**SUMMARY:**

* Facilitator between Business Systems and Information Technology with **over 8+years** of extensive experience in the field of business analysis and project management.
* Sound knowledge of the **Software Development Life Cycle**.
* **Highly analytical** in developing the methods and measures to meet requirements and solve any issues that arise during the project.
* **Prepared Systems Proposal Reports** and **Business Plans**.
* Experience in Mapping Data Elements for information exchange between two systems
* **Experience writing data mapping documents,** data transformation rules, data migration documents and interface requirements documents.
* **Understanding and interpreting** requirement specifications and **Mapping Business Process using BPM.**
* **Designed Use Cases, Activity Diagrams, Sequence Diagrams, and Class Diagrams, Data flow Diagrams** by using **MS Visio.**
* Extensive use of **UML/RUP** for **modeling views** in Microsoft **Visio,** Excellent analytical skills.
* Excellent **Requirement Engineering Techniques**.
* Experience with Agile Software Development Methodologies in particular Crystal and Scrum Methods.
* Experienced with various **Business Analysis SDLC Methodologies, such as RAD, RUP, JAD, and Agile Methodologies.**
* Accomplished analyst with extensive experience in BPMN (Business Process Modeling Notation) and **BPR (Business Process Reengineering).**
* Expertise in Project Planning, Project Design, Gathering requirements, creating Functional Specifications, and Data Flow Diagrams**.**
* **Exposer to BPMN and Business process diagram (BPD) for design business process**
* Experience in conducting/facilitating Focus Groups Sessions, Stakeholder Interviews,Joint Application Development (JAD) and Joint Requirement Planning (JRP) Sessions for effective requirement gathering.
* Exposure to Automated Testing tools such as Rational Team Test, Win Runner, QTP, and Load Runner.
* **Advised on improving and re-engineering business processes (BPR)**.
* **Experience in Business Process Re-engineering (BPR), to make current process more effective.**
* Involved in maintaining **Test Matrix and Traceability Matrix.**
* Good knowledge of **System Testing, Integration Testing**
* Exposure to testing methods, such as **Regression, Performance, Load, Functionality, Smoke, and Usability Testing for web and Client/Server application.**
* **Responsibl**e for writing **Test Plans** and **Test Cases** for (**UAT).**
* Excellent knowledge of **ETL** tools and how they work in a **Data Warehouse.**
* **Held client satisfaction meetings** and analyzing the alpha, beta testing results
* Experience in writing **SQL** queries to generate reports.
* Developed Complex database objects like **Stored Procedures, Functions, Packages and Triggers using SQL and PL/SQL.**
* **Solid Documentation skills** to ensure proper communication channels between Business sponsors and technical teams during the entire software development process.
* **Liaison** between business stakeholders and technical teams to ensure proper translation of **Business Requirements** to **System Requirements**.
* Involved in regular client Interaction to discuss project progress.
* Excellent time management skills with the ability to prioritize critical and non-critical duties.
* Motivated self-starter with exceptional team building, Leadership, and interpersonal skills.
* **Good team player** with the ability to work in time sensitive environments.
* **Excellent communication and organization skills** with the ability to adapt to a new environment.

**EDUCATION:**

* Bachelor of Science in Finance, UNCG, NC

**Visa Status**

US Citizen

**TECHNICAL SKILLS:**

**Operating Systems:** Win 98/XP/Vista/Windows 7, UNIX, LINUX, Mac.

**Languages:** C, C++, Java, SQL, HTML, XML, VB, ASP.Net, JavaScript

**Databases:** Oracle, MS SQL server, MS Access, IBM DB2

**Tools:**  MS Office:Word, Excel, Access, Power-point, Project, Visio and Front Office, Rational Rose, Rational Requisite Pro, BPMN, Team Test, Clear-Case, Clear-Quest,Win Runner, Load Runner, QTP, Business Modeler, Doors 7.1, HP Quality Centre, BMC remedyforce, Salesforce.com, Amdocs 6i

**WORK EXPERIENCE:**

**Department of Health and Human Services**

**Pittsburgh, PA Jan 2013- Present**

**Sr. Business System Analyst**

**ACDHS (Allegheny County Department of Human Services)** is responsible for providing and administering human services to county residents. The Department of Human Services (DHS) is dedicated to meeting these human service needs, most particularly to the county's most vulnerable populations, through an extensive range of prevention, early intervention, crisis management and aftercare services provided through its program offices. Deloitte is implementing and assisting ACDHS to collect and analyze all the data from these services via various applications like KIDS, ECAPS, JAIL, CANS with the goal Improve Services to Clients, Improve the Ability of Workers to Perform Their Jobs, Improve Ability to Manage & Administer Program Operations.

* Acted as a liaison between system users, client managers and software development team to gather requirements
* C**onverted business requirements into functional requirements, created System Requirement Specification (SRS) documents,** managed and maintained requirements traceability
* Prepared Business Workflow models and used **agile software development methodology** to build new business processes
* Re-engineered the business model using data modeling tools like MS Visio.
* Supported Offshore team to implement change requests by attending conferences
* **Created test scripts and UAT scripts with all possible scenarios** which were required to be tested
* **Documented and reported defects within established process and tracking systems using Rational Clear Quest**
* **Worked with government TANF and SNAP programs and made changes into the application.**
* Conducting **Functional Testing,System Testing** and **Regression Testing** Investigating software bugs and interfaces with the developers to resolve the technical issues.
* Performed system testing to ensure that the system is functional and meets the requirements set forth by the client during the requirements collection phase
* Tested the properties of the tables using **table checkpoints** using **Quick Test Pro**.
* **Performed integration testing and user acceptance testing (UAT)**
* Opened/tracked many defects based on the testing; worked with technology and senior developers to fix defects
* Highly Experienced in **HIPAA (**Health Insurance Portability and Accountability Act), EDI transactions, Health Care industry providing Business Process Assessment.
* Worked with clients for making changes into the **Medicaid and Medicare application.**
* **Worked on Business Process Re-engineering (BPR ) As-Is Process, designed TO-BE Process and performed Gap Analysis**
* **Facilitated Focus Group Meetings and (JAD) Sessions**to adequately access business needs and gather requirements.
* Created many business requirements document and functional specification based on the assigned tickets
* **Maintained documentation of Requirements and Test Cases using Test Director.**
* **Performed backend testing by executing SQL statements.**
* Picked up change requests created by the service desk and created business documentation based on that
* Created many screen mockups in SnagIt based on the change requests received from business; got it reviewed by the business and obtained their approval on that
* Updated screen mockups and screen design based on the feedback received from business
* Worked with implementation team till late evening to implement and push the enhancements in the Production environment
* **Functioned as a development liaison and advocate to outside departments and end users.**
* Worked with User Interface (UI) team to create report mock up’s from wire frames to ensure that functionalities are captured and presented on the front end as per the SRS’s.
* Involved in Gap Analysis and assisted the development team to understand the To-Be process.

**Environment:**  SQL, MS Office, Test Director, Rational Requisite Pro, Rational Rose, RUP, UML, PL/SQL, Oracle, MS Office, MS Visio, Use Case, Test Case, QTP,Salesforce, Test Director, BPR, MS Project.

**Comcast, May 2012- Dec 2012**

**West Chester, PA**

**Sr. Business System Analyst**

**Amdocs E-Care billing system** for **Comcast** offers a variety of Internet-based, value-added services that are layered over Ensemble and existing information systems. This system provides customers with secure access to their customer information, usage history and billing data through their standard Internet browser. The subscriber has the option of accessing personal data analysis (e.g., usage history) to present a subscriber's monthly bill in a self-explanatory fashion, as well as initiating transactions over the Web, such as bill payment or additional orders. Amdocs E-Care system also enables authorized users to create and maintain customers via the Web.

* Create Functional, Technical Requirements, Proof of Concept (FSD, POC) to accommodate Post-paid and Prepaid line Activations to be implemented in **Amdocs Billing and Enterprise Product Catalogue**.
* Gather Business requirement document (BRD) and **created BPM model to be implemented into Amdocs Billing System**
* Worked on variety of project methodologies including **Agile, Waterfall and ad-hoc methods**
* Identify, evaluate the impact of new requirements on an existing suite of J2EE applications and develop billing systems procedures that meet business requirements.
* Created data mapping documents for exchange information between DDP and ABP billing system
* **Supported CMS Application and worked with Amdocs team** with migrating new corps into Collection Management System.
* **Provided 24/7 ongoing Application support to clients and vendors**
* Developed data mapping documents between Legacy, Production and User Interface Systems
* Involved in **cross-functional teams**, developing new ways to boost efficiency and delivering results in a fast changing environment to achieve company goals.
* Open up a bridge call for ongoing issue and involve all necessary team for investigation and resolve the issue.
* Conducted **Parameterization** to data tables using **Quick Test pro**.
* Created **Multiple Actions** using **Quick Test Pro**.
* Created CMS system validation documents for offshore team and educated them about process of the CMS system.
* Advanced experience with creating Service request ticket under **Remedy Software and preparing SLA report for the team.**
* **Prepared weekly Metrics Report and Executive Summary for senior management team.**
* **Worked with the Project Manager** to identify risks, issues and potential solutions.
* Created emergency **Change Management (CM) ticket** for implementing immediate changes into the system to mitigate the issue.
* Experienced in **writing SQL queries** to manipulate Oracle database and performing manual testing.
* Interacted with the developers to report and using Mercury **JIRA**.
* Traced test cases and functional specifications to SSRs and BPRs using DOORS.
* Responsible for validating account and premium summary reports whether they are pulling correct **data in SQL generated report.**
* Complete Impact Assessments for all defects in production and creating Change Requests for Development teams to implement fixes.
* Participate in reviews of proposed new UI prototype and map key fields to backend services and data elements of Ensemble and EPC systems
* **Supported IT unit creating functional specification documents for the design,** development and implementation of strategic projects.
* Act as liaison between IT and the Business owners; ensuring tasks lined up for releases are properly being handled in Development and UAT phases.

**Environment:** WinRunner, LoadRunner, Test Director, SQL, Rational Rose, MS Visio, Microsoft 2010/XP, Oracle/UNIX, HTML, XML, VB, Doors 7.1, BMC Remedyforce, Amdocs Ensemble 6i

**Nationwide Insurance,**

**Columbus, OH Jan 2011- April 2012**

**Sr. Business System Analyst**

Nationwide® is one of the largest insurance and financial services companies in the world, focusing on domestic property and casualty insurance, life insurance and retirement s savings, asset management, and strategic investments. The Project was related to define the Service Oriented Architecture for **Property/Casualty Insurance (Homes, Businesses, Cars, and Employment related practices)** to make use of all the modules to increase efficiency, improve performance and decrease data redundancy

* Identified processes for developing and documenting detailed business requirements. Data was collected from end-users and analysts.
* Gathered **requirements** for **Premium Processing System (PPS)** interacting with **subject matter experts and Underwriters.**
* **Created overview document for data conversion, data mapping documents**, detailed instructions and specification documents
* **Assisted** with the gathering Business Requirements document (BRD) based on the user requirements and specifications.
* Developed Functional Requirements for Premium Processing System (PPS).
* Created **business process diagrams** for **AS IS** and **TO BE** systems in **Claims.**
* Created **use case diagrams for Premium Processing System and** incorporated them in **use cases.**
* Interfaced with business users to prepare and update Business Process Requirements (BPR) and Software System Requirements (SSR). Created test cases and test scripts.
* Developed **Business Request Documents for Policy Administration and Claims.**
* Created Functional Requirements for different transactions of a policy from New Business, Endorsements, Cancellation, Reinstatement, and Renewal to Extended Reporting.
* Gathered Business and Functional Requirements and elicited them in the form of Use Cases and other requirements Documents by interacting with **Underwriters.**
* Developed **Claims, Claims Authority Limits** and **Claims Relinking Requirements.**
* Developed Requirements for **Taxes, Fees and Surcharges** for different states.
* Created **Business Requirements Specifications** for **Limits and Deductibles** for different lines of business.
* Complied requirements for different **Business Rules** for the company such as **Writing Companies, Regional Offices, Surplus Lines Brokers etc**.
* Perform data analysis and Data mapping from source system to target system
* **Prepared Test plans, Test Cases based on business requirements.**
* Worked with the technical and business staff to produce Test Scripts, Configuration and Management Plan documents.
* **Worked directly with developers, Project Managers and Business contacts to produce Test Scripts and Test Conditions.**
* Followed established formats and procedures, created new formats, as well as researched, created, edited technical and business data documents.
* Designed and executed performance and functional test scripts.
* **Worked** with the **Senior Business Analyst** to **conduct (JAD) sessions** with business and technical units.

**Environment:** Rational Rose, Requisite Pro, SQL, DOORS, Rational Unified Process (RUP), UML, XML, UNIX, MS Project 2008, MS Visio, MS Word, MS Excel, BPR, Windows NT/2000, EDI, Clear Quest, Clear Case

**PNC Financial Services Group**

**Pittsburg, PA Oct.2009-Dec 2010**

**Business Analyst**

PNC Financial Services Group is a diversified financial services company that provides a broad range of banking, **asset management, wealth management**, corporate and investment banking products and services.I was employed as a Business Analyst and was part of a team working on the Student loan financing application that provided various Federal and private loan options. The Financial Aid decision support system was being tested for its functionality and performance. This web-based application enables the customer to select an appropriate loan process and apply.

* The SDLC Methodology that was used throughout the Project was the Rational Unified Process (RUP).
* Worked with Business analysis team to prepare a detailed Business Requirement document.
* **Gathered detailed business requirements** from end user community into use-cases and produced accompanying work flow diagrams.
* Involved in writing Use Cases for the application.
* Produced Activity and Business Process **Diagrams using BPM to effectively communicate with developers.**
* Involved in evaluation of the user request for new or modified program to determine feasibility, cost and time required compatibility with current system, and computer capabilities.
* As a Business Analyst, prepared business reports providing analytical framework related to the e-commerce process.
* **Discuss & Resolve the issues with SME (Subject Matter Expert).**
* Ensure the Business Requirements were deliverable to meet Client needs.
* Involved in weekly walkthroughs and inspection meetings, to verify the status of the testing effort and the project as a whole.
* **Created Data Flow Diagrams** to help gain a better understanding of the various ways in which the Actors interact with the system.
* Examine Artifacts to continuouslyassess the business and functional needs of the organization.
* Liaison between the technical and business/user teams.
* **Provided analysis, recommendations, business process re-engineering (BPR),** testing, training and to support the successful integration of the client’s business and technology.
* Responsible for establishing and maintaining positive business relationships with IT managers and clients, and assuring that business objectives and priorities are aligned.
* **Involved in Developing Extract and Load Graphs**
* Interfaced with SMEs to prepare Business Process Re-engeeniaring (BPR) documents for ongoing projects
* Created test plans using Rational Test Manager.
* Analyze the functional requirements, **writing Test cases for each object.**
* Conduct test development, execution, and administration of test phases, including functional testing.
* **Involved in continuously updating Traceability Matrix.**
* Defects were tracked, reviewed, analyzed and compared and stored in Rational Clear Quest.
* Performed Backend testing by extensively using SQL queries to verify the integrity of the database.
* Performed (UAT) once QA Manager approved the applicationand it was migrated to the User Acceptance Testing Environment

**Environment:** Rational Rose, Rational Requisite Pro, MS Office, Rational Clear Case, Rational Clear Quest, XML, JAVA Programming, BPR, HTML, Microsoft SQL

**credit suisse,**

**New York, NY Feb 2008- Sep 2009**

**Business Analyst**

Credit Suisse Group is the second largest Swiss bank, and a leader in Private Banking, Investment Banking and Asset Management services in USA. Lead enhancement projects for Private Banking USA’s online portal for clients to manage and monitor their assets, including re-designing of Client's portfolio section, fixed income, FX, tax lots, adding more asset details, cash equities and online trading modules. Other projects include Consolidated Client Reporting (CCR) which provides Relationship Managers and Sales Assistants with an aggregated view of the Client Reporting Groups (Households) for an overview of client holdings and account level performance.

* As Project Coordinator monitored and ensured all project milestone dates and related schedules were met.
* Conducted project/phase kick-off meetings to communicate individual roles and project expectations (PLC)
* Provided continuous feedback on project status to the team and senior management.
* Assisted the business in evaluating priorities, risks, and costs versus benefits of various solutions
* Reviewed new system functionality and patched to determine what is applicable and what should be presented to the business for prioritization, across the various Lines of Business, including change management.
* Prepared weekly and monthly team status reports, progress identification reports, risk mitigation reports, production support reports, and financial and Corporate Infrastructure reports
* Conducted design reviews to ensure that deliverables meet business needs, including in-house data share application development
* Prepared documents such as Project Scope, Project Vision, Project Success, Business Requirements, Functional Specification, Data Warehouse Process Flow (SQL queries & Crystal Reports) using MS Office (Word, Excel, Visio) and dashboards
* Developed data mapping documents between Legacy, Production, and User Interface Systems
* Communicated business and functional requirements to the development team for design
* Facilitated implementation of new functionality through training sessions, demos, and training manuals
* Developed and executed systems integration test scenarios.
* Worked with Release management for Implementation Plans (Pre and Post) to define roles and responsibilities, efforts and dependencies.

**Environment:** Windows2000**,** TestDirector, Team Test, Doors, Clear-Case, Oracle, Microsoft Project 2000, UNIX, IBM DB2, [ASP.NET](http://ASP.NET)

**Capital One, Mar 2005-Jan 2008**

**Richmond, VA**

**Business Analyst**

The project was on the platform used by bank, providing modules enabling bank to offer a rich and differentiated value proposition to customers. The basic features such as Electronic fund transfer (EFT), Balance Reporting, Detail Transaction Reporting, Balance Alerts, Account-to-Account Transfers, Link to Fed window as well as provides Securities trading solutions for both corporate and individual clients, ACH Origination, link to General Ledger, Loan Management and Loan Origination.

* Worked on multiple Web development/enhancement projects at the same time in agile software development environment using Scrum Methodology.
* Assisted the Product Owner in prioritizing the product backlog for developing member communication via personalized messages and alerts.
* Documented requirements in the form of user stories and technical stories that included precise Acceptance Criteria. Also created mock-up screens to demonstrate user-interface capabilities.
* Conducted and coordinated the sprint meetings, and worked with relevant team members to commit to sprint deliverables.
* Reviewed sprint activities to demonstrate new functionality and provide feedback that could influence next sprint.
* Conducted technical review sessions and facilitated project meetings as required.
* Analyzed data to assess reduction in length of stay, turnaround time for laboratory and cost savings.
* Published monthly dashboards to provide updates, report key changes and results.
* Conducted and lead status report meetings with the business and the IT team on a weekly basis.
* Wrote various SQL queries to create, update, modify tables, create reports and retrieve information from the database.
* Managed efforts to resolve issues with cross-functional teams to manage full product life cycle.
* Performed defect tracking and maintaining trailing history of bugs.
* Created and published training manual and knowledge transfer documents using document factory.
* Provided weekly status updates to project stakeholders on the progress of project development activities.
* Involved in creating application specific test plans for UAT, executing test cases evaluating test results and preparing test summary reports.
* Jointly responsible for monitoring the progress of the development and QA teams

**Environment**: RUP, SQL, Rational, Java, HTML, MS Visio, MS Project, MS Office (Word, Excel, MS Access, PowerPoint, Project).