**Rakibul Hasan**

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BUSINESS SYSTEM ANALYST

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**SUMMARY**

* Results oriented Business Analyst with 7+ years of experience as Business System Analyst in Capital Markets/Banking sector.
* **Certified Scrum Master.**
* Ability to elicit, analyzes, gather, document and prioritize requirements for business support system and operational support system.
* Proficient in Technical and Business Writing, Business Process Flow, Business Process Modeling, Business Analysis and Testing various methodologies.
* Experience in interacting with business users to identify their needs and gathering Business and Functional Requirements, developing Project Plan, Business Requirement document, Functional Specification document, Test Plans, conducting Gap Analysis and Impact Analysis, preparing training manuals and knowledge transfer manuals.
* Strong understanding of SDLC methodologies including RUP, Waterfall and Agile.
* Worked on Business Rules Management System (BRMS) to allow properly authorized end users to update and test changes to business rules.
* Competent in Creating Unified Modeling Language (UML) diagrams such as Use Case Diagrams, Activity Diagrams, Class Diagrams and Sequence Diagrams.
* Developed User Stories throughout the Agile Lifecycle as well as created various UML diagrams such as Use Case, Activity.
* Developed Data Flow, Work Flow, Process Flow, and Entity Relationship Diagrams in MS Visio, and analyzed them to create “AS IS” and “TO BE” scenarios
* Expertise in Project Management i.e. Project Scoping, Planning, Estimating, Scheduling, Organizing, Directing, Controlling, Budgeting and Drafting Remedy Procedures.
* Experience in facilitating JRP sessions with Business User Groups, conducting JAD sessions with IT Groups and Conflict Management with Project team members.
* Facilitated Change Management across entire process from Project conceptualization to Testing through Project Delivery, Software Development and Implementation Management in diverse Business and Technical Environments.
* Responsible to Track, Document, Capture, Manage and Communicate the Requirements using Requirement Traceability Matrix (RTM) which helped in controlling numerous artifacts produced by the teams across the deliverables for a project.
* Experience in conducting User Acceptance Testing (UAT) and documentation of Test Cases. Expertise in designing and developing Test Plans and Test Scripts.
* Interface with clients from Operations, 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 and Customer Relational Skills, Proven Communication, Organizational, Analytical, Presentation Skills, and Leadership Qualities.

**TECHNICAL SKILLS**

**Project Methodologies** Waterfall, Agile

**Business Modeling Tools** MS Visio, Rational Clear Case, JIRA

**Defect Tracking Tools** Rational Clear Quest, Quality Center

**Languages** SQL, HTML, XML, Java

**Business Applications** MS Access, Excel, Word, Outlook, PowerPoint, Visio and SharePoint

**Operating Systems** Windows, UNIX/Linux

**PROFESSIONAL EXPERIENCE**

**Sallie Mae, Newark , DE**

**Business System Analyst**

**Jan 2015– Dec2017**

As a Business System Analyst I worked closely as a liaison with product managers and developers, technical teams and business user groups for multiple projects based on Loan Origination System (LOS).

**Responsibilities:**

* Helped develop project plan and manage scope. Established a Business Analysis methodology around Agile.
* Facilitated and managed meeting sessions with committees of SMEs from various business areas including corporate trust, securities clearing, custody, fund administration.
* Conducted interviews with key business users to collect requirements and business process information.
* Performed extensive requirement analysis including data analysis, Risk analysisALM and GAP analysis.
* Designed and developed project document templates.
* Participated in Design Phase, together with members of the Product team, developers, and DBAs for banking application.
* Attended weekly meetings in order to address any new developments.
* Coached and developed a distributed team of business executives and technical professionals regarding Agile roles, routines and responsibilities resulting in a more thorough understanding of Scrum and a faster start up time to developing software.
* Participated in Daily Agile Scrum “Stand-up”, Biweekly Sprint Planning and Retrospective Sessions and update the team on status of upcoming User Stories.
* Initiated and crafted project charter by collaborating with senior business executives and technical architects; facilitated document through the global enterprise dispatch process resulting in an expedited approval of project time lines, resources and scope.
* Use Agile systems and strategies to provide quick and feasible solutions, based on Agile system, to the organization.
* Conducted JAD, JRP Sessions during different phases of the project Life Cycle as required. Performed GAP Analysis, helped in analyzing the causes for the Issues and applicable solutions.
* Work in Agile, scrum, and sprint environment in order to change the requirements and features set.
* Developed business requirement specification documents for User Interface (UI) development.
* Documented functional and technical requirements following established procedures.
* Performed requirement gathering for Enterprise reporting system using JIRA Agile.
* Designed and developed Use Cases, Sequence Diagrams, using UML.
* Designed and implemented basic SQL queries for QA testing and report / data validation.
* Played a key role in the planning, testing, and implementation of system enhancements and conversions.
* Conducted JAD sessions to develop architectural solutions to open and conflicting issues
* Functioned as the primary liaison between the business line, operations, and the technical areas throughout the project cycle.
* Worked with the development team to ensure that they understand the functional specifications. Facilitated brainstorming and walkthrough sessions.
* Partnered with the technical areas in the research and resolution of system and process problems.
* Prepared project reports for management & assisted project managers in the development of weekly and monthly status reports.
* Analyzed research on operational procedures and methods and recommended changes for improvement - with an emphasis on automation and efficiency.
* Conducted benchmarking activities to identify best practices.
* Assisted Testing Teams in Defect Management using HP ALM.
* Used JIRA as Configuration Management and Change control tools.
* Created RTM (Requirements Traceability Matrix) to ensure that all requirements were tested.
* Assisted in the development of test scenarios; prepared User Acceptance Testing documentation and collaborated with system users to conduct UAT.
* Assisted in developing training materials for the new technology and in conducting user training.

**Penny Mac, Westlake Village, CA**

**Business System Analyst**

**Nov 2012 - Dec 2014**

I worked directly with the Business Unit, IT, and internal departments to analyze, document business requirements for underwriting fees decision engine connected to Loan Origination System (LOS). Mortgage and many other lenders business channels and their systems to vendors and data sources to provide the data needed to support the loan origination and loan servicing process. I worked on different loan origination process to support first mortgages and home equity loans on one system.

**Responsibilities:**

* Conducted requirement gathering sessions with the Credit and Risk teams to understand requirements.
* Gathered requirements from key stakeholders and documented business requirement and functional requirement documents.
* Documented detailed data mapping requirements.
* Conducted walkthroughs of the requirements with the technology teams.
* Envisioned a Test Strategy and documented the test plan and test cases.
* Performed manual testing.
* Created manuals for UAT testers and external users to explain the features of application.
* Conducted JAD sessions to develop architectural solutions to open and conflicting issues
* Worked in Agile Testing and participated meetings every day in iterative environment Created and maintained detailed test cases to perform various types of testing.
* Using Agile methodology and engage in an iterative workflow and incremental delivery of working.
* Prepared, scheduled and lead meetings between enterprise business and technical resources and multiple vendors in preparation for demonstrations and site visits resulting in more efficient and productive meetings with fewer follow up questions and communications.
* Assisted in closing gaps for associated Stories in each individual Sprint.
* Assisted in entering and updating Issues (Epics, Stories, and Tasks) onto JIRA Agile application.
* Responsible for process reengineering, change management, Business case development, project requirements management using Agile methodology.
* Worked with the development team to ensure testing issues were resolved successfully and was involved in User Acceptance testing (UAT).
* Assisted to develop training materials and process guide to run manual credit and risk calculations
* Involve in functional, database analysis.
* Own and manage all requirement deliverables to ensure high quality delivery.
* Managing product enhancements with vendor. Also, interacted with product owners of other clients and enhanced requirements as needed.
* Used MS Visio for high level design and business process modeling with Use cases
* Experience in creating presentations for senior executives
* Hands on experience with Agile, Scrum & waterfall methodology
* Conducted the project meetings successfully by coordinating all users, technical staff and support personnel
* Supported in QA testing and implementation of business solutions throughout the Software Development Life cycle using HP ALM/HP Quality Center.

**Freddie Mac, Mclean, VA**

**Business System Analyst**

**Apr 2010 – Oct 2012**

It caters to single-family residential mortgage consumers through its specialized application software for loan Origination (LOS) process which mainly deals with consumer home lending and connects with mortgage origination System as whole.

**Responsibilities:**

* Performed Business Analysis functions with focus on SDLC methodology for Market Data Group
* Analyzed and monitored business requirements on static and price data for Equities, Cash and Derivative products
* Participated in Risk Management.
* Created Current State Study, Project Briefs and Functional Specifications documents for system enhancements/product data enrichment and obtained sign-offs
* Interfaced with users through face-to-face and telephonic meetings/conferences and managed their expectations.
* Coordinating agile based planning/review activities and meetings, followed Iterative Software Development Life Cycle Process, Agile using Scrum.
* Conducted JAD sessions to develop architectural solutions to open and conflicting issues
* Understood and articulated business requirements from user interviews, weekly requirement gathering sessions and then converted requirements into technical specifications
* Interacted with IT personnel in Front Office and Back Office
* Maintained data quality and integrity for mission critical securities (Equities and Fixed Income) master databases accessed by over 100 downstream applications
* Developed process flowcharts and User Manuals for Data Support function
* Performed complete database field mapping for sourcing data from alternate systems in case of decommissioning of a legacy system
* Used MS-Visio to draw Sequence and Activity Diagrams
* Performed GAP analysis of as-is and to-be System
* Checked the data flow through the front end to backend and used SQL queries to extract the data from the database
* Performed UAT manually till user satisfaction
* Extensive use of UML to draw Business Process Flow, Use Cases Modeling, Sequence, Sequential Diagram and Activity Diagrams
* Used HP Quality Center for Defect Management.
* Assisted the business partner in preparing UAT plan/scripts
* Assisted Testing Team in Test Cases, performed unit testing and integration testing
* Participated in UAT and developed test cases for unit testing based on functional specifications

**EDUCATION**

Bachelors

Certified Scrum Master (CSM)