**Mirdha Ferdus M**

**[mirdha465@gmail.com](mailto:mirdha465@gmail.com)**

**302-409-0589**

7+ years of Industry experience as a Business Analyst with solid understanding of Business Requirements Gathering, Evaluating Data Sources, Translating Requirements into Specifications, Application Design.

* Experience in Agile and Scrum Methodologies and related terminology such as Daily Scrum, Product Backlog, Release Burndown, Scrum Master Sprint Planning Meeting, Taskboard, To-do and Work in Process Charts.
* In depth knowledge with the SRS (software requirement specifications) for the behavioural journey of the software.
* Competent in Creating Unified Modeling Language (UML) diagrams such as Use Case Diagrams, Activity Diagrams, Class Diagrams and Sequence Diagrams.
* Experienced in complete AGILE, RUP, SDLC, Client /server architecture providing a well-balanced understanding of business relationships, business requirements, worked for financial and technical solutions and help the team at all levels until final product release.
* Experience in data analysis, data modeling, designing, and data analysis
* Proficient in gathering business requirements and handling requirements management
* Designed the ETL system for populating the Data warehouse from the operational DBMS
* Worked extensively in Data consolidation and harmonization
* Experience in Data alignment and Data cleansing
* Strong knowledge and experience of JSON language and XML
* Strong knowledge of Data Integration, validation and processing methodologies.
* Vast experience of working in the area data management including data analysis, gap analysis and data mapping.
* Worked extensively with Dimensional Modeling and Data Migration.
* Extensively involved in Facets billing module both in Back – End and Front – End data system for different Billing process documents which fulfilled the current business needs.
* Experience in Data Transformation, Data Loading, Modeling and Performance Tuning.
* Extensive experience in Data Analysis and ETL Techniques for loading high volumes of data and smooth structural flow of the data.
* Adept at writing Data Mapping Documents, Data Transformation Rules and maintaining Data
* Dictionary and Interface requirements documents.
* Worked on integration and implementation of projects and products, database creations, modeling, calculation of object sizes, table spaces and database sizes.
* Experience with creating reports using Business Objects.
* Strong Knowledge of Business Intelligence, Data Warehousing and Business Architecture.
* Experience in areas of Information Management - Data Analysis, Data Modeling, Data Mapping, Data Warehousing, Data integration and Metadata.
* Created and executed Test Plan, Test Scripts, and Test Cases based on Design document and User Requirement document for testing purposes.
* Extensive experience in the testing environment, which included User Acceptance Testing (UAT), functional testing and system testing and defect tracking using Clear Quest.
* Involved in Facets System implementation, Electronic Claims and Benefits configuration set-up testing, Inbound/Outbound Interfaces and Extensions, Load and extraction programs involving HIPPA and proprietary format files and Reports development.
* Extensively used Business Objects for the purpose of reporting.
* Worked with providers and Medicare or Medicaid entities to validate EDI transaction sets or Internet portals.
* Experienced in building Data Integration and Workflow solutions and Extract, Transform, and Load (ETL) solutions for data warehousing using SQL Server Integration Services. SSIS/(Informatica)
* Ability to interact and coordinate with internal stakeholders in the project – IT group, Business Analysts group, User Acceptance group, Operations group, Third party vendors, Change Management group and Production support group.
* Extensive knowledge of Medicaid, Medicare, Procedural and Diagnostic codes, Claims Process, Health information Exchange (HIE), Electronic Health Record (EHR) and Electronic Medical Record (EMR).
* Expert in creating and using Stored Procedures, Views, User Defined Functions
* Excellent understanding of Relational Database Systems, Normalization, Logical/Physical Data Modeling and Data Warehousing
* Strong knowledge of Data Warehouse methodologies, including, Star Schema, Snowflake Schema, Fact and Dimension tables, worked with high volume databases with partitioned data
* Hands on experience in creating Indexes, Indexed Views in observing Business Rules and creating effective Functions and appropriate Triggers to assist efficient data manipulation and data consistency
* Thorough knowledge in creating Jobs, SQL Mail Agent, Alerts and Schedule SSIS, DTS Packages

**COMPUTER EXPERIENCE SUMMARY:**

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| --- | --- |
| **Operating Systems:** | Windows XP,7,8, windows server 2008R2/2012R2, UNIX, Linux |
| **Languages:** | T-SQL, PL/SQL, HTML |
| **Data Warehouse Tools:** | Business Intelligence Development Studio |
| **SAS Tools**: | SAS/BASE, SAS/MACROS, SAS/SQL, SAS/ODS, SAS/ACCESS,SAS/STAT. |
| **Databases:** | MS Access, MS SQL Server2008/2012, and Oracle 10g/11g |
| **Tools/Utility:** | Enterprise Manager, SQL Server Management Studio (SSMS), Informatica, Cognos |
| **Reporting Tools:** | Excel, SQL Server Reporting Services 2012 |

**PROFESSIONAL EXPERIENCE:**

**Client: DirecTV, El Segundo CA.**

**Mar 2017 – Jan 2019**

**Role: Sr. Agile Business Analyst**

**Responsibilities:**

* Defined a complete of metrics report requirements including a framework that will meet the needs of regional and national business leaders.
* Created Business Requirement Document (BRD), Functional Requirement Specification (FRS) document, User Requirement Specification (URS) and Change Request (CR) document for system application development.
* Created drill down from the high-level summary metrics to the supporting detail in the current report format.
* Provided analytical data to enable management to make informed decision to drive continuous revenue cycle improvements by realizing gains in operational efficiency, cost savings and member experience
* Created a new project using SoapUI and run request with input XML to receive a response XML for the request sent.
* Gather requirements by conducting meetings and brainstorming sessions with senior management of the Research Group and document them.
* Worked extensively with Tableau and MS Excel for the generating of reports.
* Involved in gathering data requirements from Sales and Financial organizations to understand the forecasting techniques and practices.
* Helped the Project Manager with project estimation and cost-benefit analysis, resource and financial Planning of the system.
* Managed and created and altered Databases, Tables, Views, Indexes and Constraints with business rules using T-SQL.
* Identified and documented the UI requirements including the back-end requirements in JAVA script, JSON etc.
* Validated XML files and Reports
* Reviewed and optimized SQL queries and edited inner, left, and right joins in Tableau Desktop by connecting live/dynamic and static datasets.
* Worked in creating stored procedures, triggers, cursors, tables, and views for applications as well as developed complex T-SQL codes for application.
* Used to populate and calculate the daily business reports by google analytics.
* Developed tabular queries for efficient analysis of report using Pivot in T-SQL.
* Revived CRM implementation project utilizing agile SDLC principles.
* Prepared Use Cases, Business Process Flows, and Activity Diagrams using Microsoft Visio for complex processes and walks business and development team through the documentation.
* Identified data quality issues and worked closely with impacted groups for resolution.
* Created gap analysis report using Tableau.
* Involved in troubleshooting and performance tuning of reports and resolving issues within Tableau Server and Reports.
* Extensively executed T-SQL queries to view successful transactions of data and for validating data in SQL Server Database.
* Developed the Project Scope and Vision document in assistance with the Project Manager.
* Worked extensively with the QA team for designing Test Plan and Test Cases for the User Acceptance testing
* Verified the Business Scenarios on new builds to allow extended testing by the QA team

**Lifetime Television, Century City, CA**

**Aug 2015 - Feb 2017**

**Business Analyst**

**Responsibilities**

* Facilitated collection and prioritization of functional requirements from system users. Documented the Business Requirement Documents (BRDs), Functional Requirement Documents (FRDs) using Rally.
* Analyzed business requirements and segregated them into high level and low level Use Case Diagrams, Activity diagrams using MS Visio according to UML methodology thus defining the Flow Diagrams.
* Implemented the Scaled Agile methodology (SAFe) with active involvement in defining the four iterations through the entire process.
* Coached and developed a distributed team of business executives and technical professionals regarding Agile roles, routines and responsibilities resulting in a more thorough understanding of Scrum and a faster start up time to developing software.
* Participated in Daily Agile Scrum “Stand-up”, Biweekly Sprint Planning and Retrospective Sessions and update the team on status of upcoming User Stories.
* Initiated and crafted project charter by collaborating with senior business executives and technical architects; facilitated document through the global enterprise dispatch process resulting in an expedited approval of project time lines, resources and scope.
* Use Scaled Agile systems (SAFe) and strategies to provide quick and feasible solutions, based on Agile system, to the organization.
* Work in Agile, scrum, and sprint environment in order to change the requirements and features set.
* Work closely SCRUM team to create test scripts and test cases to ensure coverage of all areas of the product/feature(s)
* Documented, coached, and elicited business requirements from subject matter experts by writing user stories resulting in a clearer, more detailed and more complete understanding of project deliverables.
* Used JIRA for Managing the Requirement Analysis effort. Resolved or escalated business process issues, item management issues or technical issues.
* Worked very closely with BA Managers, Development Leads and QA Leads in deciding the Timelines for completion of BA Tasks in order to be in sync with their schedules.
* Used SQL Queries in Oracle to pull out data from the databases for the data validation and routine report generation.
* Involved in Data mapping, logical data modeling, created class diagrams and ER diagrams and used SQL queries to filter data within the Oracle database.
* Interacted with department heads to finalize business requirements, functional requirements and technical requirements.
* Performed User Acceptance Testing (UAT) to verify if the entire user requirements are catered by the application or not.

**Wells Fargo, Charlotte, NC**

**June 2014- July 2015**

**Agile Business Analyst**

**Responsibilities:**

* Work with the business team to understand their needs and translate it into User Stories.
* Identify GAP area and prepare GAP Analysis in order to complete Future state To-be
* Conduct gap analysis of system and make recommendations to business based on findings.
* Document business requirements and user stories in Team Foundation Server.
* Created Functional Documentation, reviews, analysis, and evaluations of business systems for end user needs, including Companion Guides,
* Worked in Agile Testing and participated meetings every day in iterative environment Created and maintained detailed test cases to perform various types of testing.
* Using Agile methodology and engage in an iterative workflow and incremental delivery of working.
* Prepared, scheduled and lead meetings between enterprise business and technical resources and multiple vendors in preparation for demonstrations and site visits resulting in more efficient and productive meetings with fewer follow up questions and communications.
* Facilitated internal review sessions with the BI/BO and ETL team and external review sessions.
* Created BI/BO reports using Tableau.
* Assisted in closing gaps for associated Stories in each individual Sprint.
* Assisted in entering and updating Issues (Epics, Stories, and Tasks) onto JIRA Agile application.
* Responsible for process reengineering, change management, Business case development, project requirements management using Agile methodology.
* Involved in designing and developing Data Models and Data Marts that support the Business Intelligence Data Warehouse.
* Worked with Tableau team to define Data Elements for the Data Extract and validated prior to loading into the Warehouse.
* Work on business process reengineering, GAP analysis for department interoperability.
* Coordinate and conduct planning sessions with appropriate Subject Matter Experts to address the scope of RFP, issues, product questions and timeframe for RFP completion.
* Conducted JAD Sessions aimed at translating knowledge pertaining to Educator Evaluation system and Document complex business rules.
* Attended daily meetings and dealt with day-to-day deadlines.
* Created Screen mockups using Balsamiq.
* Used Rally as Change Management tool.
* Identified and created all necessary business use cases from requirements, created UML Diagrams including use cases diagrams, activity diagrams using Microsoft Visio.
* Worked closely with users, business supporters and technical supporters (QAs and Developers) to develop high quality Business Requirement Documentations and Functional Specification Documentations.
* Facilitate interoperability activities to produce efficient results.
* Defined various scenarios for testing the application and wrote test cases reporting bugs to developer.
* Coordinated and managed UAT (User Acceptance Testing) cycles, and prepared required documentation.
* Engage with the testing team to drive test scenarios.

**PNC Bank, Pittsburgh, PA**

**Business Data Analyst**

**Oct 2012 - May 2014**

* Involved as Developer for Commercial Business Group data Ware House
* Development of source Data profiling and analysis – review of data content and metadata will facilitate data mapping, and validate assumptions that were made in the business requirements
* Create Logical and Physical Design of Database and ER Diagrams for relational and dimensional database using Erwin
* Extracted data from relational databases Oracle, and Flat Files
* Developed Complex transformations, Mapplets using Informatica Power Center 8.6.1 to Extract, Transform and load data into Operational Data Store (ODS)
* Designed complex mappings using Source Qualifier, Joiners, Lookups (Connected and Unconnected), and Expression, Filters, Router, Aggregator, Sorter, Update Strategy, Stored procedure and Normalizer transformations
* Managed writing test cases and test scenarios from requirement for newly added features and executing test scripts
* Used SAS as an ETL tool to load data from flat files and databases into SQL Server and Teradata environments
* Ensured data consistency by cross-checking sampled data upon migration between database environments
* Developed processes to extract the source data and load it into the flat files after cleansing, transforms and integrating
* Extensively worked on developing and deploying applications using: SQL Server 2005/2000, Microsoft office, VBA and macros
* Performed Data alignment and Data cleansing, debugger to test the mapping and fixed the bugs
* Performed Data Validations using Microsoft SQL Server Management Studio 2008
* Created sessions, sequential and concurrent sessions for proper execution of mappings in workflow manager
* Responsible for daily verification that all scripts, downloads, and file copies were executed as planned, troubleshooting any steps that failed, and providing both immediate and long-term problem resolution
* Used USPS Address Mapping System for correcting the Customer Address
* Designed the Unit test cases required for Unit testing before migration to the Testing Environment
* Wide usage of Lookup Files while getting data from multiple sources and size of the data is limited with Data Mapping
* Involved in System Integration Testing (SIT) and User Acceptance Testing (UAT)
* Created various reports using Business Objects Universe

**Cigna Health Care, Greenwood Village, CO**

**Apr 2011 - Sep 2012**

**Data Analyst**

**Responsibilities:**

* Interacted with the Users for collecting their requirements to design and format reports. Documented the creation and maintenance of the Business Objects Universe/Reports and Standard Operating Procedures.
* Involved in mentoring specific projects in application of the new SDLC based on the Agile Unified Process, especially from the project management, requirements and architecture perspectives.
* Created and managed Project Templates, Use Case Project Templates, Requirement Types and Traceability Relationships in Requisite Pro.
* Planned and defined system requirements to Wire Frames with Use Case, Use Case Scenario and Use Case Narrative using the UML (Unified Modeling Language) methodologies and Involved in all SDLC stages under agile process in applications including Requirements analysis, implementation, testing, deployment and maintenance.
* Working on problem solving skills to recognize and reduce redundancies in testing efforts, minimize complexity and created efficiency without compromising effectiveness.
* Acted as a peer leader for the testing efforts of Facets configured solutions for Projects.
* Wrote requirements for various reports to be generated and migrated.
* Planned and defined Use Cases. Created Use Case diagrams, Scenarios and Use Case Narratives.
* Researched upstream data sources and ensured all source data sources were attested by its owners.
* Responsible for creating mapping documents required for the ETL team.
* Created Physical Inventory process for retail stores, consisted of data integration and inventory processes with third party vendor
* Performed Data Mapping for a wide variety of Data Integration tasks.
* Documented and maintained RTM to ensure that all requirements are traceable from top to bottom and to provide a basis for test plan.
* Interfaced with the client as part of the Requirements Engineering team to finalize the project scope. Assisted the PM in developing Use Cases and project plans and also managed changes to the scope of the project.
* Performed Data Analysis, writing SQL Queries for Testing and Troubleshooting against Data Warehouse.
* Worked closely with the Enterprise Data Warehouse team and Business Intelligence Architecture team to understand repository objects that support the business requirement and process.
* Worked on ETL design for various source systems.
* Identify the technical needs of the organization and accordingly develop Cognos based applications and software
* Reviewed all the systems design by assuring adherence to defined requirements.
* Conducted business-impact assessment and the results were compared with the new HIPAA 5010 standards to determine the current level of compliance and developed an action plan for approval by the project steering committee
* Created the conceptual, Logical and Physical Model for the data warehouse with emphasis mutual funds and annuity using Erwin data modeling tool.
* Developed plan for data feeds and data mappings for integration between various systems, including XML, to follow ICD 10 Code set and ANSI X12 5010 formats.
* Involved in gap analysis and implementation of HIPAA 5010, ICD 10 and Claim Validations
* Meeting with user groups to analyze requirements and proposed changes in design and specifications.
* Performed Detailed Data Analysis (DDA), Data Quality Analysis (DQA) and Data Profiling on source data.
* Flat file conversion from the data warehouse scenario.
* Created Fact and Dimension tables in Mart.
* Maintained documentation related to difficulties, complexities and anomalies that may arise during the ETL process.