**DEEPTI JAY**

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**404-507-6752**

**Sr. Business Analyst**

**SUMMARY**

Highly analytical, business user oriented, and innovative Business Analyst with 10 years overall experience and **8+ years** of experience in Business Analysis, Program Management, developing and implementing innovative business processes and system solutions. Proficient in identifying business rules, preparing workflow charts, use cases, and implementation guidelines. Capable of elaborating cost and benefit analysis for project feasibility. Global experience in managing cross disciplinary and multicultural teams

**SPECIFIC EXPERTISE**

* Strong organizational, communication and interpersonal skills that facilitate project success in attaining commitment and teamwork.
* Experience in working as liaison between internal departments, providers and customers.
* Excellent facilitation skills in conducting questionnaires, interviews and brainstorming, **Kaizen**,**Joint Requirement Planning (JRP), Value Stream Mapping (VSM)** sessions.
* Expertise in analyzing and redesigning business processes and systems in order to create clear, concise and complete business and functional requirements.
* Expertise in managing effectively multiple projects under tight deadlines.
* Excellent project management skills at working with developers, implementers to set project priorities, and schedules.
* Proficient in preparing workflow charts, business rules, use cases, and implementation guidelines.
* Experience in training business users on the developed software solutions.
* Diverse experience in **manufacturing, supply chain, and education domains.**
* Interface with clients from Operations, **Quality, Marketing**, Sales, Technologies, and Outside Vendors and act as their customer interface point as the lead of the Projects
* Highly motivated team player with excellent Interpersonal, Proven Communication, Organizational, Analytical, Presentation Skills, and Leadership Qualities
* Facilitated Change Management across entire process from Project conceptualization to Testing through Project Delivery, Software Development and Implementation Management, training in diverse Business and Technical Environments
* Experience in facilitating Joint Requirement Planning **(JRP)** sessions with Business User Groups, conducting Joint Application Development **(JAD)** sessions with IT Groups and Conflict Management with Project team members
* Proficient in Technical and Business Writing, Business Process Flow, Business Process Modeling, Business Analysis, Testing
* Experience in **training business users** on the developed solutions
* Certified **Lean Six Sigma** Yellow Belt
* Proven success in technology/business solutions in a vast array of processes across multiple business verticals and platforms
* Applied knowledge from research design, analytics (quantitative and qualitative), and business strategy for several industries

**SKILL SET**

**Application Packages**: MS-Office, MS Project, Maple, and IBM Lotus Notes

**Database**: MS Access, SQL, and PLSQL

**Engineering Packages**: MINITAB, and SAP

**Operating Systems**: Microsoft (MS) Windows, LINUX, and MS-DOS

**Analytical Skills:** Lean, Six Sigma, FMEA, DOE, Root Cause Analysis etc.

**Programming Languages:** Visual Basic, C, and FORTRAN

**Quality and Test Procedures:** Write test procedures, and design verification

**Utility Tools:** Adobe Photoshop, FastStone Capture, and Snagit

**Document Management:** Livelink

**Methologies**: Agile, and Waterfall

**Sr. Business Analyst/Project Manager March 2013-Present**

**Fortune 500 Consumer Goods, FDA manufacturer**

**The D Co Inc, NY**

**Domain:** Manufacturing/Industrial, Supply Chain, Information Technology, Food, Consumer Goods

**Notable Projects and Project Scope:** Led implementation of diverse, global projects and initiatives offering corrective and preventive solutions through root cause analysis, systemic enhancements and process modifications. Worked on multiple projectsincluding Electronic System for Performance Tracking of Operations, Warehouse Management System, revamp of the plant wide maintenance system software, and SAP Module integration, end to end (e2e) applications. Utilized pull system instead of forecasting for inventory and demand to build (D2B) . Revised and reviewed PMs (Preventive Maintenance) using Failure Mode and Effects Analysis (FMEA) approach. Created and updated standard maintenance procedures, and troubleshooting documents to be used plant wide. Support production in improvement, and Autonomous Management (AM) Pillar activities.

**Responsibilities:**

* Elicited Requirements through brain storming sessions, lean practices and Kaizen events including the business users, business area experts, and end users
* Prepared comprehensive Business Requirement Documents (BRD) that provided appropriate scope of work for technical team to develop the overall system
* Created process flows at high level for Procure to Pay (P2P)
* Participate in the planning & execution of system and user acceptance testing activities
* Monitor quality and timeliness of Business deliverables
* Updated and communicated project status to management through effective presentations
* Managed relationships with outside software developed, business and internal ISD teams, Automation teams to ensure development was within the business needs and scope
* Created end user Manual for training after installs
* Participate in User Acceptance Testing (UAT) and Go live operations
* Worked with software vendor to ensure business requirements were being met
* Conducted **Gap** **Analysis** and created an **AS-IS workflow** to better understand the mechanics of the existing system
* Tested the applications and developed User Manuals and Test Case Documents as per Project Specifications and timelines
* Facilitated change management by keeping track of the changing requirements
* Managed capital projects and controlled costs utilizing contract management systems
* Migrated ERP system from legacy to SAP ERP. Transferred system data for purchase orders and master data

**Environment**: ERP, SAP,Fast Stone Capture, Adobe Photoshop, MS Visio, MS Project, MS Access, MS Office, Maintenance Software, SQL, Access, MS Office (Excel, Word, PowerPoint),.Net

**World Renowned Medical Device and Pharma Manufacturer**

**Merz Corporation, WI May 12-Feb 2013**

Project Manager/Business Analyst

**Domain:** Pharmaceutical, Medical Devices, Life Sciences, FDA

Notable Projects & Project Scope: Notable projects included development of eCommerce web based applications and websites for the corporation for different regions including USA, and Europe The marketing team worked effectively with branding team in defining the content, brand for the web layouts. The legal team was responsible for approving all the contents related to terms & conditions.

**Responsibilities:**

* Created use cases, work flows, and screen shots for the application
* Met with users to generate and review business test cases
* Gathered requirements by using interviews, requirement workshops and brainstorming sessions
* Reviewed the requirements for calibration, maintenance, and cleaning. Prepared Standard Operating Procedures (SOPs)
* Participated in process of preparing Verification Master Plan (VMP) to describe clearly and concisely the company’s philosophy, expectations, and approach to be followed
* Created a **Business Glossary** that defined the terms used during modeling
* Defined business models that served to identify requirements and communicate information between teams
* Created use case diagrams during analysis to capture requirements
* Defined and developed business use cases and activity diagrams to represent different workflows and associations
* Conducted acceptance tests to verify that the validation effort was complete
* Trained the users
* Mentored other entry level analysts
* **Organized and led meetings** with production, business and technical leaders to gather business requirements
* Interviewed production, and maintenance technicians to identify business requirements and business process information, analyzed those requirements and created data models.
* **Analyzed** and **redesigned** the systems by preparing **As-Is** workflow and **To-Be** workflow diagrams
* Coordinated weekly project progress meetings between project manager, and IT development team. Schedule and tracked progress of team members of projects through completion. Ensured compliance to discussed short term deadlines
* Assisted the Project Manager in setting realistic project expectations, evaluating the impact of the changes on the organization, and conducted project related presentations
* Developed timelines for project delivery, and managed projects and resources to successful completion
* Managed all aspects of solution from inception to implementation and deployment
* Designed mockup of Graphical User Interface, webpage lookup field mockup and the report generation feature of the system

**Environment:** Visio, MS Office (Excel, Word, PowerPoint, Access), DCS Control System, Six Sigma, Minitab, .Net, Windows, Visual Basic, Adobe Photoshop, MS Project

**Fortune 500 Financial and Banking Services Corporation**

**American Express,AZ Dec 11-May 12**

**Sr. Business System Analyst**

**Domain:** Banking & Financial Services

Worked on implementing the Commercial Risk Platform , a vendor based platform. This tool is used to determine the risk rating for all customer relationships and all extensions of credit in ending businesses, exposures aggregating to $1 million or above in Small Business Banking and all counterparty exposures.

**Responsibilities**:

* Interviewed business users to gather requirements
* Documented High level, Detailed Business Requirements and the System Requirements.
* Prioritized the requirements and helped define solution acceptance criteria.
* Worked with the application vendors to review the requirements and coordinated the design and delivery.
* Worked with the internal development teams to unit test the application and mitigate any defects.
* Interacted with testing team to generate and review test cases.
* Managed in the Change Control and UAT testing.

**Environment:** SQL Server, Data Warehouse, MS Office Suite, MS Visio, Requisite Pro, Quality Center, Knowledge Link, Waterfall and Agile methodology

**Government Services**

**State of Wisconsin, WI June 10-Dec 11**

**Sr. Business System Analyst**

**Domain:** Government Services

**Responsibilities**:

* Interviewed business users to gather requirements
* Documented High level, Detailed Business Requirements and the System Requirements.
* Prioritized the requirements and helped define solution acceptance criteria.
* Worked with the application vendors to review the requirements and coordinated the design and delivery.
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**AB Oil and Gas Consulting, TX Nov 09-June10**

**Sr. Business System Analyst**

**Domain:**Manufacturing/Industrial,Oil and Gas,Energy

The client provides consultancy and technical services as well as research and development expertise to the energy industry. It has many customers across worldwide.

**Responsibilities**:

* Interviewed business users to gather requirements
* Documented High level, Detailed Business Requirements and the System Requirements.
* Met with department heads, managers, auditors, and vendors to solicit cooperation, develop processes, and resolve problems related to petroleum regulatory reporting.
* Developed and conducted system training and documentation for employees.
* Designed and developed add-on reporting functionality to bridge gaps between legacy and newly implemented reporting systems.
* Evaluated data processing project proposals and assessed project feasibility.
* Prepared and reviewed operational/project progress reports.

**Environment:** SQL Server, Data Warehouse, MS Office Suite, MS Visio, Requisite Pro, Quality Center, Knowledge Link, Waterfall and Agile methodology

**World Renowned Food Service & Refrigeration Equipment Manufacturer**

**Delfield Corporation, TN May 09- Oct2009**

**Sr. Business System Analyst**

**Domain:** Manufacturing/Industrial, Six Sigma, Process Improvement, Food Services

Led and implemented various projects like automated Engineering Change Request (ECR)-Engineering Change Notification (ECN) System and strategic sourcing using SCOR

**Responsibilities:**

* Successfully identified, gathered, and documented business, and software specification requirements for Automation of ECR-ECN system utilizing Six Sigma, and MS Office
* Interviewed stakeholders to gather and clarify business requirements
* Organized braining storming sessions and gathered requirements utilizing six sigma techniques
* Communicated with stakeholders throughout the lifecycle of the project and kept them updated with the progress. Developed Gantt chart to monitor the progress
* **Translated** end users requirements into functional specifications for the development of the ECR-ECN system and managed changes to those specifications.
* **Redesigned** the ECR-ECN process by working with engineering and operations to identify and map detailed current processes, identify gaps and failure points, perform root cause analysis and created both AS IS and To BE process flow maps
* Identified **actors**, created **use cases, activity diagrams** forthe ECR-ECN system
* **Followed documentation guidelines** in support of software development throughout the project lifecycle and **maintained documentation standards**
* Responsible for reviewing the requirements with vertical work streams, Business, IT, Test team to get their approvals
* Managed Change Control process and UAT testing
* Interacted with testing team to generate and review test cases
* Worked as an Interface between users and different teams involved in the application development for better understanding of the business and IT processes
* Coordinated and prioritized outstanding defects and enhancement/system requests based on business requirements, allowing sufficient time frame to ensure accuracy and consider deadlines

**Environment**: Visio, MS Project, Visual Basic, SQL, Windows, MS Access, MS Office, HTML, Snap IT

**Fortune 100 Consumer Electronic Company**

**Best Buy,MN Jan 09-May 09**

**Sr. Business System Analyst**

**Domain:** Retail

Worked on implementing various IT projects which included Single Sign on Web Applications like Ordering Tool, Bill Media, Brand Portal, Escalation Portal, Kiosk Support Portal, Server Move.

**Responsibilities**:

* Interacted with Clients, Business Groups and Stakeholders to gather Requirements, analyze and determine their process re-engineering needs, including Analysis of currently existing Information Systems and on-going Information Systems enhancement Projects
* Analyzed User Requirements and prepared Business Requirement Document, Technical Requirement Specification and Functional Requirement Specification Documents
* Analyzed and prepare AS IS and TO BE in the existing architecture and performed Gap Analysis
* Accompanied the technical team as a Project Manager to the site locations for installs.
* Facilitated Joint Application Development (JAD) session with System Analyst, Designer, Architecture, Development Team and Project Manager to setup the time frame for project completion & resource allocation
* Designed mockup of Graphical User Interface, webpage lookup field mockup and the report generation feature of the system
* Planned and Coordinated RGA Attract Loop updates.
* Created Project Plans, interacted and provided weekly updates to the Project Manager, Stakeholders and the Business Team on the progress of the project.
* Created Workflow scenarios, designed new processes flow and documented the Business Process and various Business Scenarios and activities of the business.
* Created User-centric process flows & page layouts from Functional Requirements in the form of wireframes
* Created advanced search criteria for the Brand Portal Photo Library using Extensis Portfolio Client
* Facilitated change management by keeping track of the changing requirements
* Tested the application and Developed User Manuals and Test Case Documents as per Project Specifications and timelines.
* Tested the Verizon Logo color specifications for posters using Adobe Photoshop and the print logos using Adobe In design

**Environment:** Microsoft Office Suite, Microsoft Visio, Windows NT/XP, SQL, ASP, ASP.NET,ASP/VBScript, Microsoft Visual Studio .NET 2.0, VB.NET, C#, SQL Server, Oracle RAC, Adobe Photoshop CS3 , Adobe Indesign CS3,Extensis Portfolio Client 8.5.1,MS Project

**Fortune 100 Motion Control Technologies**

**Parker, TN Oct 08-Jan 09**

**Sr. Business System Analyst**

**Domain:** Industrial/Manufacturing, Supply Chain and Human Resources, HVAC

Worked on implementing various IT projects like employee time tracking system, supply chain trucking projectoptimization

**Responsibilities:**

* Analyzed and conducted root cause analysis, value stream mapping for the AS-IS trucking system of supply chain
* Proposed Ideal and several alternative to reduce cost
* Created process flows and algorithms for reduction of trucking cost
* Gained understanding of the current software and interfaces of their supply chain
* Managed external software global team and proposed new requirements to the company
* Follow up and Change management on the software product between internal and external client with new requirement
* **Followed documentation guidelines** in support of software development throughout the project lifecycle and **maintained documentation standards**

**Environment**: MS Visio, MS Project, Visual Basic, MS Access, MS Office, Windows, HTML

**Fortune 1000 North Americas Largest Chemical Manufacturer**

**O Corporation, AL June 06 –Oct 08**

**Business Analyst/Associate Project Manager**

**Domain:** Chemical Manufacturer, Refinery, Manufacturing, Process Improvement Six Sigma

Worked on multiples projects as a Business Analyst and associate Project Manager. Projects include Integration of various disparate systems with a web application of Key Performance Indicator system, streamlined System- Operations, and dash boards

**Business Analyst Responsibilities:**

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**Environment:** ERP, SAP**,** Visio, MS Office (Excel, Word, PowerPoint, Access), DCS Control System, Six Sigma, Minitab, .Net, Windows, Visual Basic, Adobe Photoshop, MS Project

**Associate Project Manager Responsibilities:**

* Responsible for managing and maintaining engineering teams of 25-50 people
* Effectively communicated project expectations to team members and stakeholders
* Aggressively worked with marketing, branding team for requirements & web contents
* Determine and assess the need for additional staff and make the appropriate recruitments if necessary during project cycle
* Managed end-end lifecycle of complex and large project deliveries
* Status Reporting, tracking, escalating issues, risk management for owned deliveries
* Managed concurrent project releases with engineering teams to deliver quality software releases on time
* Exhibits strong technical understanding of software development lifecycle, methodologies, and configuration management.
* Expertise on the delivery process and ensures brand teams are conversant with the process
* Ensured that project managers and support staff adhere to development process, maintain all documentation through project life cycle.
* Oversee team of project managers to drive complex projects to completion based on scope and budget
* Developed resource plan for project management group based on current projects and pipeline.
* Managed workload by ensuring appropriate project management resources are assigned to projects based on skills and effort.
* Involved in creation and review of estimates and project plans.
* Works with the project team to review high-level functional requirements documents.
* Supervises and mentors team by providing guidance for processes
* Provide team with direction in planning and executing projects, monitor progress, budgeting work to completion estimates, risk escalations and take necessary corrective action in order to achieve success.
* Train and onboard new project managers/coordinators to the interactive methodology and processes
* Ensures that deliverables are of the highest quality possible, and delivered on time and on budget
* Conduct periodic reviews of Project management team working closely with the supervisor.
* Contributes towards process improvement and implementing project management tools for continuous improvement and efficient project delivery.

**Environment:** Java, J2EE, Springs, Hibernate, IBM Web sphere, IBM Rational Rose, JIRA, SVN, MS-Project, UNIX, DB2, HTML 5.0, JavaScript, CSS

**CESR, TN Aug 04 –May 06**

**Business Analyst/Programmer**

**Domain: Energy, Education, Research and Development**

**Main Contributions & Results**

* Developed an **efficient numerical solution for flow equations utilizing mixed finite element methods (FEM) and** Computational Fluid Dynamics (CFD) techniques utilizing C for a energy project
* Write up manuals and reports to document research, data analysis and present findings on a weekly basis to a cross functional international team
* Conferred with system users to identify and document detailed descriptions of user needs, program functions, and steps required to develop or modify computer programs.

**Environment:** Linux, C Language, MATLAB, MS Office (Excel, Word, PowerPoint), LaTeX

**TRAINING & CERTIFICATION**

Project Management Professional, PMP, (Expected) 2014

Kaizen Event Workshop, 2012

Yellow Belt, Six Sigma Certification, 2009

8 Step Statistical Analysis training Course, 2007

**EDUCATION**

Master of Science, Engineering, TTU, USA, May 2006

Bachelor of Technology, Engineering, JNTU, India, April 2004