**FarazKhan**

My introductory video on YouTube: [**https://youtu.be/L1rnY3LCvQY**](https://youtu.be/L1rnY3LCvQY)

**Scrum Master-Business Analyst-Business Systems Analyst**

* Dynamic experience of 8 years as Scrum Master, Business Analysts and Business Systems Analyst in Healthcare, Health Insurance, Banking system optimization and financial service enhancements, data warehousing, system enhancements.
* In-depth knowledge of financial regulations, User experience enhancement, Banking laws & regulation, industry standards & procedures, HIPAA (Health Insurance Portability and Accountability Act 1996) Insurance and Claims management.
* Successful track record of attaining organizational goals, reducing cycle time, velocity optimization, agile implementation and early delivery of client solutions
* Translation of Business domain architecture into Functional architecture
* Support business, coordinate project and business specific activities with team members and client's stakeholders to provide techno-functional guidance or support for the development of the project
* Suggest architectural improvements, design and integration solutions, and formulate methodologies to optimize object oriented software and database development.

**TOOLS**

|  |  |
| --- | --- |
| Type | Tools |
| Requirement management | MS Office, JIRA, Confluence, HP ALM, Team Foundation Server (TFS) Rational ClearQuest, Rally, SharePoint. |
| Project management | MS Project, MS SharePoint |
| Testing | HP QC v10.0, HP ALM V11.5, Load Runner |
| ETL | Informatica PowerCenter v9.x, Data Stage, SSIS, |
| Reporting | Tableau Desktop, IBM Cognos v10, MS Office Suite, Spotfire, MS SSRS, Oracle BI Publisher, Business Objects |
| Database | Data Marts, OLTP, OLAP, Multidimensional Analysis, Data Mining, Slicing/Dicing, Drill Down/Roll Up |
| Databases Management | MYSQL, Microsoft SQL (T-SQL), Oracle 9i and 10g (PL/SQL), Oracle 8.0 through 11i, Informatica, Sybase 8.0 through 10 |
| Other | Apache Tomcat, JScript/jQuery, Eclipse, Hibernate Spring, .Net, Asp.Net, internet Information Server (IIS), MS Visual Studio, AngularJS, Ajax, MS SQL Server, SSIS, SSRS, SSAS |
| Languages | SQL, T-SQL, PSQL, MYSQL, PERL, C++, XSD/XML, JAVASCRIPT, HTML, C#, JAVA, J2EE |

**CERTIFICATIONS**

* International Scrum Institute - Scrum Master Accredited Certification (61715670932084)
* Google analytics Certified

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**CORE COMPETENCIES**

* Asset Allocation
* Health insurance
* Healthcare
* IHN
* EDI
* FINRA
* Loan Optimization
* Asser Liability Management
* Payment Processing
* Taxation & Audits
* Wealth management
* Commodities
* Portfolio Management
* Money Market instruments
* CCAR
* Banking
* Business Process Enhancement
* Budget Implementation
* Change Management
* Risk & Conflict Management
* Agile Management
* Stakeholder management
* Prioritization & Scheduling
* Impact Analysis
* Fixed income instruments
* Risk Identification
* Business Process Modelling
* Scaled Agile Framework
* Data flow diagrams
* UI Wireframes
* Requirement Elicitation
* Cross functional collaboration
* Data & Process Modelling
* Data mapping document
* Data Profiling
* Service Oriented Architecture
* Data Integration
* Data Governance
* Dimensional modelling
* OLAP
* RDBMS
* ETL
* UML
* Regression Testing
* Use Case
* Activity Diagrams
* Entity relationships
* Star Schema
* Snowflake Schema

**PROFESSIONAL EXPERIENCE**

**Business Analyst& System Analyst (PEGA Business Architect), Anthem Health Inc. May 2017 - Present**

1. **Solution Central**
2. **GBD Compass**

Solution Central and Compass are AnthemsCustomer Service Platform which represents information from all of the existing sub-systems. The new systemsreplace the old legacy systems and empowered Anthem with latest technology in the health insurance industry. I have worked as a business analyst and system analyst owing to my expertise in user experience and understanding of health insurance business processes as well as Technical and Functional knowledge.

* Expertise in User Experience and User Interface helped in laying out the most optimal pattern for representing lengthy and complicated processes as this is the primary responsibility of a PEGA Business Architect
* Supported the scrum development team by resolving impediments which ranged from access issues to finding the right Point of Contacts across the organization so that the progress of the team members does not get hindered.
* Not only tracked and updated the JIRA but also recorded the same in Confluence for Organizational level reference
* Gathered and elaborated on the needs of business by facilitating numerous elaboration sessions
* Conducted Backlog Grooming sessions to ensure that the business needs will be in the technical ability of the development team
* Comprehensive understanding of HIPAA processes and constraints in order to release valuable health insurance information only to validated and HIPAA verified callers and users
* Supported the Product owner to maintain a smooth flow of requirement elaboration with the business stakeholders, Subject Matter Experts and internal stakeholders
* Defined modifications needed in the Existing API services so that accurate information is being pulled from multiple source systems and is represented in the desktop in an optimal manner.
* Understood the challenges faced by the business stakeholders, call center associate while creating service requests for callers and provided reasonable suggestions for solutioning
* Prepared Use Case Documents for each functionality as well as Master Use Case Document, documented every scenario for all functionalities so that these are well documented for historical reference.
* Supported the product owner to write user stories in JIRA to keep the backlog updated with the latest business requirement, maintained crisp Description and Acceptance Criteria to have a clear intent of the story.
* Created artifacts such as Data Dictionaries, Master Data Dictionaries, which had the most granular details of each user story and functionality.
* Actively involved in estimation and prioritization of the user stories using Relative Mass Evaluation and MOSCOW Techniques.
* Created detailed Mockup Screens with explanatory remarks so that at any point referring to the Mock UI can be self explanatory.
* Prepared Process Flow diagrams not only to keep the organization updated with the latest developments but also explain the requirements and user stories to the developing and testing team
* Performed testing for newly developed functionality to ensure they are aligned with the expected system behavior
* Identified data discrepancies in the data structure of 1 of the 14 source systems which helped the team to generate an optimal solution despite of not having standardized data.
* Provided multiple solutions for bringing the most efficient ways of completing processes in the new application
* Presented and explained the newly developed functionalities to SMEs
* Presented and explained the newly developed functionalities to SMEs
* Being a part of the Kanban Team which worked on production defects and enhancement requests, ensured accurate and updated information is being provided to the development team in order to be work on the given user stories.
* Promoted a proactive nature of work amongst team members as we worked in cadence which would have an uneven flow of work
* Helped the Lead System Analyst and Scrum Master to establish a work intake process which would bring only those user stories to the teams backlog that matched the intake criteria.
* As a System Analyst created and corrected Data Mapping documents to support enhancement requests and defects from the NCC Compass users
* Reviewed and updated data mapping documents not only to trace existing defects but also to cater to enhancements
* Translated long standing, weighted Requirement Data Dictionaries into on point Confluence Pages which would provide up to date and accurate information to newly onboarded resources as Compass is an application initiated 10 years ago
* Helped the Product owner in understanding the technical needs to fulfill the new business requests.
* Run queries in Oracle SQL developer to provide test data for developers to ensure they have the right data to work on specific LOB and Health Plan enhancements and defects.

**Environment:**Agile- Scrum, Kanban JIRA, Confluence, SharePoint, Pega Systems, Insurance, Benefits, Claims, MS office Tools, MS Project, Oracle SQL, TOAD SQL, FACETS.

**Scrum Master-Business Systems Analyst, Vanguard – Malvern, PA. Jan 2016 – April 2017**

**Retirement Plan Proposal System**

I worked as a scrum master-BSA for the organization to build a system that had a method and structure that uses multiple programs and also collaborates with third party web services to evaluate a current or prospective customer’s/investors profile by deriving a Retirement score based on various aspects of the user’s investment trends and portfolio strength. This retirement score was based on the prospective investors liquid assets, illiquid assets and liabilities to give a first recommendation of an IRA plan for a portion of the portfolio

* Comprehensive knowledge of Roth IRA, Traditional IRA, Self-directed IRA and the regulations imposed by the IRC and IRS for controlling and monitoring IRA’s
* Communicated constantly with SME’s to establish portfolio limits in accordance with the organizations ALM policies to mitigate long term interest rate risk and liquidity risk
* Documented several RFI’s (Request for Information) to get information from vendors providing authentication services.
* Extended support to Project Management teams to reach the organizational goals within a given time frame.
* Prepared Use Cases for System requirements, Data flowsdiagrams illustrating the flow of data from the legacy system to the applications central database tables, along with checkpoints for testing and verification and business processes by using MS Visio. Used Balsamic to make Wireframes
* Applied Agile techniques such as, Test driven development (TDD), Acceptance test driven development (ATDD), Continuous Integration and Pair Programming to keep the team in line with the ongoing DevOps environment.
* Created Data Mapping documents to map source and target system and defined transformation logic for the same
* Documented WSDL XML schemas that trigger UDDI lookup services for getting data from third party web services for further analytical processing to produce a Retirement score and an Investment plan suitable for a score
* Conducted WebService testing using SOAP UI by following a structured approach
* Documented APIs, their methods and also involved in testing of the several APIs in use
* Facilitated JAD sessions, document analysis, job shadowing, Questionnaire/survey, Interviews with other SME's, Financial Advisors, Legal Advisors, Fund Managers and business partners to elicit and analyze requirements based on industry regulations. Further to be documented as user stories into the scrum artifacts
* Commenced Scrum process, conducted Scrum workshops and coached team on implementation & adaptation to the Agile scrum methodology. Highlighted the importance and benefits of scrum to the team.
* Initiated User Story writing session to decompose BRD into User Stories (INVEST format) with a determined Acceptance criteria and definition of done for Potentially Shippable Product Increment (PSPI). Implemented Kanban methods to during sprints to ensure that the we reach the goal at the end of every sprint as the team was transitioning from Document-centric Waterfall to agility oriented Scrum
* As a Scrum Master, facilitated Scrum ceremonies including Backlog refinement, Sprint Planning, Daily-stand up, Sprint Retrospective and Sprint Review Meeting made sure ceremonies were time boxed.
* Conducted Retrospectives by implementing exciting techniques such as Sad-Glad-Mad and Starfish as the team was new to Scrum hence needed to be intrigued into the agile methods and develop cross-functionality to remove differences amongst them and make the process efficient and convenient for them
* Supported the product owner in prioritizing the Product backlog items, decomposed Sprint backlog into Sprint tasks by taking recommendation and suggestions from the cross functional scrum team
* Used prioritization techniques like MoSCoW, KANO model, Business value, Walking Skeleton for prioritizing the user stories in the product backlog. Developed story mapping charts to provide an overview
* Used TFS (TEAM FOUNDATION SERVER) for issue tracking, managing user stories, Requirement Traceability.
* Created the Sprint Burndown charts, Release Burndown Charts, Defect logs and Impediments list.
* Maintained sprint backlogs and sprint tasks to monitor team status. Calculated team’s Velocity and Capacity for better planning & forecasting of sprints. Ensured that we have the right focus factor
* Anticipated and removed impediments from development team’s way and motivated them to produce quality outcomes and supported product owner in shuffling the PBIs to increase ROI
* Provided support to QA in Black Box, Functional, UAT and Regression Testing in a Big-Bang and Incremental way
* Profusely a part of User Acceptance Testing phase to make sure the requirements and functionality of the system were satisfying the client needs and their feedback was well received by visiting the client location
* Followed prerequisites for programming application utilizing HP ALM and checked adherence to Requirement Traceability Matrix (RTM) and tracked the progress of the project on a daily basis
* Supported UI team by gathering requirements and validating completeness and accuracy of Client Side Validations Encouraged code reviews to guarantee security testing of API to prevent memory leaks.

**Environment:**Scrum-Waterfall hybrid, MS Visio, MS project, Fraud management, Risk Management, UML, AJAX, JavaScript, Apache Tomcat V7, JQuery, TFS (TEAM FOUNDATION SERVER), Informatica 9x, Wireframes, Balsamiq, OBIEE11g, Oracle 11g, HP ALM 12, HTML5, CSS3.

**Business Analyst-Scrum Master, CMG Financial -San Ramon, CA. Nov 2014 - Dec 2015**

**Loan IQ System**

The Loan IQ System is a part of the Commercial Loans Division, the project was to build a system that integrates and allocates all the data significant to the different Commercial Loans (Jumbo Products) that CMG provides to its commercial borrowers, while there were different modules that form fragments of Loan IQ, there are two primary functions that are vital for the uninterrupted functioning of Loan IQ, Interfaces that integrate and give the data to Loan IQ to organize and the reports that get produced when Loan IQ accumulates the data from the different interfaces.

* Performed GAP Analysis by comprehending the AS-IS business procedure and TO-BE business procedure also conducted risk analysis, cost benefit analysis and helped in system concept development
* Developed understanding of CCAR (Comprehensive Capital Analysis and Review) in compliance with DFAST (Dodd-Frank Act Stress Testing) to support the organization with the data needed from Loan IQ
* Recorded all the Requirements as User Stories and Prioritized them in the Product Backlog under the product owner’s supervision during the backlog grooming session as and when the requirements came in
* As a Scrum Master, facilitated all the scrum ceremonies, Sprint Planning meeting, Daily Scrum Meeting, Product Backlog Refinement Meeting, Sprint retrospective and Sprint Review Meeting.
* Ensured that no impediments affect the team’s performance and are resolved as soon as possible throughout the project life. Foresaw the issues which could turn into impediments and dealt with them
* Drafted and updated Sprint Burndown Charts and tracked the Velocity and the Sprint progress through the same was in charge of managing the Requirement Churn and coordinated with client for the same
* Reported to the Program Manager by submitting weekly reports depicting the progress of the project.
* Provided coordination with an Offshore Testing Team to refrain the team from facing technical debt
* Prepared UML diagrams such as, Use Case Diagrams, Activity Diagrams and Sequence Diagrams.
* Used Web Services utilizing SOAP API to communicate with banking systems of different banks from which the users can import their bank Statements. Using SOA integrated the Modules of the System.
* Utilized SSIS to map data in a Central Data Repository and made Data Marts for end users to check the applicant's bank statements. Made use of SSRS for creating final reports for the underwriters.
* Used RALLY for deploying task and Issue Tracking, User Story Management and Requirement Traceability. Also linked the sprint burndown charts and release burndown chart using the same
* Conducted User Acceptance Test(UAT) alongside composing Test Plans and Test Cases utilizing HPQC
* Effective knowledge of Client side and Server Side Validation and helped with composing verbiage for Client Side Validation using Java Script and Ajax. Used a bootstrap framework for preparing the UI
* Actively involved in creating Test Strategies and in creating Test Scenarios, Test Environment and Test case. Conducted various tests such as black box testing, UAT testing and regression testing

**Environment:**Agile Scrum, HP ALM v10, HPQC v10, Rally, Microsoft SQL, Microsoft Business Intelligence Development Studio (SSIS, SSRS), MS Visio, HTML, XML, JAVA, jQuery, JavaScript**.**

**Business Analyst-Scrum Master, Fiserv Inc. – Alpharetta, GA. Dec 2013 – Oct 2014**

**RDC System to enhance deposits module**

I worked as a Scrum Master- BA to build a Remote Deposit Capture system that was a part of the online deposits division the project was a shift from legacy system to enhance remote deposit capture to a new system by using capture applications that took input from multiple sources and in various formats that included scanned copies of checks and check images from the banks application integrated with Risk monitoring module and Location awareness features to establish a single banking platform that not only authenticates and validates the request of deposit but also performs risk assessment for every transaction.

* Comprehensive knowledge of the Electronic Fund Transfer Act, check 21 Act, regulation A, regulation F, Regulation J and controls presented by FFIEC, FARC
* Analyzed the prior documentation and business processes for full understanding of the project. Interviewed experts, asking detailed questions and carefully recording the requirements hereby building a bridge between the business users and technical teams
* Documented the SOW to ensure and clarify a high level scope of work that we were going to be doing throughout the project.
* Conducted JAD sessions, Document analysis and one-on-one Interviews with the stakeholders for the requirements elicitation.
* Used SharePoint for project related content management and version control. This creates transparency and enhances collaboration across various teams in the organization.
* Frequently communicated with fraud and risk analysts to perform Gap analysis, SWOT analysis, Feasibility analysis, cost benefit analysis to determine and examine requirements for the enhancement of risk assessment system.
* Decomposed requirements from the BRD into user stories by conducting a story writing session with the Product owner and then the acceptance criteria for the PSPI (Potentially Shippable Product Increment)
* Created User Stories and led the Planning Poker game to estimate them in Sprint Planning and Backlog Grooming meetings.
* Created Data Mapping documents to map attributes of source system to target repository and also to map the various inputs and fields which we had in HTML in our front end to XML tags to be validated through XML-schemas and further onto the tables & columns which was stored in our database.
* Incorporated Scrum Events Backlog refinement, Sprint Planning, Stand up meeting, Sprint Review and Sprint Retrospective.
* Actively involved in estimation and prioritization of the user stories using Relative Mass Evaluation and MOSCOW Techniques.
* As Scrum master tracked team velocity and Sprint progress using Sprint Burn down Chart and Product Burn down Chart, conducted time boxed daily scrum meeting. Supported the scrum development team by resolving impediments.
* Highly proficient in writing User stories, creating Use Cases, Use case diagrams, Workflow Diagrams, Sequence Diagrams, and Class Diagrams etc.
* Involved in Test Planning, Test Preparation, Test Execution and Issue Resolution and Report Generation to assure that all aspects of a Project are in Compliance with the Business Requirements.
* Defined Acceptance Criteria for User Stories to perform User Acceptance Testing. Designed Test Cases, Test Plans, Test Scripts, and Test Scenarios to perform Functional Testing, and Regression Testing and logged down defects using JIRA.
* 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.
* Designed data models and conducted normalization and de-normalization of data to fit OLTP and OLAP frameworks, slicing and dicing of data marts for analytical decision making support.
* Experience in Extraction, Transformation and Loading (ETL) using Informatica.
* Elaborated specifications of service oriented architecture (SOA), SOAP, XML, API’s while documenting requirements.
* Logged and tracked the defects using HP ALM and created an error repository and managed the testing process with the QA team.
* Assisted in the creation of deployment flow chart in conjunction with development, infrastructure, and network teams containing information for maintaining Application.
* Planned and organized team engagement activities to encourage self-organization among the team.
* Proven record of Team Management and Leadership skills.

**Environment:**SDLC, Scrum – waterfall Hybrid, Payment Processing, MS project, Mobile application, MS office Tools, MS Project, MS Visio, UML, AJAX, JAVA EE 6, SharePoint, Oracle11g, OBIEE, JIRA, Informatica v9x, Eclipse, Hibernate Spring, Bloomberg B-Pipe.

**Business Analyst, State Dept. of Administration and Finance - Boston, MA Nov 2012 – Nov 2013**

**IDB-Data Mart for Benefits Management**

The project was aimed at upgrading the legacy Integrated Database to leverage newer technologies of Business Intelligence. The Integrated Database (IDB) is core to the business processing in every branch, division and bureau of the state. The scope of my team was Benefits Management of all the Departments to track and monitor the enrollment, issuance, servicing and maintenance of state benefits being provided to all state employees. We did this through building a Data Mart that would help in Benefits Management

* Experienced in Waterfall for System Development Life Cycle (SDLC) environment.
* Conducted GAP analysis for AS-IS and TO-BE of the process to identify and validate requirements.
* Elicited requirements through Documents Analysis, Interface Analysis, Interviews and Surveys from all the employees working for multiple departments Human Resource teams and IT systems.
* Surveys played an important part here as we had to identify the deficiencies in the benefits being issued to employees hence a set of employees across all departments were chosen for Surveys
* Ensured secure connections to the remote servers for Disaster Recovery in real time.
* Used SharePoint for version control and knowledge sharing across the team and Department.
* Involved with the Project Manager to document a Request for Proposal (RFP) followed by the Statement of Work (SOW) to identify the deliverables, important tasks, timelines and the stakeholders affected by the same.
* Prepared ETL documentation to identify extraction methods, transformation logics, and loading mechanisms.
* Analyzed and reviewed the gathered requirements to document the Business Requirements Document (BRD) and Functional Requirements Document (FRD)
* Created UML diagrams like Use Case Diagrams and Activity Diagram, sequence diagrams to assist the development team.
* Assisted the Data Warehouse team in designing database schema and creating Entity Relationship (ER) Diagrams to the proposed database.
* Presented meeting agendas and communicated progress of the project to the management.
* Supported the QA team for designing Test Plan, Test Cases, and Requirement Traceability Matrix for the User Acceptance Testing (UAT) and integration testing.
* Assisted in increasing the Data Integrity by Data Normalization and adding Validation and Verification.
* Constantly communicated with higher management, defined the Data Governance rules across the departments
* Extensively involved in Black Box Testing and System Testing for verifying and validating purposes.
* Involved in implementing deployment like authoring the user training schedules and conducted user training.
* Utilized Oracle BI for reporting on allocation of budgets, benefit issuance reports, AdHoc reporting

**Environment:** Waterfall, MS Office, Disaster Recovery, SharePoint, GAP analysis, Oracle BI Publisher, UML, Loosely Coupled Architecture, Bus architecture.

**Business Analyst, OLX, Mumbai, India April 2011 - Sept 2012**

**Payment Processing**

Olx is India’s one of the largest companies in e-commerce. As a Business Analyst worked on a project to create Payment Verification and Processing System for existing and new customers using Credit or Debit cards. In a SOA (Service Oriented Architecture) we build a system that would not only make transactions safer for consumers but accurately update the same information in the database using Primary keys and giving a unique identification to every payment per transaction.

* Conducted JAD sessions, Document analysis and one-on-one Interviews with the customers and internal stakeholders to elicit and gather user requirements and their expectations from the system to create BRD, FRD and SRS. Also documented multiple RFI’s.
* Documented, prioritized, managed and facilitated estimation of User Stories.
* Documented the SOW to ensure and clarify a high-level scope of work that we were going to be doing throughout the project.
* Conducted JAD sessions, Document analysis and one-on-one Interviews with the stakeholders for the requirements elicitation.
* Used SharePoint for project related content management and version control. This creates transparency and enhances collaboration across various teams in the organization.
* Frequently communicated with fraud and risk analysts to perform Gap analysis, SWOT analysis, Feasibility analysis, cost benefit analysis to determine and examine requirements for the enhancement of risk assessment system.
* Involved in analyzing Business Requirements and developing System Specifications.
* Created UML Diagrams using Rational Rose.
* Tracked and reported timely performance against plans and forecast analyzed gaps and recommended corrective measures to improve productivity.
* Assessed business priorities, and advised business units by performing Risk Analysis.
* 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 management procedures using Use Case.
* Maintained and shared documents using MS SharePoint.
* Managed test cases and logged defects using HP QC tool.
* Formed a bridge between the Project Manager and different teams with effective presentations.
* Planned and organized team engagement activities to encourage self organization among the team.

**Environment**: Agile, HP QC, Payment Processing, MS Project, MS Visio, MySQL Server, SharePoint, MS Office (MS Excel, MS Word, MS PowerPoint).

**Business Analyst – Jr. SQL Developer, STANDARD CHARTERED, MUM, IND. Nov 2009– Mar 2011**

**Credit Card Application System/Interactive Voice Response (IVR)**

As a Business Analyst and a Junior SQL developer was a part of the nationwide team to build a credit card application system to optimize and fast track the Credit Card departments procedures. The system not only records the application but also integrated to provided its card holders access to 24\*7 call center with various card products and service offerings such as New Accounts, Pay Balances, Report Lost or Stolen Card, Credit Line Increase, Address Change, Account Balance, and Payment Due Dates and the option to talk to live agents for the assistance.

* Developed and created the new database objects including tables, views, index, stored procedures and functions, advanced queries.
* Gathered requirements by conducting Requirement Analysis session for the Senior level manager and JAD session for the development team.
* Created BRD and in coordination with the development team members to make FRD and SRS documents
* Performed intermediate queries using SQL, including Inner/Outer/Left Joins and Union/Intersect.
* Created ETL packages with different data sources (SQL Server, Flat Files, Excel source files, XML files etc.) and then loaded the data into destination tables by performing different kinds of transformations using SSIS packages.
* Conducted interviews with project managers, SMEs business users to collect requirement and business process information.
* Developed PowerPoint presentations for monthly meetings with upper management.
* Teamed up with the credit allocation department to perform market survey and learn client requirements to assist the technical team in Software development.
* Assisted Engineers in coming up with technical documents Functional Specification documents.
* Tuned SQL statements and Stored Procedures, Monitored performance and optimize SQL queries for maximum efficiency.
* Assisted in selecting the technology for the application based on Cost-Effectiveness and Quality with an eye towards the future.
* Used UML to prepare Use Cases from the gathered requirements and created diagrams using Rational Rose.
* Assisted in preparation of UAT test plan, Test Cases, Testing Cycle schedules, Test Scenarios and implemented them with QA team.
* Use the Unified Change Management (UCM) tool, Rational ClearQuest to maintain and track the stakeholders requested enhancements and changes.

**Environment:**Waterfall, UML, Payment Processing, SQL Server, Rational Requisite Pro, Rational Rose, MS Office, MS Project, MySQL, SharePoint 2007

**Jr. SQL developer - Jr. Business Analyst, DENA BANK, Mumbai, India Sept 2008 - Oct 2009**

**Online Banking**

Dena bank 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 and equipping the website to help customers in accessing their savings account, checking account, and credit card account via Internet.

* Coordinated with Database team in creating Entity Relationship (ER) Diagrams for database modelling
* Identified Primary Keys, Composite Keys, Candidate Keys and Foreign Keys for the tables and have assisted Sr. PL/SQL Developer in creating them with accurate relations for the RDBMS
* Comprehensively involved in development and creation of Centralized Data base for the banking website and application which could be modified and further enhanced in the future
* Gathered requirements from stakeholders to define the scope and requirements for the project and bridged the gap between the perspectives of the development team and business users
* Under the supervision, guidance and support of Sr. Business Analyst created Software Requirement Specification (SRS) and Functional Requirement Specification (FRD), Request for Proposal (RFP), Use cases, Test Cases and Unified Modeling Language(UML) diagrams.
* Gathered requirements for the Graphical User Interface (GUI) and created Mockup screens.
* Prepared project related presentations to provide a clear view of the tasks to be performed and targets to be met within time frame
* Facilitated Joint Application Development sessions (JAD), Brain storming, with important stakeholders, subject matter experts (SMEs) and developers to identify the needs and refine the work done
* Supported QA team to trace bugs and complete the bug life cycle for the best results
* Created several views and reports of the data which was needed by the Audit team using IBM Cognos.
* Assisted Sr. PL/SQL Developer in creation of stored procedures, views, tables and wrote SQL queries for CURD operations to maintain database on MySQL 5.1.

**Environment:**Waterfall, MS Office (MS Excel, MS word, MS power point), Java script, JQuery, IBM Cognos, MS project, Mock up Screen, UML, PL/SQL 5.1.

**EDUCATION**

Bachelor of Management Studies

University: Mumbai University