**Bheshraj Chauhan**

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**Professional Summary:**

* **8+ years** of experience as a **Business Systems Analyst**, working closely with business users, developers and subject matter experts through all phases of the SDLC. Proficient at working in the **Banking and Retail** companies. Experienced in working with clients to implement requirements and in providing team leadership for development support teams comprising company as well as client. Excellent **work ethics** and **analytical skills** coupled with excellent written, communication, and interpersonal skills describing a committed team player and an individual \contributor too.
* Innately talented in leveraging and automating technology to eliminate inefficiencies and to optimize the use of available resources. Expertise in concisely decomposing **business requirements** into **functional requirements & business rules, developing Use Cases** using **UML methodology** and **preparing test plans and test cases, project charter** and **implemented UAT** testing**.**
* Proven ability to work in an extremely fast paced environment, and perform at high standards with limited supervision, including ability to manage project teams located across multiple delivery sites.
* Proficient in SMART requirement gathering, performing appropriate analysis and business processes management with a strong knowledge of **System Development Life Cycle (SDLC)** using **Waterfall,** and **Scrum** methodologies.
* Identified and analyzed stakeholder roles to create AWS IAM users and roles for managing Redshift.
* Excellent Business writing skills, including extensive writing of Business Requirements Document **(BRD)**,Functional Requirements Document **(FRD)**,Non-Functional Requirements Document **(NFRD)** and SystemRequirementsSpecification **(SRS)**.
* Excellent customer facing skills, and experienced in meeting with customers for gathering requirement utilizing methods such as **interviews, questionnaires, surveys,** and **Document Analysis.**
* Proficient in creating **mock-up** screens, prototype and dynamic **UI** with **HTML**, **MS Visio**, and **OmniGraffle**.
* Evaluated **change requests** by performing **impact analysis** on the **triple constraints – time, cost, scope**.
* Proficient in tightly coupled architecture, loosely coupled architecture (including **SOA**), **web services** and web methods. Skilled with the **BPMN** process.
* Comprehensive understanding of Web-Services (and their documentation) using **XML**, **WSDL** and **UDDI,** using Three-Tier Architecture and **Service Oriented Architecture (SOA).**
* Exposure to **Client-side,** and **Server-side validations** for request and responses of web methods to web services to assist the development team.
* Acquired good understanding of AWS. Well versed with **GAP** and **Risk** Analysis.
* Significant experience in reviewing **Test Procedures** and creating **Test Cases**, **Test Scripts** and **Test plans** for Manual Tests. Made sure the test environment is available.
* Helped in doing **Regression** testing, and **Functional** Testing for the feature developed.
* Extensive knowledge in **data collection**, **analysis** and **evaluation**, analytical problem solving, decision making and interpersonal skill with ability to interact and understand among different individuals at all levels of the project.
* Experience in using **SharePoin**t to **share, manage, import** and **export** documents for future references of project.
* Excellent **analytical**, problem solving and communication skills, dedicated & self-motivated, proven leadership capabilities, **time management** and interpersonal skills, benefitting the organization as a whole.
* Engaged in scripting of **business logic** in the **web methods** of **Web services**. Created an artifact of the Web Service Level Agreement (**SLA**) document through **XML**.
* Facilitated scrum ceremonies such as **Product Backlog meeting, Daily Scrum meetings, Sprint Planning meeting, Sprint Review meeting and Retrospective meeting** and extensive knowledge in maintaining **Product** **backlog**, **Burn down chart** and **Team Velocity** using **Rally**.
* Used **SOA techniques** to define the systems in order to depict the exchange of data.

**Technical Skills:**

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| --- | --- |
| SDLC | Waterfall, Waterfall Scrum Hybrid, Agile, Scrum, SAFe |
| Modeling tools | MS Visio, Balsamiq, Tableau, OmniGraffle, |
| Business Analysis tools | VersionOne, CA Agile, Jira, HP ALM, |
| Operating Systems | Windows, MacOS |
| Data Warehousing | Data Modelling, Data Marts, OLTP, OLAP, Snowflake Schema, Star Fish schema |
| Project Management tools | MS Project, MS SharePoint Server, Confluence |
| Languages | HTML, CSS, MySQL, Python, C#, AJAX |
| Web Technology | XML, SOAP, Web Services |
| Defect Tracking Tools | HP ALM 11.0, Bugzilla, VersionOne/Bugzilla |
| Testing Tools | Selenium, HP UFT, Microsoft Test Manager 2013, Cucumber |
| Documentation | Adobe Acrobat DC, MS Word, MS Project, MS SharePoint, MS Outlook |
| Protocols | HTTP, HTTPS, SMTP, FTP, SOAP |
| ETL | Informatica, AWS Kinesis Firehose |
| Databases | AWS Redshift, AWS dynamoDB, MySQL, Oracle 11g R2 |
| BI Tools | Tableau, Crystal Reports, Google Analytics, SPSS, SFDC, Adobe Analytics |

**Work Experience:**

**Client: Fidelity Investment Jan 2017-Aug 2018**

**Role: Sr. Business Analyst**

This project is to establish Identity & Access Management (IAM) environment to support the user administration of Fidelity Investment. Execution of this project will provide the basis for an automated identity provisioning process and support the security requirements for managing the access to Fidelity systems. This project involved interacting with various business stakeholders such as senior executives, account managers, development teams as well as QA and database security analysts as the project dealt with security and privacy of customer information

**Roles and Responsibilities:**

* Gathered and developed requirements using semi-structured informal interviews, document analysis, requirements workshops, and surveys.
* Helped Project Manager in preparing Cost benefit analysis, and conducted GAP Analysis
* Interacted with business owners to identify business system needs, evaluated solutions for business problems and proposed methods to increase efficiency and provide feasible solution to the project
* Supported project managers with scheduling, reporting, and other project control activities
* Maintained artifacts such as BRD, FRD, and SRS; and got approval of it before moving to development phase
* Created Business rules for the IAM policies to give access depending on the departments and participated actively in the documentation of IAM policies
* Created Use Case Diagrams and Activity Diagrams using MS Visio
* Conducted Scrum Workshops to familiarize the team with Scrum as a concept and process skeleton. Also, conducted User Story Writing Sessions to decompose BRD into User Stories and determine Acceptance Criteria for Potentially Shippable Product Output
* Created Business rules for the IAM policies to give access depending on the departments and participated actively in the documentation of IAM policies
* Created Use Case Diagrams and Activity Diagrams using MS Visio.
* Facilitated the product backlog grooming and helped the Product Owner in grooming the backlog.
* Managed the cross functional teams and planned all the vital aspects. Facilitated the sprint retrospectives by various techniques such as Start-Stop-Continue and Ignition-Accelerate-Break.
* Assisted the product owner in prioritizing and estimating Product Backlog Items (PBIs) to pick Sprint tasks by incorporating suggestions from cross-functional IT teams.
* Facilitated, conducted and established agendas for Sprint Ceremonies (Sprint Planning, Daily Scrum, Sprint Review, Sprint Retrospective and Backlog Refinement).
* Tracked and improved efficiency and Team Velocity using Sprint Burn-Down Chart and Release Burn-Down Chart. Also, strategically handled requirement churn
* Assisted product owner in Sprint Review meetings by facilitating product demos and backtracking them to the requirements to determine when it is DONE and shippable.
* Developed data flow diagrams, illustrating the flow of data from the sources to Amazon Redshift
* Performed Data Analysis on generating canned as well as Ad-Hoc reports and Data Mapping activities for the reports using Amazon Quicksight.
* Handled the onsite and offshore location teams.
* Acted as the gatekeeper for all the defects in the testing phase, logged and analyzed defects using HP-QC
* Assisted creation of Test Plans, Test Scenarios, Test Cases and created Requirement Traceability Matrices. Conducted User Acceptance Training (UAT) and actively participated and facilitated testing of the system during Smoke Testing, Black Box Testing and Regression Testing.

**Client: PNC BANK, PITTSBURGH, PA Jan 2015 – Dec 2016**

**Role: Business Systems Analyst**

**SCOPE: Security Access Tracking System**

The SATS is a highly secure Access Control and Personnel Tracking system along with identity access

management(IAM). The system consists of encrypted RFID Tags and Readers controlled and managed by an easy to use software control panel. Personnel and VIP customers are provided with an encrypted Smart Tag allowing them entry and exit of secured zones. Every entry and exit is documented and recorded in a native database. The software allows for real time control and tracking of personnel access, movements as well as automated daily and weekly logs.

**ROLES AND RESPONSIBILITIES**

* Assisted PM in creating work breakdown structure and project charter using MS Project.
* Conducted extensive GAP analysis by identifying AS-IS and TO-BE process models and process flows, where, how and how big the GAP to in turn help product owner to plan how to bridge the gap.
* Elicited requirements involving vast set of interactions with various stakeholders using JAD Sessions, Structured Interviews, Process Analysis and Business Rules Analysis.
* Analyzed feasibility of business requirements and defined scope, found out dependencies by interacting with Management Business Analysts, other Subject Matter Experts, Product Owner, Project Manager and Technical Lead.
* Created a Macro Document incorporating components of Business Requirement Document and System Requirement Specification incorporating business, functional, non-functional, data and GUI requirements which would in turn serve as the centerpiece of the project.
* Created Use Case Diagrams and Use Case Narratives and incorporated them in Macro Document.
* Created User Stories and led the Planning Poker game to estimate them in Sprint Planning and Backlog Grooming meetings. Also, helped PO to prioritize user stories based on business value.
* Helped product owner in prioritization of Product Backlog Items (PBIs) including the process of breaking down EPICS into user stories using INVEST criteria.
* Facilitated and time-boxed Scrum ceremonies. Helped negotiating commitments and assured parallel understanding of requirements and deliverables amongst all stakeholders in Sprint Planning Meetings.
* Timely assured development team has necessary resources to perform up to potential, tracked and removed impediments i.e. Programming in pair for a new Jr. Developer.
* Performed extensive prototyping using Mock-Up Screens and Tableau, Mock-Up Screens.
* Handled requirement churn during the project by performing Impact Analysis by checking the feasibility in maintaining the triple constraint and discussing them in daily Scrum.
* At the end of each sprint conducted Sprint Retrospective meetings creating the environment for each stakeholder to freely express their opinions and suggest improvement measures.
* Used JIRA for allotting tasks, user story writing, backlog management, issue tracking, user story management and forward and backward requirement traceability.
* Defined Acceptance Criteria for User Stories to perform User Acceptance Testing. Designed Test Cases, Test Plans and Test Scenarios to perform Functional Testing, Smoke Testing and Regression Testing and logged down defects and systematically managed them in JIRA.
* Created Spotfire Visualization and dashboards using Spotfire Professional.
* Used SSIS to map the data in central data repository and created Data Marts for enhanced Data Management. Used SSRS for generating reports.
* Performed analysis using BI tool and provided recommendations to the product owner over the use of Business Intelligence (BI) tools.
* Created SQL Queries for Portfolio Drill Downs to pull necessary data from data sources.
* Created environment for self-organization and organized team engagement activities.
* Worked on service oriented architecture (SOA), REST, SOAP, XML, API.

**Client: David’s Bridal, Conshohocken, PA Nov 2012 – Dec 2014**

**Role: Business Systems Analyst**

**Roles and Responsibilities**

* Worked with the business unit for requirement gathering, business process flow, business process modeling, and business analysis and analyze the possible technical solution.
* Designed and developed project document templates based on Agile/ Scrum methodology.
* Designed and developed Use Cases, Activity Diagrams, Sequence Diagrams, and Collaboration Diagrams.
* Construct test accounts with different attributes, both internal and generic, using ENROLL (Roche identity management system) provisioning.
* Designed infrastructure components, using Ping Identity Ping Federate and CA SiteMinder, and test scenarios of federation service. Benefits over previous system: enabled service orientation (SOA) and addressed operational costs increases. Solution provided standards based (SAML) framework reducing integration time and cost.
* Testing and resolving issues in password synchronization between various environments like Roche Google, active directory and SIMS (Self Service Identity Management System which is a SUN IDM 6.1 based identity management service) using accounts created using ENROLL.
* Involved in creating and testing of Webservice for provisioning user data for Roche and Genentech employees.
* Wrote shell scripts to automate daily Active Sync log transfer from servers to appropriate systems.
* Extensively worked with SIMS to manage day-to-day identity management issues like provide/remove access to certain systems, reset passwords and grant various approvals.
* Collaborated with project managers for the development of project schedules.
* Conducted workflow, process diagram, gap analysis and data analysis to derive requirements for the automation process.
* Conducted Estimation and Feasibility Analysis to wrap up project in the specified time period. Led the identification and documentation of business metrics.
* Organized cross training of team members and users to become more responsive.
* Designed and implemented basic SQL queries for QA testing and report / data validation.
* Interacted with data architect for Data Mapping, Data Modeling and Entity Relationship Diagram.
* Collaborated with development architect and the business to develop both high-level and detailed application architecture to meet the business needs.
* Identified internal and external system requirements, design and configuration set-up, also created User Documentation and conducted training classes.
* Designed screen mockups for changes in system functionality using iRise, MS Visio and MS Paint

**Client: Axis Bank, Gurugram, India June 2010 – Oct 2012**

**Role: Business Analyst**

Axis Bank Company offers a wide range of banking products and financial services to corporate and retail customers through its specialized subsidiaries in the areas of investment banking, venture capital and asset management.

The project was about developing an **Online Banking Application** that will help customers accessing their savings account, checking account and **credit card** account via internet.

**Roles and Responsibilities:**

* Interacted with the customers and internal stakeholders to gather user requirements and their expectations from the system.
* Involved in analyzing **Business Requirements** and developing **System Specifications**.
* Analyzed monthly/quarterly performance against plans and forecast and recommended corrective actions.
* Did rigorous load testing using **Load Runner**.
* Assessed business priorities, and advised business units on risks and **Cost-Benefit** analysis.
* Used **Rational Rose** to generate various **UML Diagrams.**
* Organized cross training of team members and users to become more responsive.
* Participated in the development and preparation of the **Test Plan** with the testing team as well as ensuring testability, reliability, usability, maintainability and performance of the application.
* Involved in incident reporting and change and configuration management procedures using **Clear Case.**
* Ensured that the modifications suggested by the users were incorporated into the application.
* Formed a bridge between the Project Manager and different teams with effective presentations.