**Gaston Eugen Moliva**

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**CAREER SUMMARY**

* 6+ years of consistent experience in IT and a seasoned Business analyst/Data Analyst. I am a technically sophisticated and business savvy professional seeking a fast paced dynamic environment to apply my professional skills in the field of Information Technology, Project Management, Business Analysis. I have been known to always deliver on timelines and to expectations.
* Ability to gather and document Business Requirements, experienced in writing Use Cases. Proficiency in SDLC life cycle, understands the workflow concept, ability to gather and document the 'As-Is' and 'To-Be' processes
* Requirement gathering through interviews, workshops, JAD sessions with clients, developers and QA Analysts and referring to existing system documentation and procedures
* Experienced in gathering and documenting test Scenarios and ability to train users to translate technical requirements and translate them to a business audience
* Worked in a software development IT shop, created quality documentations such as Requirements Documents, Design Document, Test Plan and User Acceptance Test Plans. Self starter with excellent time management skills
* Strived to understand not just the technical needs of the client but also gained an understanding of the businesses.
* Experience is creating Active Reports within Cognos.
* Writing Use cases and producing Use Case Model, Analysis model, Behavior diagrams (Sequence diagrams, Collaboration diagrams) and Class diagrams based on UML Methodology & Business process flow diagrams using Visio
* Used Quality Center, Rational Unified Process (RUP), Rational Rose, Requisite Pro.
* Writing & documenting Business Plan, Requirements Document, Functional Specification Document, and Test Case.
* Experienced in Cognos tools such as Cognos (Report Studio, Query Studio, Analysis Studio, Cognos Connection)
* Defining Test Cases, analyzing bugs, interaction with team members in fixing errors and User Acceptance Testing (UAT)
* Interacted with client regarding project status and feedback on UAT and discussed the information with the development team.
* Preparing User Requirement Specifications (URS).
* Requirement Analysis and preparing Use Cases.
* Strong knowledge of the Systems Development Life Cycle (SDLC) models such as Water Fall, Agile and RUP.
* Experience in Guidewire Policy Center, Claims Center.
* Expert level skills in Creating Cognos Dashboards, complex business reports and cubes, Developing Complex Dashboards using Globally Parameterized Filtering in Cognos
* Identifying and documenting critical requirements through analysis of the department’s workflow and information flow.
* Worked with all stages of testing namely, Integration Testing and System Testing using automated test tools and User Acceptance Testing using manual tests.
* Performed Back End Testing manually using complex SQL Queries.
* Experience in performing end-to-end User Acceptance Testing (UAT).
* Hands on experience with all phases of Software Development Life Cycle (SDLC)
* Knowledge transfers to the design, development and testing teams.
* Extensive experience in implementing QA Methodologies, Test Procedures, Test Plans, Test Cases, Scenarios and Test Deliverables.
* Creating and maintaining the Traceability Matrix Vis a Vis design documents and test cases and doing a Gap Analysis.
* Preparing Sample and Test Data.
* Using project management tools like MS-Project for status reporting and planning.
* Creative and aggressive self-starter with integrative thinking skills, capable of forming and maintaining positive and productive working relationships in internal, external, independent, and team environments
* Highly motivated, organized and results and detail oriented with excellent interpersonal, communication and presentation skills. Proven capability of adapting to new and fast changing technologies
* Created detailed interface **wireframes** based using an online wireframing system, to provide visual confirmation of product functionality and to clarify requirements for the software development team.

**TECHNICAL SKILLS**

**Project Methodologies:**  Agile, Waterfall, UML, RAD

**Business Modeling Tools:** Rational Rose, MS Visio

**Bug Reporting Tools** Rational ClearQuest, Quality Center, TestDirector

**Requirement Management Tools:** Rational RequisitePro

**Defect Tracking Tools:**  Rational ClearQuest, TestDirector

**Operating Systems:** Windows NT/XP/2000, UNIX

**Quality Assurance**: Software Application Testing Life Cycle

**Business Applications:** MS Project, Microsoft Office Suite, Guidewire, MS Outlook

**Reporting Tools** Cognos

**PROFESSIONAL EXPERIENCE**

**Client –** CUNA MUTUAL

**Location –** Waverly, IA

**Position –** Sr.Business Analyst/Data Analyst

**Duration –** Oct 2017 – Mar 2019

CUNA Mutual Group is the leading provider of financial services and **Insurance Products (Life, Property & Casualty)** to credit unions and their members worldwide, offering lending, protection, financial, employee and member solutions through strategic partnerships, technological innovations and multiple service channels. I was actively involved in various projects playing the role of scoping the project, meeting business representatives to conduct and initial overview of the objective, costs and benefits and gathering, understanding and documenting the requirements spanning various systems which included Lifepro, other client/server based systems and also the Mainframe environment. I also played a leading role in selling the idea using an automated tool and convince the team members to use Rational Robot.

**Responsibilities**

* Served as Point-of-contact for the resolution of all Production Reporting requirements and problems faced by the users
* Gathered the reporting requirements for the Policy owner Services Group Module of the LifePro System which is a Commercial off-the-shelf (COTS) system and formulated the Business Rules for the same and also for Periodic Policy Statement Processing
* Conducted Scoping, Cost/Benefit analysis for the Voice Broadcasting and Web based Call results tracking project to determine whether to take the project to the next stage to gather the requirements.
* Extensively used Cognos 11 Query Studio, Report Studio.
* Conducted Scoping, Cost/Benefit analysis and Requirements Gathering for Web based Retirement Road Test Professional project for Portfolio Simulation of Retirement Income and Savings.
* Created complex reports using Cognos BI Report Studio and Ad-hoc web based reports using Cognos BI Query Studio
* Conducted Scoping, Cost/Benefit analysis and finally Gathered and documented requirements for the Claims Registration System.
* Assisted in the documentation of requirements for the Guidewire ClaimCenter claims management system as a business analyst
* Gathered requirements for providing ACH for savings
* Used Framework Manager Modeling tool to create and manage business-related metadata for the report authoring using Cognos 8 Report Studio.
* Provided support to Lifepro Correspondence Batch cycle and Claims Batch cycle in the Mainframe environment processing pertaining to certain projects and for capturing requirements for documentation
* Extensively used Microsoft Project to plan and create project timelines and phases
* Extensively used Rational RequisitePro, Rational ClearQuest and ClearCase for requirements management, defect tracking and configuration management.
* Conducted testing and prepared test plans for WASP system that worked in tandem with the Mainframe system through the CICS Editor.
* Worked in a fastpaced atmosphere SCRUM and studied business processes, legacy application, and the corresponding Guidewire functionality and conducted requirements sessions.
* Gathered and documented requirements for the Disbursement Approval Project using UML methodology and Swim Lane diagrams effectively to illustrate the process
* Conducted meetings and made presentations for different projects – walkthroughs, etc.
* Established the need for test automation and convinced team members through presentations and demonstrations the importance of automation and how Rational Robot can be used to that end explaining how we could use the features of Rational Robot in the various processes we had for testing reducing the amount of time and effort
* Documented the Lifepro Correspondence process and worked on some manual Lifepro Letters
* Understood various systems used by the company such as the Lifepro system, Claims Registration system, Imaging system, etc and the processes followed therein at a brisk pace in order to implement various projects
* Utilized Rational Rose, Microsoft Visio to develop UML diagrams – Use Case diagrams, systems sequence diagrams and also process flow diagrams

**Client –** Progressive Corp.

**Location –** Mayfield Village, OH

**Position –** Business Data Analyst

**Duration –** Mar 2016 – Sept 2017

The Progressive Corporation, through its subsidiaries, provides personal and commercial automobile insurance, and other specialty property-casualty insurance products and related services in the United States. Its **property-casualty insurance** products protect customers against losses due to collision and physical damage to their motor vehicles, uninsured and underinsured bodily injury, and liability to others for personal injury or property damage arising out of the use of those vehicles.

**Responsibilities**

* Acted as a liaison between underwriters who have a business problem and developers to create automated solutions.
* Involved in all phases of the Iterative approach of the SDLC from Inception to Transition.
* Performed the business requirements gathering by questioners, Interview business area experts, surveys and JAD sessions.
* Working in Documents Management System to track and store images of paper documents.
* Propose process improvements to documentation and technical writing procedures.
* Gathered, documented, and communicated business requirements into systems design documentation using Business-Modeling concepts.
* Conducting Review Requirements meetings to identify missing or incomplete requirements and to identify potential test cases.
* Closely worked with Cognos Support team for troubleshooting complex issues.
* Gathered and analyzed Reporting requirements and formulated Business Rules for Net Premiums, Investment Income and other financial parameters for the Property & Casualty Personal Line Business as part of the Data Warehouse Initiative with Business Objects as the front end reporting tool
* Identified/documented data sources and transformation rules required populating and maintaining data warehouse content.
* Reviewed client business requirements to identify product gaps in the Guidewire product.
* Distributed and scheduled reports based on frequency (Daily, monthly etc) in Cognos.
* Contributed to the System Requirement Specification (SRS) Document and derived software models using UML for the System Design Specification (SDS) Document
* Involved in designing business use case scenarios, use case realizations diagrams, and workflow charts for documenting the requirements.
* Monthly and quarterly management meetings with travel liaison for consistent communication.
* Database of individual traveler personal profiles for efficiency and accuracy with each reservation
* Planned, coordinated and scheduled meetings, feasibility studies and surveys as required in order collecting detailed business requirements and specifications which can be used by the development teams.
* Used Cognos Connection as Web Portal for managing reports.
* Interacted with representatives in supplying information, reporting defects, and obtaining information for specifications and implementation of the requirements.
* Analyzed website user behavior and provided optimization recommendations to improve site design, creative and banner impact, SEO search engine-keyword-phrase pay per click targeting.
* Performed Click Stream, Path Analysis, and Search Engine Optimization to gain actionable insight on customer movement through web properties & making Creative/Banner strategic recommendations.
* Maintained a requirements traceability matrix in order to keep the clients and all the teams up-to-date with the current progress of the project.
* Involved in User Acceptance Testing (UAT) and Test Execution.

**Client –** American Wholesale Insurance Group,

**Location –** Charlotte, NC

**Position –** Business Data Analyst

**Duration –** Apr 2014 – Feb 2016

AWINS is a wholesale insurance organization dedicated to serving retail agents throughout the United States by providing property and casualty, group life and health, program administration, and actuarial service capabilities. The company ranks as the second largest wholesale insurance broker in the United States. Insurance claims retrieval system was enhanced/developed for claim centric data retrieval, internal/external claim communication, progress tracking and follow up timely return to work, closing or settling claims .

**Responsibilities**

* Conducted project kickoff meetings with team members to explain roles / responsibilities, relationships with other groups, deliverables, timelines, assignments and status reporting.
* Interact with Senior Executives and Technical team to assess the needs and identify key challenges, constraints and risks.
* Effectively define business needs and constraints. Interviewing several Subject Matter Expert (SME), Stake holders or business owner’s by elicitation and carefully recording the requirements in a format that can be reviewed and understood by both business people and technical team.
* Organized and conducted meetings, walkthrough, demonstrations, conducted JAD sessions, and wrote minutes of project meeting.
* Elicit Analyze and Document Business Requirements, Functional Requirements, System Specifications and corresponding Test Plans through JAD meetings.
* Developed Work Flow, Process Flow, and Entity Relationship Diagrams in MS Visio, and analyzed them to create “AS IS” and “TO BE” scenarios.
* Worked on claims module for filing claims online and receiving it in XML language.
* Strong Knowledge of Data Warehousing, Data mapping and Data mining.
* Performed database testing using SQL, executed various DDL and DML statements
* Maintained Project Glossary for the entire project team.
* Followed a structured approach to organize requirements into logical groupings of essential Business Processes, Business Rules, and Information Needs, thus ensuring that Critical Requirements are not missed.
* Gathered requirements, developed Process Model and detailed Business Policies.
* Created activity diagrams and sequence diagram to analyze the requirements and recommend solutions.
* Presented artifacts to match business needs and features, with requirements using, Microsoft Word documents, while maintaining scope.
* Implemented an integrated RUP solution with complete line of traceability for all the artifacts of web development projects.
* Involved in requirement gathering including interviews, brainstorming and meetings with stakeholders and creating requirement specification artifact.
* Created and maintained workflow plans and artifacts.
* Worked with the Project Manager on various Project Management activities like keeping track of Project Status, Deadlines, Environment Request, and Compliance Issues.

**Client –** Helix Financial

**Location –** Charlotte, NC

**Position –** Business Analyst

**Duration –** Dec 2012 –Mar 2014

Helix Financial is an international boutique consulting firm that provides professional services and technology solutions to all of the commercial real estate, structured finance and investment management industries. The project was to develop a web-based research and surveillance tool for CMBS market participants. The tool would provide detailed information and powerful reporting on the deal, loan, and property levels.

**Responsibilities:**

* Serve as a resource for internal stakeholders as well as third-party clients with respect to credit questions on assigned deals.
* Assist Advisory clients with implementation of defined credit assumptions
* Facilitated JAD sessions with business stakeholders for business process understanding and to gather business requirements.
* Prepared questionnaires and conducted interviews to obtain the information about business rules and detailed requirements.
* Managed requirements for the amortization package with business rules and calculation logic.
* Managed Business Requirements using Requisite Pro.
* Converted business requirements into technical details by creating Functional Specifications Documents.
* Conducted workflow analysis by crafting Activity diagrams, Use Case diagrams and logical Class diagram according to UML methodology thus defining the Data Process Models.
* Managed requirement changes by monitoring Version Control.
* Analyzed the reporting process and suggested modifications to enhance current process.
* Created Traceability Matrix between Test cases and Functional Requirements.
* Performed User Acceptance Testing (UAT) to ensure standard and proper functionality implementation.