**Fahd, MD**

**OBJECTIVE**

As a Business System Analyst with 7 years of experience in the field of Finance, Banking, AML and Mortgage market, I have a diverse experience in Information Technology with focus on Business Analysis, Business process modeling, Requirement Gathering, Documenting Requirements (BRDs/FRDs/Use Cases), and Software Validation

**SUMMARY OF QUALIFICATIONS:**

* In depth knowledge of front office, middle office and back office of Hedge Funds, Fund of funds, Portfolio Management, Asset Management, Brokerage Institutions etc.
* Expertise in Agile Principals like Tasking Meetings/Retrospectives, Relative Estimation, Story-Based.
* Experienced in performing Business Process Reengineering/Gap Analysis to check the compatibility of the existing system infrastructure with the new business requirements.
* Experienced in translating the business requirements into use cases using various external tools.
* Experienced in conducting JAD sessions, Interviews, Workshops, Brainstorming and Survey.
* Highly proficient in preparing Business Requirement documents (BRD), Functional Requirement Documents (FRD), User Requirement Document (URD).
* Strong domain knowledge on AML concepts in the areas of CDD, OFAC, transaction monitoring, Fraud and suspicious activity reporting.
* Experience with both traditional Waterfall SDLC and Agile / Lean methodologies.
* Expertise in gathering business and technical requirements from both formal and informal sessions utilizing a variety of software tools.
* Experience working with HP ALM/ Quality Center, recognized the priority and severity of bugs with in depth knowledge of the Bugs life cycle.
* Developed user guides, procedures and Standard Operating Procedure (SOP) documentation as needed.
* Expert data collection, cleansing, validation, analysis, and reporting. Extract, analyze data from various sources, including databases, manual files, and external websites.
* Created and published regularly scheduled and/or ad hoc reports as needed. Documented reporting requirements, process and validate data components as required.
* Strong communication skills when working with developers, project managers, subject-matter experts, stakeholders, system implementers, and application end-users.
* Designed and implemented an inter-department multi-level functional RACI chart methodology
* Extensive experience in conducting Joint Application Development (JAD) sessions with various user groups.
* Experienced with testing effort in preparing the functional test plans, test coordination, escalation, prioritizing the bugs and user acceptance testing.
* Expert of forming and maintaining positive and productive working relationships in internal, external, independent, team environments, creative and aggressive self-starter with integrative thinking skills.
* Strong business analysis skills and exceptional experience in the software development life cycle (SDLC) and methodologies including Waterfall Model, Rational Unified Process (RUP), Agile Methodology.
* Solid Experience in modeling Relational Databases and Data Warehouses using tools like Erwin, Sybase Power designer and Oracle BPA.
* Expert in broad range of technologies, including business process tools such as Microsoft Project, MS Excel, MS Access, MS PowerPoint, MS Visio (Microsoft Suite) and Rational Suite.

**TECHNICAL SKILLS:**

Business Modeling Tools: Rational Enterprise Suite, Requisite Pro, Rational Rose, Clear Case, Visio, UML, Share Point, Microsoft Office.

SDLC Methodologies Agile, Waterfall, Spiral, Spiral, Rup Process and Protyping

Project Management: MS Project, MS Visio, MS Word, MS Excel, MS Access, MS PowerPoint.

Financial Systems: Reuters 3000 Xtra, Bloomberg.

Operating System: Windows 7/8/10

Databases: SQL Server, MS Access, MySql.

Reporting Tools: Business Objects, Crystal Reports.

Test Tools: Test Director, HP ALM, Jira

**PROFESSIONAL EXPERIENCE:**

**Citigroup, Jersey City, NJ Oct 2015- Present**

**Business System Analyst**

Global End-to-End (E2E) Anti Money Laundry (AML) Transaction Reconciliation Program provides additional confidence in the completeness of data being monitored for AML through the implementation of various controls. The program automates, personalizes and extends the one-time efforts of Baseline Reconciliation into a regular process. The program lays out governance and ongoing roles and responsibilities for business operations and technology. My key responsibilities included to investigate and asses alerts for potential money laundering risks in the Bank, to insure efficient identification and monitoring of suspicious activities and transactions and to ensure timely, efficient reporting of suspicious transactions to AML Compliance Officer and the Financial Intelligence Centre. In addition, I had to team up with the Financial Forensics department in daily assessment of AML and SWIFT reports for potential suspicious activity.

**Responsibilities:**

* Functioned as a Business Analyst with subject matter experts to identify and understand requirements and Lead the team within JAD sessions. Recorded and published all session notes along with related diagrams.
* Followed a structured approach for gathering and formalizing business requirements developed and maintained quality procedures and ensured that appropriate documentation was in place
* Responsible for identifying and documenting business rules, created detailed Use Cases and conducted User Acceptance Testing (UAT). Developed the test plan, test conditions and test cases to be used in testing based on business requirements, technical specifications and/or product knowledge.
* Analyzed and optimized the existing business processes using Conceptual Models and Data Flow Diagram. The process included performance enhancement requirements assessment and mapping of existing work flow and data flows. Performed Use Case modeling, Use Case Development, and data modeling to capture, communicate, and manage business and system requirements.
* Participated in Agile development practices and Agile software development.
* Managed specific application quality assurance and help desk activities including the tracking of bug reports and change requests and ensuring their timely resolution.
* Ensured that all items follow the change management process and are entered and tracked through the change management software.
* Responsible for the overall success of testing, including results verification and release sign-off.
* Use SQL statements to test and match the requirement using the test variables.
* Provided resource planning, management and resolution of issues that impede the test effort.
* Led groups of business personnel who test, evaluate and validate new functions and applications, and identify issues in software or services.
* Reviewed KYC processes and documentation as required.
* Extensive experience working in an Agile development environment.
* Analyzed discrepancies in service or performance and made recommendations for updates.
* Provided final sign-off to the IT project manager to release code to production.
* Ensured continuing operational quality by documenting bug fixes and enhancements assigning tasks to developers, testing and releasing updates.
* Proficient in Microsoft office products: Word, Excel, Outlook, Visio

**Environment:**  MS Excel, MS Visio, MS Project, Oracle, SQL, UML, HP ALM.

**SunTrust, Atlanta, GA**

**July 2014– Sept 2015**

**Business System Analyst**

The project involved developing and upgrading the existing application by adding new features as per the business needs to the existing system. This involves major part of reviewing the existing system and analyzing the new business needs to make more secure, user-friendly, and performance oriented web solution. It streamlined the debit card transactions and wire transfer application using ACH guidelines. The project initiative was to migrate from existing legacy system to a common Web Based application across its various domains. Retail Portal (RP) is an enhanced web-based application designed for retail team members operating in the stores. The content and applications included in the Retail Portal are specific to retail customers. It includes extended features like Customized Summary, transferred over wire transfer feature, Demand Deposit Account (DDA) creation and modifications.

**Responsibilities:**

* Analysis and understanding the existing functionalities and new requirements for the application development.
* Involved in Design discussions with Oracle Apps and Portal teams.
* Involved in Requirement Gatherings for all the interfaces in integration.
* Follow the application development lifecycle.
* Created RACI charts, BRDs, FSDs, PowerPoint presentations, Visio flowcharts and milestone dates.
* Involved in sprint planning as Scrum master for multiple Scrum teams.
* Served as a liaison between end users and the technical team and collected detailed Functional Business Requirements, user requirements, and Business rules to facilitate the system development for the technical team.
* Guided business users in selecting the requirements for setting up KYC systems and pattern analysis.
* Was responsible for documentation collection and validation of core KYC requirements.
* Participated in updating clients KYC records to regulatory and internal standards.
* Responsible for partnering with the cross functional stakeholders to drive process improvement through exemplary process design/improvement/management skills using proven best practice techniques such as Lean Six Sigma or equivalent.
* Created Workflow Diagrams, Activity Diagrams, Process Flow Diagrams, Swim Lane Diagrams and Use Cases.
* Actively used SQL to query the database to verify the values displayed on the GUI.
* Coordinate with wire transfer associates to correct duplicate and returned wire transfers.
* Extensively worked in Production Support environment.
* Created User Stories, while describing the behaviour of the system and model them in MS Visio. Thus enabling effective mock-ups for demos to be shared with business owners.
* Provided functional and technical documentation, including Business Requirements, Functional Requirements, Use Cases and Design and Process flows.
* Developed the Deployment plans for different environments.
* Extracted sources from flat-files, Oracle, SQL Server and load them into Oracle.
* Responsible for Integration, Unit testing, bug fixing.
* Involved in all stages of project life cycle.
* Supported deployment to multiple environments and cut over activities.
* Organized meetings and requirements gathering sessions with key business stakeholders, clients, business partners, technical staff and analytics staff.
* Involved in daily Scrum meetings with development and testing teams.
* Provided technical writing support in writing, editing, and formatting of technical documents such as Requirements Specifications, Functional Requirements Documents (FRDs), Communications Plans, System Design Documents (SDDs), Standards Operating Procedures (SOPs), and Test Plans following System Development Lifecycle.
* Prioritized outstanding defects and system problems, ensuring accuracy and deadlines were met.
* Prioritized business and systems problems; analyzed legislation and conducted impact analysis.
* Provided the Project Manager with high level design documentation, used to communicate the software enhancement to the client. Using Microsoft Power Point and Visio.

**Environment:** Windows Server, Oracle, MS Excel, MS Visio, MS Project, SQL, UML, SDLC/Agile, HP ALM

**JP Morgan Chase – Sugarland, TX**

**Nov- 2012- June 2014**

**Business System Analyst**

JPMorgan Chase & Co. is a multinational banking and financing services holding company headquartered in New York City. It is the largest bank in the United States by total assets. The project was to design and develop a derivatives exchange application. This application supports front-end trading access via internet, risk management for futures and options exchanges. It also provides a variety of strategies modules and pre-trade analytic.

**Responsibilities: -**

* Conducted JAD sessions to allow different stakeholders to communicate their perspectives with each other, resolve any issues and come to an agreement quickly.
* Involved in requirement gathering using Rational Requisite Pro, which included interviews, brainstorms and meetings with stakeholders.
* Identified the current business process, documented the work flow and improved the efficiency of the current business process.
* Extensively involved in all the waves to make sure that documented functional requirements are met.
* Identified and created all necessary Business Use Cases from requirements, created UML Diagrams including Use Cases Diagrams, Activity Diagrams, Sequence Diagrams, and Class Diagrams using Microsoft Visio 2007.
* Involved in the creation and maintenance of the Workflow plans and artifacts for all the waves
* Implemented an integrated RUP solution with complete line of traceability for all the artifacts of web development projects.
* Worked on Derivatives Trading Cycle, Derivatives Pricing, Sales and Marketing, and Performance measurement.
* Involved as a SME in the decision making regarding the securities and derivatives products.
* Maintained and kept track of stakeholders’ requests for enhancements and changes using Rational Clear Quest.
* Expertise in Performance Management, Asset Management, Credit Management, Client Reporting and implementing its benefits.
* Understood the business logic, User Requirements and test-objectives to develop test plans, test cases, and test case execution using Test Director.
* Tested the application manually by executing Test Cases prior to Automation.
* Performed all kinds of testing including regression, system, integration, end to end, smoke, functional, back end and front end testing.
* Participated in Bug-Review meetings with software developers, QA engineers, managers and suggested enhancements to the existed application from business perspectives, provided solutions to existing bugs.
* Conducted UAT (User Acceptance Testing) to make sure that all the user requirements are catered by the application.
* Involved in preparing a simple and detailed User manual for the application, for an intended user.
* Used Microsoft Project to manage schedules, deadlines, resources and collaboration on the project.

**Environment:** UML, Rational Rose, Windows, MS Office, MS Visio, MS Project, MS SQL, HTML

**Citizens Bank, RI**

**Jan 2011– Oct 2012**

**Business System Analyst**

I was Involved in business analysis of an online banking application that enables the bank’s customers to access their accounts through the Internet. Account holders enter their access ID and password to access their personal accounts, which includes checking, savings and money market account. The application provides the accounts lists, account summary, account transactions for various accounts and the ability to transfer funds between the various accounts using fund transfers, the project focused on clear and transparent brokerage fee imposed on customer for all transaction involved

**Responsibilities:**

* Involved in framing the Technical Specification of the Enterprise structure, interacting closely with the end users& take repeated documented feedback.
* Documented the current process, suggested future state process improvement, identified bottlenecks and modelled current and future state processes using Rational Rose.
* Reviewed and analysed the business requirements document to derive the functional specifications document and assisted in the preparation of System Requirement Specifications.
* Identified core business processes by building on respective enterprise and process knowledge early-on to help expedite critical decisions from the “decision makers”
* Documenting the detailed Technical Specification for future reference.
* Implemented the entire Rational Unified Process (RUP) methodology of application development with its various workflows, artefacts and activities.
* Made extensive use of MS SQL to retrieve queries from the database.
* Developed Use Cases using UML based on the needs of Business Users.
* Used MS Office suite (Word, Excel, Visio, Power Point, Outlook, and Project) for project tracking, documentation, and presentation.
* Collected and documented Business process and business rules Participated in the identification, understanding, and documentation of business requirements, including the applications capable of supporting those requirements.
* Identified, organized, and documented the changing requirements of the project.
* Developed and executed test plans and test scripts for testing and UAT (User Acceptance Testing)
* Led the testing phase in SIT (System Integration Testing) and UAT phases for three consecutive Releases
* Defects were tracked, reviewed, analyzed and tracked using Quality Centre (Defect Management)
* Conducted Training Sessions to train users in using the application.
* Worked on the Post Implementation Support while the application was in production.

**Environment:** Rational Requisite Pro, Rational Rose, MS Office, MS Visio, MS Project, MS SQL, HTML

**EDUCATION**

MBA with major in Business Administration and Management