**Kishore Katta**

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***Business Analyst***

***Professional Summary:***

* Over **7 + years** of experience working as a **Business analyst**
* Strong knowledge of Software Development Life Cycle (SDLC) methodologies like **Agile, Waterfall** and **Rational Unified Process (RUP)**
* Proficient in understanding and **Requirement analysis, Business Process Modeling (BPM), Business process flow, Elicitation, Enterprise analysis, Solution assessment and validation**
* Execution experience of Development & Maintenance Projects on different domains i.e. Insurance, Healthcare, **Manufacturing**, Finance & Banking, Tax & Accounting, Mutual Funds, Logistics, **Mortgage Warranty Supports**, News & Media and Oil & Gas.
* Proficient in various Requirement Elicitation processes such as **Joint Application Development (JAD), Prototyping, Brainstorming, questionnaires, Group interviews,** etc
* Expertise in gathering, analyzing and documenting business requirements and developing **Business Requirement Documents(BRD), Functional Requirement Documents(FRD),** Technical Requirement Documents(TRD), System Specification Documents(SSD)**, User Acceptance Testing (UAT) Documents & Non Functional Requirement Documents**
* Expertise in writing **Use Cases, User stories** and designing **UML (Use case** **Diagrams, Activity Diagrams, Data flow Diagrams, Sequence Diagrams, Class Diagrams, ER Diagrams)**
* Experienced in performing **Business Process Reengineering**/**Gap Analysis** to check the compatibility of the existing system infrastructure with the new business requirements.
* Proficient **Prototyping** using **Axure and MS Visio**
* Hands on Experience with **Enterprise Architect, MS Visio, Rational Rose**, **Rational Requisite Pro**, **Rational Clear quest, Star UML, MS PowerPoint, MS Word, MS Excel**
* Expertise in documenting business, technical requirements, eliciting user demands and translating them to requirements and designing **Requirements Traceability Matrix (RTM)**
* Proficient in obtaining a grasp of the business process and acting as a liaison between the Management(Business Units, stakeholders) and the Development(IT) teams
* Extensive experience in **Databases** like **SQL Server 2008, 2008 R2, 2012**
* Performed **Document Management** in various projects
* Good communication skills with ability to work independently as well as in a team
* Industry: Insurance, **Manufacturing**, Finance, Health domain

***Technical Skills:***

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| Modeling tools | Axure RP, MS Visio, Enterprise Architect, Rational Rose, Rational Requisite Pro, Rational Clear quest, Star UML |
| Presentation Tools | MS PowerPoint, MS Word, MS Excel, MS Outlook |
| Operating Systems | Windows 98/ XP/ Vista/ 7/ 8, Linux, Mac |
| Programming Languages | C#, Java, C++ |
| Web Development | ASP.Net, HTML, CSS, XML, JavaScript |
| Databases | MS SQL Server 2008/ 2008 R2/ 2012, MS Access |
| Others | BABOK, TOGAF, SOA, Web Services, Load runner, HP quality center |

***Education:***

Bachelor of Technology (B.tech), Electronics and Communication Engineering (ECE), JNTU

***Professional Profile***

**Client: CFH Financial, Memphis TN April 12 - Present**

**Domain: Insurance**

**Role: Business Analyst**

**Project Description:** The main idea behind this project is to eliminate some of the batch processing and sending data real time by modernizing the claims management system (CMS). In this approach we have proposed and modernized the CMS with service oriented architecture (SOA). The proposed system with web services improved the efficiency of CMS, improving customer experience and reducing the wait time.

**Responsibilities:**

* **Analyze, identify and document** the status and architecture of the current system
* Business **requirements are gathered** interacting with **enterprise architects and SME’s through JAD sessions**
* Analyzing and **documenting** the **internal process of CMS** and come up with **best possible solutions to modernize it**
* Looking into the consequences of the flaws in the current system along with enterprise architects and **come up with new strategies and architecture for CMS**
* Documenting and presenting the CMS system after eliminating the batch process
* Prepared the **Vision and scope documents** for the project and worked closely with the Project Manager and enterprise architects in planning, scheduling, coordination and implementing methodology
* Designed **Business model diagrams, conceptual diagrams and logical diagrams** for the current existing system and future systems
* Assisted in developing **Architecture Diagrams, Context Diagrams and detailed Structured** and **Flow Charts**
* Created **Use** **Case Diagrams, Activity Diagrams, Sequence Diagrams and ER Diagrams** in MS Visio.
* Prepared **BRD and FRD**, taking the current system and future system into consideration
* Responsible for creating and maintaining documentation related to the project including **defect status report, risk analysis document, mitigation plans, supplementary requirements specification document and impact analysis document**
* Used **MS Power point to present** and **conduct walkthroughs** to the project managers and stakeholders
* Analyzed **research on operational procedures** and methods and recommend changes for improvement with an emphasis on automation and efficiency
* Assisted in presenting reports and analysis to help guide the management
* **Prototypes** are created using **Axure** and are used **to demonstrate** and verify the behavior of the system

**Environment:** MS Visio, Axure, MS Office, SQL Server 2012, C#.Net, ASP.Net, REST Web services

**Client: International Paper, Memphis, TN June 10 – February 12**

**Domain: Manufacturing**

**Role: Business Analyst**

**Project Description:** This project is to make a few changes to the existing database architecture and build automated jobs to transfer and receive data from different business units. The database architectural changes are made to reduce complexity, reduce data duplication and increase performance.

**Responsibilities:**

* Gather information from **database architects, administrators and SME’s** to better understand the present state of existing database architecture
* Acted as a **liaison between** the developers and management staff and was instrumental in resolving conflicts between the management and technical teams
* Documented the **Use Cases** and prepared the Use Case, Activity, Sequence diagrams and Logical views using **Enterprise Architect, MS Office** for a clear understanding of the requirements by the development team
* Involved in preparing **project plans** and identifying major milestones for each stage as per the SDLC model (Agile Methodology)
* Decomposed **high-level business and user requirements** into **prioritized functional requirements**, specified in an appropriate level of detail suitable for both business and development team
* Closely **working with database architects** to understand and define better solutions for the existing architecture.
* Created different **Traceability** views to maintain the Trace ability of the requirements using the **Requirements Traceability Matrix (RTM)**
* Documented **BRD** working with Project manager and database architects. Documented **FRD** for developers and database administrators
* Responsible for **UAT Testing** including: Strategy, Planning, Test Case Development, and Execution
* Responsible to make sure that the automated jobs scheduled run properly every day and the data appended is up to date.

**Environment:** MS Visual Studio 2010, MS Sql Server 2008 R2, SSIS, Core FTP, Enterprise Architect, MS Office, Rational Rose

**Client: Nomura Holdings Inc, Charlotte, NC September 09 – April 10**

**Domain: Finance**

**Role: Business Analyst**

**Project Description: Nomura** Holdings, Inc is a Japanese financial holding company, and a principal member of the Nomura Group. The project is about INHOUSE **e-RISK** software protocol meant to automate the process for decision-making, review of their financial services to keep track of historical data, Statistics, Market Data, Evaluation on Investments, Fixed Income, Derivates and also to make enhancements in the **credit risk management system** to prepare detailed analysis by utilizing sophisticated modeling and statistical techniques to predict, evaluate and manage the credit risk in the Bank's various loan portfolios.

**Responsibilities:**

* Responsible for Gathering Requirements from the **Quantitative Risk Analysts** and **Portfolio Managers** to produce Business and Functional Requirements for **Risk Management Application**
* Responsible for regular interaction with the Equities, Fixed Income & Foreign Exchange Division to gather Market Data to base the **Market Risk** Analysis
* Defined the functions and features of the application by designing the functional behavior of the system from the business perspective to simplify the purpose of the system
* Created analytical models that estimate future **credit risk** and losses at the account level for all existing and prospective loan products
* Created documentations through risk analyzing research and made recommendations to Senior Management for **credit risk management** strategies
* Developed risk tracking analysis and risk performance measures, such as custom score cards, for all Bank loan products
* Handled various **SQL queries** for data manipulations
* Responsible for assisting the Quality Assurance team to create the test plan, testing scenarios and test cases for functional, non-functional and UAT testing
* Facilitated the off-site development team with e-Meetings to clarify requirements
* Interaction with stakeholders to gather functional and non-functional requirements and represent them in **RTM**
* Performed Feasibility Analysis for the proposal of the new system
* Conducted **Gap Analysis** to show the current and proposed functionalities of the system
* Analyzed the strategies of **Fixed Income** and **Derivatives** in the investment division and conducted Portfolio Performance measurement: return, calculation, attribution
* Extensively used MS Excel for data reconciliation purposes assisted developers in creating Macros for data Reconciliation purpose

**Environment:** Windows 7, SQL Server 2005/2008, Toad, MS Office, MS Office Suite 2003, MS Visio

**Client: Emdeon, Nashville, TN August 08 – July 09**

**Domain: Health Care**

**Role: Business Analyst**

**Project Description:** This project uses a centralized database server which stores the patient history information and interfaces with the client servers. We worked with different clients and the client web application was customized for every client.

**Responsibilities:**

* Gathered Business Requirements**, interacted with the stakeholders, developers, Project Manager and SME’s** and facilitated **JAD sessions** to formulate Business Processes
* Gathered system requirements from various functional departments with document, surveys and interviews
* Prepared **User Requirements Document (URD), FRD** and other technical documents
* Developed **Use Cases and Use Case Scenarios** and visualized those using **UML diagrams in MS Visio**
* Conducted **workflow, process diagram and GAP analysis** to derive requirements for existing systems enhancements
* Initiated Impact Analysis to study the feasibility of the IT integration and expected downstream results by identifying and reviewing multiple business scenarios.
* Prepared **Business Process Models** that includes modeling of all the activities of the business from the conceptual to procedural level.
* Developed a **Traceability Matrix** to keep track of the **Requirements, Use Cases and Test Cases**.
* Worked with designers, developers, marketing, and customer service on Performance issues based on analysis, modeling, and test automation
* Acted as **liaison between the senior management and different teams** with **effective presentations** to achieve best results.
* Assisted in the preparation of **test plans and test cases**
* Reviewed **Test Plan, Test scenarios inventory and Test Cases** to ensure that they meet the requirements
* Documented best practices in the project for reusability

**Environment:** MS Visio, Microsoft (Word, PowerPoint, Access, Excel), Microsoft Team Foundation Server, Quality Center, Oracle, SQL, Windows, UNIX, Java/J2EE, XML, HTML

**Client: Jersey Mortgage, Cranford, NJ June 07 – June 08**

**Domain: Finance & Insurance**

**Role: Business Analyst**

**Project Description:** Jersey Mortgage is one of the pioneers in the residential mortgage industry in New Jersey and Pennsylvania. They tailor financing based on your personal profile including factors like your current income, future earning, and credit history and how long you plan to keep the property. The project involved the creation of an online pre-approval application, while allowing the clients to view their mortgage quote.

**Responsibilities:**

* **Analyzed operating procedures** and policies on an ongoing basis and recommend and implement improvement plans where appropriate
* Understood **core processes** of the departments to provide input on re-engineering or streamlining opportunities
* **Met with client groups** to determine **user requirements** and **goals**
* Gathered data requirements for the system by interacting with the users and data administrators
* Gathered functional requirements from users and management **(SMEs)**
* Regularly update return on investment (ROI), cost benefit analysis, and net present value
* Responsible for creating **the BRD** and the **Functional Specifications Document (FSD)**
* Designed **Business Process Model** (Activity diagrams, Sequence diagrams and Collaboration diagrams)
* Utilized **Agile Unified Process** (AUP) to configure and develop process, standards, and procedures
* **Analyzed business requirements** and segregated them into high level and low level User requirements
* Development of standard documentation package (**Requirements, Specification, Design,** **Operations and Quality Testing Plans**)
* **Conducted JAD sessions** to facilitate discussion between the different users to resolve issues and come to an agreement
* Interviewing **SME’s** and carefully recording the requirements in a format that can be reviewed and understood by both business people and technical people
* Set up definitions and process for **Test phases** including **product test**, **integration test**, and **system** **test**. Work to fully implement **test phase** entry and exit quality criteria, **standard test** reporting metrics and standard test artifacts
* Performed **System Testing** to ensure that the compiled software components of the Applications adhere to **Project Standards**, **Performance Criteria** and **Functional specifications**.

**Environment:** AUP, VB 6.0, JAVA, SQL Server 2005, Microsoft NT, Microsoft IIS, Crystal Reports, MS Office, MS Visio