### Mithila Phone:(757) 346-5214

### Business Analyst / Scrum Analyst Email: mithilareddy12@gmail.com

**SUMMARY**

* Business Analyst with excellent communication skills with around 8+ years of hands-on experience primarily in **Financial, Healthcare & Insurance Industry**.
* A hard-working team player with extensive knowledge of Unified Modeling Language (**UML**), Software Development Life Cycle (**SDLC**), Object Oriented Analysis and Design (**OOAD**), Business Process Re-engineering (**BPR**), Testing Lifecycle, Data Modeling, Service Oriented Architecture (**SOA**), GAP analysis, risk analysis, cost-benefit analysis, conducting Joint Application Development Sessions (**JAD**) and various methodologies including **Waterfall**, **Agile** and **SCRUM**, **Prototyping** and Rational Unified Process (**RUP**).
* Adept in various tools including **Rational Rose, Rational Requisite Pro, Rational Clear Quest,MS Visio, MS Project.**
* Extensive Scrum and Agile experience, user Stories including blending Agile practices with existing processes as well as gaining executive and organizational support for transitions to Agile practices
* Skillfully documented Business Requirements, Use Case Specification, Functional and Non-Functional specification, UML diagrams including Use Case diagram, Activity diagram, Class diagram, Sequence diagram, Data Flow diagram (**DFD**), Entity-Relationship diagram (**ERD**), Requirement Traceability Matrix (**RTM**), Change-Version Control, Training and User Manuals.
* Good conceptual understanding of Data Warehousing. Proven experience in complete project life cycle - Design, Development, Maintenance and Documentation of Enterprise Data Warehouse, Data Marts, and Operational Data Stores(ODS)
* Worked on Agile methodology in almost all the projects
* Extensive knowledge of Tax Regulations, Automotive Industry and Banking Industry.
* Extensive knowledge of Basel 2 and SOX compliance.
* In-depth understanding of FDA regulations in Drug Approval and Recalls.
* Knowledge of the Adverse Event Reporting Domain from Pharma and Regulatory Perspective.
* Hands on Experience with Content management Systems like Alfresco, Ektronetc
* Experience in **White Box, Black Box, Functional & Integration Testing.**
* Working experience with **SQL, HTML** and **MS Access.**

**TECHNICAL**

* Business Skills: **Business Process Analysis & Design, Gap Analysis, Impact Analysis, JAD/JRP Sessions Requirement Gathering, and Use Case Modeling**
* Methodologies: **Agile, RUP, and Waterfall**
* Languages:  **SQL, PL/SQL, HTML and XML, JAVA, JavaScript, Java/J2EE**
* Management Tools: **Jira,MS Visio, Rational Rose, Requisite Pro, SharePoint**
* Testing Tools: **HP Quality Center, Mantis**
* Database: **Oracle, MS SQL Server**
* Operating Systems: **Windows Vista, Windows XP/7**
* Microsoft tools: **MS Office Suite (Word, Excel, Power Point, Outlook), MS SharePoint, MS Visio, MS Project, and MS FrontPage**

**EDUCATION**

Bachelor of Technology, Computer Science and Engineering, JNTU, India.

**PROFESSIONAL PROFILE**

**SunTrust Bank, Atlanta GA - Senior Scrum BA April’15- Present**

SunTrust Banks, Inc., is one of the nation's leading financial services holding companies. Through its flagship subsidiary, SunTrust Bank, the company provides deposit, credit, and investment services to a broad range of retail, business and institutional clients. Other subsidiaries provide mortgage banking, asset management, securities brokerage, and capital market services.

The scope of the project was to migrate SunTrust’s Corporate Banking, ABL, Middle Market Segments and other departments from Win XP to the new Window7 server. The project was also about the physical move of SunTrust Employees from their original location to Atlanta and other offices. The main goal of the project is to provide their client and employees best services by upgrading the server as well as all the applications used by different user groups.

**Responsibilities**

* Gathered and analyzed business requirements to develop User Requirements Specifications of the application to be developed.
* Identified high-level requirements for developing and documenting detailed business requirements after conferring with business users.
* Shared Project Manager’s responsibilities such as manage schedules, walkthrough sessions, and project deadlines and collaborated with other teams for the progressive tasks by performing a Lead role.
* Used **AGILE methodology** and worked in short SPRINTS to achieve goals.
* Participated in **SCRUMS** and discussed the open issues and statues.
* Participated in Agile Planning Sessions and assumed the **Product Owner** role for the agile initiative.
* Developed the **Epics** and **Themes** for the Scrum Project in **Team Foundation Server (TFS).**
* Devised and prioritized the **Product Backlog** by conducting requirement churning sessions with various Business / Product Teams.
* Created and explained the **User Stories** to the Scrum Team and helped them design the Tasks.
* Designed **acceptance criteria** for validating the output of each Sprint.
* Reviewed Team **Velocity** on a frequent basis and advised Scrum Master at various stages.
* Participated in Sprint Planning and Sprint review meetings for Finalizing the Sprint Backlogs and Verifying the sprint outputs respectively
* Created **Release Tracking Document**in order totrack the necessarychanges.
* Identified the key business processes to model by analyzing the requirements and modeling using MS Visio
* Provided production support after the deployment of Window7 server.

**General Motors-OnStar, Atlanta, GA –Product OwnerJul 2013– Mar’2015**

**Project 1: OnStar Remote Link Project**

OnStar Corporation is a subsidiary of [General Motors](https://en.wikipedia.org/wiki/General_Motors_Corporation) that provides subscription-based [communications](https://en.wikipedia.org/wiki/Telecommunication), in-vehicle security, [hands free](https://en.wikipedia.org/wiki/Hands_free) calling, [turn-by-turn](https://en.wiktionary.org/wiki/turn-by-turn) navigation, and [remote diagnostics](https://en.wikipedia.org/wiki/Remote_diagnostics) systems throughout the [United States](https://en.wikipedia.org/wiki/United_States), [Canada](https://en.wikipedia.org/wiki/Canada), [China](https://en.wikipedia.org/wiki/China) and [Mexico](https://en.wikipedia.org/wiki/Mexico). The Project involved design and development of OnStar Enhancement requests for the OnStar Website.

**Project 2: OnStar Remote Link App**

The Project involved design and development of OnStar Remote Link App for IOS, Android, Blackberry and Windows Devices.

**Responsibilities:**

* Developed **EPIC’s** from the **Themes** and Documented the **Product Backlog** for the release.
* Created **Wireframes** for Web UI and Mobile UI using Axure
* Created **UI documents** with Screen Enhancements and App Requirements.
* Presented and Detailed Product Backlog Items to the Scrum Team in the **Sprint Planning Sessions** and assisted them in arriving at the **Tasks** for the **User Stories.**
* Reviewed **user Stories** and **Acceptance Criteria** with **the team**
* Assisted Scrum master in Developing the Task Sheet and **Burn down Charts**.  
  Participated in Web Content Management Sessions with Content Engineers and Clarified Requirements
* Assisted the Scrum Team in Devising the Tasks for Web Development and App Development
* Facilitated Demos of the software output of each Sprint and assisted Business in making Decisions on the release during the **Sprint Review Meetings.**
* Conducted **requirements Churns** between Sprints to update the product backlog.

**Adverse Events Inc., SFO, CA. - Sr. Scrum AnalystMarch’2011 – Jun’2013**

**Phase 1: Workflow Reengineering**

BPR involves reengineering of the content workflow across various business processes and teams and development of a comprehensive Workflow management System supported by Content Management System. The project also involved redefining various Business processes to suite the New Systems under development. The CMS would be the source of information to the company’s major products like Rx Score, Rx Signal and Rx Outcome.

**Responsibilities:**

* Created Process Flow Document and designed high and low level Process / Activity Diagrams using MS Visio.
* Performed Workflow analysis and task Analysis for various operational teams in the company.
* Performed GAP analysis and Impact Analysis involving the current state and proposed state.
* Worked Closely with Application Architects and Business teams to converge on requirements for the New Workflow Management System and Content Management System.
* Used **AGILE methodology** and worked in short SPRINTS to achieve goals.
* Participated in **SCRUMS** and discussed the open issues and statues.
* Participated in Agile Planning Sessions and assumed the **Product Owner** role for the agile initiative.
* Developed the **Epics** and **Themes** for the Scrum Project
* Devised and prioritized the **Product Backlog** by conducting requirement churning sessions with various Business / Product Teams.
* Created and explained the **User Stories** to the Scrum Team and helped them design the Tasks.
* Designed **acceptance criteria** for validating the output of each Sprint.
* Reviewed Team **Velocity** on a frequent basis and advised Scrum Master at various stages.
* Participated in Sprint Planning and Sprint review meetings for Finalizing the Sprint Backlogs and Verifying the sprint outputs respectively
* Created **Release Tracking Document**in order totrack the necessarychanges.
* Participated in various sessions with Business to understand the business rules and to come up with naming conventions to standardize the data.
* Played a key role in the user acceptance testing (UAT), and implementation of system.

**Phase 2: Content Migration**

The need was identified to move clinical content from Legacy system into the Content data base by means of ETL process in order to provide better maintainability and control of the process for reference data from Accounting Systems and Investment Accounting Groups.

**Responsibilities:**

* Authored Requirements documentation (BRD, FRD); workflow design and analysis.
* Provided TO-BE process design, **Gap analyses.**
* Provided **ETL process** design and requirements, **Data Mapping and BI** reporting requirements.
* Provided **DTD** (Document Type Definition) for **XML** files to be used in the ETL process.
* Participated in Change Management Board meetings to ensure deliverability of functional requirements change and to assign priority to approved changes.
* UI modeling and Functionality for Web based **Dashboar**d.
* Provided Use Case models, unit test and **UAT scenarios**, development team support.

**Ernst & Young, GA - Business System AnalystOct’2009 – Feb’2011**

**Global Tax Solution Project**

EY is one of the world’s most globally coordinated tax practices, with network of 29,000 professionals in more than 140 countries dedicated to setting the standard for exceptional client service. The purpose of the project is developing a new web-based system where existing clients can order services, input the necessary information and receive finished work products. The financial and tax experts are enthusiastic about the service particularly because they spend 20-25% of their time working with clients to complete the current standardized but somewhat complex paper-based forms and performing error checking.

**Responsibilities:**

* Interacted closely with the Business users along with the administration and management to gather business requirements and analyze the functionalities to be incorporated into the system
* Participated in JAD sessions / conducted interviews for analyzing business requirements and reviewing them with business and technical teams
* Conducted Demos and walkthroughs for Confirming Business requirements for the graphical User Interface built with **C Sharp.**
* Designed User Interface Documents using **Snag IT** and **MS Visio**.
* Developed **EPIC’s** from the **Themes** and Documented the **Product Backlog** for the release.
* Presented and Detailed Product Backlog Items to the Scrum Team in the **Sprint Planning Sessions** and assisted them in arriving at the **Story Points** for the **User Stories.**
* Reviewed **User Stories** and **Acceptance Criteria** with **the team**
* Assisted the Scrum Master in Creating and Managing the **Release Planning Documents** in the **VersionOne** and **Share Point** Repository.
* Assisted the Technical teams in deriving the **Tech Design Tasks** and reviewed the tech designs made for the **Sprint**.
* Assisted Scrum master in Developing the Task Sheet and **Burn down Charts**.
* Facilitated Demos of the software output of each Sprint and assisted Business in making Decisions on the release during the **Sprint Review Meetings.**
* Conducted **requirements Churns** between Sprints to update the product backlog.
* Conducted Analytics and Assessments to derive the **Team Velocity** based on the various Sprint Outputs.
* Attended demo sessions to understand existing system functionalities
* Arranged interviews with all the stakeholders to review and understand the gathered business requirements
* Developed UAT strategy, UAT Plan and facilitated UAT
* Verified and validated all build or release related issues and resolved them through discussion with business analysts with users’ approval

**BA Continuum India (Fully owned subsidiary of Bank of America), Hyderabad, India**

***Role: Credit Risk Analyst*May 2008 to Sep 2009**

Credit Risk Analyst analyzes the financial data on Annual and Quarterly basis and helps to arrive on a Risk Rating by running a Risk Rating Detailed Report (RRSC) and closely monitors the financial condition of large corporate clients of different portfolio’s i.e., Energy, Oil & Gas, Utilities, Technology, Media, Health Care, Sports, and other. This analysis helps and prepares a strategy for further monitoring of client depending on the Credit Risk involved in client. FMA monitors all the clients under Large Corporate Loan Life Cycle.

Responsibilities:

* Leading the process and identify various opportunities and determine area of improvement.
* Developing the project plan while managing the current process with risk mitigation strategies.
* Arranging JAD sessions during the transition period to allow the associated members to communicate any issues that arrived during testing processes.
* Communicating the status of the project to Supervisors.
* Analyzing, Prototyping model and documenting requirements to reconcile the emerging issues and enhancing systems for future business needs.
* Sourcing of Public and Private Financial Statements and Borrower Certifications from Securities Exchange Commission (SEC) and other deal sites. Uploading the Sourced Documents (Financial Statements, Borrower Certifications, Business plans & Projections and Miscellaneous) to Database.
* Clearing the Exceptions in tracking system after uploading the documents.
* Working on Global Applications like Moody’s Credit Edge +, Moody’s Risk Analyst (MRA), yahoo Finance Research.
* Detailing financials of corporates through risk rating report to arrive on a risk rating priority number.
* Analysis using Large Corporate Loan Life Cycle aligned to Global Bank Risk to monitor the client credit menace as a caution.
* Evaluating the Financial Statements in MRA (Moody’s Risk Analyst) and HSF application by following the Portfolio specifications and guidelines
* Preparing Internal Monitoring Document (IMD) that includes Risk Rating Number, Financial Ratio’s testing and last period analysis.
* Pre-closure Financial review on urgency for Prospects or new client.
* Working on and taking various BPI projects with in the Process.