Talented, highly motivated and results-driven business analyst/product development process analyst with over 6 years of experience in collaborating with customers and cross-functional teams to deliver effective solutions for global projects across finance and telecommunication industries

* Seasoned business analyst with expertise in creating **Business Requirement Documents (BRD)**, **Functional Requirement Specifications (FRS)**, **User Stories, Business Process Model** and **Target Operating Model**
* Adept in **Agile** practices; particularly **Scrum**. Certified Scrum Master and Product owner. Led the **Product Backlog grooming**, prioritization, **epics/stories elaboration**. Participated in **Sprint planning, Planning poker, Daily standup, Showcase/Demo and Retrospective**
* Customer focused leader with expertise in conducting **Alpha/Beta trials**, analyzing customer feedback and surveys, capturing customer's expectations and preferences, **collaborating** with product and technology teams to improve the product based on voice of customer
* Proficient in creating quick **wireframe**, **storyboards** and **prototype** using **Just-in-Mind** and **Balsamiq**
* Strong analytical and problem-solving skills, leading feasibility studies, **gathering requirements**, oral and written communication, **project coordination**, change management, **quality assurance** and **UAT testing**
* Strategic thinker focused on customer service and quality. Excellent **project management**, customer management, crisis management, troubleshooting, **defect triage** and problem-solving ability
* Expertise in capturing and translating customer feedback into product specific defects by leveraging **Customer Validation Management Platform** (Centercode)
* Experience in building effective solutions to Issuance and Payment services in **Debt Capital markets** to serve the needs of Issuers and Bondholders
* Proficient in driving and influencing diverse, cross-functional matrixed teams including product owners, business users, developers to achieve common business objectives. Identify ROI (Return on Investment) of proposed changes/enhancements to systems
* Adept in **project management & coordination activities** including scope definition, activity/task planning, time **estimations**, monitoring and **reporting**. Proficient in **JIRA Agile** and Version One for Scrum Project Management. Adept in creating and managing the **SharePoint** site for the projects
* Experience in analyzing business in integration of multiple systems and preparation of UML (Activity and Use case) diagrams using **MS Visio**. Adept in defining **Business Process Model (BPM)** and Rules for the Workflow
* Experience in facilitating Joint Requirement Planning (JRP) sessions with Business User Groups, conducting **Joint Application Development (JAD)** sessions with IT Groups and Conflict Management with Project team members using various elicitation techniques
* Conducted requirement analysis techniques such as **Business Process Automation**, **Business Process Improvement**, **Business Process Re-engineering** & **Gap Analysis**.
* Involved in **Data modeling**, created ER-Diagrams (Conceptual and Logical data models) by interacting with data integration teams
* Expertise in writing **SQL** queries for **data analysis** or **data validation**. Proficient in creating Data Definitions and Mapping documents. Experience in **Business Intelligence** techniques to analyze business data
* Adept in conducting **User Acceptance Testing (UAT),** **Test Cases** documentation, creating **User manual**, and conducting Training sessions.
* Expertise in designing and developing **Test Strategy, Test Plan, RTM, Test Cases/Scripts and Test Scenarios.** Experienced in performing **Functional Testing**, **GUI Testing**, **System Integration Testing (SIT)**, **Regression Testing** and **User Acceptance Testing (UAT).**
* Proficient in using the test management tools JIRA, Test Director and Quality Center for maintaining a track of all testing related activities as well as **Defect Tracking**.

**Technical skills**

|  |  |
| --- | --- |
| Requirement Management Tools | Power Designer, JIRA |
| Project Management Tools | MS Project, JIRA, HP-PPM, Planview |
| SDLC Methodologies | Agile(Scrum), Waterfall |
| Databases | Microsoft SQL Server 2008, MS Access, Oracle, Teradata |
| Business Modeling Tool | Smart Draw, JustinMind Prototype , Erwin Data modeler |
| Defect Tracking Tools | Jira, Quality Central |
| Alpha/Beta Testing | Centercode |
| Others | MS Share Point, Word, Excel, Powerpoint, Access. |

**Education & Certification**

* Bachelors in Arts – Ludhiana, India
* Certified Scrum Master – [International Scrum Institute CertificateID: 87649136162828]
* Certified Product owner -[International Scrum Institute CertificateID: 94183833770919]

**Professional Experience**

**Verizon, Basking Ridge NJ       Jun 2018 – Till Date**

**Sr Business Analyst- Product Development Process Consultant**

**Product Delivery Excellence (PDE)** team in the Global Product Solutions organization is responsible for developing and launching various products in market after conducting alpha & beta trials to get customer’s perspective by developing and executing customer test cases using LBGUPS (Learn, Buy, Get, Use, Pay, Service) framework. Key projects: “OneTalk Desktop App”, “GPS Portal”, “Verizon Business Internet”

**Responsibilities:**

* Led the Alpha and Beta trials of “OneTalk Desktop App” and “Verizon Business Internet”
* Collaborated with cross-functional teams to develop customer surveys using LBGUPS (Learn, Buy, Get, Use, Pay, Service) framework
* Reviewed and analyzed customer feedback, private Journals, open discussions, bug reports, feature requests, and NPS Scores to derive actionable product insights and overall customer experience
* Elaborated customer requirements in form of User Stories and Epics in JIRA. Created Kanban board
* Facilitated stories grooming sessions and walkthroughs with product and technical team members
* Captured customer expectations and preferences from the surveys and feedbacks, worked with the product and technical teams to align the product specifications with voice of customer
* Created and managed JIRA backlog for all the bugs and feedback submitted by customers
* Conducted defect triage meetings to categorize and prioritize the defects
* Coordinated defect root cause analysis and resolution
* Participated in UAT for GPS Portal. Successfully tested stories without lead time to learn the product.
* Partnered with various teams to come up with test cases for medium to large businesses
* Assisted in creating customer journey roadmap and SIPOC for customer and user experience
* Developed expertise on Centercode (Customer Validation Management Platform) without and formal training. Mentored and assisted other team members
* Single point of contact for inviting and onboarding customers on center code. Provided customer support during the trial
* Collaborated with product team, vendor, legal and relationship managers to come up with survey questions, product launch strategy and planning
* Set-up Centercode with survey, feedback, notices, terms of service etc. for the trials. Granted distinct access and features to various teams, ranging from internal users, customers, product testers to real consumers
* Created detailed plans for Alpha & Beta trials and product improvement based on customer feedback
* Created several dashboards and reports to provide insight into customer feedback, activities, user profiles, participation rates, product issues and customer verbatim
* Led the closure of 93% defects with attention to details and efficiency resulting in improved product, customer experience and risk reduction
* Communicated issues to cross-functional team in an urgent/timely manner to facilitate resolution
* Generated key metrics from customer feedback and presented weekly readouts to senior management
* Managed/tracked schedule to ensure that assigned tasks are completed on the assigned due dates
* Monitored product performance and managed product enhancements after the trials
* Managed project communications and escalations. Published project status reports to all the stakeholders

**Wells Fargo, New York, NY       Jun 2017 – June 2018**

**Sr. Business Analyst Consultant/Project Coordinator**

**Enterprise Party (EPIC):**Wells Fargo needed a single Enterprise Party Identifier and hierarchy management platform to facilitate aggregation, maintenance and reporting capabilities in accordance with regulatory principles. The EPIC platform will enable uniform identification of parties by creating a federated data integration solution and create a single version of truth at the enterprise level for an Interested Party.

**Responsibilities:**

* Supply chain assessment by understanding the current state of the source systems, identifying the System of Origin (SOO) for the data points feeding into EPIC. Built an assessment questionnaire to identify components of the master and reference data across the bank
* Identified systems by group that use enterprise master and reference data and enabled the team to efficiently design the target ecosystem, leveraging the best practices from across the enterprise
* Conducted several workshops with stakeholders and SMEs to develop target operating model (TOM) to cover the business and technical operations of the Control process that were based on Wells Fargo risk management documents and processes
* Defined the detail procedures to “Execute Business & Technical Rules”, “Data Quality Metrics”, “Perform fit-for-purpose”, ”Data Quality Validations”, “Manage Escalations”, “Data Profile”, “Intake (Submit and Receive Requests)”, “Onboarding Customers” and “Customer Support”
* Created data “Source Smartcard” for each of the CORE sources for EPIC. It provided the high-level overview about the source system, high level architecture, source to target data mapping along open risk and issues
* Assisted in User Acceptance Testing by validating the data in the target tables against the source data and business/technical rules. Defect/Issue management in SHRP system
* Facilitated working sessions with Upstream and Downstream systems to understand the requirements and created the business requirements document (BRD) for the next phase of EPIC
* Documented functional specification document (FSD) for the core systems feeding data into EPIC
* Supported project management activities on an ongoing basis, evaluating progress and quality, managing the issue resolutions process and taking corrective action or escalating the issue when appropriate.
* Developed, tracked, analyzed, and published project reports, scorecards and board level milestones (BLM)
* Go-to person for the project manager for project coordination and reporting

**Environment:**Oracle, Teradata, Informatica MDM, AbInitio, MQ, Visio, SQL Developer, SharePoint, MS Project

**Bank of America, New York, NY       Feb 2015 – Apr 2017**

**Sr. Business Analyst Consultant**

**Credit Lines System:**The objective of this project was to build a new Credit Line System to automate the existing semi-manual functionality that facilitated the use of Intraday Lines of Credit to process debt service payments for the EMEA Clients. It also involved building a service, to monitor approvals of cash payments against credit lines.

**Debt Service Monitor:** This project involved enhancing the Debt Service Payment System with cash monitoring and integrating with account systems to implement Straight through Processing (STP). Existing process required someone to monitor payments come into cash accounts (via UDT (User Defined Tool)) throughout the day and match against the projected receivables. The new process would capture incoming funds and will mark the payment funded for the matching debt service items.

**Responsibilities:**

* Analyzed the end to end process from the deal onboarding, bond issuance to the scheduled payments of interests to bond holders through clearing houses (DTC in US and Euroclear and Clear stream in EMEA). Identified the existing manual processes and improved operational efficiency and reduced risk by automation and straight through processing thereby enabling improved corporate trust services to Debt Capital Markets.
* Conducted requirement gathering sessions followed by gap analysis and initial BRD and FRD for other line of business and product backlog for Credit Line System. Developed quick User Interface prototype using Balsamic
* Partnered with Product Owner to create the project overview document that was required to request the required funding of the project. It mainly covered the project vision, objective, business value and epics
* Conducted sessions with Credit Risk Officer, Payment Clerk and Product Team to capture the desired business process management (BPM) for Activiti (Workflow and Rules Engine tool)
* Identified automation opportunities, business requirements, constraints, problems of the current system
* Conducted Story Grooming sessions with the team to ensure that acceptance criterion covers the desired business outcome and can be easily understood by technical team
* Participate in Sprint Planning, Sprint Reviews, Scrum Meetings and other agile activities
* Produced timely and high-quality requirements-related work products, including elaborated stories, process flows, mock-ups and wireframes
* Effectively collaborated with teams across US, EMEA and India: answered ad hoc questions and provided clarification/direction to development and support teams regarding user stories and functions
* Identified and managed system dependencies; clearly communicated those dependencies with other teams; and managed expectations based on them
* Drove diverse groups to make Key Design Decisions and agree on to-be processes
* Work with the project management, project sponsors and internal project stakeholders and document key conversations
* Performed testing of the developed stories against the acceptance criterion. Provided support for UAT Testing.
* Collaborated with Business Users - CSM (Client Service Manager), Operations and Asset Servicing Division and Product Owner team to identify, document and communicate high business requirement
* Performed story analysis to determine conditions of satisfaction and to understand the impact to other systems, projects, domains, and operational teams
* Analyzed data in the customer information database and Payment System databases using SQL and proposed Data Model for Credit Line System
* Lead requirement discussions to document, analyze and translate functional and non-functional business requirements into User Stories, business process diagrams and workflows.
* Performed current state analysis of existing business process that involved UDT- User Defined Tool
* Performed testing of the developed stories against the acceptance criterion. Provided support for UAT Testing

**Environment:**JIRA, MS Share Point, Balsamiq

**BRYN MAWR TRUST, Brywn Mawr, PA Oct 2013 – Nov 2014**

**Sr. Business Analyst Consultant**

**Retail Banking:** Bryn Mawr Trust (BMT) is a Pennsylvania financial institution founded in 1889. The company is headquartered in [Bryn Mawr, Pennsylvania](https://en.wikipedia.org/wiki/Bryn_Mawr,_Pennsylvania), which is a suburb of [Philadelphia](https://en.wikipedia.org/wiki/Philadelphia). The company offer Wealth Management and retail banking services to the clients.  The projects involved streamlining and automating the existing retail banking (Cash Management) functions like bill payments and scheduled fund transfers (i.e. ACH) using Fiserv online banking solutions for self service banking accounts.

**Responsibilities:**

* Facilitated business requirements gathering sessions with various business groups and documented Meeting Minutes, Use Cases, Activity Diagrams, System Requirements Specifications (SRS), System Architecture Design, Disaster Recovery Plan, Business Process Models, Domain Models, Gap Analysis.
* Acted as the key point in formulating RFP’s and negotiating contract with vendors for  COTS applications as well as office hardware (scanners, MFP’s, phone sets etc)
* Experience transforming a non-structured project environment into a strategic IT process framework for ongoing and future projects
* Collaborated with product owners, prioritized product backlog, ensuring user stories were accurate and provided clear acceptance criteria
* Acted as the key interface between business and vendor teams in defining and influencing systems requirements and assisted in developing the appropriate system solutions
* Data and process mapping across multiple channels for various data marts / data warehouses using SQL.
* Managed external vendors in development, testing and staff augmentation.
* Designed and documented test plan, test data/file, test cases, execution plans and test reports for various test phases (SIT, UAT, Regression, Performance etc) of the deliverables at hand

**Environment:** SAP-Power Designer, MS Share Point 10, XML, QTP, HP Quality Center 10.00, Java, MS Visio

**Communications Data Group, Inc., Champaign, IL Mar 2012 – Sep 2013**

**Business Systems Analyst Consultant**

**E-CARE Billing System:** E-Care was a web-based billing system for the telecommunication companies. It allowed end users (subscribers) to view their invoice online, make payments via check or credit card, view their account information. They could view their active services, recurring charges, current balance information as well as recent payments and adjustments. It also allowed the subscribers to change their services and features. It sent the emails to the subscribers whenever their bill was available online. The look and feel of the E-Care Billing System could be customized for the different companies.

**Responsibilities:**

* Functioned as the primary liaison between the business and the technology throughout the Project Lifecycle and process groups using Waterfall methodology.
* Gathered product requirements and created Function Specification document, and wireframes
* Collaborated with customers, subscribers and product team to develop list of features for future releases
* Established and maintained relationships across functional areas to facilitate continuous improvements in the area of project management.
* Responsible for reporting weekly project status to Change Manager / Program Managers.
* Demonstrated the understanding of business implications of the system application to the current and future business environment and domain functions.
* Reduced the mean time to resolve production issues by prompt and extensive research within the SLA

**Environment:**Java/J2EE, Spring framework, Hibernate, PPI PayMover, MS Share Point, XML, Quality Center, MS Visio