**Work Summary**

BUSINESS ANALYST with over Six years of hands on experience in business consulting and application development with excellent skills in client interfacing, requirement gathering, user support, quality assurance, problem solving, and documentation. Possess excellent technical, analytical and facilitation skill as a Business Analyst

**SPECIFIC EXPERTISE**

* Data Modeling Techniques, Use Case Modeling and UML Concepts (including activity, state, sequence diagrams)
* Extensive knowledge of Agile Scrum Methodology and Waterfall.
* Worked on applications belonging to different domains like Mortgage and Insurance.
* Participated in large projects as a business requirements team member, assisting in all phases of the SDLC from research & requirements gathering through user acceptance testing and implementation
* Ability to drive business requirements, change/enhancement requests, selection and prioritization processes on day to day basis
* Expertise in the areas including Derivatives, Equities, Financial Accounting, Fixed Income, Foreign Exchange, Hedge Fund, Investment Banking, Retail Banking, Wholesale Banking, and Wealth Management.
* Coordinating the documentation of the project management process and coordinating the various releases of the application with development, business and configuration management team
* Extensive use of Microsoft Visio and Bloomberg
* Extensive knowledge of SQL.
* Conducted usability and user acceptance testing (UAT) on behalf of end users
* Involved in maintaining Test Matrices and Traceability Matrix and performing GAP analysis.
* Strong skills in performing and leading Regression, Integration, Performance, Load, Functionality, Smoke, Sanity, System, Stress and Usability Testing for web and Client/Server application
* Strong analytical skills coupled with good interpersonal skills
* Strong root cause analysis and problem solving skills
* Motivated self-starter and a good team player with the ability to work in time sensitive environments and work on multiple projects at same time
* Worked closely with Project Managers at various phases of the projects which required good knowledge of project management and life cycle of large scale projects. Also worked with PM to schedule testing, UAT and deployment dates
* Possess excellent organization skills with the ability to adapt to a new environment
* Excellent Communication skills that help to develop good work environment with team members and clients

**TECHNICAL EXPERTISE**

Operating system: Windows 2003 Server, Windows XP/2000, UNIX

Requirement MGMT: Requisite Pro, Clear case, Clear Quest

Bug Tracking Tools: Mercury Quality Center

Front-End Tools: Adobe Photoshop, MS Excel, MS Office, MS Project

Web Technologies: PHP, HTML, XML

Database: Oracle, MS SQL Server, MySQL

**WORK EXPERIENCE**

**Citizens Bank. Illinois                                                  May 2013- Present**

**Business Analyst**

**Project Description:**

Citizens Bank provides a full range of commercial banking products and services to individuals, corporations, institutions and governments, through its personal financial services, private banking, commercial banking and corporate investment banking and markets segments. The project aimed for Citizens credit cards customers whereby an application was created for enabling them to access to their account portfolio incorporated with other financial products such as checking, saving & CMA accounts. It also allowed users to view their card transaction online, in addition to the current rate, plans & card functionalities.

**Responsibilities:**

* Integral part of all stages of Software Development Life Cycle, based on **Agile Scrum framework**.
* Involved in creating sprint backlog, attending retrospective meetings and daily standup meetings to discuss all the problems and come up with their solutions
* Created Use-Cases and Requirements documents to document business needs.
* Involved in conducting requirement sessions, identifying business needs, documenting precise Business Requirement Document.
* Worked extensively with the end users team in understanding the business rules and writing requirement specs, technical specs and mapping documents from staging to data mart, cubes and reporting needs to the end user community which includes underwriting, claims, finance, technical accounting, reinsurance and actuarial departments.
* Interviewed business users and customers to gather business needs related to Project scope.
* Developed UML Use Case model for the application using Rational Rose and assigned to prepare the detailed Work flow diagram based on the proposed enhancement for the system.
* Performed GAP analysis on project scope parameters.
* Coordinated with system architects and developers to convert business requirements into system requirements.
* **Developed of testing strategies for Internet application, generated test scenarios, test cases and test data. Executed tests and created problem reports.**
* Responsible for managing the documented system
* Define, prioritize, and track requirements throughout the project lifecycle using Rational Requisite pro.
* **Developed test scripts for Data Driven tests. Executed the test scripts and analyzed the results.**
* **Involved in Functional, Black Box, Usability and Regression Testing for UAT (User Acceptance Testing).**
* Used Rational Clear-Quest to track the changes & ensured that software development teams are able to respond rapidly to ever-changing requirements without jeopardizing project success.
* Implemented Functionality, Usability and Security Test Cases using Rational Test Manger.
* Performed UAT and participated in writing test plans, and developed different testing strategies like Black Box testing, Load testing, etc. and implemented them using manual testing strategy
* Analyzed test results and reported the necessary corrective actions
* Rendered support to staff and affiliates towards the completion of the project as per the deadlines

**Key Bank, Cleveland, OH Feb 2011- May 2013**

**Business Analyst**

**Project Description:**

Key Bank is one of the leading diversified financial services provider which offers home mortgage services. Their mortgage system is a windows-based software package that is designed to be a complete mortgage lending solution. The system allows for processing, closing and underwriting of all loan types for both wholesale and retail production. The system also provides a centralized repository for underwriting and monitoring process. I gathered requirements for loan lifecycle and identified the processes to convert the time consuming loan lifecycle process into an automated and integrated system that provide a real-time status of loan applications, risk management, and monitoring capabilities.

**Responsibilities:**

* Conducted User Interviews, Gathered Requirements, analyzed, and documented business requirements based on the analysis of Loan Processing Workflow Model.
* Analyzed various Steps in the Loan Lifecycle and designed the system to identify & monitor the riskier loans.
* **Actively involved in BRD (Business Requirement Document) & HLD/LLD (High Level Document/ Low Level Document) review and walkthrough meeting.**
* Performed System Testing, GUI and Usability testing for the orders in the warehouse, as well as stock identification and controlling stock movement.
* Managed Financial Processing that served as primary lead for corporate financial systems, including accounting processes for accounts receivable and accounts payable systems. Manage financial spreadsheets and vendor accounts. Spearhead collection processes and manage accounts receivable personnel
* **Involved in UAT for monitoring performance for failure trends.**
* Rising defects on test and stage environment and testing when it is pushed into UAT environment.
* Interacting with Technology team for requirement gathering, defect removal, etc.
* Analyzed and prioritized key reports for day to day servicing needs for loan monitoring processing and Inspection.
* Addressed all aspects of the Loan Lifecycle, starting from identifying a deal right up to loan closure.
* Used standard methodology centered on RUP.
* Designed and developed Use Cases, Activity Diagrams, and Sequence Diagrams using MS Visio.
* Provided Functional Specification to development team to build Enterprise Reporting Systems.
* Used Rational Requisite Pro for overall Requirements Management and to build the Requirements Traceability Matrix.
* Clarified QA team issues and reviewed test plans and test scripts developed by QA team to make sure that all requirements will be covered in scripts and tested properly.
* Participated in the Bug Review Meetings, Updated requirement document as per business user feedback.
* Assisted client in developing content and training materials; recommended enhancements and identified new business requirements.
* Assisted with product evaluation, product customization and system integration.
* Facilitated and managed meeting sessions with committee of SMEs from various business areas including Mortgage Servicing, Loan Monitoring and Asset Management.

**Aegis Mortgage Corporation, Houston, TX                                                             Sep 2009 – Nov 2010**

**Business Analyst**

**Project Description:**

Aegis Mortgage Corporation ranks among the top 30 mortgage lenders in the U.S. Aegis Mortgage Corporation makes first and second mortgage loans to families and individuals. Aegis concentrates on helping those with less-than-perfect credit improve their financial situations through sensible mortgage lending options. The project involved building an online pre-approval web-based process where the customer can input their information and see if they have been pre-approved for the loan. Started with limited features, calculators in the first phase added and enhanced new features for future releases. The system automates the loan origination and underwriting process for serving clients with varying requirements in a shorter time.

**Responsibilities:**

* Developed scope, assisted in preparation of business case and maintained project charter and other related artifacts
* Worked with the business users, loan officers, underwriting managers to define business requirements and develop business requirements document (BRD).
* Conducted user interviews, gathered and analyzed the requirements
* Created Use Case scenarios and maintained use cases (Business use cases and system use cases) and modeled use case diagrams using MS Visio for the application.
* Major functionality provided in the system Use Cases are Loan application, Loan origination, Loan underwriting, Merged credit profile, Property appraisal, Earning verifications, Title search, Rate assessment, Entitlement etc.
* Tested the interface between database and the application.
* Done web site testing including validation of the page, browser compatibility and flexibility of the pages
* Participated in solution design sessions with the technology team, created web page mock-ups
* Provided assistance to stakeholders on devising effective and efficient approaches to achieve the project objectives.
* Managed Change Control Request meetings, process change requests and updated the scope with the new changes.
* Monitored and assisted the offshore QA team in preparing test plans and regression testing.
* Attended review meetings with technical team to prioritize and clarifying feasibility of requirements.
* Responsible for updating weekly status to the Project Manager.
* Assisted the technical writers in preparing help guides for customers support
* Involved with problem resolution, adjustments to new procedures, new requirements, next phase issues, and other post implementation support

**Nationwide Insurance, Columbus, OH March 2008-Jul 2009**

**Business Analyst**

**Project Description:**

Nationwide Insurance is one of the leading insurance companies in the United States. The application helps the customer to get a free online quote instantaneously. This application also enabled the field agents/customer representative of the company to view prospective customers’ data. As a Business Analyst, I was involved in two modules of the project. First module was ‘free online quote’ in which the customers could access online by filling a list of fields. Second module was the ‘Customer Rep’ module where a customer service representative had detailed information of the online application filled by the customer.

**Responsibilities:**

* Facilitated JAD sessions to collect requirements from system users and prepared business requirement that provided appropriate scope of work for technical team to develop prototype and overall system.
* Identified processes for developing and documenting detailed business requirements.
* Created Use-Cases and Requirements documents to document business needs.
* Involved in integration to link multiple customer plans together allowing all Plans' claims to process through one integrated claims solution, providing consistent data elements and a consolidated database for reporting.
* Conducted Use-Case reviews and identified gaps, leading to improvements/enhancements in the same.
* Created and maintained the Requirements Traceability Matrix (RTM).
* Worked with the Project Manager on various Project Management activities like keeping track of Project Status, Deadlines, Environment Request, and Compliance Issues.
* Ensured Use-Cases were consistent and covered all aspects of the Requirements document.
* Used Quality Center for bug reporting.
* Identified and analyzed the data requirements for the various site teams and made sure that the required data is available in the testing environment.
* Worked directly with software engineers to ensure clear communications on requirements and defect reports.
* Worked on electronic enrollment to implement product selection(s), membership file layout accounts membership enrollment data, and field values.
* Was involved in Functional System Testing, Integration Testing, Regression Testing, and User Acceptance Test using the test cases given by the client before releasing the application.
* Created UI Documents as supporting documents for the Business Requirements Documents.
* Interacted with other teams through walkthroughs, teleconferences, meetings etc. to resolve various issues.
* Validated the scripts to make sure they have been executed correctly and meets the scenario description.
* Involved in project status meetings, QA review meeting, and System Test meeting.
* Wrote test cases and test scripts for the User Acceptance testing.

**EDUCATION:**

Bachelors In Healthcare (Major in Nursing).