**Summary:**

* Over 7+ years of experience in Business Analysis in Banking and Financial domain
* **Business** Process Modeling (BPM), Use Case modeling using **UML**, Data Modeling, Project Management, Change Management, Software Training, Software Development methodologies, QA testing and Systems Testing, troubleshooting of client server and web-based systems.
* Huge experience in **Mobile, Web, Internet/Retail and wholesale Banking**
* Experience on both **Agile and Waterfall Software development methodology.**
* Full SDLC experience and experience with projects and Iterative Software Development Life Cycle Process as per Rational Unified Process (RUP) and Agile Methodology.
* Hands on experience in creating SQL Queries, Stored Procedures, Triggers, Views, Indexes in SQL Server with a strong understanding of data & analytics.
* Proficient in using **UML** for Business Process Modeling, Use Cases, Activity Diagrams, Sequence Diagrams, Data Flow Diagrams, Collaboration Diagrams, Class Diagrams, Wireframe prototypes and document them using Microsoft Visio.
* Expertise in Smart **Mobile Retailing Platforms**, Premium Short Messaging Services, **Mobile Content** Management Systems, **Mobile Storefront** Management Systems, etc.
* Worked efficiently on multiple projects spanning over different releases at the same time
* Experienced in performing Business Process Reengineering/Gap Analysis to check the compatibility of the existing system infrastructure with the new business requirements
* Proven track record in requirement gathering & analysis, data collection, analysis and evaluation in Information Systems issues, analytical problem solving and decision making, communication and inter-personal skills with ability to interact with individuals at all levels.
* User Interface Design and Usability Analysis and Specifications – including storyboard, wireframe, prototyping, and usability analysis and design for both desktop and web-based applications.
* Extensive knowledge of Software Development Processes, Design Patterns, Structured and Object-Oriented Analysis and Design (OOAD), Rational Unified Process (RUP) and **UML**.
* Expert in MS Office Products such as Word, Excel, Project, Power Point, Access, Visio.
* Conducted various JAD sessions with **business** users and separately with development, QA teams.

**Technical Skills**

**Tools:** Microsoft Office Suite (Word, Excel, Power Point, Project, Access), Outlook, Microsoft SharePoint, MS Exchange, IBM Lotus Notes

**Analysis Tools, Techniques:** RUP, **UML**, Object Oriented Analysis, Rational Rose, Visio, Rational Requisite Pro, Data Analysis, Data Modeling, ETL Analysis, Dashboard Design, BRM

**Testing Tools:** Quality Center, Test director

**Reporting Tools:** Cognos, Crystal Reports, Business Objects,

**Database:** SQL Server, Oracle, Teradata, MS-Access

**Data Access Technologies:** PL/SQL, Toad, MQ Series, Stored Procedures

**Operating Systems:** Windows XP, Advanced Server, Windows 2x, Windows NT, UNIX

**Professional Experience**

**BBV COMPASS BANK, BIRMINGHAM, AL May 2014 – Present**

**Business Analyst**

BBVA Compass bank is a diversified financial company engaged primarily in residential mortgage banking and related businesses. As a Business Analyst I worked BBVA NBA banking package that included a checking account, savings account; check card, **online (web digital ) and mobile banking**.  Functionality included a new online banking interface, mobile account opening, real-time account opening with access to online banking, NBA-branded mobile and web interface with gemification module and NBA news/score. New **BBVA NBA Banking** checking and savings products will be available on **I phone, i pad, iPod Touch, Android and Tablets**.  The application provides the features for Paying Bills & Messages, X finity TV and My Account with Comcast X finity Mobile (XM). Using the application, the customers can send email, text and Call. The customers can also check their account details to view and pay bills.

**Responsibilities:**

* Gathered requirements and conducted interviews with business users and Project Manager to understand the needs of the application.
* Functioned as the primary liaison between the Business line, operations, and the technical areas throughout the Project Cycle.
* Worked on various applications and Conducted Gap Analysis between “As is” and “To be” process for the applications. Participated in the Logical and Physical Design sessions and developed Design Documents.
* Created role based matrix for these applications and worked with the developer to create applications supporting these roles.
* Responsible for representing the Development in high-profile application projects, including Consumer/Retail and Mobile Banking web sites.
* Prepared accurate and detailed requirement specifications documents and functional specification documents for developing various Mobile apps and for transferring the CRM project to the client’s internal IT team.
* Created DCR (Document collection repository) diagrams in MS Visio to understand the inbound and outbound files, uploading of documents in the applications. Also created diagrams to depict the process flows and use case diagrams for applications related to each other.
* Created Process flow diagrams to depict the welcome email user receives, the pending documents trigger, follow up status and deny application status.
* Created Documentation - Analysis reporting, architectural presentations, infrastructure specifications, strategy planning, risk analysis, contingency plans for company executives.
* Documented the User Stories, Use Cases, FSD and Wireframe diagrams for multiple functionalities on the new application
* Identify and analyze business problems and defines the scope of activities required to address the issues, including requirement definition, process review, impact assessment and operational streamlining
* Documented and tracked all product defects with use of SQL (reporting).
* Writing Complex SQL queries and optimizing SQL Queries
* Documented how to add/delete/modify existing users in an application and how to create access request through an internal approval based system& created BRD’s.
* These specifications included **UML**-based use case models and activity diagrams, and usability analysis/user interface specification including wireframes and usability analysis.
* Conducted Joint Application Development (JAD) sessions with IT groups. Responsible for updating changes in functional specification documents and on-boarding document of each application.
* Assisted to develop the Test Plan, Test Cases and Test Scenarios to be used in testing based on Business Requirements, technical specifications and/or product knowledge. Tested various sprints using Agile methodology
* Assigned tokens to internal users of applications depending on their roles.
* Created Impact traceability matrix to depict what has changed in the application and its impacts on various other related applications.
* Responsible for providing analytical support in the Design, Development and Implementation of Project.

**Environment:** Microsoft SharePoint, .Net,  MS Visio, MS Office, MS Exchange, Microsoft Project, PL/SQL, **UML** and Data Stage, Iterative Process Methodology, IOS, BB, Android, Windows, Mac

**Sovereign Bank, Boston, MA Nov 2012 – April 2014**

**Business Analyst**

Sovereign Bank is a leading financial bank providing banking, insurance, investments, mortgage and consumer finance to its client & customers nationwide.

**Project 1:** The Project ‘**Mobile Wallet’** was related to **Mobile Apps** developed for the clients for managing their debit/ credit card account from anywhere 24/7. Client’s personal information is protected by advanced encryption technology to help prevent unauthorized access.

**Project 2:** Also worked on **Online Web based application**, which has front office activities. Front office activities include accounts, cash management, transfers/transactions, check book issues and maintenance while the back end activities include day end, month end, quarterly and yearly process.

**Responsibilities:**

* Responsible for establishing new procedures, Service Level Agreements (SLA's) for the Third Party vendor.
* Responsible for representing the Development in high-profile application projects, including Online and Mobile Banking applications.
* Attend Agile Scrum meetings to discuss project progress and plan
* Preparation of Requirements Document, AGILE Story cards.
* Extensively used MS SharePoint a content management platform, for managing content across the organization within a shared repository.
* Worked with business users to define and analyse problems, create logical data model, implement physical data model, and considers the implications of business solutions to the current and future environment.
* Created Wireframe Diagrams for a New Web Application for filtering and viewing Extract file Error Reports
* Analyze business rules to develop wireframes for pages in HTML to assist in UI design.
* Used the SQL to migrate all data to one database before uploading it into the Knowledge Base.
* Used different ad-hoc analysis, the Reports assist in defining strategy for each customer category.
* Worked on data modelling and produced data mapping and data definition documentation
* Worked with the Project Manager on various Project Management activities like keeping track of Project Status, Deadlines, Environment Request, and Compliance Issues.
* Involved in creating logical and physical model of the database using MS Visio, MS SQL Server.
* Involved in creating Data Flow Diagrams for Database of the Investment Portfolios
* Created context and workflow models, information and business rule models, Use Case and Object Models during the analysis using rational tools.
* Wrote SQL queries to retrieve databases after data migration.
* Scheduled meetings with developers, System Analysts and testers for the preparation of UAT and make the test material ready keeping in mind, the scope of the project.
* Collaborated with Quality Assurance Analyst in Automated and Manual black box testing for other phase of the project.

**Environment: iPhone ,HTC, Aria, Motorola Droid X, Samsung Galaxy S, Samsung Galaxy Tab. Quality Center, iOS, Android & Apple**, Rational Tools, MS Visio, MS Word, Excel, PowerPoint, Access.

**Northern Trust Bank, Chicago IL Jan 2010 – Oct 2012  
Business Analyst**

Worked as a Business Analyst at Northern Trust Online Banking System. Bank offers a full range of financial services to commercial and business customers. Bank provides investment management, retail and commercial banking, consumer finance and investment banking products and services. The Bank Online option on the web site enables the customers to access their accounts with the bank via the Internet. All the account holders need to enter their User ID and their selected password. This enables them to check their current balances with the bank. The customers are also provided the service of instant transfer of funds between their Checking and Savings Accounts. It also allows the customers to Invest Online, online Transfers and Remote Deposit Capture (RDC) services. The Customers can also pay their Bills using the Online Banking Services provided by Bank.

**Responsibilities:**

* Performed Gap Analysis for compatibility of new business requirements with the existing system infrastructure.
* Gathered requirements and conducted interviews with business users and Project Manager to understand the needs of the application.
* Functioned as the primary liaison between the Business line, operations, and the technical areas throughout the Project Cycle.
* Worked on various applications and Conducted Gap Analysis between “As is” and “To be” process for the applications. Participated in the Logical and Physical Design sessions and developed Design Documents.
* Created role based matrix for these applications and worked with the developer to create applications supporting these roles.
* Responsible for business process modelling, process mapping
* Created DCR (Document collection repository) diagrams in MS Visio to understand the inbound and outbound files, uploading of documents in the applications. Also created diagrams to depict the process flows and use case diagrams for applications related to each other.
* Created Use case Diagrams, Process flow Diagrams, Activity Diagrams, Wireframe Diagrams and conducted Use-Case reviews and identified gaps, leading to improvements/enhancements in the same.
* Created Process flow diagrams to depict the welcome email user receives, the pending documents trigger, follow up status and deny application status.
* Identify and analyse business problems and defines the scope of activities required to address the issues, including requirement definition, process review, impact assessment and operational streamlining
* Documented how to add/delete/modify existing users in an application and how to create access request through an internal approval based system & created BRD’s.
* Conducted Joint Application Development (JAD) sessions with IT groups. Responsible for updating changes in functional specification documents and on-boarding document of each application.
* Assisted to develop the Test Plan, Test Cases and Test Scenarios to be used in testing based on Business Requirements, technical specifications and/or product knowledge. Tested various sprints using Agile methodology
* Assigned tokens to internal users of applications depending on their roles.
* Created Impact traceability matrix to depict what has changed in the application and its impacts on various other related applications.
* Responsible for providing analytical support in the Design, Development and Implementation of Project.

**Environment:** Microsoft SharePoint, .Net,  MS Visio, MS Office, Microsoft Project, **UML** and Data Stage, Iterative Process Methodology.

**Provident Financial Group Inc., Cleveland, OH Mar2008 – Dec 2009**

**Business Analyst**

**Provident Financial** is a financial service company offering a variety of banking products and financial solutions like personal banking, small business, retail banking, home financing and equity loans, asset management, wealth management, corporate and investment banking and credit card services to its customers. Personal Banking involves opening and maintenance of checking, savings, recurring deposit accounts and personal loans. The web-banking project was developed in .NET environment. It is an online banking application that enables customers to access their checking and savings accounts, and credit card account using the Internet.

**Responsibilities:**

* Communicated with Line of Business and created Business Requirements Document (BRD), High Level Diagram (HLD), and part of Low level Diagram (LLD).
* Conducted walkthrough for Line of Business, Development team, and Quality Assurance team.
* Facilitated system maintenance and enhancement through design documents, process flow diagrams, use case diagrams etc.
* Analyzed system impacts as a result of proposed changes. It entailed interaction with other systems users and Subject Matter Experts (SME) s.
* Designed screen layouts for proposed solutions, user interactions.
* Tracked the project flow and acquired sign-offs from Business, System Development and Quality Analysis team.
* Created Documentation - Analysis reporting, architectural presentations, infrastructure specifications, strategy planning, risk analysis, contingency plans for company executives.
* Implemented new policy changes, legal requirements by creating the Business Requirement, Detailed Technical Requirement, User Requirement documents etc.
* Provided solution for database requirements by designing controls, data fields and data formats. Worked in legacy system migration from Lotus Notes to Oracle.
* Used different in house software to track data flow, system interactions, system defects, service requests and responses.

**Environment:** SharePoint, PL/SQL, Quality Center, **UML**, MS-Project, MS Office Suite, .NET,

**Education**

Bachelor's Degree in Arts, Letters and Social Science