Deepa Lekhak

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**Objective**

Around 7 years of experience as a Business Analyst in Finance and Banking Domain in all phases of Software engineering, such as Business and software systems modeling with UML (Unified Modeling Language), in Requirement gathering (functional specification/use cases), systems analysis and design, debugging and testing, acceptance tests, start-up, troubleshooting and training.

* Business Analyst with extensive experience as an organized, creative and innovative business analyst with vast experience in Financial Services Industry.
* Knowledge of the whole trade processing structure including the clearing process, margins, and settlement.
* Worked with firm wide data governance teams to build models to meet firm-wide risk reporting
* Strong understanding/exposure to market risk data flows from front to back (front office systems, market risk management systems into strategic market risk data repository/reporting systems.
* Good understanding of market risk concepts, methodologies and data flows to ensure timely, complete and accurate data capture for market risk reporting purposes.
* Strong understanding of various capital market instruments including Equities, Fixed Income, Derivatives and the financial valuation concepts.
* Extensive knowledge with Dimensional Data modeling, Star Schema / Snowflakes Schema, Fact and Dimension tables
* Strong understanding to instrument data, reference data concepts, market risk concepts, products and sensitivities.
* Expertise in Business Process Modeling, Business Process Re-design and in designing Process Architecture.
* Hands on expertise in Data flow modeling, ER diagrams, Business rules identification and data analysis.
* Extensive experience in Software Development Life Cycle (SDLC), Project management life cycle (PLC) and software development methodologies such as Agile, RUP and Waterfall.
* Strong domain understanding in Commercial and Investment Banking, Cash Management, Payments, Lending, Mortgage and Securitization, Treasury Services, Brokerage Services, and Credit Risk Fundamentals.
* Expanded the product governance strategy and plan to include offer management and reporting.
* Extensive experience process models using UML flow charts, sequence, activity diagrams and use case diagrams and produced other design artifact using object oriented analysis technique.
* Domain industry expertise in Capital Markets, Mortgage Servicing, Mortgage Accounting, Mortgage Underwriting, Financial Reporting and MBS trading.
* Experience preparing QA Test Plans, Test Schedules, defining testing strategies, test conditions and executing the test plans, used Mercury suite for test management and QTP for automation.
* Involved in Test Planning, Test Preparation, Test Execution, Issue Resolution and Report Generation to assure that all aspects of a Project are in Compliance with the Business Requirements.

**Technical Skills**

* **Business Analysis:** Unified Modeling Language (UML), HP Quality Centre, Visio, Doors, RequisitePro, SharePoint 2010 & 2007, ClearQuest, Remedy, Mercury Quality center, SDLC
* **Data Modeling Tools:** Erwin, Informatica.
* **Reporting Tools:** Access, Excel, Microsoft Visio, Business Intelligence Studio, Report Manager, Crystal Reports, SharePoint Designer
* **Database:** Oracle RDBMS, 10g & MSQL, SQL Server, PL/SQL, DB2
* **Programming:** Java, C, C++, SQL, SQL Server
* **Operating Systems:** UNIX, Windows, Windows Server.

**Professional Experience**

**Sun Trust Bank Inc, Atlanta, GA March 2013 - Present**

**Sr. Business Analyst**

Sun Trust Bank Inc is an American bank holding company. The bank's primary businesses include deposit, credit, trust and investment services. Through its various subsidiaries, the company provides mortgage banking, asset management, securities brokerage, and capital market services.

**Responsibilities**:

* Gathered and documents the requirements using Rational Requisite Pro.
* Discussed these requirements with other members of the team like the Project Manager, Application developers.
* Performed project management activities such as task scheduling, resource allocation and developing charts.
* Interacted with individual and institutional investors of capital markets and other stakeholders for gathering and synthesizing business requirements.
* Wrote complex SQL Queries to perform the Back End Testing of the ETL
* Designed detailed logical class diagrams, activity diagrams and other high level process flows.
* Performed high level security data risk analysis, GAP Analysis among different applications, incorporated these gaps into models and documents.
* Involved in Managing Data modeling project from Logical design and implementation of Sybase Database.
* Catered to resolving queries from financial analyst, client representatives, traders, and other IT analyst in Prime-Brokerage division.
* Lead Business Intelligence reports development efforts by working closely with Microstrategy, Teradata, and ETL teams.
* Worked with the mainframe team, caliper application developer and other members of the project team to develop a test base, plan and then create test cases, test scripts and documented them using Test manager.
* Updated Roadmap documentation from the mapping documents and identify gaps and remove these gaps.
* Worked with application developers to create a test strategy to implement various phases of testing like Unit testing, volume testing and Integration testing.
* Involved in designing and developing Data Models and Data Marts that support the Business Intelligence Data Warehouse.
* Facilitated UAT (User Acceptance Testing) with the stakeholders, management team.
* Responsible for the overall growth of the project from requirement gathering to testing.
* Used Erwin for data modeling (i.e. modifying the staging and SQL scripts on Oracle and MS Access Environments).
* Worked with the UNIX server team to gather the requirements for the project and documented them in the Requisite Pro software.
* Reviewed and accessed Business Process Model (BPM) and Data Modeling diagrams to understand complete business process.

**Environment**: Requisite-Pro, Rational Unified Process (RUP), ETL,MS Visio, MS Word, MS Excel, Test Manager, Java, Windows NT/2000, MS SQL Server.

**Fidelity Investments, Boston, MA July 2011 – Feb 2013**

**Business Analyst**

**Responsibilities**:

* Authored the System Requirement Analysis (Business Requirements) document of the project
* Handled the team from Business perspective, System Analysis, Quantitative Analysis, Data Governance, Continuous Process Improvement initiatives.
* Understood the underlying concepts and crux of project from functional perspective in the area of mortgage backed securities.
* Worked with Fixed Income, Bonds and Bond Trading Cycle, Bond Pricing, Equities, Trade Cycle, Derivatives (Options and Futures), Portfolio Management, Sales and Marketing.
* Meticulously assessed data from various sources and generated conceptual and logical database designs using ERwin data modeling tool.
* Worked on the Work Breakdown Structure and daily task and issues list of the project
* Participated on the Risk Assessment with the development team.
* Designed new database tables to meet business information needs. Designed Mapping document, which is a guideline to ETL Coding.
* Clear understanding of Mortgage/Lending, Investment Management, and Securities Brokerage sub-domains.
* Conducted and participated in walkthroughs to discuss certain issues with the development and business team.
* Facilitated meetings with representatives from multiple areas and multiple levels for issue management, status reports, and briefings.
* Worked closely with data warehouse architect and business intelligence analyst in developing solutions.
* Reviewed the data model and reporting requirements for Cognos Reports with the Data warehouse/ETL and Reporting team.
* Facilitated meeting with the business team for various issues to ensure there was no scope creep.
* Worked on bug analysis of the already existing system in production.
* Created and maintained Business Use cases and System Use cases, Use Case diagrams, Flow Diagrams, Business Flow Diagrams, Activity diagrams and Sequence diagrams throughout the SLC.

**Environment**: Rational Rose, Rational Requisite Pro, ETL,Rational Clear Quest, JAD, MS Visio, Win Runner, Test Director, MS Project, MS Office Suite, Windows NT 2000 XP, SQL Server Oracle, MS Access.

**Bank of America/Fleet Boston Financial Corporation, MA Sep 2009 – June 2011**

**Business Analyst**

Bank of America Corporation provides a wide range of financial services. The Group's financial services include consumer and business banking, commercial banking, middle-market lending, asset-based lending, leasing, cash management, trade finance and government banking. Bank of America needed a more responsive IT infrastructure and responsive paradigm that will allow rapid application development, easy to use online access to data and data inconsistencies caused due to the bulky mainframe system. This is a migration and conversion project for Credit card services. This project was developed to integrate the various processes into one and get the best of Real-Time processing and enterprise architecture. **Responsibilities**:

* Interacted with the stakeholders to gather user requirements and their expectations from the system
* Reviewed and documented the requirements in Business Requirements Document (BRD), Functional Requirements Documents (FRD), and Frequently Asked Questions (FAQ) and conducted JAD Session.
* Followed and applied Rational Unified Process (RUP) Methodology in defining the problem, Gathering requirements, business modeling and communicating with the technical team for the development of the system.
* Used Enterprise Architect to generate various UML Diagrams.
* Extensively involved in the Analysis, design and Data Modeling. Coordinated with Data modeler to create Star Schema data model design using Erwin.
* Generated requirements for Capital Markets - Fixed Income Investment Management Business, Portfolio Management, Hedge funds, corporate actions, Brokerage and Trading Model within the scope of both the Front and Middle Office.
* Designed and developed Star Schema, Snowflake Schema and created Fact Tables and Dimension Tables for the Warehouse and Data Marts and Business Intelligence Applications using Erwin Tools.
* Troubleshooter the ETL process developed for Conversions and implemented various techniques for enhancing the performance.
* Participated in the development and preparation of the Test Plan with the testing team.
* Participated in User Acceptance Testing (UAT) and Quality Assurance. Participated in data modeling and Database Design
* Played active role in file transferring and file processing from mortgage to banking Division.
* Ensured that the modifications suggested by the users were incorporated into the Application.
* Facilitated Joint Application Development (JAD) requirements gathering sessions.
* Performed GAP analysis and SWOT Analysis.

**Environment**: MS Visio, Enterprise Architect, Web Services, API, ETL, SOAP, UML, HTML, XML, Oracle, My SQL, Java, JSP, Windows XP and Vista.

**Capital One, Dallas, TX June 2007 – Aug 2009**

**Business Analyst**

This project involved reengineering of the credit appraisal system which is a Mainframe-COBOL based application. The aim was to plug all the gaps of the old system, and create better usability and portability. It also involved enhancement of the application for accommodation of changing business and regulatory requirements. My responsibility here was to design and develop an Enterprise Reporting System to support the portfolio management and performance analysis of the credit card business with various reward offerings. I was also involved in designing the end user web-based interface, which involved OLAP reporting system implemented in Business Objects to provide business intelligence capability to Asset Managers.

**Responsibilities**:

* Gathered requirements from business users and analyzed them using Rational RequisitePro.
* Worked on the approved business requirements to make a functional specification document (FSD) which contained (to be) high level process flows along with links to the corresponding Screen Design (UI).
* Led a team of business analyst to create Detailed Business requirements documents (BRD), assessment of current OTC derivatives instruction trade management processes and Use Case specification for front, middle and back office, reference data, data attributes and security master database.
* Employed the RUP methodology with the iterations to build Fixed Income Trading System
* Created Mock-up forms in MS PowerPoint for better visualization and understanding of the software solution. Regularly worked with the Documentum.
* Contributed functionally and technically to Business Intelligence Strategy development using Business Objects
* Created Requirement traceability matrix to match the functional requirements to the business requirements and which will be mapped to the test cases as well.
* Facilitated JAD sessions as a facilitator to gather business requirements and to discuss different critical success factors of the project like Operational Feasibility Analysis, Technical Feasibility Analysis and Cost Benefit Analysis.

**Environment**: RUP, Waterfall, MS Office 2007 (Excel, Word, PowerPoint), Requisite Pro, MS Visio, SQL Server 2005, Quality Center, Microsoft Project, SharePoint 2010, Windows XP.