**Fahd, MD**

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**OBJECTIVE**

As a Business Analyst with 6+ years of experience in the field of Finance, Banking, Mortgage and Education 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.
* Extensive experience in Salesforce.com SFA.
* Experience working with team members for full-cycle projects, such as developers, to complete consulting projects on time, and deliver outstanding consulting services to salesforce.com clients.
* 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, 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, Prototyping

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:**

**CITI GROUP, Tampa, FL**

**April 2015- Present**

**Business Analyst**

The main objective of this project was to ensure that the customer communications and brokerage fees are simple, transparent, accurate and easy to understand across the enterprise and resolve existing legacy system issues. The project required exposure to all lines of business including legal and compliance.

**Responsibilities:**

* Collected, documented and analysed Business System Requirements based on project scope.
* Studied the Forex trading transaction process in detail and created process diagrams for developing app
* Conducted meetings, interviews, and JAD sessions to gather user requirements, gathering requirements and analysed them using Rational Rose requisite Pro.
* Monitored client FX flow and helped in resolving mappings, broken trades, rejects, booking, and credit issues. Proactively tried to streamline the workflow to reduce errors.
* Prepared user guides and training materials for distribution to end-users.
* Gathered business requirements through meetings and interviews with project team members, end users and other clients.
* Led service improvement exercises ensuring a shared understanding of lean principles leading to development and implementation of improvements in business operations.
* Addressed all aspects of credit card business System.
* Gathered and documented clients’ online banking and trading needs such as inter and intra bank transfer of funds, online payments for securities trades, trading order, and buy and sale of securities.
* Focused on short term EM FX products with tenors up to two years.
* Was a part of coordinated Daily scrum meetings, spring planning, spring review, and spring retrospective.
* Participated in Daily scrum meetings, sprint planning, sprint review, and sprint retrospective.
* Designed Use Case Diagrams and wrote specifications in the Use Case Specification documents based on requirements gathered.
* Was responsible for gathering CRM information and developing a comprehensive report once a month for management.
* Integrated the Web Services for extracting the data from external systems to display in the pages of Salesforce.com.
* Involved in Analysis, design, development and implementation of salesforce.com applications.
* Involved in Salesforce.com application Setup activities and customized the apps to match the functional needs of the organization.
* Worked with numerous business teams for requirement gathering and data collection to implement the business on Salesforce platform by customizing the objects to meet the functional needs of the organization.
* Worked on the agile lean methodology in order deliver project in timely manner.
* Worked intensively on the PL/SQL for creating and working on the database for multiple projects.
* Designed transaction payment report to identify suspicious AML activities for regulatory reporting.
* Worked on web based virtual payment, card payment and mobile payment application systems.
* Designed transaction payment report to identify suspicious AML activities for regulatory reporting.
* Participated in gathering requirements for the integration of various cards functionalities like account boarding, payment processing, collections and write-off.
* Actively participated in daily bug triage meetings, reviews and walkthroughs and interacted with developers to ensure high quality software/application.

**Environment:** MS Office, MS Project, UML, Agile, Visio, HPALM, SQL, Windows, UNIX Test Director, Rational Rose and Requisite Pro.

**JP Morgan Chase, Sugarland, TX**

**July 2013- March 2015**

**Business 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 artefacts for all the waves
* Worked on Derivatives Trading Cycle, Derivatives Pricing, Sales and Marketing, and Performance measurement.
* Maintained and kept track of stakeholders’ requests for enhancements and changes using Rational Clear Quest.
* Experience integrating salesforce.com with other apps.
* Involved in Salesforce.com application Setup activities and customized the apps to match the functional needs of the organization.
* 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:** MS Office, MS Project, UML, Agile, Visio, HPALM QC, SQL, Windows, UNIX Test Director, Rational Rose and Requisite Pro.

**Education Management Corporation/ Pittsburgh, PA**

**July 2013- March 2015**

**Business Analyst**

Education Management Corporation is Education Management Corporation is a leading private operator of post-secondary educational institutions, primarily in the United States. The company's institutions provide primarily career-focused educational programs.

The project was all about updating of Microsoft Dynamics CRM Application which was being developed for managing relationship with their students. The application was developed in ASP.net with MS SQL Server in backend.

**Responsibilities:**

* Monitored performance against project baseline and Maintained project documentation in a central repository.
* Gathered functional requirements from stakeholders
* Arranged for information available to project stakeholders
* Worked with internal and external parties to organize the various components needed to initiate, run and conclude major projects
* Performed use case analysis and created use case diagrams to help discover requirements.
* Supported business process re-engineering by analyzing the current process and the To-be process.
* Supported project teams with vendor communication and internal support group coordination
* Set up and managed support functions covering planning, tracking, reporting, quality management and internal communication.
* Worked with specialists in the field of development, users and customers, produce goal and target specifications, solved any conflicts that arose and minimized potential risks
* Produced consolidated reporting to the Project Steering Board, including milestone summary, key issues, risks, benefits, summary of costs incurred
* Created use case and use case diagrams to obtain requirements.
* Established standards, tools and procedures for use on the project, including Issue, Risk, Change and Information Management
* Ensured working conditions that permit project personnel to implement the development work in the most cost-effective manner
* Created Activity diagrams to help understanding and communicate the actors and the flow of activities according to UML.
* Followed Agile methodology to develop the system in iterations.
* Used Excel extensively to manipulate data using formulas, pivot table, and macros.
* Facilitated compiling weekly vendor project delivery status reports and monthly scorecards
* Reviewed project activities for compliance with procedures and standards
* Managed the support and provision of project tools and equipment
* Used RequisitePro to manage requirements and business use cases by using requirements traceability matrix.
* Assisted with the production of user documentation as well as with Testing.
* Monitored inputs, field activities and find solutions to obstacles
* Interacted with other teams through walkthroughs, teleconferences, meetings, etc. to resolve various issues
* Track defects through defects life cycle by using Quality Center.
* Participated in weekly meeting and discussed modification request with management team
* Worked with the project manager for planning and organizing the project activities, and in communicating with other business center mangers and stakeholders of the project
* Prepared the Business Workflow using MS-Visio with input, output, and Pre and Post condition.

**Environment:** Windows XP, MS Word, Excel, PowerPoint, Quality Center, Visio, Agile, XML, Oracle, UML, Requisite Pro

**SunTrust, Atlanta, GA**

**Oct 2011– June 2013**

**Business 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.
* 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 behavior 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, HPQC.

**Citizens Bank, RI**

**Jan 2010– Sept 2011**

**Business 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