**Business Analyst** with over 8+ years of experience in interpreting and analyzing data for driving business solutions and operations, along with responsibility for performing the business analysis functions for IT systems development projects.

**Experience Summary:**

* Collaborated in **Inception phase** to prepare **vision statements** and initial **Data Models** that contained **BRD.**
* Experience in collecting **business requirement** with Stakeholders and business end users to ensure product verification by conducting **JAD Sessions**, on call sessions and **stand up meetings** from time to time of the project life cycle.
* Well-versed in data analysis, query methods and have a high-level understanding of **dimensional modeling and terms.**
* Excellent technical writing skills to create **BRD, FRD, Nonfunctional Requirements Documents** and **use case specifications.**
* Strong process modeling using **UML** (Use Cases, Sequence Diagrams, Activity Diagrams, etc.).
* Collaborated and acted as a liaison between various teams amongst the company which include the development teams and testing teams to take part in the **UAT**, creating test cases and business components using **HPALM** and **JIRA**.
* Participated in software development life cycles such as the **Agile methodologies** to **plan**, **track** and **report** the requirements.
* Experience in creating **wireframes** using **Balsamiq.**
* Participated in several **mapping skills** such as Entity relationship diagram for requirement mapping as and process map flows for testing.
* Experience in writing **SQL queries** involving multiple tables inner and outer **joins**.
* Excellent team player to work in conjunction with **testers** (QA), **developers** and other team members in validation and testing of complex project scenarios and in the maintenance of quality standards of projects.
* Interacted with third-party **CRM** vendors such as **Salesforce** and gained knowledge regarding suitable alternatives for projects.
* Strong **Analytical** and **problem solving** skills, multi-tasking abilities, with proven experience in utilizing people and process knowledge to assist enterprises in making critical decision.

**Technical Skills:**

|  |  |
| --- | --- |
| **Project Methodologies:** | Agile (SCRUM), Waterfall |
| **Business Modeling Tools:** | MS Visio |
| **Requirement Management Tools:** | Caliber RM |
| **Testing Tools:** | JIRA, HP-ALM, Quality Center |
| **Operating Systems:** | Microsoft Windows Xp, Vista7, UNIX |
| **Databases:** | Oracle, MS SQL Server, MS Access |
| **Additional Tools:** | Balsamiq, MS PROJECT, SharePoint, MS Office |

**Safeway Inc.**

[**Pleasanton, California**](https://en.wikipedia.org/wiki/Pleasanton,_California)

**Business Analyst/Junior Project Manager** August 2015 to Present

Safeway Inc.  operates as a food and drug retailer in the United States, founded in 1915. Our endeavor was to design a 2 cutting edge modules to their already existing online shopping and delivery service Safeway.com. a) Design and develop the ‘Recipes & Meals’ section and associated pages/links. B) Research and design nutrition pages in the ‘Pharmacy & Nutrition’ tab. The goal was to develop user friendly, easy-to-understand and personalized shopping experience while providing doorstep deliveries of groceries to customers in the west coast and mid-west regions of US.

**Responsibilities**:

* We had to outline the project plan, monitor progress, make necessary revisions, identify and resolve bottlenecks to develop the two modules.
* Document business requirements, draft user stories, acceptance criteria, plan sprints, monitor project progress and maintain the product roadmap.
* Act as a bridge between technical and non-technical teams.
* Assisted in project management, resource assignment and defect/bug logging.
* Create process flow diagrams using Visio to capture the customer journey on the website.
* Analyze lead generation data using MS Excel and SQL to make meaningful conclusions, present data in the form of charts, dashboards and multi-dimensional pivots to cross-functional teams.
* Conduct food and nutrition based market research on the online grocery domain in the United States – Healthy lifestyle, customer behavior categories, and importance of nutrition and wellness.
* Interacted with data architects and data modelers for designing logical & physical data models, developed data strategy, associated policies, entity-relationship diagrams using Erwin data model tool.
* Facilitating UAT’s and other testing procedures when required, producing test cases and scripts, manage progress and debugging.
* Write content and prepare marketing collateral, high-quality slide decks and documents.

**Environment:** MS Visio, MS Suite, Balsamiq, SharePoint, Jira, HP-ALM, Erwin.

**Finish Line Inc.**

**Indianapolis, IN**

**Sr. Business Analyst** September 2013 – July 2015

Finish Line Inc. operates an ecommerce retail website. The transactional database driven ecommerce website supported by an ERP system with a SQL Server back-end. The ERP system ties together different aspects of the website including inventory management, customer accounts, shopping cart, credit card processing and other ecommerce functionalities. The aim of the project was to enhance the functionalities of various existing applications linked to ecommerce.

**Responsibilities**:

* Involved in Inception Phase and prepared vision statement and initial data models that contain Business Requirement documents and supporting documents that contain the essential business elements and detailed definitions.
* Gathered user and business requirements through open-ended discussions, brainstorming sessions and role-playing.
* Documented the user requirements, Analyzed and prioritized them and converted them as system requirements that must be included while developing the software.
* Authored progress and completion reports, which were submitted to project management on a weekly basis in MS project.
* Created wireframes using Balsamiq.
* Planned and defined Use Cases, created Use Case diagrams, Scenarios and Use Case narratives.
* Created Mock-up forms in MS word for better visualization and understanding of the software solution.
* Tracked change requests and monitored workload and schedule in Microsoft Project.
* Facilitated JAD sessions with management, development team, users and other stakeholders to refine functional requirements.
* Analyzed the test results from QA teams using Performance Studio Analysis to create various scenarios.
* Helped in creating end user manuals and procedure manuals.
* Used MS Visio for Process modeling, Process mapping and Business Process flow diagrams.

 **Environment:**

SQL Server, Windows 2000 Advanced Server, UNIX, MS Word, MS Excel, MS Access, MS Project, MS Visio

**American Eagle Outfitters**

**Pittsburg, PA**

**Business System Analyst** January 2012 to August 2013

With its market presence exploding over the last three years, American Eagle Outfitters (AE) needed to extend its retail momentum to the online market place. But its outmoded commerce platform didn't scale or integrate customer touch points, making that objective far out of reach. The target is centralized management of not only its Website, but its call center and order management systems, as well. With ATG, AE gained total control of its multichannel business. The new ATG platform enabled AE to manage the entire customer experience from the retail store to the Web site to the call center. It also gives the client the foundation they needed to grow their existing brand.

**Responsibilities:**

* Provided recommendation for use of ATG Commerce for B2B and B2C business.
* Provide best practice recommendations in the areas of Order Management System and CRM.
* Provided insights about the enterprise e-commerce systems and new implementations
* Identified the project gaps and designing enterprise solution architecture to meet the project requirements.
* Handled the finance and project resource and budget activities by coordinating with the organization staff.
* Prepared user training manual for merchandising team on managing commerce assets through ATG BCC (Business Control Centre).
* Developed custom reports and deployed them on server using SQL Server Reporting Services (SSRS).
* Assisted the Project Manager to develop both high-level and detailed application architecture to meet user requests and business needs
* Participated in the logical and physical design sessions, assisted and developed high and low level design documents
* Assisted the PM in setting realistic project expectations and in evaluating the impact of changes on the project plans accordingly and conducted project related presentations
* Assisted the PM in performing Risk Assessment, Management and Mitigation

**Environment:**

Microsoft Office Suite, ATG, Sales force, Caliber RM, UNIX, Windows, Oracle, SQL, HP Quality Center

**Deluxe Corporation**

**Shoreview, MN**

**Business Analyst** November 2010 – December 2011

We drove multiple team efforts to complete development/launch of B2C website using ATG Commerce modules under short timeframe. Guided large-scale IT re-platforming processes for e-commerce applications while maintaining no business interruptions. Also, navigated team through high-level software support transition.

**Responsibilities:**

* Wrote Business Requirements, analyzed them and tested them.
* Provided recommendation for use of ATG Commerce for B2C business.
* Prepared scenarios, Use Cases & UML State Diagram for scenarios using MS Visio.
* Used MS Project to manage project time lines.
* Conducted JAD sessions with business stakeholders and documented BRD & FRD.
* Documented all the changes in the initial templates and was responsible for Release Management.
* Coordinated with the developer, on day-to-day basis, during the development process.
* Created Test Scripts & Test Scenarios to check report content, layout, and parameters.
* Worked with ETL team during the upload process.
* Enhanced communication lines between executives, managers, and peers.

**Environment:**

ATG, MS Visio, SQL, MS Office Suite, Quality Center