**HARDIK PATEL**

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* Business Analyst with 9+ years of experience with extensive experience in Financial, Telecom& Banking domain focusing on workflow analysis and design, business process reengineering, interface design, process flow modeling.
* Excellent Skills in gathering requirements & creating Business Requirements Document (BRD) & Functional –Non Funcation requirement specification documents. Experience in facilitating JAD sessions, Project meetings and reviews and walk through with Stakeholders.
* Expertise in creating Use Case diagrams, Activity diagrams, Data Flow Diagrams (DFD), Sequence diagrams, State diagrams based on UML Methodology and business process flow diagrams using MS Visio/Enterprise Architect/Rational Rose.
* **Six Sigma Green belt** certified and well versed in identifying business process improvement points using various techniques (Fish Bone, Swim lane business process).
* Excellent understanding of development requirements, systems analysis and creation of development specifications in both Waterfall and Agile Methodologies including SCRUM.
* Hands on experience writing SQL Queries for Data analysis, Data quality and have prepared Data Mapping Specification and Data dictionaries.
* Expertise in administration, design, development, testing, deployment and support of BI Reporting tools and delivering accuracy, efficiency, and responsiveness.
* Possess keen business acumen in understanding financial requirements, carrying out analysis on financial statements, finding gaps in process and devising a road map for enhancing application.
* Hands on report creations/Tableau experience in Enterprise Environment, in Tableau as a developer and analyst.
* Managed team of more than 7 BAs in different large to medium size projects including on-shore/offshore teams.
* Experienced with interfacing stakeholders and senior management with excellent communication and interpersonal skills.
* Experienced in Facilitating and defining the entire testing life cycle and experienced in documenting the User Acceptance Test (UAT) Plan.

**Education:**

* Bachelors of Commerce in NEWLJ University of Gujarat.
* M.S. (Technology Management ),University of Bridgeport, CT, USA
* Business Analysis Training from Liberty Institution
* Six Sigma – Green Belt from Liberty Institution

**Technical Skills:**

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| Modeling Tools/Languages | Rational Rose, MS Visio, Snagit9, UML,Erwin |
| Languages | SQL,PLSQL, C,C++, Shell scripting |
| Operating Systems | Windows Vista, XP,7,8,Unix |
| Databases | MS SQL Server (2005, 2010,2012), DB2, MS Access |
| Microsoft Tools | MS Office, MS Outlook, MS Project, MS Visio |
| Project Management | Clear Quest, Rational Requisite Pro, SharePoint, Quality Center, DOORS, Clear Case, Clear View |

**Professional Experience**:

**Client: Sprint Corporation – Pensacola, FL**

**Sr Business Analyst**

**Duration: Dec’14 Till Date.**

**Project Scope:**

**Customer Data Management** (CDM) is the process of consolidating and managing customer data from all available sources. Determine all departments have access to the most data view to ensure that customer information is available to help customers. Main goal of this project was to help marketing team to sell product rapidly and retain customers.

Responsibilities:

* Performed requirement gathering and analysis by actively soliciting, analyzing and negotiating customer requirements and prepared the requirements specification document for the application.
* Involved in Scrum Development process and prepared chard, product catalog and business requirements and supporting documents that contain the essential business elements and definitions as well as the tasked to be completed.
* Utilized [DMAIC](https://goleansixsigma.com/dmaic-five-basic-phases-of-lean-six-sigma/) techniques to understand current business pain points and conducted JAD sessions with business and technical community to resolve issues.
* Manage the requirements and ensure that all the phases have traceability to the requirements.
* Interact with customer to understand proposal and scope of the contract with requirements.
* Making Use case diagram to provide quality assurance and developer to initiate helping in project.
* Installed, configured, maintained Tableau Environments; Developer, QA and Production.
* Ensuring that potential business & performance impacting issue/constrains/risks dependencies are addressed in a timely manner so as not to have negative project delivery.
* Design and develop the process flows to depict the proposed systems.
* Responsible to maintain User, Group permissions across server and dashboards.
* Conducted a demo of the enhancement with the developer, system tester, test lead, release lead an after integration testing is done in the test environment.
* Making Active diagram for stakeholders to understand process and overview.
* Knowledge and good understanding of technology employed BSS/OSS systems.
* Performed End to End testing of the new functionality designed before it went for the Enterprise release.
* Participated in Daily status Meeting with all teams involved to resolve outstanding issues.
* Updated the issues log with all issues Identified and communicated the same to all Stakeholders.

**Tools**: Tableau software application, Windows 2007, SQL, UML, MS Project, Agile, Six Sigma, MS Excel, Word, Power Point, Share and Visio.

**Client: Metro PCS – Richardson, TX**

**Sr Business Analyst**

**Duration: May’12 till Nov’14**

**Project Scope:**

Metro PCS was planning to launch its new set of Telecom Service viz. Video on Demand, IPTV and VOIP for the US consumer market. The project involves the migration of CRM & Billing (Legacy systems) databases of different countries to a single Database to get one-view of the MPCS’s customer. The new system is to be mainly responsible for Cross Border Order Management, Fault Management, Customer Inventory and e-Services. Developing mapping documents for migration of the BT customers, services data and configuration data from the legacy systems to Clarify database and then migrate data from Clarify database to Billing (Geneva) database. The Report of the data migrated on Live environment was created for Operations and Business Teams. Application Support of Order Management System, Billing Apps, Configuring and Troubleshooting EMBUS and Tuxedo for production and mirror environments were the daily activities.

Responsibilities:

* Collect requirements, analyzing data, gathering customer requirement and prepared the documents for systems.
* Hands on experience Scrum development process, sprint and product catalog with burn down chart process according to business requirements & supporting documents that defined task to be completed.
* Working on BRD template to make sure Scope and out of scope requirement details with use case diagram.
* Collaborate across team members for discussing requirement and making planning with project manager.
* Analyzed business documents for consist of process on improvement, initiated efforts to make improvements on project planning and process.
* Demonstrate value iteratively and walk through all session with Client to get approach on documents.
* Focus to continue on quality work assigned to developer as per requirement approached.
* Closely working with project team and external clients to provide any function requirements to pursuit project on right path with on it.
* Using MS Visio to create Active diagram for High Business level with all functionality and Non-functionality requirement involved in diagram.
* Performed PI (Process Improvement) projects as needed by the organization (Example: Writing Better Business Requirements and process flow diagraming techniques)
* Helping all departments for any bugs in systems to avoid any waiting periods to help customer rapidly with consist improvement.

**Tools:** Agile, SQL Server, MS Visio, JIRA, MS Project, Six Sigma, MS excel, Power Point and Share point.

**Client: Amdocs**

**Business Data Analyst**

**Duration: Aug’11 till April 2012**

**Project Scope:**

Report automation process for clients such as EMCOR, Viacom, Allegis Group etc. Major carrier like Verizon, AT&T, sprint, and T-Mobile. Process involves gathering requirements from stakeholders for legacy reporting transforming that automated report with queries and reporting tools. Designed report requirements specification document to gather all reporting requirements and reviewed it with the report management team and wireframes/report samples for review. This was a global report consolidation initiative.

Responsibilities:

* Gathering requirement from stakeholders, Document legacy business processes.
* Hands on experience to create report templates with required parameters and automate the report delivery.
* Conduct the business rules, Function and Non-Function requirement, Provide positive feedback on automation and optimization.
* Work on Amazon redshift platform, create cluster, load data write SWL queries from workbench j, analyze cluster performance create reports with online software application.
* Create ad-hoc reports for sales, profit, inventory and billing department via Microstrategy.
* Involved in developing various screens and also involved in developing, testing and coding of applications.
* Supported various web application related testing efforts that were outsourced to offshore team.
* Worked on different combination of pairs for solicit, responsible for events and incorporated that within database to identify sales and KPIs.
* Worked on MS PowerPoint platform to incorporate results by performing slicing and dicing operations among various dimensions.
* Participated and facilitated in UAT (User Acceptance Testing) to make sure that all the user requirements are met by the application.

**Tool:** Microstrategy, Power point, Advanced Excel, SharePoint, Visio, MS office and Outlook.

**Client: Bank of America**

**Business Analyst**

**Duration: Feb’09 till July’11**

**Project Name: Global Employee Benefits Customer Relationship Manager**

The project objective is to develop a global CRM solution to automate the current process for gathering, collecting and aggregating data for the Global Relationship Management, the Global 2000 and the Multinational team to help drive growth, increase persistency, creates operational efficiency, and improves overall margins. The global CRM solution allows the global and local Sales and Account Management team to provide more timely and accurate data that will help us retain and attract customers as well as the financial reporting that will ensure new business. The global CRM solution will enhance our ability to monitor activities, track sales pipeline data and manage global contact which enables us to better understand the business we have, focus on the business we should be winning and retaining.

Responsibilities:

* Interacted with SME, IT and Vendors for overall understanding and need of the systems. The business rules for keeping time, statements of work and system requirements.
* Facilitated requirement gathering sessions with business users to gather regulatory requirements and documented them for review by both business and technical team members.
* Conducted meeting with stakeholders to identify problems, resolve issues and provide solutions as per their requirement and keep in touch with clients for any feedback or any more update.
* Analyzed existing legacy systems to identify integration points and actively coordinated the release management.
* Compiled data to generate financial statements including cash flow, P& L, and balance sheet for review by management.
* Coordinate with Developer and testers for progress on projects and solving issue or bugs.
* Assisted the Development and maintenance of policies, rules and procedures to ensure company compliance with applicable legal and meet regulatory requirements.
* Responsible for User documents, Support guides to end user to generate Micro-strategy based report every end of the day for audit process.
* Worked with the design team in implementing UML Module language to design Use case diagram, Data flow diagrams and ER diagrams.
* Involved in writing business rules for different region, Risk group and product attribute and converting the User requirements into business requirements, Logical specifications and technical requirements and also created business process models for the requirement specials.
* Worked with QA team by reviewing test case and clarifying requirements to ensure process was on time and performing on schedule.

**Tool:** Microstrategy, Power point, Advanced Excel, UML, RUP, Use Case Analysis, MS Visio, Rational Rose, Requisite pro.

**Client: Kunal Invafin Pvt. LTD.**

**Business Analyst**

**Duration: Jan’06 to Nov’07**

**Project Scope:**

**Krunal Invafin Private limited** is building of complete construction or civil engineering. Handled all requirement in main office for keeping track individual/group report a daily base and modified as per requirements. Gathering all bills, documents and balance sheet to calculate profit and loss. Ability to solve team issue.

Responsibilities:

* Involved in all phases of software development life cycle for this project, Agile Methodology
* Conducted daily stand up meetings in the role of a scrum master
* Assisted the manager on product backlog by documenting the user stories
* Managed and prioritized release backlog
* Assisted in providing with cross-functional knowledge to developers and business users
* Tracking and managing requirements changes using Spreadsheets
* Acted as User Acceptance Testing coordinator and monitored business testing and interfaced with the development team regarding defect status and fixes on daily basis
* Also actively participated in UAT testing for the application
* Formulated Excel spreadsheets and charts for analyzing the reports
* Developed end user training modules for training the user about the new system

**Tool:** Microstrategy, Power point, Advanced Excel, SharePoint, Visio, MS office and Outlook.