**Bikesh Bhulel**

**SUMMARY:**

Over 6 years of diverse experience in Leading & Executing IT Projects in various areas involving management of Business Process, Analysis, Requirements Gathering, Development and Quality Assurance**.** I have wide range experience in handling complex projects and participating in thorough knowledge of Software Development Life Cycle (SDLC) for Banking and Finance Industry.

**EXPERTISE:**

* Over 6 years of professional experience in the Analysis, Design, Development, Implementation, Testing of Client/Server and Web Applications.
* Strong knowledge of the Systems Development Life Cycle (SDLC).
* Expertise in effectively creating diagrams and graphs using Business Process Model and Notation (BPMN) to facilitate an understanding of performance collaborations and business processes
* Highly experienced with flow diagrams.
* Provided overall direction and oversight into the IAM (Identity & Access Management) functions across the organization.
* Provided overall direction and oversight into the IAM (Identity & Access Management) functions across the organization, including areas such as Federation, Privileged Access Management, Authentication & Authorization, Security and Provisioning Identity Data.
* Expertise in translating user requirements into technical specifications and mapping the process design, work flows for SDLC with documenting and managing business requirements using RUP, waterfall and Agile methodology.
* Applied spiral methodology for Anti-money laundering (AML) projects that called for extensive research and joint-work with the business experts to evolve business logic and identify AML activities.
* Possess excellent organizational, interpersonal, communication and documentation skills with good process management skills along with a remarkable ability to gather requirements to bring out quality product.
* Strong financial product knowledge of Capital Markets, IPO, Fixed Income Securities, Fixed income derivatives such as swaps and Equity Markets.
* Highly analytical in developing the methods and measures to meet requirements and solve any issues that arise during the project.
* Excellent knowledge of Security Exchange Commission (SEC) standards.
* Excessive use of documentation to avoid any form of miscommunication or misinterpretation during the entire software development process. Prepared Systems Proposal Reports and Business Plans.
* Understanding and interpreting requirement specifications.
* Designed Use Cases, Activity Diagrams, and Sequence Diagrams, Class Diagrams, and Data flow diagrams.
* Analyzed the business requirements and developed use cases for various Scenarios and developed Use Case diagrams using RUP and UML to support the following goals:
* Network Interface and Login
* Network Security Apparatus
* Update Modules
* Experienced in writing System test plans, defining test cases, developing and maintaining test scripts.
* Expertise in using QA Methodology to ensure robust functionality.
* Expertise in Project Planning, Project Design, Gathering requirements and creating functional specifications.
* Extensive experience in creating documents such as Feasibility reports, Systems Request, and Risk Assessments.
* Thoroughly worked with MS Office, MS Project Professional, and MS Visio on various projects
* Experienced in customer / client interaction, deep understanding of business systems functionality and technicality.
* Involved in maintaining Test Matrix and Traceability Matrix and performing GAP analysis.
* Conducted User Acceptance Testing (UAT).
* Used Quality Center and Rational Clear Quest for error reporting.
* Experienced in writing SQL queries to generate reports.
* Motivated self-starter with exceptional team building, leadership, and interpersonal skills.
* Good team player with the ability to work in time sensitive environments.
* Possess excellent communication and interpersonal skills with the ability to adapt to a new environment.
* Excellent analytical and problem solving skills with the ability to handle multiple tasks effectively and quickly master new concepts and subjects.

**TECHNICAL COMPETENCIES:**

Project Methodologies: Rational Unified Process (RUP), Agile, Scrum

Business Modeling Tools: Rational Rose, MS Visio

Requirement Management Tools: DOORS, Rational RequisitePro

Defect Tracking Tools: Rational Clear Quest, Test Director

Operating Systems: Windows NT/XP/2000, UNIX

Databases: SQL Server, MS Access, DB2,

Languages: SQL, HTML, XML

Quality Assurance: HP Quality Center, Software Application Testing Life Cycle

Business Applications: Microsoft Office Suite- MS Word, Excel,Outlook, PowerPoint, Project

Design Tools & Languages: Microsoft Visio, HTML

**WORK EXPERIENCE:**

**Cummins Inc., Columbus, IN**

**Business Analyst**

**Jan 2016- Present**

Cummins Inc. is a Fortune 500 corporation that designs, manufactures, and distributes engines, filtration, and power generation products in over 190 countries. Cummins Connected Solutions is a brain child project of the Product Connectivity team. The project was to build an on-line portal where users can view the status of their equipment and keep track of its location.

**Responsibilities:**

* Organized JAD sessions with Director, Product Owner, Product Analyst, Marketing team, distributors and possible customers to create and outline Use Cases for the potential product
* Managed multiple projects, including but not limited to, on highway equipment, mining, school busses, fuel economy, connected calibrations and marine
* Organized meetings with focused groups and documented the findings as business requirement document from the brainstorming sessions
* Provided overall direction and oversight into the IAM (Identity & Access Management) functions across the organization, including areas such as Federation, Privileged Access Management, Authentication & Authorization, Security and Provisioning Identity Data.
* Gathered, analyzed, documented, shared and made possible for the team to view, edit and track requirements.
* Created functional and interactive wireframes and mockups for the different sections of the web portal as well as the mobile app
* Documented the feedback and expectations from the product; implemented it while writing user stories
* Developed user stories and acceptance criteria for every feature, and requested approval from the product owner
* Organized story grooming sessions with the developers and solution architect to understand and outline technical requirements to fulfill the business requirements
* Participated in panel discussions to identify technology for identity management.
* Represented the Product Analyst and Product Owner in the various Scrum meetings including but not limited to Backlog refinement, Sprint Planning, Stand up meeting, Sprint Review and Sprint Retrospective
* Assisted the scrum master and scrum team in organizing and prioritizing the user stories
* Created detailed Use Cases, Use Case diagrams, Business Flow diagram, Creating process models, Data flow diagrams, developed use case documentation for system requirements and business process flows using MS Visio.
* Conducted and participated in User Acceptance Testing (UAT), developed and maintained quality procedures, and ensured that appropriate documentation was done
* User SQL queries to perform data testing, making sure the data represented was accurate and current
* Deferred and managed defect raised by the testing team keeping in mind the deadline for the project and severity of the defect in IBM Rational Clear Quest
* Used Tableau to create the Tableau reports prototype for the Cummins Connected Solutions portal
* Communicated effectively across the company stakeholders, clients and internal team about the project requirements, schedules and releases.

**Environment:** JAD, SCRUM, MS Suite 2013 (Word/ Excel/ Visio/ Powerpoint), IBM Rational suite, SQL.

**Bank of America Home Mortgage Group, Charlotte, NC**

**June 2014- Dec 2015**

**Business System Analyst /UAT Tester**

**Bank of America** mortgage group is the nation’s largest lender offering solutions for every residential and commercial mortgage-financing situation. Worked "Home Loan Ease" is a flexible home loans application to assist mortgage officers provide home loan schemes to customer from various financial backgrounds.

This is an in-house client /server application, which is comprised of 3 modules:

Loan Plus: is the loan officer front end that allows him to enter the customer's information.

Loan Underwriter: is the lenders front end that allows him to enter the customer's information and other relevant financial data. Upon approval of the customer, statistical and regression analysis is performed to calculate the interest rates.

APE: This module helps manage monthly / quarterly customer payments.

**Responsibilities:**

* Analyzed operating procedures and policies on an ongoing basis and recommended and implemented improvement plans where appropriate.
* Understood core processes of the departments to provide input on re-engineering or streamlining opportunities.
* Created and maintained Requirement documents using ALM (Application Life Cycle Management).
* Met with client groups to determine user requirements and goals. Utilized RUP to configure and develop process, standards, and procedures.
* Performed web services testing using SOAP UI.
* Tested and Validated Request and Response of XML using SOAP UI.
* Validated WSDL file using XML Spy.
* Analyzed business requirements and segregated them into high level and low level Use Cases, activity diagrams / State Chart Diagrams and Robustness Diagram using MS Visio according to UMLmethodology, thus defining the Data Process Models.
* Worked closely with SMEs to develop business process models using BPMN diagrams.
* Created business diagrams using BPMN and flow diagrams to illustrate business processes and presented this documentation to stakeholders and business users.
* Reorganized business processes and documented these processes and workflows using BPMN
* Developed and maintained all formal BPMN based process documentation to include: process models, business requirements traceability matrixes, and use case documentation
* Created different tables in MS Access for every module.
* Prepared Test plans, Test Cases based on business requirements using ALM (Application Life Cycle Management).
* Wrote SQL Queries to gather data from these MS Access Tables.
* Created Forms and Reports in MS Access.
* Performed UAT testing Using ALM (Application Life Cycle Management).
* Created and maintained UAT Test Plan using ALM (Application Life Cycle Management).
* Performed Defect Status Report and UAT Test status Report using ALM (Application Life Cycle Management).
* Developed standard documentation package (Requirements, Specification, Architecture, Design, Operations, and Quality Testing Plans).
* Interviewed Subject Matter Experts (SMEs) and carefully recorded the requirements in a format that could be reviewed and understood by both business people and technical people.
* Set up definitions and process for test phases including product test, integration test, and system test. Work to fully implement test phase entry and exit quality criteria, standard test reporting metrics and standard test artifacts.
* Created different Traceability views to maintain the Traceability of the requirements.

**Environment:** Rational Team Test, Windows 2000, MS Access, Oracle, PL SQL, HP QC,Toad, UNIX, MS OFFICE (Word, Excel, Access, PowerPoint, Project), Quality Center.

**Railroad Commission of Texas-Austin, TX**

**June 2013- May 2014**

**Business Analyst**

RRC is the soul governing body of all oil and gas activities in the state of Texas and parts of New Mexico. The objective was to develop a companywide internal reporting portal using the intranet to interact with the backend and generate report. The reports would enable determining possible compliance and regulation violations by various operators and owners of salt water disposal wells (SWDs) in the state of Texas. The project involved data standardization practices, creating a data dictionary and a user friendly interface with the database.

**Responsibilities:**

* Involved from Concept inception to Deployment of the Software Development Life Cycle
* Built thorough understanding of repository artifacts and business processes; and developed understanding of the existing IT system
* Conducted Requirement Gathering sessions using JAD sessions and Interview elicitation technique and used Version One to gather requirements using SMART
* Prepared BRD and FSD, Gap Analysis Document and Impact Analysis Document using MS Word and Excel
* Assisted Product Owner with converting the FSD into User Stories and prepared the feature breakdown structure to prepare a timeline for the project
* Responsible for managing and developing the Requirements Traceability Matrix for the entire duration of the project using MS Excel
* Defined and implemented standard documentation and data standardization process
* Made sure if the query system and the documentation system were compatible, performed SQL queries in the database to check compatibility
* Prepared a data dictionary for the common terms used in data documentation to avoid possible conflicts and defined as well as highlighted the common key terms to be used to query the system
* Prepared Activity Diagrams, Use Case diagrams and UML Diagrams using MS Visio
* Prepared paper proof concepts of the UI/UX system to be implemented as well as the client forms. Created Wireframes and paper proofs of UI to satisfy stakeholder expectations. Used Balsamic mock up screens to design and display the application layout
* Communicated the specific requirements accurately with the development team and the User Interface Design team.
* As the users were limited to internal staff, participated and implemented Regression Testing and User Acceptance testing used HP ALM/ QC to manage the tests and track bugs and defects
* Prepared the User Guide with MS Word and PowerPoint to enable appropriate usage of the system thus designed
* Conducted training sessions for the present staff to ensure understanding of the system
* The application thus developed, reboots every night and generates an automated report of the possible violators. This list is sent to the Sr. Technical Permitting Manager who can then analyze and make decisions

**Environment**: MS Office Suite, Oracle, Windows, IIS Server, HP ALM/Quality Center, Test Cases, Test Plans.

**Fannie Mae, Herndon, VA**

**Jan 2012- May 2013**

**Business System Analyst**

I had worked in Fannie Mae, Richmond location as a BA/QA Analyst. My key role in this project was to co-ordinate with Infrastructure and applications Testing QA, BSA and TCC (Test Coordinator Center) teams in order to maintain accurate weekly QA metrics Reports. Besides my reporting task, I was playing key role to track and sustain data in HP ALM (Application Life Cycle Management) in day-to-day basis. Overall, I was assisting/ driving the resources to maintain the precise and clean data in the respective repositories of the projects.

**Responsibilities:**

* Gathered Business Requirements, analyzed data/workflows, defined the scope, and performed GAP analysis.
* Met with client groups to determine User Requirements and Goals, thus converting User Requirements into Business Requirements and User and Functional Requirement Specification.
* Facilitated collection of Functional Requirements from system users, and prepared Business and Technical Requirement Specification documents.
* Analyzed business and technical requirements, thus creating the Business Use Case (BUC) and Application Use Case (AUC) documents.
* Responsible for writing Business Use Cases, Business Rules, logical analysis and change management of requirements.
* Met with users and stakeholders to understand the problem domain, gathered customer requirements through surveys, interviews (group and one-on-one) along with JAD sessions.
* Direct/coordinate with BSA in order to manage and update the missing parameters of requirements in HP ALM (Application Life Cycle Management)
* Analyze the requirement coverage and traceability to ensure the testing coverage.
* Analyze test cases and defects being loaded in HP ALM (Application Life Cycle Management) by QA teams to ensure the link entities and accuracy of data.
* Coordinate with QA team to manage and update the missing parameters of test cases and defects in HP ALM (Application Life Cycle Management)
* Data mining on defects, test cases, requirements as required by the team.
* Played a key role in testing the complete application during the various phases of its development.
* Followed the Agile Methodology to emphasize on real time communication over written Documentation
* Used Agile Methodology to minimize risk by implementing software development in short time boxes or iterations.
* Manage defects, enhancement, and new functionality requests to meet changes in the business needs.
* Reviewed extensive SQL Queries with complex multi-table joins and nested queries.
* Created and maintained SQL Scripts and Unix Shell scripts to perform back-end testing on the oracle database.
* Responsible for the drafting and managing the Ms-Project Plan for Testing.
* Analysis the testing activities as per the planned forecast for the given projects.
* Direct/ coordinate with resources to update the data according to projects status.
* Coordinate with TCC to update and publish the Weekly QA Metrics Reports.
* Wrote complex SQL queries to perform the backend testing of the Oracle database using PL/SQL developer and UNIX shell commands
* Worked on a UNIX platform and experience in backend testing by executing SQL queries
* Analysis the Weekly QA Metrics Reports and work with TCC to correct the reporting errors.
* Getting updates and working with project team members for issues captured through metrics reporting.
* Create internal reports using Dashboard and basic SQL queries in the tool to track activities of the teams.
* Knowledge sharing on reporting cycle and process among QA, BSA teams as required.
* Process the user access requests for HP ALM (Application Life Cycle Management) for new team members.
* Instruct/ train new team members to use the HP Quality Center, if required.
* Troubleshoot user access errors for HP ALM (Application Life Cycle Management).
* Assist SDLC team to forklift the projects data from one Domain to other Domain as required.
* Assist with respective project team members to perform data verification once data migration is completed.
* Initiate and complete the process to add/ remove of items in the tools as per the project requirement.

**Environment**: Oracle, Windows 2000, IIS Server, Quality Center, Win runner, Test Cases, Test Plans.

**Key Bank. Ohio**

**June 2010 to Dec 2011**

**Business System Analyst**

KeyCorp is an integrated multi-line financial services company. KeyCorp's subsidiaries provide investment management, retail and commercial banking, consumer finance and investment banking products and services. As a Business Analyst, I was involved in 2 Projects over my timeline:

***Mortgage Loan Processing Application:*** This particular application helps in performing End to End Mortgage Loan Processing, reviewing Loan applications, Data entry, Underwriting Rules and Process, Credit Reviewing procedures. Users can actually access the application by entering their required details and can calculate monthly mortgage payments for estimation purposes, to plan their future payments and installment options.

**Responsibilities:**

* Wrote test plans and test cases based on the business requirements which involved market risk analysis and risk management like continuous time finance & asset pricing, stochastic processes & simulations, credit derivatives, structured products, documentation, value at risk, risk & return optimization, mortgage rules and procedures, ACH methods and workflow.
* Identified processes for developing and documenting detailed business requirements. Data was collected from end-users, and analysts.
* Created Use-Cases and Requirements documents to document business needs.
* Requirements were gathered through interactions and meetings and periodic walkthroughs with loan analysts, credit analysts and other potential users of the application.
* Conducted Use-Case reviews and identified gaps, leading to improvements/enhancements in the same.
* Created and maintained the Requirements Traceability Matrix (RTM).
* Ensured Use-Cases were consistent and covered all aspects of the Requirements document.
* Maintained the Business Impact Analysis Template (BIAT) to analyze and document the effect of proposed changes on the project schedule and costs.
* Used Rational Clear Quest for bug reporting.
* Worked directly with software engineers to ensure clear communications on requirements and defect reports.
* Designed and developed scenarios based on business requirements.
* Developed requirements integrating E-R diagrams and designed the testing process flows.
* Interacting with other teams through walkthroughs, teleconferences, meetings, etc. to resolve various issues.
* Validated the scripts to make sure they have been executed correctly and meets the scenario description.

**Environment:** Windows2000,Rational Clear Quest, Oracle, Microsoft Project, UNIX, MS Access, IIS.

**EDUCATION:**

Bachelor in Business System (2008), Nepal Commerce Campus