professional summary

* Results-driven, **BusinessAnalyst/Technical Writer**with 7years of experience in IT industry.
* **Ability to translate complex technical information for a non-technical audience.**
* Comprehensive knowledge and experience in all phases of Software Development Life Cycle (SDLC) methodologies like Waterfall, **Agile/Scum, Scaled Agile framework (SAFe).**
* Expert in all phases of Requirement Management, including requirement gathering, analyzing, tracking requirements and quality assurance.
* **Experienced in writing and preparing Business Requirements Documents (BRDs),Functional Requirements Documents (FRDs), System Requirements Specifications (SRS),System Design specification (SDS), Functional Specifications, defining project plan and change request.**
* Worked closely with project managers, SMEs, and staff to understand and brief the requirements and specifications for new applications along with re-engineering the existing applications.
* Worked on **Oracle Retail Merchandising.**
* Conducted **JAD sessions**, **Gap analysis**, and prioritized requirements using interviews, document analysis, and requirements workshops with end-user/clients/stake holders.
* Experience working with **Standard Operating Procedures (SOPs).**
* Sound knowledge of **E-Commerce and the Point of Sale (POS) system.**
* Expertise in **Supply chain management systems.**
* Knowledge and experience with **SAP Hana Cloud, SAP Material Management (MM), WMS, MMS, modules.**
* Experience with **data mapping, data transfer, data analysis, data modeling.**
* Well-developed business and supply chain understanding attained through diverse assignments in logistics, sales, and business analysis at both staff and manufacturing locations.
* Proficient in using UML in behavioral, structural and architectural modeling – in creating Use Case and Activity diagrams using Microsoft Visio.
* Experience in coordinating and conducting User Acceptance Testing and GAP analysis.
* Exposure to testing methods, such as Regression, Performance, Load, Functionality, Smoke, and Usability Testing for web and Client/Server application.
* Responsible for writing Test Plans and Test Cases for (UAT).
* Experience in creating End User Training Manuals.
* Excellent critical thinking skills, sound judgment, and an ability to influence others.

TECHNICAL SKILLS

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| --- | --- |
| **Business Modeling Tools** | Requisite Pro, MS Visio, MS SharePoint, Rally, Agile JIRA |
| **Testing Tools** | HP Quality Center, QTP |
| **Testing Reporting Tools** | Rational Clear Quest, JIRA |
| **Databases** | Oracle, MS SQL Server |
| **Database Tools** | SQL Plus, Toad |
| **POS** | Oracle Retail Xstore Point of Sale (POS) |
| **Reporting Tools** | Crystal Reports |
| **Browsers** | Internet Explorer, Firefox |
| **Project Management Tools** | MS Project, MS Office, MS SharePoint |

**PROFESSIONAL EXPERIENCE:**

**Target, Minneapolis, MN**

**July2015-September2017**

**Business Analyst/Technical Writer**

As a **Business Analyst/Technical** Writer I worked on the **Oracle Retail Xstore Point of Sale (POS) system** implementation at Target. This implementation enabled the organization to manage inventory in real-time thereby helping Target know what was selling, what was not and what to restock; capture customer data to generate mailings; special offers and loyalty programs; improve profits by providing instant reports on sales; customers, and inventory trends to keep growing the business by adding lanes, stores as well as web stores. As a senior BA/Technical Writer was part of SAFE Agile team.

**Responsibilities**

* Facilitated collection and prioritization of functional requirements from system users. Documented the **Business Requirement Documents (BRDs), Functional Requirement Documents (FRDs) using Rally.**
* Managed a team of **Technical Writers and Editors** responsible for creating processes, procedures, and documents related to the System Development Lifecycle methodology. These materials helped standardize the development approach and saved significant hours and project costs
* Created documentation for internal and external customers supporting the **Oracle Retail Xstore Point of Sale (POS)** and **Oracle Retail Merchandising** including software release notes, upgrade procedures, application notes, product description manuals, reference manuals, technical bulletins, internal software/hardware installation procedures, customer acceptance test plans and customer training modules.
* Ensured all documentation was current, accurate and complete as required by**Standard Operating Procedures (SOPs).**
* Extensively used **Oracle Retail Merchandising System** to facilitate end to end processes, supply chain planning and financial solutions related to the project.
* 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.
* Used **Oracle Retail Merchandising System** for managing **retail data, data integrity,**
* 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.
* Developed **test cases** and scripts for Functionality, Security and Regression Testing for **Oracle Retail Xstore POS application.**
* 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.

**Southeastern Grocers, Jacksonville, FL July2012- April 2015**

**Business Analyst/Technical Writer**

As a **Business Analyst/TechnicalWriter** I helped document the processes and develop procedures for **SAP Point of Sale**, Order Management System, Inventory Management System and **Supply Chain Management.** I worked with different teams with POS, Order Management System and Warehouse Management system, where system would allocate extra item in the warehouse to the stores automatically.

Similarly, I was working to develop technical documents for **SAP POS** to create displays in the store and order accurately. I was highly involved in creating **Business Requirement Document** and working with Business for **User Acceptance Testing.**

**Responsibilities**

* Worked with the Project Manager on various Project Management activities like keeping track of Project Status, Deadlines, Environment Request, and Compliance Issues.
* **Wrote technical content and user guides for upgrades, procedures, and security policies.**
* Performed Requirements Gathering and Analysis, interviewed the **SME (Subject Matter Experts),** and ensured that contributors and all key stakeholders were motivated to complete assigned tasks.
* Facilitated **Joint Application Development (JAD)** Sessions for communicating and managing expectations.
* Collaborated with **subject matter experts** (SME) to gather data for required documentation. Developed and managed On-Line Help systems using **SAP Point Of Sale.** Maintained system and facilitated software integration of On-Line Help system.
* 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 (Agile)** and engage in an iterative workflow and incremental delivery of working.
* Involved in Configuration of **SAP retail POS** pricing condition type, schema procedures, and pricing documents.
* Experience working with SME’s on the functions of **SAP retail POS.**
* Performed GAP analysis of business rules, business and system process flows, user administration to be used for the new migration platform.
* Preparing data mapping & field mapping to assist development teams.
* 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.
* Ensured all documentation was current, accurate and complete as required by**Standard Operating Procedures (SOPs).**
* 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.**
* Worked with the Data analyst to migrate **retail data** into DWH & involved in data modeling.
* Work on business process reengineering, GAP analysis for department interoperability.
* Identified functional and non-functional requirement for POS application.
* 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 Unified Modeling Language (UML).
* Created Process Work Flows, Functional Specifications, and responsible for preparing Software Requirement Specifications (SRS), Functional Specification Document (FSD).
* Support Internal and external auditors for department audit.
* Performed Change Control Procedures, Configuration Management and Version Control using **JIRA.**
* 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.

**Home Depot, Atlanta, GA**

**June2011– June2012**

**Business Analyst/Technical Writer**

The project was based on implementing new retail software that focused on integrating the **Oracle**POS **system** to assist the Home Depot streamline its process, integrate channels and maximize profitability. Its main functionality included integrating the **Oracle Retail Merchandising system** to **promote inventory management, operations management, Supply Chain Management and merchandise/assortment planning and customer relationship management.**

**Responsibilities:**

* Developed business models and use cases to clearly depict process flows relating to **Oracle Retail Merchandising System**business requirements to convey business, system and functional requirements to both business and technical staffs
* Used SharePoint for documenting procedures migrated and communicating with senior **technical writer** to make changes to procedures per their request
* Consulted with stakeholders, developers, vendors, and technical teams to learn system requirements, security measures, new functionalities, and business processes
* **Assisted in drafting the Artifacts by collaborating with technical teams and stakeholders**
* Worked with development team, research and customer relations to develop prototype for User Interface to enhance the user experience with the website
* Interacted with subject matter experts in marketing, finance, merchandizing, fulfillment, business development, customer service and technology departments to elicit business requirements
* Worked on requirements for various modules covered under Retail and Global E-Commerce applications that include modules for Account Receivable, Account Payable, Sales Order Process, Order Delivery and others.
* Interface with product stakeholders groups to define clear user stories, assisting Product owner prioritize user stories in Product backlog
* Coordinating **agile based planning/review activities** and meetings, followed Iterative Software Development Life Cycle Process, **Agile using Scrum**
* Understood and articulated business requirements from user interviews, weekly requirement gathering sessions and then converted requirements into technical specifications
* Decomposed and documented high level ideas into detailed specifications
* Facilitated requirement elicitation sessions with business partners, and communicated information required to fulfill requirements to partners, business and technical staffs in both oral and written forms
* Developed and managed project plans, schedules, issues log created and business-technical conflicts.
* Designed and created prototypes of reporting tools for data validation and verification initiatives using macros in MS Excel.
* Facilitated meetings among the Project Management, Change Management, Problem Management and other relevant teams to discuss the impact of the changes, problem tickets and prepare project milestone plans
* Participated with Network Administrator and Technical Team in network security design using various network protocols for E-Commerce online applications
* Worked with e-marketing team for online advertising and marketing of various products of the company

**99 Cents Only Store, Commerce, CA**

**May 2010-June 2011**

**Business Analyst**

I worked on Smart-Sale. The project was to enhance and improve the **Oracle point of sale (POS)** performance. It focused on inventory tracking and optimal stock maintenance. The application required integration of the centralized database to the point of sales system.

**Responsibilities**

* Actively Participated in daily scrum stand ups, sprint planning/grooming, tech reviews, story development, business meetings, sprint demos and sprint retrospectives in an agile environment.
* Responsible for maintaining a focus on the user requirements and what the team needed to achieve in each sprint.
* Created user stories, use cases as well as acceptance criteria in supporting the implementation of each functionality in every sprint, planning the iterations and releases and testing the developed functionality.
* **Utilized corporation developed Agile SDLC methodology. Used Scrum Work Pro and Microsoft Office software to perform required job functions.**
* Conducted analysis of client business processes and functional or reporting requirements.
* Reviewed and analyzed the effectiveness and efficiency of existing systems and develop strategies for improving or further leveraging the application under test.
* Prepared and delivered solutions, recommendations, or alternatives that addressed existing and potential trouble areas in retail systems across the organization.
* Proactively searched ways to enhance the Retail Divisions performance through enhanced information, system processes and business processes.
* Led portion of JAD meetings for large enterprise-wide BI projects and addressed gaps during requirements
* Evaluated and tested new or modified software functionality to verify that software functions according to user requirements and conform to establishment guidelines. Includes the writing and executing of test plans, test cases, and test scripts.
* Used SQL Server Database query for analysis.
* Coordinated and verified successful completion of UAT for the program and provided end user training.

**Education**

Bachelor’s Degree