**DEVANAND DEVA**

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**Sr. Business analyst**

**Summary**

* Over 8+ years of hands-on experience in **Business Process Modeling**, Mapping, Requirements management using various SDLC methodologies such as **Waterfall, Agile and RUP Processes**. Extensively involved inJAD sessions UML Modeling, Prototype design, Rapid prototyping, RAD and Quality Assurance of client server and web-based systems with focus on Finance, Banking industry, **Mortgage,**Insurance**,**and Healthcare.
* 4 years of solid experience in mortgage industries in small investments and large scale investments and house loan and commercial loans with in the period of time using their rate of interest in short term and long term goals.
* Documented process flow of Mortgage Default, Foreclosure and Servicing Guidelines with performing and non-performing loans
* Strong experience in credit on the condition that it shall be returned on payment of the debt within a certain period.
* Banking professional with 2+ years of experience as a Deposit Operations Representative; with focus in risk mitigation. Knowledgeable in **Bank Secrecy Act** (BSA) **Anti Money Laundering** (AML) and **Large Currency Transactions** and Court Orders. Analytical, detail oriented with ability to meet deadlines.
* Good understanding of Market Risk, Liquidity Risk, and Credit Risk in the **Trade Life Cycle** and Reporting on Positions.
* Solid understanding of the financial Industry with a focus in **Mutual funds, bonds**.
* Strong experience in (**LOS**) originating a loan vary by loan type, various kinds of loan risk and regulator, lender policy and other factors.
* Expertise in mortgage application and approval process with **end-to-end functionality** that is affordable and easy to use **Loan origination system (LOS).**
* Three years of experience in working with multi-currency Interest Rate Swap products, including in-depth practical knowledge of full trade lifecycle from pre - trade credit check and all aspects of post-execution workflows, particularly involving Buy Side clients and FCMs, i.e. **STP**, confirmations, clearing and regulatory reporting via Market Wire and market risk knowledge of all Buy side, Sell side trade execution workflows- Auto Processing-No touch flow, **BBG -MW** interoperability, **VCON**, Trade division and Netting synchronization- **MSERV** and **LCH**
* Developed Terms of Reference, Project scope, program governance and communication plans, and other documents (**addressing the PMO requirements**) negotiated and updated major stakeholders on the progress. Documented, and charted existing controls and mechanisms that ensured accuracy and compliance of trading (trading book) and market risk legacy data supporting Dodd-Frank and market Risk Compliance reporting
* 3 years of experience with tableau for data visualization used as a Business Analyst and Business Intelligence.
* 3 years of experience with **brokerage Bookkeeping/Trades Processing/Settlement/Custody/ACATS** and Register & Ship system.
* Excessive awareness of the financial services products - Equities & Fixed Income, Hedge Fund & Mutual Fund. Expertise in Asset/Risk Management, Process Migration, Claims Management, Audit & Reporting, Risk Analysis
* Requirements Identification, Documentation and Management **- BRD**
* Functional and Non-Functional Specifications Identification and Documentation - **FRD**, Supplemental Specifications.
* Hands on work experience with **Waterfall, and Agile software development methodology**
* As a Regulatory system analyst used axiom controller view for the reporting
* Systems analyst with 3 years’ experience in UI/UX front end development familiar with wireframes, map stories, user flows and I do have UI experience in HTML,CSS and JavaScript and designing tools experience Adobe suite tools like Adobe Dreamweaver, Adobe fireworks , Adobe flex, flash professional and Photoshop.
* User Stories, Acceptance Criteria, **Scrum Meeting**, Product Backlog, Backlog Grooming, Sprint Planning, Retrospective.
* Knowledge of **PMBOK** (Project Management Body of Knowledge) and PMI (Project Management Institute)
* Am professional in PMP (**Project Management Professional**).
* Use Case Identification, Creation, and Documentation.
* Experienced with UML tools such **as Microsoft VISIO, IBM's Rational Rose** and experienced in creating various diagrams (Activity, Sequence, and workflows).
* Experience in building SQL Queries, Creating sub queries**, minus, union, inline queries** and performance tuning of SQL (DB2 and Oracle).
* Extensive experience in translating business requirements and user expectations into detailed specifications by using various Text formats &**Unified Modeling Language** (UML).
* Experienced with all the phases of **SDLC** throughout the project life cycle in **Rational Unified Process** (RUP) environment and the creation of artifacts and management of various roles specified by **RUP**.
* Solid background in **Software Development Life Cycle methodologies** such as the Traditional Waterfall Model as well as iterative approach to software development.
* Expertise in requirement analysis and designing Use Cases.
* Experience with **Brokerage Industry**.
* Quantitative analysis of transactions/interactions between users via Excel, Tableau, and other tools.
* Proficient in creating Use Cases, Sequence Diagrams, Activity Diagrams, Class Diagrams etc.
* Experience with **Currency Transaction Reporting Systems**
* Involved in developing Enterprise applications using Microsoft.Net Technologies and SQL server Database 2010 and 2008 VB.NET,ASP.NET, Web Services, UML, HTML, Java Script and XML.
* Ability to gather business and technical requirements from both formal and informal sessions utilizing a variety of software tools to format them into formal documents.
* Strong experience in Requirements gathering techniques - conducting user interviews and **JAD sessions**.
* Created Access databases and data mapping document for data stage **ETL**transactions.
* Experienced in performing Business Process Analysis to check the compatibility of the existing system infrastructure with the new business requirements.
* Effective in executing multiple tasks and assignments ahead of schedule.
* Reputation for dedicated teamwork, high energy, work ethics and commitment with capability to handle new technologies and situations.
* Participated on multiple analysis projects for various applications, developedinternally and by other solution providers.
* Involved in reviewing test procedures, defining test cases, reviewing and maintaining test scripts, analyzing bugs and **Rational Rose, JIRA, SAGE, User Acceptance Testing** (UAT).
* Extensive experience in using MS Project for status reporting and planning.
* Team player, **result-oriented**, fast learner, excellent communication skills with strong research capability.
* **New Loan Setup, Payment Application/Remittance, Escrow and Reserve Administration, Collateral Inspection and Monitoring.**
* Strong knowledge of Business Intelligence, **Data Warehousing and Business Architecture**.
* Excellent communication and Presentation skills. Experience working with business users as well as senior management.

**Technical Skills:**

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| **Languages:** | C++, SQL, Java, C, C#, ASP.Net and VB.Net |
| **Operating Systems:** | Win 95/98/NT/2000, XP, UNIX |
| **Internet Technologies:** | HTML, XML, VB script, Java script,Middleware. |
| **Databases:** | MS SQL Server, MS Access, Oracle 8i |
| **Tools:** | MS office, MS Project, Visio, Rational Rose, axiom tool, tableau, RequisitePro, Rational SODA, Clear case, Clear quest, MS Front Page |
| **Reporting Tools**: | Crystal Reports |
| **Quality Management**: | Concept and Tools of Quality Management Test Director and Win Runner, ISO Concepts, Six Sigma Techniques |
| **Web Technologies**: | ASP, JavaScript, HTML, DHTML, IIS, and FrontPage |
| **User Interface:** | HTML, XHTML, CSS, Java Script |

**Professional Experience:**

**FREEDOM MORTGAGE, NJ** Oct 2014 – Current

**Sr. Business Analyst**

**MORTGAGE**

For 25 years**,Freedom Mortgage** Corporation has been earning a name for itself as a full-service lender with top customer service and a unique streamlined process. To achieve the **American Dream of home ownership**. Freedom Mortgage services had to implement a solution to streamline its mortgage application and approval process with **end-to-end functionality** that is affordable and easy to use. **Loan origination system (LOS)** is an online loan application solution which collects minimum amount of information from customers to support its various **loan origination channels**. The web based system with back-end processing and underwriting technologies used by FREEDOM has totally re-engineered its existing **mortgage application process**.

**Gathered business requirements**, performed **Gap Analysis** for client’s requirements and generated system workflows.

* Involved in (**LOS**) originating a loan vary by loan type, various kinds of loan risk and regulator, lender policy and other factors.
* Systematically gained knowledge on the business process being followed in the project environment.
* Used Agile software development methodology in defining the problem, **gathering requirements**, development iterations, business modeling and communicating with the technical team for development of the system.
* Created use cases for mortgage industries in small investments and large scale investments and house loan and commercial loans with in the period of time using their rate of interest in short term and long term goals.
* Created UML diagrams in credit on the condition that it shall be returned on payment of the debt within a certain period.
* Manage all aspects of company trade show planning, execution and follow-up activities and assist in maintaining related calendars and schedules.
* Mentor UX Designers & Architect.
* Web logo design and logo creation.
* Create heavily annotated wireframes and user flows.
* Prepared and validated high-level and detailed requirements.
* Established RUP (**Rational Unified Process**) methodology and provided assistance in developing use cases and project plans.
* Facilitated walkthroughs with business SME’s from loan origination, processing, underwriting and closing domains.
* Participated in documenting the requirements that were critical to the business process and used those requirements in system design based on a Use Case approach.
* Used Rational Rose to model the process using UML to create behavioral and structural diagrams.
* OTC derivatives/swap product knowledge specifically Dodd Frank Title VII Records Retention/ SDR experience
* Used Rational ClearQuest to track required changes and **Rational ClearCase** to maintain different versions of the project documentation.
* Participated in transforming the user requirements into functional requirements and also created business process models from the requirement specifications.
* Reviewed and provided inputs to the testing scenarios **Rational Rose, JIRA, SAGE** and test cases.

**Environment**: **Rational Rose, Rational Requisite Pro, UML ,RUP, Tableu, MS Office, Visual Basic, Win Runner, Test Director, Windows 2000,Java,J2EE,Oracle 9i ,Citrix Metaframe Server, pega and FileNet, c# and asp.net**.

**TD Ameritrade, New York** July2013 – Sept 2014

**Senior Business Analyst**

**(Mortgage/Banking)**

TD Ameritrade is lineage back its small investments banking firms. Mortgage industries in small investments and large scale investments and house loan (**LOS**) and commercial loans with in the period of time using their rate of interest in short term and long term goals.

Holding Corporation is the owner of TD Ameritrade Inc. Services offered include common and preferred stocks trades, mutual funds, lending, and cash management services.

It’s a replacement existing standards and procedures to comply with **ODPS** standards. Implemented new **Critical Security Control** (CSC) aspects to make comply with **ODM/JFS** Standards. Involved in (**LOS**) analysis, design, development, implementation, Project management.

* Documented system requirements and business requirements and created **Requirement Traceability Matrix (RTM)**
* Involved in **loan originating system** (**LOS**) originating a loan vary by loan type, various kinds of loan risk and regulator, lender policy and other factors.
* Involved in Requirements Gathering from user groups and analyzed workflows and UI screen dynamics
* Involved in **GAP** analysis in the identification of business rules, business and system process flows, requirements and assumptions and **Rational Rose, JIRA, SAGE**
* Created scope/Vision documents and prioritized all the business aspects.
* Applied project management techniques to define project scope, gather and document requirements, communicate requirements to developer, identify the solution, process change requests, and verify fulfillment of business requirements.
* Assisted DOT for proposal writing, Prof of concepts through RFP
* Analyzed state agency budgets, financial structure, and budget requests
* Performed fiscal, statistical, and other studies and analyses of key aspects of agency for budget
* budgets, such as organizational staffing or grant-making activities
* Worked with reconciliation team to identify problems in current Invoice system and reporting’s.
* Defined and resolved multiple application errors and test system enhancements.
* Created functional requirement documentation, use cases.
* Facilitated and attended JAD (Joint Application Development) sessions.
* Provided the IS Developer business solution requirements for application enhancements.
* Prepared and compiled workflows through various process flow diagrams using VISIO.
* Provided helpdesk, systems support, and service to client.
* Managed and supported client projects; annual enrollments, version updates, upgrades, periodic and adhoc requests.

**Environment:** Rational Requisite Pro, iRise, ITIL ,ARS 7.0, BMC Remedy , SOAP, HTML,XSD, XML, JavaScript,J2EE, Agile, Data flux, Rational Rose, JIRA, SAGE, SAP, RUP, MS Word, MS Excel, MS PowerPoint, MS-Project, MS SharePoint , Crystal Reports, Axure, MS Visio

**AMCORE, New York Aug 2012-June 2013**

**Sr. Business Analyst**

**(Mortgage)**

AMCORE Mortgage services had to implement a solution to streamline its mortgage application and approval process with end-to-end functionality that is affordable and easy to use. **Loan origination system** is an online loan application solution which collects minimum amount of information from customers to support its various loan origination channels. The web based system with back-end processing and underwriting technologies used by AMCORE has totally re-engineered its existing mortgage application process.

* Performed the requirement analysis, impact analysis and documented Business Requirements Document (BRD) and Functional Specification Document (FSD) using Rational Requisite Pro.
* Prioritized deliverables, identified gaps, tracked defects, defined software requirements, created artifacts for testing and development.
* Gathered knowledge on Medicare Part- B, D HL7, HIPAA rules and regulations.
* Worked with customers in resolving acute issues, fixes involving Meditech (MT) software & coordinating all activity within each assigned Meditech module.
* Performed Impact analysis for readiness of ICD-10 conversion.
* Mapped HIPAA compliant **EDI transactions for 837**: healthcare claims and 835: payment advice transactions,Captured all HIPAA-related EDI data in the repository using FACETS, Supported integrated EDI batch processing and real-time EDI using FACETS. Accepted inbound transactions from multiple sources using **FACETS**.
* Collaborated efforts with technical staff and subject matter experts to establish the technical vision of product and analyze triple constraint tradeoffs.
* Analyzed business processes, requirements, and data necessary to provide detailed logic for ETL development.
* Created UML diagrams- Use Case Diagrams, Activity Diagrams, Sequence Diagrams and ER Diagrams in MS Visio.
* Documented the Traceability Matrix for tracing the Test Cases and requirements related to them.
* Conducted GAP Analysis of current state for Medicare Part-D (As-Is) ICD 9 and proposed state (To-Be) ICD 10 situations and represented the same on MS Visio.
* Supported development of UAT cycle test scripts, Review User Acceptance Test Plan (UATP) and attend walkthrough
* Recommended changes for system design, methods, procedures, policies and workflows affecting Medicare/Medicaid claims processing in compliance with government compliant processes like HIPAA/ EDI formats and accredited standards like ANSI.
* Managed the planning / test process for Medicare Part D Pharmacy Claims (PBM).
* Analyzed, maintained and updated FAQ knowledge base in SharePoint for better data accuracy and better timely data availability

**Environment**: Java, JSP, Oracle Clinical, LIMS, CSS, cGMP, SAS, UI, FDA Regulations, Windows NT, MS Office (MS Excel for reporting), Rational Rose, Requisite Pro,Xcelys.

**Frost Bank, Fredericksburg, TX May 2011 – Aug 2012**

**(Finance/Mortgage)**

**Sr. Business Intelligence Business Analyst**

Senior BI Business Analyst for the department of frost bank. This project is enhancement of Risk assessments (RTRA) for various International Wire transactions at country level based on threshold. As a BI Business analyst involved in identifying AMLnorms for specific country and created configuration templates for monitoring of alerts on all transactions based on threshold for Actimize department. Updated VB.NET application that runs on barcode scanner used to track Business details. Involved in technical breakouts with cross functional teams to ensure the technical requirements were feasible.

Design and development of a responsive, cross browser website and mobile applications. The mobile application that allows instant feedback from your friends, I worked with the Co-founders to create user flows, wireframes and UI for this IOS app API and GI. I then worked closely and tirelessly with the IOS team to prototype and build the finish product.

* Interaction with business stakeholders to understand business problems and opportunities in the context of requirements and recommend solutions that enable the Risk Management team to achieve its goals. Analyzed, defined, documented Business Requirement document (BRD) and Functional requirement document (FRD). Performed gap analysis to compare the existing system with the proposed system.
* Managed a team that mapped the current state process and conducted root cause analysis for pain points in trade processing (equities, fixed income, and money market and OTC instruments), corporate actions and proxy votingCo-ordinate with Program Managers, System Architects and Development teams. Communicate effectively with senior management. Created strategies for improvement of overall process and reducing high risk based transactions (Clients in Credit crisis list and high value transaction)
* Improved STP (Straight Through Processing) and ability to report at trade level by automating Trade, Risk and P&L feeds from Risk Management (RM) systems into the LOB aggregator
* Assignment involved Web-based application integrating company's mutual fund module with equity trading business module.
* Quantitative Analysis/Portfolio Construction: A power user of MorningStar DirectSM analytical tool and database. Analyzed risk metrics of potential investments including Mutual Fund, ETF and Liquid Alternative Fund across various asset classes. Optimized portfolios using R finance package.
* Implementing all the procedural and policy changes recommended by the compliance & internal auditing and Risk team. Mitigating Risk to the business to govern Control standards. Forecasting market returns & expenses and cross-company analytical methodology linkage.
* Developed KPI driven Dashboards using tableau.
* Gathered and documented business requirements based on current EAO systems functionality, Equities, Fixed- income, Derivative and Mutual Fund for capital market.
* Experience with developing User Stories throughout the Agile Lifecycle as well as created various UML diagrams such as Use Case, Activity and State Chart diagrams with tools like Rational Rose and MS Visio.
* Contributed to design and all phases of system which can maintain positive ratio between high quality liquid asset and the net cash flow of the bank based on the securities - project planning, development, and implementation. Worked well under pressure and manage multiple requests in order to achieve all requests of compliance from regulators. [FINRA, ISDA, CFTC, FAS].
* Participated in Daily Agile Scrum "Stand-up", Biweekly Sprint Planning and Retrospective Sessions and update the team on status of upcoming User Stories for the a project of changing the client's software maintenance structure of their various software products.
* Quantitative analysis of transactions/interactions between users via tableau.
* Training and mentoring all the new hires and current employees for any process development
* Analyzed and corrected data in Microsoft SQL Server database using SQL.
* Created traceability matrix to map Business, Functional, System requirements and test plans
* Extensively involved in implementing the Software Development Life Cycle phases from identifying requirements to conducting UAT
* Created interactive dashboards to enhance the User Experience using Microsoft Visio and Requisite Pro.
* Worked very closely with UX Designers & Architects for mobile and web API.
* Assisted in Web logo design and logo creation using Adobe suite tools like fireworks and dream waver.
* Create heavily annotated wireframes and user flows
* Created various web page layouts using HTML and CSS.
* Designed, developed and updated User Interface Web Forms using CSS, Dreamweaver and JavaScript.
* Responsible for developing, editing, publishing and managing content on the external Web pages and internal layouts.
* Used Cascading Style Sheet (CSS) in web pages to separate presentation from structure.
* Defined text alignment, size, borders and many other typographic characteristics.
* Performed client-side validations using JavaScript.
* Ensured CIP requirements, customer due diligence and Enhanced Due Diligence policies are being followed based on AML norms for specific countries.
* Documented technical compatibility by gathering adequate requirements to mimic client's platform requirements for Actimize AML as a part of CDD/ECDD.
* Created UML to ensure the business logic is clearly demonstrated to developers, created use cases tounderstand the narratives.
* Use Mantas/Actimize and other internal databases for new alerts and case investigations
* Conducted FRS walkthroughs with technical departments to ensure design is accurate.
* Reviewing and resolving Mantas alerts on a daily basis for both IB and PB clients and where unusual activity is noticed, investigating accordingly
* Document and report the investigative findings.
* Understanding of features, benefits, and risk of Citi Products and Services
* Understanding of transaction risk measurements, client risk assessment, false positives, thresholds, AML patterns, and client behavior assessment/profiling.00.
* Writing Use cases, and Functional Requirements (FRD)
* Reviewed defect reporting and resolution in Mercury Quality Centre to track project progress against schedule.
* Wrote and executed system test plans, test cases and test data on MS Excel for the web-based application.
* Performed functional, smoke, regression, usability, system and integration testing.
* Identified, organized, and documented the changing requirements for the application using Rational Requisite Pro.
* Engaged in system testing during User Acceptance Testing (UAT).
* Supported the assigned project manager with creating detailed project plans and assisting in developing, scheduling and tracking project timelines.
* Gathering and documenting the requirements that are critical to the business mission and using those requirements to design application software.
* Created use case scenarios and documented work flow and business process.
* Used RequisitePro to document requirements, associated change requests with requirements and connected requirements with Use cases.
* Prepared the UML Use Cases using Rational Rose.
* Used MS Visio for flow-charting, process model and architectural design of the application.
* Ensured compliance, risk controls in accordance with regulatory reporting standards and policies; and address any issues.
* Documented business workflows textually as well as in UML diagrams according to RUP for the stakeholder review.
* 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 maintaining and managing different versions of Documents using Rational ClearCase.
* Conducted FRS and URS reviews and walkthroughs with the designers, developers and stakeholders.
* Gather requirements from regulatory entities and utilize SQL and Visual Studio to create SSRS reports. Heavy SQL query use using T-SQL.
* Complied with KYC, BSA, AML and OFAC requirements to meet audit and regulatory standards.

**Environment:** Rational Rose, Rational Requisite Pro,UML ,RUP,MS Office, ASP.Net,VisualBasic, tableau, WinRunner, TestDirector, Windows 2000,Java,J2EE,Oracle 9i ,Citrix Metaframe Server,Pega and FileNet.

Systems Used : For tent, HALO, WU database, Portfolio Analyzer, FTMon, E-serve, FSD, SONAR, Sharepoint, Mainframe, MLMS, Host, Mantas, Actimize, Workstation, eRCM

**METLIFE INSURANCE, Hyderabad**  **Jan 2010 – Mar 2011**

**(Sr. Business Analyst)**

Worked on the ‘Eldorado’ application which is a real time position manager used by the commodities traders to manage risk and profit and loss (PnL) positions, track the different types of commodity trades, and its related FX positions. The project involved a new implementation of the Base Metal Cards to which included the metal migrations onto the Eldorado position manager to handle the Base Metal positions.

I also worked on the CXL application, which an integrated front, middle and back office commodities is trading application which is used for booking and scheduling trades, generating confirmations, calculating PnL attribution, performing settlements and sending invoices to the different counterparties.

* Analyzed business requirements and business use cases to develop a test plan and a test strategy
* Developed Flow and sequence diagrams for Broker UTP - CCG interface specification and API for the new Broker System Consolidation project includes testing on OMS, Market data, Quotes, Trading Al framework, Child orders, Routing orders with a X/Windows Motif user interface
* Interacted with the business analysts to have Use Case and Business requirement reviews
* Actively involved in writing Test Cases and Test Scripts for Manual Testing from Use Cases
* Used Mercury Quality Center and created a test case to store the test cases which were created
* Analyzed business rules and created test cases to validate various business rules and business scenarios
* Created requirement traceability metrics to map the test cases to the requirements
* Actively involved in testing the Eldorado position manager in every sprint release
* Executed SQL queries to perform Backend Testing for Data Validation
* Tracked, Detected and Reported bugs using JIRA as the defect tracking tool
* Worked with developers to communicate the critical defects for quick remediation
* Communicated the status of testing and defects regularly to the business analyst and developers
* Worked along with the Business Analysts during User Acceptance Testing (UAT)
* Actively worked along with the QA team to perform regression testing on the CXL commodity trading application
* Executed test cases with Mercury Quality Center, Load Runner, Test Director and communicated the results of testing to the QA manager

**Environment**: SDLC, MS Excel, COBOL MS Word, PowerPoint, MS Visio, SQL Server, Oracle9i, Raven Flow, Windows XP, MS Outlook, Share point, PEGA

**HDFC Insurance, Hyderabad, India** **Jan2007-Dec2009**

**(Finance/Insurance)**

**Business Analyst**

HDFC Standard Life is one of the largest insurance companies in its class with approximately 3500 insurance contractor agents. The project requirement was to develop a system to integrate and upgrade the claims processing service and other disparate systems on a common environment for their Life Insurance division. Project involved in assimilating its isolated systems into a synchronized system, providing remote access through a web interface and maintaining the infrastructure required for these systems.

All State is the world's leading international insurance and financial services organization, with operations in more than 100 countries and jurisdictions. Its member companies serve commercial, institutional and individual customers through the most extensive worldwide property/casualty and life insurance networks of any insurer. The project was to build a solution that integrated all states existing policy management systems. This application was to integrate the property and casualty management systems and extend their functionality for web-based access

* Researched and assessed client systems and business processes.
* Explored all aspects of the claim processing lifecycle, starting from identifying a claim to its closure.
* Used MS Word document for requirement gathering.
* Worked intensively on various phases in the project lifecycle to design the system in such a way that the high risk claims could be easily identified and monitored.
* Backing Up and Recovering Oracle Fusion Middleware
* Participated in preparing basis for Project Vision documentation.
* Involved in walkthroughs with business team, architects and developers to refine the requirements.
* Generated use-case diagrams using UML.
* Implemented Traceability Matrix and User Requirement Specification Document (URS) to verify the functionality.
* Streamlined clerical work processes and mapped to the automated system
* Involved with the Software Quality Assurance (SQA) Team to develop Test plans.

**Environment**: MS Visio, UML, Oracle, SQL, MS Office and Windows 2000.

**EDUCATION:**

* **KITS–**Diploma in Business Administration
* **BVRIT** – Bachelors in Information Systems, India