BHARATH GOUD

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PROFESSIONAL SUMMARY-:

* 9+ years  of experience in **Business Analysis**, **Business Process Design, Streamlining, System Analysis** and **Design, Quality Assurance, Software verification** and validation across Education, Airline, , Healthcare, Semiconductor, Retail(inventory), Automobile and Consulting Industries.
* Excellent skills in **Business Analysis, Data Analysis, Requirement Analysis, Business Modelling** and **Use Case development.**
* Experienced at **Business process reengineering** for improving the overall **process flows** in the ongoing projects.
* Experienced in managing complex and complicated Projects implementing PM techniques.
* Proficient in interacting with Business Users to identify information needs and initiating process changes, creating **Business Requirement Documents (BRD), Functional Requirement Specification(FRS), authoring narrative Use Cases, Use Case diagrams, Activity Diagrams** and **Sequence Diagrams.**
* Experience in conducting **Joint application development (JAD)** sessions for gathering requirements, and **Rapid application development (RAD) sessions** to converge early toward a design acceptable to customer.
* Experience in managing user stories within **Sprint** backlog and collaborating with product owners to define the scope during sprint planning meetings.
* Experience with user interface design including **Prototype**, **storyboards** and **wireframes.**
* Strong understanding of project life cycle and **SDLC methodologies** such as Rational Unified Process (RUP), **Waterfall** and **Agile**.
* Advanced analytical and project management skills with excellent problem solving capacity, throughout SDLC.
* Knowledge Cloud Formation, AWS Ops Works, AWS Elastic Beanstalk
* Expert in conducting **Risk analysis, Impact analysis, Gap analysis  to compare As-Is with To-Be Business Processes, identifying Cost Benefit analysis, Strategic Planning** and **SWOT analysis**.
* Facilitated **Change Management** across entire process from Project Conceptualization to **Testing** through Project Delivery, Software Development, and Implementation Management in diverse Business and Technical Environments.
* Worked extensively on Business Process Improvement, preparing **Training/User manuals** and **reporting**.
* Experience in conducting **User Acceptance Testing (UAT),** documenting **Test Cases**, designing and developing **Test Plans** and **Test Scripts**.
* Expert in troubleshooting issues by writing **SQLqueries**, **retrieving** and **analyzing** data.
* Highly motivated team player with Good Interpersonal Skills in Listening, Mentoring, Influencing, **Conflict Resolution** and Strong Communication, Written and Presentation Skills.
* Used MS tools extensively (**Word, Excel, Power Point, Visio, Access** and **Project**) for Calculations, **Graphs, Analysis, Presentation** and **Documentation** throughout the Projects**.**

**EDUCATION-:** BACHELOR OF TECHNOLOGY IN COMPUTER SCIENCE FROM JAWAHARLAL NEHRU TECHNOLOGICAL UNIVERSITY, INDIA (2008).

**TECHNICAL SKILLS-:**

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| --- | --- |
| **Business Intelligence** | Tableau, Salesforce Analytic wave, Google analytics, AWS |
| **Languages** | C, C++ |
| **Testing, Requirements/Defect Tracking, Version Control Tools** | JIRA, Rational, HP Quality Center, Application  Lifecycle Management(ALM) |
| **Methodology** | Rational Unified Process (RUP), Six Sigma,  Waterfall, Agile |
| **RDBMS** | MS Access, ,MYSQL, Oracle 9i/10g(SQL), SQL  Server, |
| **Design Tools** | MS Visio, Smart Draw, Invision, Justin mind,  Balsamiq Mockups |
| **Project Management Tool** | MS Office Suite, MS Project, Jira, MS Outlook, MS  Power point. |

**Professional Experience:**

**HARLEY DAVIDSON MOTOR COMPANY MILWAUKEE, WI.**

**SR.BUSINESS ANALYST- SEARCH. April’15-Till Date**

Harley-Davidson often abbreviated H-D or Harley is an American [motorcycle](http://en.wikipedia.org/wiki/Motorcycle) manufacturer. Founded in [Milwaukee, Wisconsin](http://en.wikipedia.org/wiki/Milwaukee) during the first decade of the 20th century, it was one of two major American motorcycle manufacturers.

**Project 1:** Redesign of search enhancement platform of[**www.harley-davidson.com**](http://www.harley-davidson.com/)and associated applications.

**Responsibilities:**

* Worked on AgileMethodology.
* Conducted workshops to present Content Strategy to Harley-Davidson and associated stakeholders across globe.
* Worked with multidisciplinary groups to ensure optimum visibility and usability of search and browse navigation on www.harley-davidson.com
* Partnered with cross-functional teams to make monthly updates to facet navigation on harleydavidson.com
* Analyzed low-performing searches to identify opportunities for improving search results on both harleydavidsonwomens.com and harleydavidson.com
* Led complex training for new members on the harleydavidson.com Search Team.
* Created training documentation on how to use the features in FAST for multiple teams to use
* Worked with business partners to help test and implement a new search page for Harley-Davidson.com
* Consolidating AWS billing and Setting up alerts for Cost optimization.
* Documented new Instances under AWS System as per the user requirement
* Maintained Access database that tracks conversion before and after search changes for Harley-Davidson.com
* Created interview questionnaires and templates for in-person, phone and video client meetings
* Facilitated workshop presentations for different audiences- Production, IT, Marketing and identified the project scope
* Elicited and documented functional/non-functional requirements into BRD and requirement matrix by interviewing on-site and off-shore, internal and external stakeholders and acquired sign-offs
* Architected and prototyped recommendation engine using Hadoop AWS-MAPR, HDFS, etc.,
* Worked extensively with team of content strategists to document workflows for CMS
* Prototyped User Interface (UI) for application on different platforms- Desktop, Tablet and Mobile.
* Extracted and documented business processes for HD-Asia, Europe, Middle East, Australia, Latin America, HD Museum, Women Riders Club, Harley Owners Group and Model, Year.
* Created user stories, use cases, test cases, test plans and performed User Acceptance Testing (UAT)
* Document and input bugs and defects in a test cycle with visual studios.
* Worked closely with BAs on team to outline content strategies for design and implementation
* Created a technical design document for definition of capabilities for Digital Asset Management, Multi-Channel Web Content Delivery Management, Digital Marketing capabilities, Digital Commerce and common capabilities
* Scheduled JAD sessions with stakeholders and strategists to provide a definite direction and strategy to future state for the brand name Harley-Davidson

**Project 2:** Redesign of search enhancement platform for [**www.H-Dnet.com**](file:///C:\Users\baroch\Desktop\www.H-Dnet.com), RIDE, Harley-Davidson Museum

**Responsibilities:**

* Conducted one on one interview sessions and group workshops to analyze gaps in existing business process
* Analyzed multi-facet taxonomy to strategically define product data that drives sales and creates data-driven copy for Harley-Davidson.com
* Maintained database integrity by evaluating data requests from business partners to determine validity and proper placement
* Ensured data integrity between two databases by creating master consistency lists and coordinating work efforts of five people to input facet information into both a web-based database and an Access database
* Create and maintain well-documented test plans and results for internal audit and future re-use.
* Facilitated training for multiple new contractors
* Documented AWS Deployment Reference Architecture. Aspects of the AWS architecture include legacy infrastructure integration, lifecycle tools integration, IAM, backup/recovery, disaster recovery, and security compliance.
* Conducted JAD sessions and requirements gathering sessions with other stakeholders, SMEs, off-shore teams and on-site technology and business managers (internal and client side)
* Worked extensively with tech team and UI Architects for documenting current architecture of WebSphere Portal (WS Portal).
* Wrote user stories, use cases, test cases and test plans.
* Worked with content strategists to define user roles and setting permissions (Content creator, editor, reviewer, and author) based on Content Management Life Cycle.
* Conducted UAT sessions for Harley-Davidson stakeholders worldwide.

**Environment:** Windows XP, MS-Office Suite, MS SharePoint, Rational Suite, Jad, Test Director, SQL Server, MS Visio, Jira,Aws, HTML, XML, Java/J2EE, Oracle, .NET, MS- Project.

**FORD MOTOR COMPANY,PALO ALTO, CA.**

**BUSINESS ANALYST – SEARCH Mar’13-Apr-15**

**Responsibilities:**

* BSA for Annuity Host and Car Insurance Team
* Team Lead and Lead Analyst of the Production Discrepancy team
* Involved in Problem discussion with the business, end users, QA  (Testing Team) and other BSAs from business perspective
* Thorough self-analysis of the problem to determine its root cause as soon as a defect is logged and deciding the appropriate solution/fix to resolve the problem.
* Review the analysis of the developers and based on the analysis being done, determine the appropriate fix for the problem
* Preparation of technical specification document for the development team to implement the fix and functional requirement document for the QA team to test the fix
* As a BSA of Car company and Car Insurance Team, review the QA Test results, get signoff from Business and create the SOX docs for implementing the defect fix to production
* Involved in Requirement Elicitation & Analysis of tables related to multiple Ford Projects.
* Analysis of Search tables and updates to the production IMS/TBASE and DB2 tables
* Determining the appropriate tables to be updated keeping in mind the relationship between the tables.
* Manage AWS EC2 instances utilizing Auto Scaling, Elastic Load Balancing.
* UAT environments as well as infrastructure servers for GIT and Chef.
* Updates to the DB2 tables are done using SQL Queries in SPUFI and some of the tools and applications used in the client system like DBASSIST and Product Central.
* Involved in generating the reports through Focus language
* Documented AWS Deployment Reference Architecture. Aspects of the AWS architecture include legacy infrastructure integration, lifecycle tools integration,
* Monitoring the nightly batch and fix any errors.
* Subject matter expertise in search enhancement.
* Follow up and root cause analysis of the errors and logging of defect for the same.
* Onsite Coordinator for the project and handling multimember 4member team at offshore
* Involvement of various mainframe and distributed applications and worked on languages such as Perl, SQL, REXX, CLIST.
* Understanding of secure-cloud configuration, (CloudTrail, AWS Configuration), cloud-security Technologies (VPC, Security Groups, etc.) and cloud-permission systems (IAM).
* Requirement gathering from various stakeholders as automations involving multiple Applications.
* Worked on various tools such as WS\_FTP, SQL Server, TOAD, Putty, MS-Access, MS-Visio, Maestro

**Environment:** Windows XP, MS-Office Suite, MS SharePoint, Rational Suite, Jira, Test Director, SQL Server, AWS, MS Visio, HTML, XML, Java/J2EE, Oracle, .NET, MS- Project,PowerPoint.

**AMERICAN INTERNATIONAL GROUP, INC. FEB’12-MARCH’13**

**BERKLEY HEIGHTS, NJ**

**BUSINESS ANALYST**

**Responsibilities:**

* Experience working in all the phases of Software Development Life Cycle right from planning to maintenance.
* Used SDLC process for planning and controlling the creation of system.
* Performed requirements modeling and development analysis diagrams, activity diagrams, sequence diagrams, state diagrams, data models, business process models and use-case realizations using RUP tools in Agile.
* Implemented Agile methodologies for frequent inspection and adaptation to encourage team work, self-organization and accountability.
* Participated in Brain storming sessions in order to prepare the initial requirements draft for life insurance business to be used in JAD session.
* Was extensively involved in JAD sessions with the Stakeholders and SME's of the life insurance business line in order to take into consideration the factors required for building the application.
* Used Change Management in order to define the measurable Client aims and to create business case for stake holder achievement.
* Also implemented Change Management techniques for successfully monitoring and fine-tuning the project changes to obtain the desired production results and to meet Client deadlines.
* Extensively used MS Visio for the purpose of creating diagrams in order to improve business communication between the business and the IT teams.
* Created different diagrams such as brainstorming diagrams, organization charts, pivot diagrams, basic flowcharts and data flow diagrams with the help of MS Visio.
* Prepared Business Requirements document for the life insurance application based on the requirements gathered.
* Mentored and guided the team members in creating Use cases and Test cases for the requirements of the life insurance application.
* Was extensively involved in manual testing and QA meetings with the testing team.
* Used flowcharts in order to represent algorithms and processes in a step-by-step procedure.
* Worked with flowcharts and used them for analyzing, designing, documenting and managing processes.
* Extensively created test plans and developed test cases and mapped them with the appropriate requirements for debugging purposes.
* Assisted in developing the Test Plan, Test Cases and Test Scenarios to be used in testing based on Business Requirements, technical specifications and/or product knowledge.
* Prepared graphical depictions of Use Cases, Use Case Diagrams, State Diagrams, Activity Diagrams, Sequence Diagrams, Business process models, Component Based Diagrams and Collateral Diagrams and creation of technical design (UI screen) using Microsoft Visio.
* Extensively interacted with the business and developed business use cases in order to create use-case diagrams.
* Conducted Functional Walkthroughs, User Acceptance Testing (UAT), and supervised the development of User Manuals for customers.
* Used Quick Test Pro for the automation of user actions on the web application.
* Employed Quick Test Pro for the purpose of generating result files for the test cases at the end of the test.

**Environment:** Microsoft Office Suite, Microsoft Visio, Agile, Windows NT/XP, Quick Test Pro, SQL, RUP, MS PowerPoint, Jira, MS Excel, MS Power point, UML, Requisite Pro, Project Management, Rational Rose, Test Director, Load Runner.

**J.P MORGAN & CORPORATION, SAN FRANSISCO, CA.**

**PORTFOLIO MANAGEMENT SYSTEM**

**BUSINESS ANALYST SEP’10-Feb’12**

**Responsibilities:**

* Determined user/business/functional requirements. Created vision, scope, and use case documents; business process models, use case diagrams, activity diagrams, and state chart diagrams.
* Utilized Rational Unified Process (RUP) to configure and develop process, standards, and procedures.
* Performed GAP and Risk analysis of existing system and evaluated benefits of new system.
* Conducted Joint Application Development (JAD) sessions with stakeholders throughout SDLC to resolve open issues.
* Coding corporate business processes in order to create real time customized management decision support business models.
* Models were programmed using MS Excel Visual Basic for Applications and are linked to databases using MS Query and Open Database Connectivity (ODBC) database drivers.
* These models include forecasting, pipeline management, product information, budgeting, completed and scheduled work day activities, lead management and more.
* Analyzed and assessed the clients systems and business processes.
* Designed and developed Use Cases, Activity Diagrams and Sequence Diagrams.
* Worked with QA team to design test plan and test cases for User Acceptance Testing (UAT).
* Developed Use cases for all the surrounds interacting with the enrollment system. Also assisted Testing Team in coming up with appropriate test cases.

**Environment:** OO Modeling, Rational RequisitePro, Rational Rose, RUP, UML, Load Runner, MS-Project, MS Visio, Java, MS Office, MS Excel, MS Power point, Windows XP.

**LIFE INSURANCE CORPORATION (LIC) BANGLORE, INDIA.**

**BUSINESS ANALYST Mar’08-Sep’10**

**Responsibilities:**

* Coordinating with project team, setting up the branches for new product launch, ensuring that each branch managers and advisors are trained on process, underwriting norms, product illustrations and product features of Life Insurance
* Co-ordination with front office, middle and back office on a case to case basis to resolve queries from Advisors
* Managing customer centric operations, forwarding customer instructions to the concerned department & ensuring customer satisfaction by achieving delivery & service quality norms.
* In charge of devising, developing and implementing strategic operational plans, Trend Analysis and Gap Analysis.
* Prepare and analyze weekly monthly quarterly and yearly reports using Microsoft Excel
* Statistical Trends in Life Insurance- Contains information about the size, growth, and development of the Insurance industry, including data on market shares, number of policies, premium, no of financial advisors, new products and claims .Spreadsheets are in Excel format.
* Analyze individual High Net worth Individual customers’ investment portfolio on Unit Linked Investment plans and send weekly and monthly statements to the Zonal Head.
* Prepare monthly performance reports on Regions performance, analyze and send reports on individual Managers and Branch wise.
* Conducting product presentations & promotional activities for market development & brand visibility
* Training, leading & monitoring Territory Managers/Sales Managers/Insurance agents, on new products features and new underwriting guidelines.