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| Mustafa Ali, Syed | |
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| Sr. Business Consultant/BUSINESS ANALYSTDesign, develop, implement and support custom or COTS software solutions. **Dynamic, Results-Oriented, Team-Spirited,** Multi lingual & Effective Writing Skills. | |
| Professional Synopsis | * 8 years of experience in the creation, deployment, testing and implementation of software solutions for various industries. Trained and experienced in analyzing and implementing projects of Oracle, Analytical/Business intelligent (OBIEE) MDM, PeopleSoft, Salesforce (SFDC), CRM and ERP. Very diverse work experience which includes manufacturing, healthcare, Utilities (Electricity) and Insurance domains. * Worked in various capacity on projects as project coordinator/executor and contributed positively with my analyzing, decision and problem solving skills. Effectively worked closely with project stakeholders, SMEs and team members to understand and document business requirement, functional/non-functional requirements and design specifications for new application along with enhancements to existing applications. Researched, created and reviewed project requirements including, development of project scope, collection and documentation of business requirement, preparation of related process documentation and coordination of application testing. * Experienced in management of requirements throughout the Software Development Life Cycle (SDLC) (Waterfall & Agile – Scrum) and Software Testing Life Cycle (STLC). Analytical skills with an ability to transform the needs of business users and stakeholders into functional/technical requirements. * Adept at producing vivid and high quality deliverables like: Business Case, current state analysis document, gap analysis document, project vision document, solution vision document, business process design document, business requirements documents (BRD’s), functional design document, test strategy, test plan, use case model documents, data mapping, data analysis and data validation. * Have in-depth knowledge and experience in various test automation and defect tracking tools: Application Lifecycle management (ALM) Clear Quest, HP Quick tests Professional (QTP), IBM Rational Manager, Load Runner, Web-Services. Also experience in software testing methodology and writing Test Plans, Test cases, compiling test data, tracking and reporting bugs/defects and preparing of Requirement Tractability Matrix (RTM). * Experienced in eliciting business requirement using various techniques like, JAD sessions, business process and systems reviews, document analysis, on-line research, working sessions to understand the requirements and system design, compiling questioner, face to face interviews with end users, stakeholders and executive clients. * Well versed in broad range of technologies, including business process tools such as MS Project, Excel, Access, Share-point, IBM BPM, IBM Blue works and Visio. Working knowledge of web based technologies, operating systems and programming languages. |

**Work Experience Profile**

**As Salesforce Business Analyst August 15, 2015 till present:**

**Client: CommScope, Oakbrook, IL**

Presently working as a lead Business Analyst for Salesforce migration project to single instance.

**Project brief**: CommScope acquired BNS company. The project plans calls for BNS sale & marketing to move to CommScope processes/platforms. It involves aligning BNS Salesforce to CommScope salesforce along with major changes to the work flow process and external interfacing systems.

* Conducted a 2 day workshop to involving BNS and CommScope resources. Captured the workshop notes and compiled a very high quality document for the executive management.
* Created high level requirements which were approved.
* Documented current status of Lead, Opportunity , Account, Contacts and partner portal.
* Identified gaps and compiled a detail business requirements. Clearly identified the fields, workflows, triggers and APEX code changes to be done in objects.
* Documented layout changes to required to get uniformity across the board.
* Mapped out the process to eliminate the external interfaces which were identified as "not required" for CommScope business process.
* Discussed and presented option to streamline quoting process for new instance. Based on the discussions, compiled a new process for quoting.
* Worked closely with SMEs, technical Salesforce developers to present the executive management the solutions for various issues related to migration.
* Worked with technical team to compiled Functional Specification document underlining technical solution to each business requirements and gaps.
* Listed project task list to successfully implement the project.
* Identified the training areas for the BNS resources.
* Worked on Marketo (marketing tool which interfaces with SFDC) to identify new fields and work spaces to be added to facilitate the new process changes.
* Identified steps and process on BNS instance to make "Network Builder" (used for generating quotes and this interfaced with BNS SFDC) stand alone systems and to eliminate "Eloqua" from the process.

**Object Technology Solutions (OTSI): Presently working as a Sr. Business Analyst/Quality Assurance Lead: July 2014 – June 30, 2015.**

* **Client: Kansas City Power & Lighting**

**Worked on following Projects:**

1. **EMS (Energy Management System):** Replacing the aging power transmission and distribution Ranger NMR3 system with new state of art OSI Monarch EMS system to meet the modern challenges and requirements along with meeting the regulatory requirements of NERC.
2. **MDM (Meter Data Management) & Implementation of Salesforce.com CRM Phase II:** The scope of this phase was to implement the Oracle MDM/SGG product for integration to Cell-Net (AMR) and Landis + Gyr Command Center (AMI) to the new OMS system (Oracle NMS) and test ODI interface with MDM & Oracle Analytics. Implementation of **Salesforce.com CRM** application for meter customer service, billing and management. **Kansas City Power & lighting(KCP&L) is a regulated transmission and distribution utility Company. It has implemented sales cloud to access and use company's Customer information.**
3. **HR Upgrade Project:** KCP&L have implement PeopleSoft HCM upgrade from 8.9 to 9.2 versions. I compiled Business & System requirements for : HCM Portal Pack (eBenefits, eCompesation, eProfil & eDevelopment) Payroll, Benefits administration, Stocks administration and reports, Time & Pay ( Absence management and Time & Labor) Performance and Talent Management. In Phase 1 of the project following modules were implemented: I also compiled requirements for

* IHub (PeopleHub)
* ELM (E Learning Manager)
* ePerformance

1. **AMI –GMO expansion project (Smart meter project):** KCP&L is currently implementing GMO AMI Expansion Project replacing old meter (Itron/FCS) with new AMI smart meters in Liberty, Platte City, Blue Springs, Lee Summit & Belton GMO service areas.
2. **Procurement & Inventory Analytics Project (OBIEE 11g):** KCP&L implemented Procurement & Inventory Analytics Project. This project had 2 work streams:

* Procurement: Project scope focused on expanding the Data Warehouse and reporting capabilities that began with the OBIA Implementation.
* Inventory: Project scope focused to create new data warehouse content, new BI repository content, and new reports and dashboards.

***A high level view of my role and responsibilities on the projects:***

* Projects Core team member. Involved in drafting the business case and obtaining commitment for the project along with other approvals to initiate.
* Planned, analyzed and gathered Business and System Requirements. Obtained approvals from the stakeholders which were included in the commitment documents.
* Identified Business Processes which were linked to the business and system requirements.
* Data Synchronization: Identified all the initial data sync to be established and tested during SIT for MDM & EMS project
* Drafted Test Strategy document, defining entry and exit criteria for each phase of testing,
* Identified End to End testing for SIT and all the data to be captured for the meter reading and from the communication devices.
* EMS & MDM Projects teams consisted of third party vendors, consultants and KCP&L internal resources. Communicated and interacted with these project groups to coordinate and implement testing phase.
* Worked with Structure Consulting team to do Data validation for Remote Terminal Units (RTU) and sub-station data, comparing between data captured in legacy system and in new Monarch system for EMS project
* Designed and developed Point to Point Data validation and data conversion for display & controls for EMS project
* Data Validation: Created excel based data mapping to validate data between legacy and new Monarch system.
* Planned and managed project testing kick off meeting. Communicated to team members the overall testing strategy, testing objectives, business process, system interfaces, data flow, and entry exit criteria, testing environments, resources roles and communication plan
* Lead testing meetings, worked on defect resolutions, defects migration and updated ALM in testing phases.
* Assist SMEs to develop the test cases for Shakeout Testing, C&F, SIT, Performance Testing and UAT phases. Ensured the compliance requirements of CIP are covered and test cases developed for NERC compliance especially for MDM & EMS projects.
* Identified regression test cases during SIT phase.
* Managed, coordinated and controlled approval process during testing phase and PCR process.
* Conducted special sessions to document scenarios to be tested in UAT from business users prospective. Based on these scenarios, drafted test cases.
* Created UAT plans, test cases and managed UAT.
* Managed and updated Requirement Traceability Matrix(RTM) at end of each testing cycle to ensure all the requirements are covered and tested as planned.
* Timely obtained approvals for all the deliverables like Test strategy, test cases, RTM and Entry & Exit criteria for testing phase.
* Conducted ALM training for testing teams of the projects. Actively assisted testing teams during testing phase of the project. Interacted on daily basis and addressed issues related to testing, ALM and defects. Established effective communication with testing teams.
* Worked with SMEs and vendors to develop test cases. Reviewed vendor’s test cases and identified gaps which were not covered by vendor test cases. Compiled test cases to cover these gaps.
* Implemented KCP&L QA process for Audit requirements.
* Prepared weekly testing progress & status report for Steering committee.
* Drafted plan and managed “Failover” & “Cutover” testing.
* Worked with project team to plan Go live. During Go live phase helped the team to document the defects in ALM. Assigned all the Severity 1 & 2 defects to fix agents to fix the defects.
* Worked vigorously to maintain Requirement Traceability Matrix (RTM) and ensured all approved requirements are tested. Timely cleaned out ALM for “NA” test cases and ensured that all “Blocked” status test cases are tested or moved to next cycle of testing. At the end of the each testing cycle obtained confirmation for RTM from Project core team.
* Worked to Sub-infrastructure for MDM projects:

1. ODI-HA
2. Wecco
3. MDM analytics

**Perficient Inc: *Senior Business Consultant*** /***Lead Business Analyst***: **June 2013 - March 2014.**

**Worked on following projects:**

**- Nasco - Atlanta, GA**

**- Blue Cross Blue Shield - Boston, MA**

**Project 01: Nasco** June 2013 - Oct. 2013

**Worked as a Lead Business Analyst on Customer Experience Desktop (CED) web application for WellPoint NASCO project** Membership Business Services This project was developed in Agile/Scrum methodology. Following services were developed:

* Group Business Services
* Claims Management Services
* Benefits Management Services
* Provider Management Services

***A brief about my role and responsibilities on this project as a Business Analyst:***

* Created Data mapping from "Inter Act Technical guide" to capture "Request & Response elements" for the BRD document.
* Analyzed existing business operations and existing information system to  Design new systems including process flow, user interface, reports, and security procedures
* Worked closely with various Domain Architect, Chief System Architect and Java developer to develop Technical Design Document and Software Solution specifications document
* Captured requirements from analyzing similar application (Blue Base), by conducting JAD session and document analysis. Also captured requirements for the system to interface with Global Medical Affairs Content Management and Event Management system applications.
* Member of core team to create "Product log' and "Sprint Release" log.
* Worked with SMEs to estimate the design and testing time for each user stories.
* Compiled about 60 BRD documents along with user stories (creating Epics & themes), business rules & business process flow.
* Intensively involved with design and testing to give clarifications on sprint logs and user stories.
* Worked closely with key stakeholders and requirement team of NASCO to integrate changes via "Change Request Document"
* Maintained and update Requirement Traceability Matrix (RTM)
* Worked and communicated with off shore development and testing team.
* Created review and approval process for BRDs and project related documents.
* Responsible for update project status on share network, managed 3 junior level business analysts.
* Involved in development of test plan and methodology.
* Was involved in "Verification" testing process and "Validating" of test results.
* Member of staffing team for the project. Conducted initial interviews and helped selected project team member in "On Boarding" process.
* Liaison between Perficient team and Nasco Requirements team. Made presentation of the documents, wire frames to the product owners for their reviews and approval.
* Developed and maintained the log of “Request for Change" raised by the product owners.
* Attended Sprint kick-off meetings, Daily Scrum meetings and Retrospective meetings of the project.
* Conducted and managed "On line" meeting between Nasco Requirements team and off Shore design & testing team.

**Project 02: Blue Cross Blue Shield - ICD 10 Remediation project** Nov 2013 - Feb. 2014

**As a Sr. Business Analyst**, I was responsible for 4 work streams out of 11. This project was developed in SDLC methodology. Responsible for following work streams on the business side:

- PMI

- AR/Report Blue/Nirvana

- Underwriting

- Actuarial

***A brief about my role and responsibilities on this project as a Business Analyst:***

* Developed the project charter for all 4 work streams defining the scope, out of scope, goals and objectives.
* Conducted ICD 10 workshop for the project team members.
* Worked on to create an effective approach to gather High Level Requirements and Details Requirements.
* Worked closely with various SME's (Data, Data mart), Solution Architect, developers, coders and Enterprise Architect to capture Technical High level requirements.
* Created templates for High level Requirements and Details Requirements to be used for requirement gathering.
* Suggested to Solution Architect to create second FILE TRANSFER PROTOCOL (FTP) to handle data from external source separately for ICD 9 to ICD 10 conversion project to maintain Data integrity.
* Analyzed the impact of code change for data from upstream to downstream. Recommended to Solution Architect to create DAY1 and DAY2 scenario for ICD 9 to ICD 10 codes.
* Worked with Data power developer to created Crosswalk between ICD9 to ICD10 codes for all 4 work steams.
* Created Data mapping for Stop/Loss Data flow, RAMS Data flow, Accounts Extracts Data Flow & Nirvana Data flow.
* Identified dependencies and Risk issues for each work stream
* Identified the 4 work streams inventories (data abstract & reports) impacted by ICD 10 code change. Conducted reconciliation and verification process to make sure all the impacted inventories are included in remediation process.
* Worked with IBM team (responsible for upstream changes to data) and IKMD team (responsible for Data mart) to gather requirements and to create Request for change documents.
* Created RAIC matrix to underline the Responsibilities and Accountabilities for the deliverables.
* Gathered and compiled High Level Requirements and Detail Requirements documents based on 36 end users, grouped into 6 groups. Created review and approval process for these documents.
* All High Level and Detail Level Requirements were created based on day 1 scenario (more ICD 9 codes and less ICD 10 codes) and Day 2 scenario (more of ICD 10 Codes and less of ICD 9 codes) for better understanding and smooth complete transition to complete ICD 10 codes.
* Worked with key stakeholders and higher management of Blue Cross Blue Shield to finalize the Project Charters, Business Requirement Documents (BRD – High Level & Detail Requirement documents)
* Made project related presentations to client on my behalf of Perficient.
* Attended all the project related meetings with the Client. Documented the issues, concerns and resolutions of these meetings.
* Assisted Project director in executing, controlling and monitoring of the project by updating various project status related documents.
* Maintained and update Project status on Microsoft Share point.

**Blink Consulting –**Worked as a ***Business Analyst Professional*** from **Nov. 2007 - May 2013**.

Blink Consulting is a global consulting and technology company, headquartered in Boston, MA.

**While working at Blink Consulting, I worked on following four projects as a Business Analyst:**

* **Beth Israel Deaconess Medical Center -** Boston, MA : Jan 2013 – May 2013
* Worked on “Modification enhancements to existing systems/applications and implementation of new Electronic Medical Record (EMR) software as Senior Business Analyst. Beth Israel Deaconess Medical Center located in Boston, MA.
* **Leslie Controls -** Tampa, Florida : July 2011 – Dec 2013
* Worked as Business Analyst on development and implementation of “Identify & Access Management” security application project. This project was developed and implemented in Agile (scrum) methodology.
* **Merial –** Atlanta, GA : Jan. 2010 – April 2011
* Custom **ERP Software** implementation Projectand other sub –infrastructure project.
* **Vulcan Materials Co.** - Birmingham, Al: Dec. 2007 - Nov.2009
* Implementation and realization of customized Dynamic **CRM solution** for Sales, Marketing, Customer Services, Material modules for Financial, Purchase, Sales and Distribution department to interface with Oracle database and Oracle Business Intelligence Foundation Suite (OBIEE).

**Bank of America- Charlotte, NC:** Jan. 2007 – Oct. 2007

On this contract project I worked as a QA Analyst on an **IVR Project Testing**. Under IVR BOA almost have 17 applications. Simultaneously I worked on different IVR projects.

# Globetrotters Engineering Corporation- Chicago, IL: Nov. 2005 – Oct. 2006 Worked as Software Quality Assurance/Tester – Chicago Public schools - Work Order/invoice software implementation project (Pentra).

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| Education & Qualifications | Master of Business Administration (University of Pune)  * Bachelor of Commerce (Osmania University) |

**Technical Skills**:

**Business Analysis:**

* Business Case, Functional & Non-Functional Requirement, Use Cases, Test Case development, MS Visio UML, Business Process, flow chat, data flow chat & User Stories & RACI.

**Utilities:**

* MS Office Suite, MS Project, MS Share point, Visio, IBM BPM, RAD & Lotus Notes.

**Methodology:**

* Waterfall, Agile/SCRUM

**Testing Tools:**

* HP Quick Test Professional (QTP), Application Lifecycle Management (ALM), Load Runner, IBM Rational. & SoapUI,

\* ***US Citizen.***

***\* Location: Bolingbrook, IL***