**SUMMARY**

* **Business Analyst** with over **6 +years** of experience in all phases of Software Development Life Cycle: gathering requirements, analysis and implementation of projects. A motivated, sincere, committed, quick learner, detail-oriented team player with excellent communication, analytical, leadership, interpersonal and problem solving skills.
* Extensive experience with Business-to-consumer (B2C) sales of tangible goods/online services and Business-to-business (B2B) scenarios, such as e-procurement
* Implementation and Upgrade functional expertise in Oracle E Business modules like **Order Management**, **Inventory**, **WIP**, **BOM**, **iProcurement** and System Administration.
* Experience in full life cycle implementation projects covering Business Requirement Gathering, conducting **Gap Analysis**, Go live and Production support in **Multi-Org** environments.
* Extensive experience in modeling the **AS IS** and **TO BE** ecommerce solutions.
* Experienced in conducting **Joint Application Development (JAD)** and Interview sessions with **Stakeholders, SME's, Business Users** and **Tech Lead** to obtain domain level information of project.
* Expertise in Software Development Life Cycle (**SDLC**), Object Oriented Analysis and Design Methodology.
* Experienced in creating **Data Flow** Diagrams, **Use Cases, Use Case** Diagrams, **Activity** diagrams, **Entity** **Relationship** (**ER**) Diagrams.
* Experience in data modeling using designed tool Erwin, Oracle SQL Developer, SQL server Management studio, My SQL, SQL Plus and Toad.
* expertise in User Requirement Analysis, **Functional Specifications**, Writing **Use Cases, Business Requirements** gathering and full Software Development Life cycle.
* Proficient in writing and executing simple **SQL** queries against the database to check for the ER relations with the requirements document.
* Proven experience with **end-to-end business process mapping**, **business** and **technical requirements analysis**, business **planning**, **modeling**, **verification** and **methodology** and **product development.**
* Broad Experience in developing **Business Requirement Documents** (BRD), **Functional Requirement Documents** (FRD), **Unified Modeling Language** (**UML**) **Diagrams**,
* Knowledge in the **ETL** **(Extract, Transform and Load)** of data into a **Data Warehouse/Date Mart** and **Business Intelligence (BI)** tools like **Business Objects** Modules (Reporter, Supervisor, Designer, and Web Intelligence)
* Highly proficient in using **T-SQL** for developing complex Stored Procedures, Triggers, Tables, Views, User Functions, User profiles, Relational Database Models and Data Integrity, SQL joins and Query Writing.
* Assisted QA team in developing **Test Scripts, Test Cases** and **Test Plans** for the **User Acceptance testing (UAT)**.
* Proven success as a **Data analyst** through the years, providing a well-balanced understanding of business relationships, business requirements, and technical solutions.

**SKILLS:**

* **Business Tools:** MS Visio, MS Project, MS Access, MS Office Suite, MS exchange, Visual Paradigm, DoorsErwin Data Modeler 4x, Business Object (Crystal Reports)
* **Business Skills:** Business Definition Requirements, Business Process Analysis, Gap Analysis, Use Case Modeling & Analysis, Business Environment and Market Research Analysis
* **Methodologies:** Waterfall, Agile,RAD,XP
* **Testing Tools**: Win Runner, Load Runner, Test Director, Quick Test Pro, PR Tracker
* **Operating Systems:**  Windows XP/95/98/NT/2000, Mac OS X, DOS, UNIX, Linux
* **Databases:** Oracle 8i/9i; SQL Server 7.0 & 2000; Access 2000, MS SQL Server, DB2
* **Languages:** C, C++, HTML, Java, SQL, PL/SQL, ASP.NET, VB.Net

**Experience:-**

**Walt Disney, Orlando, FL Jun 2013– Dec 2014**

**Role: Sr. Business Analyst**

Transform Mainframes JDA platform along with other legacy applications. Store launch for ecommerce website integrated with the Oracle Order Management system, creating a Platform for Consumer Product web solutions for complete b2c channel sales and digital/mobile marketing involving website feature/offering and content development. Integrating the front end webstore with all back end applications involved in client’s fulfillment and supply chain across 3rd Party fulfillers, webstore and OMS.

**Responsibilities:**

* Elicit requirements from **Statement of work (SOW), Request for proposal (RFP)** by conducting meetings and brainstorming sessions with senior management of the Research Group and **SMEs** and document them.
* BA for UI team for Order Service, catalog management, Pricing . Involved in application development, implementation, enhancement and testing Projects across Oracle Distributed Order management
* Customer facing BA role for Oracle Ecommerce, Oracle DOO and Oracle Integrator for Catalogue info, Order fulfillment , POS , Data Warehouse and BI application integration with b2c sites ,Vendor system, payment gateways, G&L and legacy Host systems.
* Process consultant and product implementation across Webstore b2c ecommerce/e-procurement platform, Inventory management, Order Capture, Order fulfillment, Vendor Drop ship fulfillment, Payment gateway and Shipment system
* Responsible for preparing Business Requirement Document (BRD) and then translating into functional specifications and test plans. Closely coordinated with both business users and developers for arriving at a mutually acceptable solution.
* Facilitated JAD (Joint application development) sessions with business users and development teams to drive out detailed business requirements
* Conducted user interviews at both in-house and client locations, gathering and analyzing requirements using RequisitePro.
* Implemented a best price guarantee promotional tool and related website functionality across all key marketing channels (e-mail, corporate website, public relations, sales and reservations).
* Acted as a liaison between Blue Shield and its trading partner in requirement elicitation, process mapping, system integration, file transmission, and work plan development.
* Creating Functional Specification Document, System Integration model and process integration diagrams to the several project teams
* Interacting with Trading Partners to give requirement and Technical specification walk through.
* Managing team of Bas doing story boarding, creating use cases, requirement understanding sessions with development and QA team
* Single point of contact for ETL team engaged in data migration and transformation at several Oracle Order Management System using Oracle Integrator for various website content feeds
* Business Process consultant across Order life cycle in Webstore, Product HUB, Oracle OMS and Fulfillment channel.
* Collaborated with the development architect and the business to develop both high-level and detailed application architecture to meet the business needs.
* Conducted Functional Walkthroughs, User Acceptance Testing (UAT), and supervised the development of User Manuals for customers.
* Extensively worked with Project Manager to determine the current best practices for requirement gathering.
* Prepared scope of the project and developed new business process along with process mapping and user task analysis.
* Created UML Diagrams such as Use Case, Activity, Sequence, Swim Lanes, Context, Data Flow, System Interfaces, Entity Relationship diagram (ERD) using the MS Visio.
* Analyzed user requirements and worked with the data modelers to identify entities and relationship for data modeling.
* Implemented data access, storage and validation routines on the database server using Procedural Language/Structured Query Language (PL/SQL).
* Responsible for scheduling meetings, one on one sessions and facilitating System testing and UAT with all systems and business partners.
* Done Project planning & requirements gathering by using RUP methodology.
* Wrote SQL queries to extract data, restructure tables and relationships.
* Functioned as the primary liaison between the business line, operations, and the technical areas throughout the project cycle.
* Deriving Test Scenarios, test scripts, hand on Testing for Integration touch points
* Developed & executed several Optimized queries in SQL on this data.

**Environment:** MS-Office Suite (Word, Excel. PowerPoint, Visio, MS Project),MS Visio, MS exchange, Windows XP/2000, SQL, C++ XML, HTTP, Win Runner, Load Runner, VB.Net, UAT, JavaScript, J2EE, HP Quality Centre, Java, Oracle E-Business Suite.

**AT & T, Middletown, NJ Nov 2012 – Jun 2013**

**Role: Sr. Business Analyst**

**Inventory and Order management system (IOMS)**

The project was to enhance in-house system application designed to track the products sold within the store, products received from the suppliers, keep track of leftover inventory, prompt alert message if any product falls below the threshold for order and allow electronic order request to be placed with suppliers using **Oracle Order and Inventory Management.**

**Responsibilities**

* Worked as a Business Analyst, interviewing clients to understand their business and functional requirements, gathering their future needs and transforming them to functional specifications.
* Involved in interviewing Subject Matter Experts (SMEs) and carefully recording the requirements in a Business Requirements Document (BRD).
* Documented requirements, defined scope and objectives, and formulated systems to parallel overall business strategies.
* Created Screen designs for the development team to ensure client’s requirement were adequately represented.
* Performed gap analysis between the “As-Is” model of the legacy system and the “To-Be” model to identify the gaps, logged issues relating to the identified gaps and worked with the SME to get clarifications.
* Created Use Case documents and Process Flow diagrams using Microsoft Visio for all System Functionalities.
* Followed UML based methods using Rational Rose to develop Use Cases; assisted developers in creating sequence diagrams and Activity diagrams.
* Worked with the commercial business owners as well as the state representatives in process of gathering the requirements.
* Involved in requirement gathering and database design and implementation of star-schema, dimensional data warehouse using Erwin.
* Involved with regular walkthroughs and meeting to discuss bottlenecks in the system and possible solutions with the development team.
* Prepared and maintained Requirements Traceability Matrix.
* Involved with QA team in designing test plans, test cases, test results analysis and conducted reporting defect management and test status matrices.
* Used Query Analyzer, Execution Plan to optimize SQL Queries.
* Used data modeling techniques for creating entity-relationship diagrams and process flows in status transition representation.
* Design and review of various documents including the System Requirement Specifications (SRS), Business requirements document (BRD), Functional Specifications (FSD), Requirement Traceability Matrix (RTM), Statement of work (SOW), Request for proposal (RFP) and testing documents.
* Implemented Oracle Supply Chain Management and Inventory Modules of Oracle E-Business Suite.
* Involved in resolution of functional issues related to Oracle Manufacturing and distribution during implementation of modules through Oracle Warehouse Management systems.
* Extensively involved in customizing, developing and configuring Oracle E-Business Suite (EBS) in the modules of Supply Chain and Manufacturing (SCM).
* Query optimization using SQL Profiler and performance monitors to enhance the performance of database servers.
* Created test data requirements and partnered with team to load required data in the Test, QA, and UAT environments for production fixes, regression, integration and system testing.
* Involved in Data analysis, Data modeling of legacy data that needs to be migrated to target database application.

**Environment:** MS Office, UML, MS Visio, Amdocs, MS Office, HP quality center, MS Project, UAT, MS exchange, SQL, Oracle 11i/12,Oracle SCM, Order Management, Inventory, VB.Net, Bills of Material (BOM), Purchasing (PO), Java

**Unilever, Fort Lee, NJ Jan 2011 - Sep 2012**

**Role: Business Analyst**

Implement foundational order management system integration project to support Webstore b2c and B2b ecommerce/e-procurement platform for order capturing-sourcing, Vendor DropShip, integration with Main-Frame RDC Host application and Customer contact centre.Process analysis, recommend Business process optimization and alternatives to implement under agile and waterfall for stores, RDC,PIFC and vendor direct as the end state fulfillment model for Lowes.com as a selling channel

**Responsibilities:**

* Business Analyst and Project lead for various application development, implementation, enhancement and testing Projects across Oracle Distributed Order Orchestration.
* Customer facing BA role b2c site and Oracle DOM integration with Kewill Multi-carrier Shipment management Solution for Parcel shipment, EDI enabled vendors, Payment gateways and legacy Host systems.
* Lowes.com ecommerce/e-procurement process analysis, recommend Business process optimization and alternatives to implement under agile and waterfall for stores, RDC,PIFC and vendor direct as the end state fulfillment model for Lowes.com as a selling channel
* System Integration testing across Webstore ecommerce/e-procurement platform, Inventory management, Order Capture, Order fulfillment, Vendor Drop ship fulfillment, Payment gateway and Shipment system
* Facilitated JAD (Joint application development) sessions with business users and development teams to drive out detailed business requirements for website feature development and enhancements.
* Documented and delivered Functional Specification Document to the project team.
* Assisted the PM in setting realistic project expectations and in evaluating the impact of changes on the organization and plans accordingly; also conducted project related presentations.
* Functioned as the primary liaison between the business line, operations, and the technical areas throughout the project cycle.

**Environment:** MS Visio, MS Project, UML, XML, Oracle, SQL,PL/SQL,HP Quality Center, Agile, Microsoft Excel, Microsoft Word, Microsoft Power Point, Oracle E-business Suite, Oracle Order Management, Inventory Management

**Union Bank, Los Angeles, CA Mar 2008– Dec 2010**

**Role: Business Analyst**

**Responsibilities:-**

* Gathered requirements from **Statement of work (SOW), Request for proposal (RFP)** for implementing Click-to-Call functionality across mobile and web channel, redesigning bank of America website’s contact us page and redesigning global navigation including header, footer and masthead across Online Banking pages
* Defined and **elicited** the Business rules for consumers, small businesses, private, platinum, wealth management and Merrill Edge customer
* Defined **Business Rules** and content management strategy for Contact-Us page
* Managed the re-usable repository of requirements and business Rules in Requisite pro
* Managed the scope of the project and made recommendations for change controls
* Used **HP Quality center** for managing test plans, preparing test lab for various phases of testing.

**Environment**: MS-Office Suite (Word, Excel. PowerPoint, Visio, MS Project), Windows XP, Agile, SQL, PLSQL, XML, C++, J2EE, Adobe Photoshop, Mercury Test Director, WinRunner, LoadRunner