**Navita**

**Business Analyst**

**Professional Summary**

* Over 9+ years of experience as a Senior Business Analyst.
* An innovative business professional with ability to develop creative solutions for complex problems
* Comprehensive knowledge and a practical exposure to Agile and Waterfall Methodology having thorough understanding of various phases like Requirements, Analysis/Design, Development and Testing
* Extensive knowledge of standard SDLC methodologies, including RUP, Prototype and Spiral
* Worked on projects involving User Interface/User Experience UI/UX
* Implemented Compliance related projects with complex dashboard monitoring systems.
* Skillful GAP analysis, Cost benefit analysis, Risk assessment, and SWOT analysis.
* Defining Test Cases, analyzing bugs/defects, interaction with team members in fixing errors, User Acceptance Testing (UAT), worked in creating Testing Criteria for various stages of software testing.
* Proficient in Requirement Gathering Techniques ranging from Interviews, Questionnaires, Joint Application Design (JAD) sessions, Job Shadowing to Storyboarding and Prototyping.
* Strong experience with Scrum methodology and well versed in writing user stories.
* Experience with Unified Modeling Language (UML) diagrams such as Use Cases, Activity Diagrams, Data Flow Diagram, and Process Flow Diagram using Visio and Axure.
* Diverse experience in Business Modeling, Document Processing, EDI, Mapping, HIPAA Regulatory changes and Application Integration in healthcare domain. Have extensive experience with analysis and review of software and business requirement documents and document management.
* Experienced in gathering business requirements, JAD Sessions, Gap Analysis, UML diagrams, Process Flows, Business Documentation, Claims Processing & Testing and Claims Adjudication for Medicare and Medicaid, Data Mapping/Modeling, TriZetto Facets 4.x and Medical Billing.
* Worked in all types of software development methodologies including Agile, Waterfall & Scrum.
* Experienced in GAP analysis of HIPAA 4010 to 5010 with particular attention to qualifier, length and required field and situational rules and professional knowledge of HL7 standards.
* Analyzed and worked with HIPAA specific EDI transactions for claims, member enrolment, billing transactions.
* Expertise in conducting GAP analysis, Current state vs Future state analysis, SWOT analysis, Risk analysis, Cost Benefit analysis and preparing training manuals.
* Highly skilled in problem solving and decision making, leadership and interpersonal skills
* Good understanding of both back-end and front-end development.
* Creating and maintaining project migration schedule with project documentation requirements.
* Worked with a client relationship focus to ensure full awareness of client business workflow, strategy, issues, requirement, and tools.
* Excellent track record for meeting deadlines and submitting deliverables on time.
* Conducted User Acceptance Testing (UAT) to ensure all the business requirements have been fulfilled by the application.

**TECHNICAL SKILLS**   
Operating Systems Windows […] Mac OS, UNIX, Linux   
Programming C, C++, SQL, VB Scripting, Python, Java, J2EE, .NET, JSP, CSS, AJAX, XML, HTML, C#, VB   
Databases Oracle (10g, 11g), MS Access, MySQL, MS SQL Server, Sybase, Erwin, Management Studio, TOAD, PL/SQL, DB Artisan, Aqua Data   
Data Sources Bloomberg, Reuters, Markit, FTID, Moody, Fitch, S&P, Prime Broker Feeds, Custodian Feed   
Business Intelligence Cognos, Business Objects, Tableau, Teradata, SSRS, OBIEE, QlikView, Micro Strategy   
Domains Wholesale Banking, Retail Banking, Fixed Income, Project Management   
SDLC Methodologies Agile Scrum, Waterfall, Agile XP, RAD, V Model, RUP   
QA Tools Quality Center (QC), JIRA, Bugzilla, ClearQuest, QTP, LoadRunner, Selenium, Silk   
Tools   
MS Visio, MS SharePoint, Confluence, Tivoli, Autosys, UML, Rational Rose, Doors, Rally, Bloomberg, Markit, Interactive Data, Reuters, Informatic, iLog, MS Office, MS Project

**Work Experience**

**Sr. Business Analyst**

**Lifetime Fitness - Chanhassen, MN**

**May 2017 to Present**

**Description:** The challenge was to launch the product application within a specified time box. I worked on several initiatives which helped clients customize e-mails for several campaigns across several industries and markets, examples include reporting and analysis, e-mail subscriber management, campaign automation, template rendering. 'Time to market' was the key.

**Responsibilities:**

* Conducted thorough analysis of end-to-end AS-IS business processes for the client systems.
* Created wireframes and mock ups to review portal updates with business users, PMs and IT teams.
* Mapped requirements to wireframes to maintain consistency of data.
* Worked with several business teams like marketing, customer care, finance, accounting, billing, revenue assurance, UXD etc., to define functional requirements.
* Conducted JAD sessions and interview sessions with Subject Matter Experts/ Data Stewards and gathered requirements for enterprise data.
* Carefully analyzed the base documents and business process flows of current manufacturing processes.
* Created Data Flows with process, data store and Application associations
* Worked closely with the project manager in conducted daily standup meetings and Sprint Planning meetings and sprint retrospective. Followed the Agile scrum SDLC methodology.
* Used JIRA to plan, track and report issues and tasks on a predefined workflow.
* Mapped the process flows graphically using modeling software like MS Visio and IBM toolsets.
* Conducted User Acceptance Testing (UAT) to ensure all the business requirements have been fulfilled by the application.
* Developed UAT test plan to identify key components of the system that would require validation by business users

**Environment:** MS Visio, MS Project, SQL Server 2000, MS Access, MS Excel, Quality Center

**Senior Business Systems Analyst**

**Credit Agricole CIB, NY**

**June 2016 to April 2017**

**Description:** The scope of Collateral Management Platform was to provide ability to the users to track, monitor and optimize day-to-day transactions of the collateral underlying the secured financing activity. The project was an enhancement to the legacy system, which was unable to provide more granular information to the system. The collateral management system delivers full front-to-back office processing such as inventory management, margin control, and optimization of collateral. The main goal of this collateral management application is to calculate collateral surplus and deficit by matching & allocating each repo and reverse repo trades based on settlement dates and maturity dates. It also provides users granular information so that they can run a net collateral report based on granularity selected through the user interface.   
   
**Responsibilities:**

* Conducted GAP analysis to compare the actual performance of the legacy system with the potential performance of the system to be developed
* Documented goals & objectives of "to be" system, gathered business requirements, documented BRD capturing the requirements, transformed requirements into specifications, and documented FSD
* Implemented underlying application following Agile Scrum methodology guidelines to build artifacts in different sprints and phases of the application development process
* Conducted everyday stand-ups to discuss daily task, progress, issues and solutions
* Arranged sessions with business users to understand requirements for Matching & Allocation Logic and Market calculations
* Prepared data requirements document to record and store market data like price, foreign exchange rates, MTM rates, margin calls from clearing broker
* Worked with different cross functional teams like Reference Data team to leverage the market data for margin calculations
* Executed SQL queries in order to retrieve and validate the data
* Constructed data mapping document identifying source attributes, target destination, and business rules to setup the end-to-end ETL data load process
* Created various UML diagrams such as the Use Case diagrams, Activity diagrams, State diagrams, Process Workflow diagrams, Screen Mockups, Sequence diagrams, Data Flow diagrams, and Business Workflows
* Supported database modeling team to build ER Diagrams defining & identifying relational tables, database triggers, data objects, relationships, data attributes, entity integrity rules, attribute integrity rules, and referential integrity rules
* Constantly played the role of liaison between business users and developers in order to identify & monitor the project deliverables, identify key milestones, and resolve open issues
* Conducted and facilitated JAD sessions to gather inputs from the SMEs, Developers, Business users at different stages of the project
* Closely worked with QA team in creating master test plan, test scenarios, test cases, and test scripts to validate all the business requirements and performing functional testing, integration testing, performance testing, system testing, smoke testing, and regression testing
* Worked on Rational Clear Quest to manage defects, generate summary reports, and maintain defect log throughout the development & testing process
* Performed functional walkthroughs for users, helped them understand the application, and assisted them in performing User Acceptance Testing (UAT) - environment setup, daily status update, defect tracking management, and generating summary report

**Environment:** MS Office, UML, Java, MS SQL Server, Rational Rose, Rational Clear Quest, Management Studio, Rational Requisite Pro, Windows/UNIX, MS Project, QTP, MS SharePoint

**Business Analyst**

**Liberty Mutual Insurance Company**

**September 2015 to May 2016**

**Description:** Liberty Mutual is one of the largest insurance companies dealing in commercial as well as personal lines of insurance. Liberty Mutual offers a comprehensive array of property and casualty insurance products along with loss prevention, risk and disability management services. The project was to automate the claims processing systems and enhance the CRM by providing real time monitoring for its auto insurance division

**Responsibilities:**

* Reviewed and analyzed the business environment and identified process improvements.
* Interacted with Business Users to conduct thorough Requirements Analysis.
* Involved in interactions with the Subject Matter Expert, Project Manager, Developers, and the End-Users.
* Coordinated activities with project manager and various other teams using MS Project.
* Interacted with other Business Analysts for designing and implementation of Use Cases and Test Plans.
* Assisted in on-going process improvement efforts to ensure Test Planning, Execution, and Reporting is effective, efficient, standardized, coordinated, and integrated.
* Developed strategies with Quality Assurance group to implement Test Cases in Mercury Test Director for stress testing and UAT (User Acceptance Testing).
* Assisted the Senior Business Analyst in writing Functional Requirement Specifications (FRS) and User Requirement Specification (URS).
* Developed Test Plans and Test Cases according to Business Requirements.
* Provided clear and concise documentation regarding requirements management plans, Functional Requirements, supplemental Requirements, Test Plans and Test Cases.
* Acted as User Acceptance Testing coordinator and monitored business testing and interfaced with the development team regarding defect status and fixes on a daily basis.
* Involved in generation and execution of SQL queries.

**Environment:** RUP, UML, UAT, Microsoft Office Suite, MS Visio, Java, C, Windows NT, JavaScript, UNIX, HTML, Oracle, SQL, Mercury TestDirector, Mercury LoadRunner

**Business Analyst**

**Retail Supply Chain Consultant**

**The Home Depot - Atlanta, GA**

**July 2014 to October 2015**

**Description:** Worked with the Inventory team and followed an Iterative approach. The entire project was broken into smaller phases, so that we can go through the entire Software Development Cycle during every phase and try to follow an AGILE approach. Responsible for estimation, planning, development, implementation, and production support for the integration of Merch Link with customers' existing systems, created and documented with UX/UI designers.

**Responsibilities:**

* Facilitates the requirements gathering process with the client and cross-functional leads to ensure all requirements are identified and documented to fulfill scope and business goals
* Works with clients to prioritize requirements, define the level of effort, and proactively manage risk accordingly.
* Creates project artifacts: Business Requirements, User Stories, Use Cases, Process Flows and Functional Requirements
* Works with the lead Project Manager/ Business Analyst to refine Business Analysis processes and tools to meet organizational and client needs - such as social networking/collaborating environments
* Point of Sales management software
* Gather and write requirement documents for Server and App development teams
* Host requirements acceptance meetings
* Leads transition activities, such as testing, writing quality assurance documentation, client training, and supporting the implementation team
* Leads and coaches’ customers by using proven Agile software development processes and Continuous Delivery techniques. Create team specific Agile process flow in JIRA to move tasks from one activity to another
* Created use-case scenarios and storyboards in MS Word and MS PowerPoint.
* Manages schedule, scope, budget, quality, requirements, account management, & roll-out activities Works with the lead Project Manager/ Business Analyst to refine Business Analysis processes and tools to meet organizational and client needs - such as social networking/collaborating environments
* Leads transition activities, such as testing, writing quality assurance documentation, client training, and supporting the implementation team
* Leads and coach’s customers by using proven Agile software development processes and Continuous Delivery techniques
* Manages schedule, scope, budget, quality, requirements, account management, & roll-out activities

**Environment:** MS Visio, RUP, Req Pro, MS Project, SQL Server 2000, MS Access, MS Excel, Quality Center

**Business Systems Analyst**

**Cigna Healthcare - Hartford, CT**

**March 2013 to June 2014**

**Description:** The main objective of the project was to design an Electronics Claims Processing (ECP) system to accept the electronic claims coming from the various providers (doctors and hospitals) and process them. System also incorporates the health insurance products, which helps their employees to choose and calculate their benefits. The project was also to make the service providers acquired by CIGNA HIPAA compliant and to integrate all of them into one system.

**Responsibilities:**

* Responsible for creating, analyzing and reviewing business requirements, System specifications and project schedule documentation.
* Gathered user and business requirements through interviews, surveys, prototyping and worked with team to identify gaps and defects.
* Conducted User Stories Workshops.
* Conducted JAD sessions with management, SME, users and other stakeholders for open and pending issues and participated in the identification, understanding and documentation of business requirements.
* Acted as a liaison between technical team and business clients to accomplish application enhancement and production.
* Assisted in modeling UI wireframes, mockups and documenting the end-user's AS-IS workflow and TO-BE business processes
* Create team specific Agile process flow in JIRA to move tasks from one activity to another
* Coordinating and tracking all projects for seamless releases using Project Management System JIRA
* Participates in Agile cadence such as Scrum standup meetings, backlog grooming sessions, review and retrospective meetings
* Analyzed and worked with HIPAA specific EDI transactions for claims, member enrolment, billing transactions.
* Participated and contributed in daily Scrums, Sprint meeting and Sprint review meetings.
* Assisted the Project Manager in setting realistic expectations, in evaluating the impact of changes on the organization and plans accordingly and conducted project related presentations.
* Assisted in the development of test plans and test case.
* Conducted UAT (User Acceptance Testing) for validation of the application.

**Environment:** JIRA, MS Visio, EDI, MS Office Suite, MS Project, SQL

**Business Analyst**

**Merrill Corporation - Saint Paul, MN**

**January 2012 to February 2013**

**Description:** Managing the large volume of Data Site Projects which varied from simple to complex, the project was focused on the analysis of business systems, products, and processes, with detailed requirements definition and system design. I had to identify solutions and alternatives were appropriate. I was a liaison between multiple business units and IT on a variety of projects with the primary responsibilities to elicit, analyze, validate, specify, verify and manage project stakeholder requirements.

**Responsibilities:**

* Giving product demonstration for current and potential client.
* Interviewing clients and gathered the requirements
* Analyze data gathered and develop solutions or alternative methods of proceeding.
* Review forms and reports and confer with management and users about format, distribution, and purpose, and to identify problems and improvements.
* Gather and organize information on problems or procedures by conducting Requirement Gathering sessions with the Stakeholder.
* Plan, coordinate and implement security measures to safeguard information in computer files against accidental or unauthorized damage, modification or disclosure.
* Manage changes to the project scope, project schedule, and project costs using appropriate verification techniques
* Prepared FRD (Functional Requirements Document), BRD (Business Requirements Document) and SRS (System Requirements Specification).
* Interact with the Business and teams to gather Functional and Non-Functional requirement and document those in the Business Requirements document.
* Created minutes of meetings and published to all stakeholders highlighting discussion points and pending action points.
* Created/updated User Stories based on the requirement in the confluence.
* Updated Mock-Up Screens as per requirements updates/changes.
* Applied Revenue Cycle Management (RCM) to imply efficient Healthcare Delivery.
* Used features like ER Diagrams, XML Export, Call Tree, Usage Analysis, Value/Attribute list.
* Compiled SQL queries to validate the data integration between the various database tables.
* Created Use Cases, Activity Diagrams, Sequence Diagrams and Interaction Diagrams using MS Visio.
* Supported Dev/QA team for the business queries in that sprint.
* Utilized Agile Scrum methodology and conducted daily Stand up Meetings, Sprint Planning Meetings, Sprint Review Meeting, and Sprint Retrospective Meetings.
* Identified and documented the UI requirements including the back-end requirements in Angular JS, JAVA script, JSON, etc.
* Conducted UAT; facilitated discussion between business team and QA team on determine the test requirements and pass/fail criteria; documented and reported user feedbacks to management team.
* Participated in sprint and poker planning with PM/Dev/QA to conclude the User Story points and the effort estimates.

**Environment:** MS Visio, RUP, Req Pro, MS Project, SQL Server 2000, MS Access, MS Excel, Quality Center

**Lead Business Analyst**

**Walmart - Bentonville**

**June 2010 to December 2011**

**Description:** Worked as a Lead Business Analyst on a Sales Reporting project to design and develop a one-stop knowledge base for the business users to understand various order flows and their impact on the organization's financials. Main activities included working with Business for requirements gathering, process flow documentation and functional design documentation

**Responsibilities:**

* Documented end to end processes including deliverables, inputs, outputs, triggers, controls and handshakes in order to research, analyze and minimize the discrepancies between operational reporting and sales reporting projections.
* Also, worked on identifying and documenting applications affected so that they could be taken up for remediation.
* Met with Subject Matter Experts to evaluate processes to streamline for data integrity and efficiency.
* Presented project scope highlighting identified inefficiencies with measured improved efficiency and data integrity.
* Provided end-user training.
* Researched and analyzed business metrics (KPI) against sales, specified demographics and other variables.
* Utilized Six Sigma methodology and tools to streamline processes, save time, enhance data integrity and process efficiency with results presentation.
* Worked towards streamlining processes and automating software/ Lean Agile methodology, utilizing complex formulas, V-lookups, H-lookups, Pivot Table analyses, SQL and Visual Basics.
* Identified gaps and failure points, performed root cause analysis.
* Conducted detailed analyses of complex systems using Excel, Access, and SQL Server Management Studio.
* Conducted interviews, JAD sessions and gathered requirements and analyzed the requirements represented in Requirement Traceability Matrix (RTM) using MS Excel.
* Utilized report automation to streamline processes and free up time for divisional growth.
* Reported on Business Unit's KPI Metrics to help them with their business decisions, utilizing various datasets.

**Environment:** MS Visio, RUP, Req Pro, MS Project, SQL Server 2000, MS Access, MS Excel, Quality Center

**Business Analyst**

**Key Bank - Cleveland, OH**

**March 2009 to May 2010**

**Description:** Create product roadmap for the various sprints and releases throughout the project lifecycle. Worked extensively with lines of business to determine migration requirements from VDR to IBM CMOD and conducted the final requirements walkthrough with Line of Business which involved negotiation strategies for the Sign Off.

**Responsibilities:**

* Understanding the overall business process, managing and implementing them.
* Lead small to medium sized projects through: planning, requirements management, analysis using waterfall methodology.
* Understand business logic in depth to gather the requirement and help designing solution on time.
* Managed the requirement changes, sprint scope and timelines.
* Accomplished efficient JAD sessions with management, SME, vendors and other stakeholders for open, pending and critical issues
* Assigned GAP analysis and structured walkthrough of workflow within different departments to identify and fill any existent gap after the merger
* Lead meetings involving various levels; Managers, Project Stakeholders, Testers, Developers.
* Base lined Test Scripts and monitored changes in Application Life Management (ALM)
* Created Mapping for over 20K Report Ids for check and statement images from View Direct (VDR) system for IBM CMOD
* Experienced in preparing and documenting User Acceptance Test (UAT) and obtaining sign-off.
* Organized working sessions with Support Teams from 216 Applications affected by migration for the Mapping approaches and extracting the data required.
* Applied Unified Modeling Language (UML) methodology to create use case diagrams and sequence diagrams in MS Visio.
* Created flowcharts in Visio for training and presentation purposes
* Able to monitor priorities of a large-scale project with tight timelines
* Ability to work in high pressure environment with changing to changing timelines

**Environment:** MS Visio, RUP, Req Pro, MS Project, SQL Server 2000, MS Access, MS Excel, Quality Center

**Education:** Bachelor of Commerce, Kamla Nehru College.