**Corey Torres**

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**Business Analyst**

**PROFESSIONAL SUMMARY**

* Over **7** years of diverse experiences in Business Analysis and Quality Assurance Analysis.
* Domain experiences in **Healthcare,** **Finance and Banking, E-Commerce, and Retail industry.**
* Hands on experience and working knowledge of Software Development Life Cycle (**SDLC**), **Agile/Scrum, Waterfall,** **Rational Unified Process (RUP)** and other Software Development Methodologies
* Worked closely with project stakeholders, SMEs, and staff to understand the requirements and specifications for new applications along with enhancements to the existing applications
* Experience in documenting requirements using **Unified Modeling Language (Initial/High level Use Cases and Activity Diagrams)** and building business process flow charts using **MS Visio and Enterprise Architect** to communicate project functionality to the development team
* Designed **wireframes and mockups** to communicate business and functional requirements to clients and developers
* Support the **Test Team** and the rest of the **Development Team** in compliance related issues while working with them in the development phases of the project
* Hands-on experience in conducting **Cost-benefit analysis, Risk analysis, Return of Interest (ROI) analysis, Requirement Traceability Matrix (RTM), GAP analysis, SWOT analysis and User acceptance testing (UAT)**
* Performed **AS-IS** and **TO-BE** business process flow for clear translation **of Functional to system requirement** specification
* Possess knowledge of Relational databases, writing **SQL** queries, creating tables and reports
* Skilled at reviewing test cases to make sure they are in accordance with requirements and assist the overall testing process by activities such as **Change Request and Defect Management** and conducting **User Acceptance Testing**
* Professional with **leadership, negotiating, organizational, interpersonal, analytical, problem solving and team work skills** with track record of delivering **quality deliverables on time**
* Strong **communications skills with attention to detail** while building report at all levels of business with proven ability to converse, liaise, negotiate, facilitate and relate with a wide range of personalities from diverse social economic and cultural background.
* **Excellent communication** both **verbal and written skills** and **presentation skills**

**EDUCATION:**

* Bachelor of **Business Management (BBM),** Delhi University, India.
* Business Analyst **BA, NIIT** National Institute of Information Technology.

**EXPERTIZE SKILLS:**

* Good knowledge in Auto Insurance, Home Insurance business
* Good at creative thinking skills to engage stakeholders, uncover needs, and identify new approaches and ideas.
* Good at compare analysis techniques in order to select the techniques(s) that will most appropriately: support the understanding, critical thinking and problem-solving communication information to stakeholders to enable review and their understanding of requirements.
* Knowledgeable to reduce confusion and development errors by creating excellent requirements that can be easily understood by outsourced or distributed teams.
* Good at getting the most of my models and diagrams by asking the right questions during analysis.
* Good at identifying why the project is being done (business drivers) to ensure the right analysis effort is being performed and so that requirements efforts can be appropriately prioritized.
* Good at creating the dataflow diagram to identify interfaces, data flows, and high-level processes associated with the project that is valuable both for planning and communication purposes.
* Good at discussing strategies for content organization and collaboration and describe why being more organized increases team agility.

**TECHNICAL EXPERTISE**

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| **Project Management Tools** | Microsoft Project |
| **Requirement Gathering Techniques** | Brainstorming, Interviews, Workshops, Focus groups, Questionnaires, Training Manuals, System Documents, Flow Charts, Observations and Job Shadowing |
| **Business Process Modeling Tools** | MS Visio, Requisite Pro, Confluence, Version One |
| **Business Analysis** | Gap Analysis, SWOT, Risk Analysis, ROI, Cost-Benefit & Impact Analysis |
| **Operating Systems** | Windows 2000, Windows NT, Windows XP, UNIX, LINUX, MAC OSX |
| **Languages** | C, HTML, SOA (XML), VB Scripting, SQL |
| **Mail Servers**  **Reporting Tool**  **Testing & Bug Tracking Tools**  **Documentation Skills**  **Documentation Tools**  **GUI / Tools** | Lotus Notes, Microsoft Outlook  Version One, Microsoft SharePoint, Confluence  Clear Quest, HP Quality Center, Mercury QC, Bugzilla, JIRA, Version 1  Managing Use Case Scenarios, Process Flow Diagrams, Flow Charts, PowerPoint Presentations, Business requirements document (BRD), Functional specifications document (FSD), Business Rules catalogues, Error Message Catalogues, Traceability Matrices  MS Office (Power Point, Excel, Word etc.), SharePoint  SnagIt, Photoshop |
| **Methodologies**  **Other Tools** | Waterfall, Rational Unified Process (RUP)/Iterative, Rapid Applications Development (RAD), Agile Scrum, Prototype  Web X, Go To Meeting and Skype |

**PROFESSIONAL EXPERIENCE**

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| **JP Morgan Chase, TX**  **Business Analyst** |  | **September 2014 – Present** |

**Responsibilities:**

* Gathering Business, Functional and **Non-Functional requirements** for e-Commerce applications software projects that will identify and define the scenarios and data required to setup BOPIS on line fulfilment system in an E-Commerce platform
* **Utilized Full SDLC /** Product life cycle experience working from **the Discovery phase to release**
* Strong communication skills **including verbal, listening**, written documentation, influencing, facilitation, presentation skills for technical or business audiences across the board
* Preparing Use **Case Scenarios for the** data required for new OMS in the COM Training Environment and identified the functional and system gaps
* **Worked in an Agile/Scrum frame work with two weeks sprint cycle with a release every five weeks**
* Help facilitate story boarding, backlog grooming, prioritizing, daily stand ups and retrospect meetings
* **Worked as a liaison among stakeholders / end users in order to elicit, analyze, communicate and validate requirements for changes to business processes, policies and information systems.**
* Experience working with multiple development approaches for internal and externally developed applications as well as packaged applications including incremental, waterfall, and Agile Scrum, or Kanban.
* **Responsible for gathering / identifying complex business needs and requirements from a diverse set of stakeholders and be able to effectively compile and document these needs effectively for systems design and development**.
* Involved in working on a front end and backend process for Staples Advantage and Staples.Com
* Managing requirements traceability matrix and change control for different modules.
* Working with different teams involving Business Users, Subject matter experts, QA and Technical teams
* Involved in the detailed discovery process between COMS application and SOMS requirements.
* **Working on Version One, Jira/Confluence as an Agile management tools**
* Involved in weekly walkthroughs, demo’s and assessment meetings to verify the status of the project as a whole.
* Coordinate with other Business Analysts to insure that the information gathered is accurate and is adequate to support the life cycle and the business needs of Online and other Systems.

**Environment**: Windows XP, MS Office, MS Project, MS Excel, MS Visio, AS 400, Oracle, Unix, XML, Jira / Confluence, GAP analysis and SWOT analysis, Agile Frame work.

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| **Bank Of America, Charlotte, NC**  **Business Analyst** |  | **August 2012 – July 2014** |

**Responsibilities:**

* Analyzed clients systems and business processes
* Established a Business Analysis methodology around the **Waterfall and Agile methodology**
* Developed **UML Use Cases** using **Rational Rose** and developed a detailed project plan with emphasis on deliverables
* Worked on the commercial property and casualty domain and made specific changes to the same for the smooth flow of the process
* Researched the various steps in the lifecycle and then constructed the system in a way that the high risk customers would be easily identified and monitored
* Streamlined several data streams and mapped then into the new system
* Developed project plans and managed project scope
* Assigned tasks among development team, monitored and tracked progress of project following Agile methodology
* Conducted user interviews, gathered requirements, analyzed the requirements by using **Rational Rose, Visio and Requisite pro –RTC**
* Track and manage all **Change Requests**, using **Rational Clear Quest**
* Maintained and tracked stakeholders requests for enhancements and changes using **Unified Change Management tool (UCM)** such as **Rational Clear Quest**
* Coordinating and Developing QA activities
* Assisted in creating a **High level Request for Proposal (RFP)**
* Conducted presentations of the QA test results with analysis to the stakeholders and users and documented modifications and requirements
* Conducted **UAT**; facilitated discussion between business team and QA team on determine the test requirements and pass/fail criteria; documented and reported user feedbacks to management team.
* Involved in initial phase and prepared vision statement and initial data models that contain Business Requirement Documents and supporting a document that contains the essential business elements and detailed definitions
* Designed and Customized data models for Data warehouse
* Worked extensively with **MS Excel and MS access**
* Assisted in building a **Business Analysis Process Model using Rational Rose and Visio**
* Performed extensive Requirement analysis and developed use cases and workflows
* Designed and developed **Use Cases, Activity Diagrams, Sequence Diagrams, and OOD**
* Played a key role in the **planning, User Accepted testing, and Implementation** of system enhancements and conversions
* Provided key input in working with users in defining project and system requirements.
* Developed strategic partnerships with the business units to develop a solid knowledge base of the business line; including the **business plan, products, and process and revenue streams**
* Documented and delivered Functional Specification Document to the project team
* Conducted **JAD sessions** for communicating with Stakeholders and Project directors

**Environment:** Windows XP, MS Office, MS Project, MS Excel, Quality Center, MS Visio, Unix, XML, Rational Clear Quest, Rational Clear Case, GAP analysis and SWOT analysis.