**NIXEN ALEX**

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**Professional Summary**

* 8 Plus years of progressive experience in diverse range of Information Technology fields as Business Analyst, specializing in retail/POSdomains.
* Well-developed business and **supply chain understanding** attained through diverse assignments in logistics, sales, and business analysis at both staff and manufacturing locations.
* Extensively worked with **Materials Management (MM), Allocations, ASN, Delivery Order (DO), Stock Order Transfer (STO), Ship Store Schedule.**
* Prepared detailed reports analyzing the supply chain practices and offered suggestions for improvement.
* Ability to gather and document Business Requirements, experienced in writing Use Cases. Proficiency in SDLC life cycle, understands the workflow concept, ability to gather and document the 'As-Is' and 'To-Be' processes.
* Experience in developing surveys and interview questionnaires for interviewees and selecting the target population segment.
* Participated in implementation, Business Analysis and testing of **SAP Material Management (MM), WMS, MMS, modules.**
* Experience with Document Management System (DMS).
* Extensive experience in developing Use Cases, conducting Gap Analysis.
* Possess strong analytical and problem solving skills with the ability to adapt to a new environment and meet stringent deadlines.
* **Skills in developing Use Case diagrams, Sequence diagrams, Data Flow diagrams, and Class diagrams.**
* Responsible to Track, Document, Capture, Manage and Communicate the Requirements using Requirement Traceability Matrix (RTM) which helped in controlling numerous artifacts produced by the teams across the deliverables for a project.
* Experience in gathering and documenting test scenarios and ability to train users to translate technical requirements to a business and have experience in conducting UAT.
* Creative and highly motivated team player able to lead a team as well as work independently.

Technical Skills

* **Business Modeling Tools** UML CASE Tools, IBM Rose, MS Visio
* **Processes** RUP, Agile, Waterfall
* **Requirements Management** IBM Requisite Pro, IBM Doors, Rational Rose
* **Databases**  MS Access, MS-SQL Server, ORACLE
* **Access Management Sailpoint**
* **Testing Tools** HP Quality Center, JIR QC
* **Change Management** Clear Quest,
* **Retail Management** JDA SCM
* **Platforms**  Unix, Mac OSX, Windows XP, Linus
* **Other Tools** MS Project, MS Visio, Word, Excel, PowerPoint

**Project Experiences**

**DSW, Columbus, OH Oct 2014– Sep 2017**

**Senior SAP Business Analyst**

The project was based on implementing new retail software that focused on integrating **SAP ERP** with **SAP Point of Sale (POS)** system to assist the DSW streamline its process, integrate channels and maximize profitability. Its main functionality included integrating the **Retail**POS system to promote inventory management, operations management, Supply Chain Management and merchandise/assortment planning and customer relationship management. Worked on **SAP MM, WMS, MMS modules.**

Responsibilities:

* Conducted user interviews, gathered requirements, analyzed the requirements using **Agile methodology.**
* The project focused on **“Buyer Assistance”, Merchandising** of products and involved tracking of **warehouse** inventory in multiple locations.
* Conducted business analysis, acted as a liaison between project manager, business users, & IT team, and used MS Office for the documentation.
* Coordinated participation and sign-off of various business partners and customers.
* **Prepared the business requirement document (BRD) and system requirement document (SRD).**
* Designed Use Cases and other Process Flow Models using Visio and Rational Rose.
* Studied requirements for re-engineering of processes.
* Performed **GAP Analysis** to check compatibility of the existing system infrastructure with the new business requirements.
* Incorporated **Agile to create Business Requirement Document** Specifications using MS Visio and MSWord.
* Designed and developed use cases, activity diagrams, and sequence diagrams using UML.
* Conducted **Joint Application Development (JAD)** sessions with IT Groups and Conflict Management with Project team members.
* Specializing in **SAPPoint of Sale(POS)** software and hardware operations
* Responsible for delegating and maintaining projects with the daily operations of the **SAPPoint of Sale.**
* Worked with the SME’s (Financial Analysts, Risk Managers, and Project Managers) to define business critical needs and analyze the possible technical solutions.
* Extensively worked with **Materials Management (MM), Allocations, ASN, Delivery Order (DO), Stock Order Transfer (STO), Ship Store Schedule.**
* Interacted with database developers for formulating the ER diagrams and data flow diagrams.
* Prepared Use cases and Activity flow diagrams and Work flow diagrams.
* Worked on **Cross Docking scenarios.**
* Translated **IS-Retail pricing procedure, one step and two step processes** requirements to functional design documents, facilitated Joint Application Development sessions and facilitated stakeholder meetings to identify business process and requirements; exhaustive management of project requirements.
* Involved in Configuration of **SAP retail POS pricing condition type, schema procedures, and pricing documents.**
* **Worked on the enhancements of SAP Dateline functionality.**
* Used Google Analytics as Marketing analytic tool to analyze and survey customer and marketing data.
* **I was involved with analyzing and validating X12 EDI 810 (Invoice), EDI 820 (Payment Order / Remittance Advice), EDI 850 (Purchase Order), EDI 855 (Purchase Order Acknowledgement), 997 (Functional Acknowledgement).**
* Core responsibility involved complete manually testing of the **User Acceptance Test (UAT).**
* Use Cases and other Process Flow Models were designed using Visio and Rally.
* Conducted Joint Requirements Planning (JRP) sessions as a facilitator to gather requirements from the business area and to discuss different critical success factors of the project for **CRM and POS** Integration projects.
* 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.
* Created complex **SQL** queries to perform the backend testing the database using SQL developer.
* Involved in the creating the User Interface Specification Document and User Training Manual as per project specification with the help of development team.
* Followed the UML based methods using Microsoft Visio to create: Use Cases Diagrams, Activity Diagrams, State Chart Diagrams, Sequence Diagrams and Collaboration Diagrams.
* Act with a sense of urgency and flexibility to achieve critical milestones.

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| **Big Lots, Columbus, OH Senior Business Analyst** | **July 2012– Sep 2014** |

I was responsible for newly enhanced **SAP Retailpoint of sale** system with content management in GUI with variation of **pricing condition type and schema procedure.**

**Responsibilities:**

* Interviewed SMEs and Stakeholders to get better understanding of client business processes and gather business requirements. Requirement gathering, Business Process flow development, Business Analysis.
* Conducted controlled brainstorming sessions with project focus groups for collecting high level business requirements for **SAP MM, WMS, MMS modules.**
* Developed and tailored a lean Rapid Application Development (RAD) process utilizing **Agile concepts** the development and testing of small projects.
* Conducted several Requirement Gathering Sessions for gaining detailed requirements and finalizing **Business Requirement Document (BRD).**
* Involvement of overseeing quality assurance process, data integration mapping for exports of data from citation to client records management system and implementation software training for the client.
* Planned and documented procedures for data processing and prepared data flow diagrams for the application. Worked in close co-ordination with the testing team in developing test plan and test cases from functional and business requirements.
* **Worked on the enhancements of SAP Dateline functionality.**
* Used MS-Visio for flow-charting, Use- Case process model and architectural design of the application.
* Developed as-is and to-be business processes using BPMN standards.
* 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.
* Assisted testing team in System Integration Testing (SIT).
* Created a detail level requirement for operational, development and quality assurance teams.
* Presented Design Implementation Approach to Business & Technical Leads.
* Analyzed, and built an Enterprise Information Model consisting of Primary Subject Areas which will be utilized to identify and prioritize **Data Quality** and Master Data Entities, Metadata classifications and nomenclature, and Data Integration Roadmap.
* Conducted User Acceptance Testing (UAT) as per client’s specifications.
* Developed Test Plans, Executed Test Scripts and reported the bugs using Quality Center.
* Involved in the Backend Testing. Executed **SQL queries** for inquiring relational database.
* Prepared the daily status report and participated in bug triage meeting to resolve the issues.
* Tracked bugs and prepared the bug reports using Jira and also interacted with the developer team to discuss technical issues.
* Coordinated with the development team and updated the QA manager with the progress from time to time.

**LIDL, Arlington, VA April 2010 – June 2012**

**Senior Business Analyst**

I was also involved in implementing the business models based on technical specifications for **POS application**and **SAP CRM** systems for development and testing.

Responsibilities:

* Actively Participated in daily scrum stand ups, sprint demos and sprint retrospectives in an Agile environment.
* Created user stories, use cases as well as acceptance criteria in supporting the implementation of each 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.
* Wrote BRD’s for **POS**design, development and testing.
* Participated in meetings with Developers, Project Managers and Quality Analysts to discuss business requirements, test planning, resource utilization, and defect tracking.
* Analyzed Business Requirements and created Use Cases, Use Case Diagrams, for applications and created Activity Diagrams using MS Visio.
* Used FileHold to manage digital document and conduct Document Management System (DMS).
* Developed Test Plans, Test Cases to test the Screens and workflows for Quality Assurance.
* Expert in writing test scripts manually.
* Created and managed system testing schedule.
* Created manuals for UAT testers and external users to explain the features of **POS** application.
* **Used JIRA to store Test Plans, Test Cases, Test Scripts and for bug tracking.**
* Coordinated with testers to write test cases for the functional requirements according to acceptance criteria.
* 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.

**Safeway, Pleasanton, CA May 2009 – March 2010**

**Business Analyst**

The project was to enhance and improve the **Point of Sale (POS)** performance. It focused on inventory tracking, merchandising and optimal stock maintenance. The application required integration of the centralized database to the point of sales system. I was involved in **POS Application** development and testing.

Responsibilities:

* Conducted user interviews, gathered requirements, analyzed the requirements using Agile methodology and documented the requirements using Rally.
* The project focused on Exceed suite of products and involved tracking of warehouse inventory in multiple locations.
* Conducted business analysis, acted as a liaison between project manager, business users, & IT team, and used MS Office for the documentation.
* Identified and implemented processes for developing and documenting detailed e-commerce / **POS** applicaions business requirements. Data was collected from end-users and analysts.
* Worked with the SME’s (Financial Analysts, Risk Managers, and Project Managers) to define business critical needs and analyze the possible technical solutions.
* Interacted with database developers for formulating the ER diagrams and data flow diagrams.
* **Prepared Use cases and Activity flow diagrams and Work flow diagrams, considering the scope of the project with MS VISIO.**
* Developed and implemented detailed test plan and test cases.
* Performed sanity and smoke testing on the application.
* Executed test cases manually to verify the expected results.
* Documented and reported defects within established process and tracking systems using JIRA.
* Facilitated Joint Application Development sessions and facilitated stakeholder meetings to identify business process and requirements; exhaustive management of project requirements.
* Core responsibility involved complete manually testing of the User Acceptance Test (UAT).
* Conducted Joint Requirements Planning (JRP) sessions as a facilitator to gather requirements from the business area and to discuss different critical success factors of the project like Operational Feasibility Analysis, Technical Feasibility Analysis, Cost Benefit Analysis & etc.
* Developed and managed project plans, schedules, issues log created.
* Designed and created prototypes of reporting tools for data validation and verification initiatives using macros in MS Excel.

**Education**

MBA