ABDULLAH AL MAMUN

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## CAREER SUMMARY:

* Business Analyst/Data Analyst with 7 years of hands on experience in business consulting in Banking/Finance and application development with excellent skills in client interfacing, requirement gathering, user support, quality assurance, problem solving, and documentation.
* Experienced in SDLC, Waterfall, Scrum, Agile and Sprints and worked on Planning, Grooming, Retrospectives and other Scrum activities.
* Experienced in gathering business requirements and creating BRD documentation.
* Excellent at analyzing gathered requirements, verifying requirements and creating functional specifications (FRD).
* Strong in writing SQL queries and reporting the results to the business team.
* Skilled in determining system requirements and specifications for complex application development projects. Past experiences of leading and interacting with business teams, programmers and technical staff at all levels.
* In depth knowledge of the Systems Development Life Cycle (SDLC) models such as Water Fall, Spiral and RAD.
* Data Mapping, Data modeling, Data mining, Data analysis, Data verification, Business requirement Gathering, Scenario Analysis
* Re-designed Data Security Model in Agile PLM.
* Data Warehouse, Data Modeling based on client requirement using Erwin also maintenance for ETL (Extract, transform and Load)
* Experienced in using SQL queries for data extraction and back-end testing.
* Experienced in conducting JAD sessions, focus group and brainstorming sessions, reviews, and walkthroughs and customer interviews for various business processes.
* Used Rational Requisite Pro for requirements management and to follow configuration management process.
* Extensive knowledge of various SDLC methodologies: Scrum, Agile, Waterfall, RUP, Extreme Programming.
* Skills in developing Use Case diagrams, Sequence diagrams, State Chart diagrams, and Class diagrams.
* Exposure in creating and analyzing Data flow diagrams, and Entity Relationship diagrams.
* Skills to track environment build release level at various point in the software building process.
* Possess Project management skills such as time estimation, task identification, risk analysis and scope management and resource management.
* Defining Test Cases, analyzing bugs, interaction with team members in fixing errors, Unit testing and User Acceptance Testing (UAT).
* Experienced with JIRA agile application in entering and updating issues: Epics, Stories, and Tasks

### TECHNICAL SKILLS:

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

**Requirement Tracking:** Rational RequisitePro, Quality Center

**Performance Testing Tools:** Rational Suite Performance Studio

**Operating Systems:** MS Windows, Unix

**Web/Design & Reporting Tools:** HTML, XML, MS Front Page, Adobe Photoshop, ASP, .NET, Tableau

**Databases:** Oracle, SQL Server, MS Access

**Programming** **Languages:** C, C++, COBOL, JAVA, PL/SQL, PHP

**Office Tools:** MS Word, Excel, MS Project, MS Outlook

**PROJECT HISTORY:**

**US Bank, Minneapolis, MN**

**November 2017 – April 2019**

**Business Analyst/Data Analyst**

The company's main businesses include retail [branch banking](https://en.wikipedia.org/wiki/Branch_banking), [commercial banking](https://en.wikipedia.org/wiki/Commercial_bank), [consumer lending](https://en.wikipedia.org/wiki/Consumer_lending), [payment processing](https://en.wikipedia.org/wiki/Payment_processing), [investment advising](https://en.wikipedia.org/wiki/Investment_advisor), and [title insurance](https://en.wikipedia.org/wiki/Title_insurance). The main objective of this project was to ensure that the customer communications and fees are simple, transparent, accurate and easy to understand across the enterprise and resolve existing audit issues. The project was based on re-designing Data Security Model. It required exposure to all lines of business including legal and compliance. Also worked on user story analysis and technical documentation for on mobile credit card accounts system upgradation, Checking and Savings accounts, and Online mortgage. I was working on the ‘Personal Banking’ (mobile and online) application that helps customers to enroll online and get access to various features such as review account activity, Transfer Funds, Pay Bills and order checks.

**Responsibilities:**

* Standardized and built a process for review and signoff of non-marketing owned customer facing communications, including roles and responsibilities.
* Built a sustainable review process for Fees, including roles and responsibilities
* Standardized definition of materials needing legal and compliance sign-off
* Established processes for recurring reviews of new customer facing communications and recertification of existing communications
* Experience working with stakeholders to define requirements and business processes.
* Worked collaboratively and effectively with cross functional teams.
* Participated in scrum ceremony (Daily stand-up, Sprint Planning, Sprint Review, Sprint Retrospective and Backlog Grooming).
* Created Visio diagrams/charts, wireframes and functional documents in SharePoint.
* Created features based on project inception output and dividing into the user story.
* Created user stories, user acceptance criteria, epics, process maps, data mapping, and formal requirement documentation.
* Built and customized View and workflow rules and approval processes within Service cloud.
* Utilized Agile project management methodology defining epics, stories and sprints (TFS) in order to lead complex global efforts of cross-segment global teams to drive continual service improvements.
* Queried relational databases using SQL on a daily basis to resolve operational issues and assist business and IT in better understanding of business requirements
* Conduct business process analysis and identifies process improvements.
* Created weekly and bi weekly status reports.
* Review failure data, perform trend analysis, and make recommendations to improve system performance.
* Data analysis/mapping/modeling reference data repository project to improve quality of credit risk exposure information across business units for a leading fixed income financial guarantor.
* Analysis of files and data to for proper classification and assessment of PCI (Payment Card Industry) data content.
* Interacted with stakeholders and business users to understand Business requirements to provide insights/recommendations per interactive data visualization dashboards views/metrics developed in Tableau.
* Extensive development of views/Dashboards using Tableau analytical tool, and published dashboards to Tableau Server for data visualization portals.
* Regularly working on Data Issues from the client perspective and converting them into Data Mapping and Data Validations.
* Performed Data Analysis and created SQL queries involving Joins, Functions and Stored Procedures.
* Standardized processes for cataloging, storage, retrieval and distribution of all communications.
* Worked with IT in generating customer communications and fees reports and used it to perform GAP Analysis against existing LOB inventory.
* Identified/documented data sources and transformation rules required populating and maintaining data warehouse content.
* Working the Compliance, related to KYC and AML procedures for understanding the current reporting requirements and documenting them.
* Strong experience in conducting Manual Testing, User Acceptance Testing (UAT) and documentation of Test Cases.
* Developed strategies with Quality Assurance group to implement Test Cases in HP QC for stress testing and UAT (User Acceptance Testing).

**Bank of America, Charlotte, NC**

**February 2015 – October 2017**

**Business Analyst/Data Analyst**

Was part of Technology team that designed and developed a large web based trading analysis dashboard application to provide graph-based drill down report to executives of Wells Fargo, Dashboard application was developed in .net to provide trading information, conditional orders and alerts, level II quotes, interactive charts and streaming informative data for research, performance ticket tracking related to Wachovia and Wells Fargo associates, network problems and how to deal with those problems by using tools like branch trend and network.

**Responsibilities:**

* Gathered business requirements through interviews, surveys, and observing from account managers and UI (User Interface).
* Understood and articulated business requirements from user interviews and then translated requirements into functional and technical specifications.
* Interacted with fixed income business heads to finalize the Business Requirements Document (BRD) for the Risk Management process.
* Assisted Project Managers with the development of project schedules and management scope using MS Project and Excel.
* Provided the status reporting of team activities against the program plan or schedule to the project manager
* Formulated artifacts including Features and User Stories using TFS, Functional and Non-Functional Requirements, Wireframes, Process and Work Flow Diagrams.
* Coordinated with the developers on defect status on regular basis.
* Created and maintained Acceptance Criteria Document while working closely with the end users.
* Worked as a liaison between users, management and IT teams in developing a better understanding of the Business processes. Effectively resolved conflicts in building an agreed upon solution for the proposed system.
* Facilitated interview sessions and JAD sessions with stakeholders, end users, financial services manager and subject matter experts, and identified the needs of the integrated system.
* Conducted requirement workshops among all the project stakeholders to verify and validate the business requirements.
* Leveraged SharePoint features for collaboration, document and content management to maintain uniformity, consistency and organized site structure.
* Created and maintained weekly project status reports.
* Created Visio diagrams/charts, wireframes and functional documents in SharePoint.
* Provided technical guidance, support and training to management and users on SharePoint site functionality.
* Responsible for site configuration, migration support and workflow design in collaboration with off site developers.
* Responsible for review, clean-up, management and configuration of SharePoint sites in preparation of migration to SharePoint.
* Worked closely with IT management and other functional groups to design, develop, deploy, and administer the division enterprise SharePoint site collection. Includes managing Site Collection Features, Security Groups, and Workflows in SharePoint.
* Identified Use Cases and Wrote Use Case Narratives.
* Created data models using MS Visio and used MS office 365.
* Established a corporate finance data repository assisting in credit score carding.
* Responsible for the completion of projects within specified time and budget dealing with financials, project workflow, change management and dealing with vendor relationships.
* Integrated an external credit score carding system into internal risk management system by identifying management requirements and implementing automatic information upload.
* Performed System and Integration Testing along with testers.
* Conducted User Acceptance Testing (UAT) with the business.
* Assisted with Test Cases and developed strategies with Quality Assurance group to implement them. Efficiently responded to client inquiries and resolved discrepancies. Identified, prioritized, tested and proved essential business functions to assure compliance with vendor and internal auditing.
* Involved in migration of various objects like, stored procedures, tables, views from various data source to SQL Server.
* Wrote SQL queries in SQL Developer to interact with the client data sources and retrieve the updated data files.

**Citizens Bank, Providence, RI**

**September 2013– Jan 2015**

**Business Analyst**

The retail banking site is created using HTML, Java, and Oracle enables potential customers to access their Checking’s and Saving information.

**Responsibilities:**

* Interacted with the SMEs and stakeholders to get a better understanding of client business processes and gather business requirements.
* Modeling the As-Is system and doing the complete Gap Analysis for the existing system in order to map it to the To-Be system.
* Identified Use cases from the requirements and wrote Use Case Specifications.
* Conducted JAD sessions for communicating with the all Project directors and stakeholders and created Business Requirement Document (BRD).
* Linked business processes to organizational objectives, perform critical path analysis, and identify opportunities for business process improvement
* Communicated extensively with the clients and with different levels of management to identify requirements, use cases and to develop functional specifications.
* Created Use-Cases and Business Use-Case Model after accessing the status and scope of the project and understanding the business processes
* Provided all teams visibility and maintain tractability among requirements, use cases and change requests.
* Managed all the requirements in RequisitePro, making requirements available to all team members.
* Involved in designing and analyzing the data warehouse using Reverse engineering and Forward engineering methodology and the respective dimension tables were designed and generated.
* Assured that all Artifacts are in compliance with corporate SDLC Policies and guidelines.
* Worked with the client and created UAT shake off documents.
* Coordinated and prioritized outstanding defects and enhancement/system requests based on business requirements, allowing sufficient time frame to ensure accuracy and consider deadlines
* Wrote SQL queries to test the database backend. Created Data Flow Diagrams (DFD’s). Assisted and Participated in conceptual and logical data modeling of the databases.
* Monitored client expectations and conducted user interviews.

**Mesirow Financial, Chicago, IL**

**March 2012 – July 2013**

**Business Analyst**

Mesirow Financial is a diversified financial services firm, provides various financial services to institutional investors and small to mid-sized businesses in the United States. It provides a variety of services and investment products, including equity and fixed income investments, currency management, broker/dealers & IAs, annuities, investment brokerage, sale-leaseback capital, insurance, retirement plans for growing businesses and more.

**Responsibilities:**

* Extensively involved in Risk analysis, Securities and their valuation, Asset Management (risks and returns), Asset Allocations, Bond pricing, Financial Derivatives, Cash flows, financing structure, Portfolio Analysis, etc.
* Responsible for creating and reviewing business requirements, functional specifications, project schedules, documentation and test plans.
* Worked with production staff to identify and map detailed current processes, identify gaps and failure points, perform root cause analysis and develop functional requirements that supported overall strategy, goals and objectives, and develop and document the functional requirement documents.
* Worked under Agile/Scrum methodology with Sprint based goals.
* Acted as a liaison between the technical staff and the users (staff and management). Also was responsible for communications between Project Team and other related departments.
* Involved in content management change control and Version Management. Performed regular updates to various static web pages.
* Coordinated mentoring of various tools and process flow of the application.
* Analyzed and design Use Case diagrams, Class diagrams, Sequence Diagrams, Business Objects, Domain Object Model, and MS Visio to depict process flows and PowerPoint presentations.
* Implemented Traceability Matrix (RTM) and User Requirement Specification Document (URS) and verified the functionality coverage.
* Used JIRA to facilitate backlog grooming, planning, daily scrum, reviews, and retrospective.
* Communicated effectively both verbally and in writing with an overall ability to be clear and concise.
* Designed user stories, iterative developments, continuous integration, shared ownership, test-driven development, manage sprint task and artifacts on a requisite requirements management tools.
* Documented and shared user stories, acceptance criteria, and scenarios matrix.
* Wrote SQL statements to extract data from the tables to validate data flow.
* Involved in monitoring process flows and creating process verification plans and conducting UAT.
* Collaborated in the planning, design, development and the deployment of new applications.
* Coordinated the efforts for the enhancements of design and functioning of existing applications.
* Assisted with testing case scenario and select applications to aid SQA requirements expectations.
* Created new reports, transition existing reports to modernized environments with data analytics.
* Worked with internal customers to elicit BI requirements via interviews and studying of report cases.