologies** : RUP, UML, Agile, Waterfall
* **Project Management Tools** : Microsoft Project, MS-Office, Excel, Power Point
* **Content Management Tools** : Microsoft SharePoint
* **Document Design Tools** : Rational SoDA, Rational Requisite Pro,
* **Testing tools** : Rational Suite, Test Director, HP ALM
* **Database** : Excel (spreadsheets), MS Access, RDBMS, Toad, SQL, DB2
* **Languages: :** HTML, SQL, Java, VBScript, Java Script, IBM web Sphere, XML
* **Business modeling tools** : Microsoft Visio 2007, Rational Rose, rational software architect
* **Business Skills: :** Business Definition Requirements, Use case Modeling,

JAD Sessions, Requirement Gathering, Use case development, Solution design, Process flow design, Prototyping, Data Analysis

* **Version control tools** : Rational Clear Case

**WORKEXPERIENCE**

**Sr. Business Analyst July 2017- till now**

**Bank of America**

**Dallas, TX**

The project involved enhancement to the Credit Card and ATM Card application processing system. It is an integrated system for processing credit card and ATM Card applications. The system incorporates various modules for handling distinct stages through which an application passes before finally being approved or rejected all approved applications are uploaded for card number assignment and generation of the card personalization file. The system contains various modules like Data Entry, Quality Control (QC), Scoring, Policy and Contact Point Verification (CPV) modules.

* Helped the Project Manager in documenting the scope of the project.
* Managed compliance reviews for Contracts and Service Level Agreements between WF Bank and domestic ATM partners, reducing costs and enforcing financial compliance.
* Involved in analyzing various web services in the organization and related to the ATM.
* Interviewed Business Users to gather Functional, Business and Technical Requirements and analyzed the feasibility of their needs by coordinating with the Project Manager and Technical Lead.
* Acted as a technical SME for all of the group's Enterprise Content Management Systems (CMS) and Imaging Systems Workflow such as Documentum, IBM FileNet, and other internal tools.
* Involved in testing the conversion of the application into web-based application using XML web services.
* Provided detailed requirements for visual design mock-ups and user-interfaces.
* Worked in developing the wireframe and mock-ups for the prototype of the web-based portal application in MS Visio.
* Performed User Acceptance Testing (UAT) for various web based portal and database related applications.
* Documented all the requirements in a structured BRD format that included multi-level functional views broken down by functionalities.
* Assigned tasks among development team monitored and tracked progress of project following Agile methodology.
* Prepared Business Requirement Documents (BRDs) after the collection of Functional Requirements from System Users that provided appropriate scope of work for technical team to develop prototype and overall system.
* Conducted User Acceptance Testing (UAT) and collaborated with the QA team to develop the Test Plans, Test Scenarios, Test Cases and Test Data to be used in testing based on business requirements & technical specifications.
* Assisted to develop the Test Plan, Test Cases and Test Scenarios to be used in testing based on Business Requirements, Technical Specifications and/or Product Knowledge.
* Enterprise supplier sourcing strategy-preferred suppliers across central IT and Opco’s business units. Developed detailed application profiles for suppliers to assimilate bids.
* was responsible for leading the meetings with stakeholders and identifying data governance issues and gaps
* Conducted User Acceptance Testing, gathered and documented User Manuals and Business Rules.

**Environment:** MS Word, MS Excel, MS PowerPoint. MS Visio, MS Project, MS SharePoint, RUP, UML, IBM File Net.

**Business AnalystDecember 2016 - Jun 2017**

**Health Care Service Corp**

**Chicago, IL**

HCSC offers a wide range of healthcare plans across United States. These plans were created by different Regional Project Managers and each Regional Manager will have a region that comprises of a set number of states. These plans were created in MS Excel and then later they were validated to made sure they follow all the State and Federal mandates and also passes all the compliance rules. This entire process was done manually. The objective of the project was to create an application that will automate the creation of all Health Plans offered by HCSC.

* Led the resource planning effort and worked with Third Party Vendors (TPV) for specialized services required for the project.
* Identified potential cross-pillar dependencies, risks and solutions for mitigation approaches.
* Conducted all Scrum Ceremonies (Backlog Grooming, Release/Sprint Planning, Estimations, Retrospectives).
* Worked extensively with Quality Engineering to ensure Zero Defect Releases.
* Facilitated Agile Training sessions for team members.
* Conducted various team building activities to increase morale and productivity.
* Extensively gathered requirements from all users, experts, and key personnel to understand the functional requirements.
* Developed and implemented SharePoint Plan for organization wide collaborative document sharing.
* Responsible for creating UI mock ups using Balsamiq.
* Performed Data Analysis and Data Validation by writing complex SQL queries using TOAD against the ORACLE database.
* Closely interacted with designers and software developers to understand application functionality, navigational flow, and updated them about end-user sentiments.
* Created, assigned, and maintained tickets in JIRA for bugs and defects.
* Led both internal peer review and external reviews of Use Case Specifications and in the process clarifying the finer details of the requirements.
* Involved in developing Test Plans, Test Conditions, and Test Cases to be used in testing based on business requirements using Quality Center.
* communicate effectively and speak knowledgeably on the topic of data governance with participants
* Created and maintained the Requirement Traceability Matrix between the requirements and other products such as Design Documents and Test Plans.
* Involved in developing a full Project Plan and gap analysis with internal team and users on the existing explanation of benefits system.
* Involved in preparing a detailed project scope, project timeframe, risk analysis, cost and maintenance estimations on the upgrades and customizations.

**Environment:** OO Modeling, Web Sphere, Rational Requisite Pro, Rational Rose, DOORS, Rational SODA, RUP, UML, Load Runner, MS Project, MS Visio, Java, MS Office, Windows XP, JIRA.

**Business Analyst November 2015 –October 2016**

**State Farm Insurance**

**Bloomington, IL**

The project involved enhancing the Customer Initiated Assignment. CIA is a solution that enables customers the ability to change their servicing agent for any or all of their existing policies and accounts at any time through any channel they prefer directly with their agent, online (via computer or mobile device), with a customer care network (CCN) representative, or additional sales associate (i.e., Agency Field Leadership). Another objective of the project was to provide technical support to research team who wanted data to be extracted out of government open source databases, transformation of said data to suit the research requirements and load them onto analytics tools such as IBM SPSS, IBM Watson, SAS.

* Gathered User and Business Requirements through interviews, surveys, prototyping and studying the AS-IS processes.
* Conducted Feasibility Study and GAP Analysis before implementing a new feature.
* Worked as an interface between Business Users and the different teams involved in the application development for better understanding of the business and IT processes.
* Created Business Requirement Specifications (BRS) and Functional Requirement Specifications (FRS) documents.
* Followed Software Development Life Cycle using RUP Methodology, which was based on iterative and incremental development.
* Troubleshooting Windows environment computer systems and replaced and upgraded components as needed. Backing and reimaging Automation computers running Windows 10.
* Created Use Cases, Use Case Diagrams, Activity Diagrams and Business Flow Diagrams using Power Designer.
* Facilitated JAD sessions to gather business requirements from Stakeholders, SMEs, Servicing Agents for CIA application, Business Users and External Users.
* Collaborated with CIA and CCN development teams in identifying impacted requirements for any changes brought in by business users.
* Authored progress and completion reports, which were then submitted to project management on a weekly basis.
* Collaborated with Quality Assurance Analysts in Bugzilla to track defects and to maintain consistency in the builds.
* Set up definitions and process for test phases including Product Testing, Integration Testing, System Testing and User Acceptance Testing (UAT).
* Involved in analysis of the technical specifications of the current system and the infrastructure needs performed GAP Analysis.
* Conducted Training Sessions to familiarize users with system.
* Automated ETL jobs to perform weekly data enrichment and integration using SQL Triggers and Views.
* Load the data to SAS and SPSS data source files such as XLS and CSV.
* Included in the implementation plan should be a roadmap for establishing a data governance framework, data policies and standards to address issues identified during stakeholder meetings and clear objectives for data governance.
* Performed preliminary data quality analysis in SAS and SPSS.
* Designed a unified data mart from multiple open source databases.
* Performed Data Analysis on Insurance related data to ensure compliance requirements.
* OpCo Coordinator: Responsible for running SOX Audit Reports and obtaining appropriate documentation that justified Design Dashboards in R and Tableau to visualize the data and portray research findings.

**Environment:** RUP, SQL, XML, MS Excel, MS Power Designer, MS PowerPoint, MS SharePoint, Bugzilla, Lotus Notes, Oracle, Java, SAS, SPSS, Watson, R programming, Tableau, SQL Development.

**Business Analyst October 2013 –October 2015**

**Amazon**

**Seattle, WA**

Project scope included working with Amazon website development team to enhance and maintain Bebe.com website. The first Bebe.com website was created in 2008 using Amazon's Gurupa platform and over the years new features have been incorporated such as ability to pre-order items, locate in store, Buy Online Pick in Store (BOPIS), and further enhancements including the look and feel of the website.

* Closely worked with the Project Sponsor and Project Coordinator to develop and finalize the project charter.
* Maintaining section's Windows Computer System and troubleshooting any issues with said computer systems such as replacing components or upgrading Windows Operating System. Backing and reimaging Battalion and Company desktop and laptops computers running Windows 10.
* Advised, managed and created strategic plans for activities related to Trade Compliance Systems and Supply Chain logistics within the company. Latest role responsible for import/export system management.
* Coordinated, scheduled and conducted brainstorming sessions in order to document existing process, that is AS-IS current state analysis.
* Developed project procurement documents inclusive of project statement of work, request for proposal, and contract terms and conditions in coordination with the procurement department.
* Provided technical design leadership by conducting detailed design sessions with the tech team and Stakeholders.
* Collaborated directly with SAP Foreign Trade management in Germany, guiding product development to ensure critical industry requirements were incorporated in the resulting Global Trade System (GTS) product.
* Implemented new Change Control process with executive team from Bebe.com, and established a change control board for this project.
* Ascertained the level of efforts involved in implementing Functional and Non-Functional Requirements, and prepared the Work Breakdown Structure, and finalized the cost, time, and scope baselines.
* Authored project management plan, time management plan, cost management plan, scope management plan, risk management plan, stakeholder management plan, procurement management plan, and communications management plan.
* Extensively worked with developers to determine alternative functionality options and associated level of effort and to communicate any tradeoffs between usability and cost to the business units.
* Promoted from a CSR II to an OpCo due to restructuring of the company.
* Techno-Functional experience with Salesforce Sales cloud and Marketing cloud and guiding clients on CRM solution for sales, marketing and service steams.

**Environment:** RUP, SQL, XML, MS Word, MS Excel, MS PowerPoint, MS SharePoint, MS Visio, MS Project, Java.

**Business Analyst September 2011- August 2013**

**Life Wise Health Plan of Oregon**

**Portland**

LifeWise Health Plan has been providing high quality health, life, vision, and dental, stop-loss, and disability products to satisfied customers since 1986.

Scope- the Project was to upgrade the existing EOB (explanation of benefits) system to provide online EOB support to Medicare Part D members. Other features included claims processing related to prior authorization.

**Responsibilities:**

* Performed a detailed study of on the existing explanation of benefits and understanding its shortcomings.
* Organized requirement gathering sessions and JAD sessions with the employees to understand their needs and problems.
* Followed the Waterfall methodology adhering to the SDLC (Software Development Life Cycle) best practices.
* Conducted detailed analysis of Business requirements and functional requirements. Validated the requirements according to the policy criteria, and prioritized as per the importance and functional workflow.
* Involved in developing a full Project Plan and gap analysis with internal team and users on the existing explanation of benefits system.
* Involved in preparing a detailed project scope, project timeframe, risk analysis, cost and maintenance estimations on the upgrades and customizations.
* Performed a detailed research and established the points of improvement in the software and the possible implementation of security standards as part of upgrade and customizations to the existing EOB (explanation of benefits) system.
* Microsoft Visio was used to create various documents such as Use Cases and Activity Diagrams.
* Used Microsoft project application to develop the project plan. Used My SQL queries to pull information from various tables in the database for data analysis.
* Worked with testing team to increase the application quality and performed defect tracking activities using HP Quality Center application.
* Provided test scenarios, test scenarios, and performed full functional testing before delivering the application to the client.
* Played the key role in planning, implementing functional testing and user acceptance testing. As well plan for further maintenance of the upgraded system.
* Involved in delivering the new system on time, and ensured the deployment went smoothly without any defects.

**Environment:** Waterfall Methodology, SharePoint, MS Visio, MS Office, My SQL, Windows 2000/XP, HP Quality Center.

**Junior Business Analyst October 2009 - July 2011**

**Cigna Healthcare**

**India**

The project was to enhance a web based application where the web site and the supporting system are developed to provide online Health and Group insurance services to their customers, employee organization and Agents. The insurance Application involves quotation tool and also enables the customer to complete the transaction after selecting the insurance plan, pricing, location details etc. Also agents are allowed to quote or complete the application online on behalf of the customer. This includes Health insurance, Policy and Claim Service modules. Health insurance claims automation was the module I focused on. The existing mainframe based batch processes were gradually replaced with distributed processes.

**Responsibilities:**

* Directly worked with senior project manager for planning and organizing project activities and communicated with other business center managers and stakeholders of the project.
* Analyzed and documented detailed business requirements and system technical requirements in support of the application and software development process.
* Worked with business users and compliance advisors to gather requirements.
* Utilized Waterfall process to configure and develop process, standards, and procedures and create Business Requirement Document (BRD) and System Requirement Specification (SRS).
* Increased Security Reference data management workflow eliminating manual data comparison by designing an automated systematic data import and validation process to improve data integrity and to avoid manual errors.
* Worked with the business unit to define business requirements and transform them into Functional, technical, and non-functional requirements. Responsibilities included requirement gathering, business process flow, business process modeling, and business analysis.
* Created complex use cases, test plans, and scenarios to validate application functionality and ensure integration with existing systems.
* Facilitated requirement gathering sessions with business stakeholders and project team members.
* Wrote Complex SQL queries and optimized SQL Queries.
* Performed Data Mapping, Data Analysis and Data Manipulation of source data from SQL Server and other data structures to support the business organization.

**Reference: Available on requirement**