**Muhammad Wali Uddin Bhuyan**

**PROFESSIONAL SUMMARY**

* Extensive experience as a Business Analyst with extensive knowledge and experience across the project life cycle in Systems Development Life Cycle (SDLC) Expertise in E-Commerce and Hospitality industries.
* Extensive experience in facilitating user group meetings and gathering system requirements for web application development using Rational Requisite Pro and Rational Clear Quest.
* Expertise in Project Planning, Project Design, Creating Functional Specifications
* Knowledge of the Rational Unified Process methodology (RUP), Waterfall and Agile.
* Optimum use of documentation to avoid any form of miscommunication or misinterpretation during the entire software development process.
* Experience in creating and maintaining the Requirements definition documents that included Business requirements and Functional requirements.
* Skills in developing Use Case diagrams, Sequence diagrams and Activity diagrams.
* Exposure in creating and analyzing Data flow diagrams, and Entity Relationship diagrams.
* Extensive use of UML/RUP for modeling views in Microsoft Visio.
* Extensive experience in data testing and validation by writing SQL queries.
* Have an ability to query and analyze data in databases- Oracle/SQL.
* Management of POS to facilitate the customers practically worked on POS to observe customer’s problems, concerns and managed requirements to develop efficient POS.
* Strong knowledge of Project management skills such as time estimation, task identification, and scope management.
* Experience in customer / client interaction, deep understanding of business systems functionality and technicality.
* Conducted requirement analysis techniques such as Business Process Improvement, Business Process Modeling and Business Process Re-engineering.
* Involved in maintaining Test Matrix and Traceability Matrix and performing GAP analysis.
* Good knowledge of SQL queries.
* Highly motivated, organized and results oriented with excellent interpersonal, communication and presentation skills with capability of adapting to new and fast changing technologies

**TECHNICAL PROFICIENCY**

Methodologies: **RUP, UML, Agile, Waterfall**

Testing tools: **QTP and Quality Center**

Change Management Tools: **Rational Clear Quest**

Office Tools: **MS Project, MS Word, Excel, and PowerPoint**

Business Modeling Tools: **Microsoft Visio**

Version Control Systems: **Rational Clear Case**

Database: **MS SQL Server and Oracle**

Languages: **SQL, PL/SQL**

## PROFESSIONAL EXPERIENCE

**Sheraton Hotel, Tampa, FL Nov 2015- Present**

**Business Analyst/QA Analyst**

Sheraton a leading chains of hotels, with large number of customers. The project involved in implementation a web based application for registration of guests, cash management, key control, reconciliation of receipts, collection, scheduling staff as well as marketing.

**Responsibilities:**

* Manage the Requirements (Business as well as System requirements), performed requirements analysis along with the creation of Use Case Scenarios. Modeling of the business and application using Rational Unified Processing (RUP) and Unified Modeling Language (UML).
* Responsible for Documentation in each phase of RUP Methodology, Risk Assessment, and Validation & Verification process.
* Created Process Work Flows, Functional Specifications, and responsible for preparing Software Requirement Specifications (SRS), Functional Specification Document (FSD).
* Facilitated Joint Application Development (JAD) Sessions for communicating and managing expectations.
* Worked with the development team to make sure that they understood the user requirements and that the system developed met those requirements.
* Participated in developing test plans and test procedure templates and guidelines to be used by the project team with detailed screen layouts with regards to various types of corporate actions.
* Defined and promulgated test cases based on the requirements outlined in the test plan as part of the development cycle.
* Was involved in Functional System Testing, Integration Testing, Regression Testing, and User Acceptance Test using the test cases given by the client before releasing the application.
* Worked with the Project Manager on various Project Management activities like keeping track of Project Status, Deadlines, Environment Request, and Compliance Issues.
* Created and maintained SQL Scripts to perform back-end testing on the oracle database.
* Extensive knowledge of reporting tools such as SQL and ACCESS for underlying database tables and resolve data issues.
* Expertise in RDBMS concepts and running SQL queries.
* An executed test case developed by self or peers. Compared and analyzed actual to expected results and reported all deviations for resolution.
* Performed Integration, System and UAT testing
* Identified defects and logged and tracked all new and existing ones
* Reviewed and tested reported defects in the concerned applications in both UAT and Production testing environments.
* Developed test cases and test scripts and assisted Quality Assurance activities, with system integration testing and user acceptance testing (UAT), developing and maintaining quality procedures and ensuring that appropriate documentation is in place.
* Clarified QA team issues and reviewed test plans and test scripts developed by QA team to make sure that all requirements will be covered in scripts and tested properly.
* Participated in the bug review meetings, Updated requirement document as per business user feedback and change in functionality of the application
* Coordinated with Project Manager to setup the pre-validation and Validation environment to execute the scripts.

**Environment:** JAD, BRD, MS Office Suite, SQL, Windows, HP ALM, UAT.

**Wizcom International, Melville, NY Oct 2014- Oct 2015**

**Business Analyst/QA Analyst**

Wizcom is building a web-based reservation system to manage all online reservations. As a BA, I was responsible for analyzing business needs and reviewing business requirements for process improvements for Wizcom reservation system application. Utilizing strong business analytical skills to execute and document all phases and produce Test Plans/scripts & coordinate users acceptance testing and implementation activities

**Responsibilities:**

* Functioned as the primary liaison between the business line, operations, and the technical areas throughout the project cycle
* Facilitated meetings among the Change Management, Problem Management and other relevant teams to discuss the impact of the changes, problem tickets and prepare project milestone plans.
* Researched industry trends; assessed various software vendors and service providers for potential alliances or partnerships; developed the business, marketing, and infrastructure plan
* Used standard Business Analysis methodology centered on RUP
* Designed and developed Use Cases, Activity Diagrams, Sequence Diagrams using Visio
* Worked with a cross functional and diverse team of business users and developers to enable accurate communication of requirements and ensure consensus
* Provided functional specification to development team to build Enterprise Reporting Systems
* Assisted PM in developing project plan, Tracking and managing project process, managing project and resources for successful delivery following RUP based SLDC methodologies.
* Formulating and defining system scope and objectives based on both user needs and a good understanding of applicable business systems and Travel Industry requirements.
* Performed Back End Testing using SQL
* Expertise in RDBMS concepts and running SQL queries.
* Involved in Gathering and documenting the requirements that were critical to the business process and using those requirements to design application software using a Use Case approach.
* Interviewing several business area experts (SMEs), asking detailed questions and carefully recording the requirements in a format that can be reviewed and understood by both business people and technical team.
* Project tracking and documentation using MS Project, Excel, Access, and Word.
* Actively involved with User Acceptance Testing (UAT) with technical staff and business users.
* Involved and responsible for creating weekly status reports regarding the progress of testing process.
* Clarified QA team issues and reviewed test plans and test scripts developed by QA team to make sure that all requirements will be covered in scripts and tested properly.
* Participated in the bug review meetings, Updated requirement document as per business user feedback and change in functionality of the application
* Coordinated with Project Manager to setup the pre-validation and Validation environment to execute the scripts.

**Environment:** MS Office Suite, JAD, BRD, HTML, SQL, Windows, HP ALM, JIRA, UAT.

**Starwood Hotels, Seattle, WA Nov 2013– Sept 2014**

**Business System Analyst**

The project I was working on was into e-marketing and online advertising for promoting the services which Starwood Hotels was offering. They were looking to attract more and more customers online. Since, Starwood was involved both B2B and B2C transactions, they also wanted to have data warehouse for storing information of both the potential customers and also the business organizations related to its business  (airline, car rentals, cruises, event management organizations ). I was also involved in the testing of functionality of the online booking and payment process system.

**Responsibilities**:

* Worked with other members of the e-commerce team to conduct best practices or competitive research for best-in-class ways to streamline and enhance the online processes.
* Solely and collectively responsible for testing online systems and ensuring that other stakeholder in those systems have also signed off on the QA results prior to the functionalities rolling “live” to the production environment.
* Responsible for coordinating all technical resources, departments, and users to ensure that  
  testing is completely in a timely manner and by the “go live” date established.
* Responsible for the development, documentation, and training communication of all new enhancements to the internal end-users and/or the Operations teams to ensure the necessary field SOPs for new enhancements are delivered at the hotel level.
* Responsible for post-roll out follow up, measurement, and monitoring once the new enhancements are released to production and communicate any issues that arise from the roll.
* Responsible for all post-roll enhancements and code changes to ensure they are working correctly in the production environment after the code release.
* Troubleshoot and resolve all ongoing issues that arise from the web reservations and loyalty systems.
* Write, monitor, maintain, and test all e-commerce RT tickets in our ticket system for the e-commerce department and maintain the log of tickets by providing status updates on the QA and testing of each ticket to the entire cross-departmental team during weekly status meetings.
* Performed Back End Testing manually using complex SQL Queries.
* Created complex SQL queries using SQL Server tools to produce Ad-Hoc reports for data quality validation.
* Used Quality Center for bug tracking and reporting and interacted with development team to verify bug fixes, and update bug status.
* Used Quality Center to analyze, track and report defects. Worked on uploading all the Test cases to the Quality Center for the current and prior releases.
* Performed Backend testing by extensively using SQL queries to verify the integrity of the database.
* Assisted the QA in performing simple SQL queries for QA testing and data validation.
* Involved in Friendly testing for before the conversion.
* Created detailed UAT Test Plan based on GAP analysis requirements to test enhancements.
* Reviewed design documents and business requirements to learn the function and scope of the application.

**Environment:** MS Office Suite, HP ALM/QC, UAT, JAD, BRD, HTML, SQL, Windows.

**Marriott, Tampa, FL Sept 2012- Oct 2013**

**Business Analyst**

Marriott, with large number of customers. The project involved in implementation a web based application for registration of guests, cash management, key control, reconciliation of receipts, collection, scheduling staff as well as marketing.

**Responsibilities:**

* Manage the Requirements (Business as well as System requirements), performed requirements analysis along with the creation of Use Case Scenarios. Modeling of the business and application using Rational Unified Processing (RUP) and Unified Modeling Language (UML).
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* Worked with the development team to make sure that they understood the user requirements and that the system developed met those requirements.
* Participated in developing test plans and test procedure templates and guidelines to be used by the project team with detailed screen layouts with regards to various types of corporate actions.
* Defined and promulgated test cases based on the requirements outlined in the test plan as part of the development cycle.
* Was involved in Functional System Testing, Integration Testing, Regression Testing, and User Acceptance Test using the test cases given by the client before releasing the application.
* Worked with the Project Manager on various Project Management activities like keeping track of Project Status, Deadlines, Environment Request, and Compliance Issues.
* Clarified QA team issues and reviewed test plans and test scripts developed by QA team to make sure that all requirements will be covered in scripts and tested properly.
* Performed Backend testing by extensively using SQL queries.
* Assisted the QA team in performing simple SQL queries for testing and data validation.
* Participated in the bug review meetings, Updated requirement document as per business user feedback and change in functionality of the application
* Coordinated with Project Manager to setup the pre-validation and Validation environment to execute the scripts.

**Environment:** MS Office Suite, JAD, BRD, HTML, SQL, Windows, HP QC, UAT.

**JC Penney, Plano, TX July 2011– Aug 2012**

**Business Analyst**

I served as part of the implementation of the NCR POS system at JC Penney. This implementation enabled them to manage inventory in real time to know what's selling, what's not and what to restock, capture customer data to generate mailings, special offers and loyalty programs, improve profits with instant reports on sales, customers, and inventory trends, to keep growing their business by adding lanes, stores and even a web store etc.

**Responsibilities:**

* Conducted interviews with the clients for Gathering Requirements and evaluation/analysis of gathered requirements to convert the business requirements into IT specifications.
* Facilitated collection and prioritization of functional requirements from system users. Documented the Business Requirement Documents (BRDs), Functional Requirement Documents (FRDs) using Rational Requisite Pro.
* 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 Rational Unified Process of Software development with active involvement in defining the iterations through the entire process.
* Used Rational Requisite Pro for Managing the Requirement Analysis effort. Resolved or escalated business process issues, item management issues or technical issues.
* Worked very closely with SA Managers, Development Leads and QA Leads in deciding the Timelines for completion of BA Tasks in order to be in sync with their schedules.
* Interacted with department heads to finalize business requirements, functional requirements and technical requirements.
* Performed Software Requirements Traceability Analysis to trace software requirements to (and from) Business Requirements and to risk analysis results.
* Performed data integrity testing by executing SQL and PL/SQL statements.
* Conducted JAD, JRP Sessions during different phases of the project Life Cycle as required. Performed GAP Analysis, helped in analyzing the causes for the Issues and applicable solutions.
* Conducted technical/non-technical presentations to the management and training workshops for the clients.
* Performed User Acceptance Testing (UAT) to verify if the entire user requirements are catered by the application or not.

**Environment:** JAD, BRD, MS Office Suite, SQL, Windows, HTML, HP QC, UAT.

**EDUCATION:**

**Masters of Science in Information Systems**

**Bachelor of Hospitality and Tourism**