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| **Pooja Sharma**  Business Analyst.  Sharma.pooja78@gmail.com  Phone: (704) 806 7113 |  |

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| **CAREER SUMMARY** |  |  | **TECHNICAL SUMMARY** |
| Experience  9+ Yrs. Overall IT  **Education**  Master in Computer Management (MCM)  Master in Commerce (M.COM)  [**Certified Scrum Master(CSM**) - Scrum Alliance](https://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=2&cad=rja&uact=8&ved=0ahUKEwjB7o3xktHRAhUn6oMKHemnBOsQFghFMAE&url=https%3A%2F%2Fwww.scrumalliance.org%2Fcertifications%2Fpractitioners%2Fcertified-scrummaster-csm&usg=AFQjCNHk777TZyASPOMuo_evXlw9k87gxA&sig2=Al_Y55UmEZ25DuH0Hizrvg&bvm=bv.144224172,d.amc)    **Industry**  Banking, HealthCare, Technology Solutions, Infrastructure.  **Visa :H4 EAD** |  |  | Designing Tools  MS Visio, Data flow diagram, UML  Documents management Tools  Rational Requisite Pro, MS SharePoint, MS Project  Database  SQL Server, Oracle, Access, and My SQL  Testing Tools  Quality Center, Test Manager and HP ALM  Programming Language  Visual Basic, VB Script, SQL and Java Script.  Operating System  Windows 2000/2007 NT, UNIX and Win XP.  Networking  HTML, XML, HTTP, FTP and FTP |
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**Professional Summary:**

* Over 9 of experience as a Business Analyst in Finance, HealthCare, Technology Solutions and Infrastructure domain
* Very strong in the Software Development Life Cycle (SDLC) including Requirements, Design, development, Testing & Implementation (Agile, Waterfall and Rup).
* Working knowledge CR tracking systems, Service Now.
* Experience with Version One tool to setup and track projects utilizing Agile methodologies
* Ability to assist with development of simple to complex project plans utilizing Agile methodologies
* Application Lifecycle Management (ALM)
* SQL, PL/SQL
* SQL Developer UNIX/Linux
* Excellent skills in Business Analysis, Data Analysis, Requirement Analysis, Business Modeling and Use Case Development using UML methodology.
* Strong understanding of Software Testing Techniques especially those performed or supervised by BA including Black Box testing, Regression testing, Ad hoc testing.
* Proficient in using UML for Business Process Modeling, Use Cases, Activity Diagrams, Sequence Diagrams, Data Flow Diagrams, Collaboration Diagrams, Class Diagrams, Prototypes and documenting them using Microsoft Visio.
* Experienced in analysis of as-is business process and to-be design processes (Gap analysis).
* Participated with QA team in different phases of testing such as System testing, Functional testing, Regression testing and Integration testing for Quality Analysis.
* Excellent Communication and Interpersonal Skills.
* Maintaining, Supporting and troubleshooting applications
* Ability to document with user stories, story points, process flows, and Create and Verify Acceptance Criteria.
* Strong Excel Skills and be able to generate reports from Excel using Pivot Charts, Conditional formatting, tables, formulas, functions.
* Experienced in the planning and forecasting of projects and documenting and gathering business, functional or technical requirements for software projects.

**PROFESSIONAL EXPERIENCE:**

**Commit Point L/B VA Jan 2016 – till date**

**Business Systems Analyst:**

**Responsibilities:**

* Working on Change management project.
* Conducting workflow, process diagram and gap analysis to derive requirements for existing systems enhancements.
* Analyze data and result using statistical techniques and prepare reports.
* Decomposing high-level business and user requirements into prioritized functional requirements, specified in an appropriate level of detail suitable for both business and development team
* Performing Daily validation of Business data reports by querying databases and rerun of missing business events before the close of Business day.
* Identifying UI requirements, involved on creating Wireframes, process flow, Prototypes and UI specification.
* Creating Reports using all the Business Objects functions like Drill Down, Prompts, and Dimensional and Measure variables to show accurate Results.
* Break down barriers to maintain progress on initiatives.
* Conducting JAD session.
* Preparing functional documentation such as use cases, functional design documentation, flow diagrams, and traceability matrices.

**Environment:** MS Office, UML, SDLC, Visio, Excel, SQL, Share Point 2010, SQL Server 2008, VB.

**Zebra Technologies, Chicago IL SEP 2015 –Dec 2015**

**Business Systems Analyst:**

**Responsibilities:**

* Designed and developed Process Flow Diagram, Use Cases, Activity Diagrams, Sequence Diagrams and extensively used MS Visio.
* Gathered and documented Business Requirements, created Functional specifications and translated them into Software Requirement Specifications.
* Business process re engineering experience in Zebra Repair Center Move Project.
* Performed Gap analysis by identifying existing technologies, documenting the enhancements to meet the end state requirements.
* Developed test cases, assisted Quality Assurance activities, with system integration testing and user acceptance testing (UAT), developing and maintaining quality procedures and ensuring that appropriate documentation is in place.
* Identified and documented business rules and created detailed Use Cases and Test cases.
* Involved in Data Analysis & Mapping to track all data elements used in the application from the user interface through different interfaces to the target databases in which they are stored.
* Conducted Gathered requirements and build RTM and Use Case and Test Case doc and TTM.
* Conducted JAD session at client place.
* Actively involved in Testing.
* Managed Requirement Scoping, documenting and analyzing high priority requirement for implementation; creating BRD, functional Requirement documentation and use case documents.
* QA testing.

**Environment:** UML, MS Project, MS-Project, MS Visio, Windows XP, SharePoint, SQL Server 2008, VB, Pivot Tables.

**Capital One, Plano, TX Jan2013 to Oct 2015**

**Business Analyst**

**Responsibilities:**

* Conducted user interviews at both in-house and client locations, gathering and analyzing requirements
* Version One tool to setup and track projects utilizing Agile methodologies.
* Compliance rule data implementation.
* Worked actively writing Business Requirements, User Stories or Use Cases
* Managed and prioritize deliverables.
* Worked on documenting risk & controls (e.g. policies, procedures)
* Break down barriers to maintain progress on initiatives.
* Meeting facilitation and presentation.
* Created process flow diagrams and/or business rules management.
* Gathered requirements in an agile environment.
* Extensively used Agile Methodology in the process of the project management based on SDLC.
* Helped in testing metrics and process, excel, pivot charts, tables, formulas
* Used VSTS.
* Gathered and documented Business Requirements, created Functional specifications and translated them into Software Requirement Specifications.
* Conducted Gap analysis by identifying existing technologies, documenting the enhancements to meet the end state requirements.
* Developed test cases and assisted Quality Assurance activities, with system integration testing and user acceptance testing (UAT), developing and maintaining quality procedures and ensuring that appropriate documentation is in place.
* Designed and Developed front-end UI using HTML5.
* Identified and documented business rules and created detailed Use Cases.
* Reviewed, Analyzed and evaluated, business system and user needs.
* Prepared business justification documents such as business requirement definition document.
* Facilitated meetings.
* Prepared functional documentation such as use cases, functional design documentation, flow diagrams, and traceability matrices.
* QA testing.

**Environment:** Version one, SharePoint, UML, MS Project, and MS-Project, MS Visio

**GE - Chicago, IL Oct 2012 to Dec 2012**

**Business Analyst**

**Responsibilities:**

* Acted as a liaison between the developers and management staff and was instrumental in resolving conflicts between the management and technical teams.
* Gathered requirement for User Interface.
* Conducted meetings/interviews and JAD sessions with stakeholders to collect business requirements. This information along with the vision document was used to transform business requirements into System Requirement Specifications.
* Responsible for analyzing and translating business requirements for the development of business rules.
* Actively involved in gathering and preparation of technical and business documentation for the application in design, which could serve as future reference to the programmers and system developers.
* Conducted workflow, process diagram and gap analysis to derive requirements for existing systems enhancements.
* Decomposed high-level business and user requirements into prioritized functional requirements, specified in an appropriate level of detail suitable for both business and development team.
* Performed Daily validation of Business data reports by querying databases and rerun of missing business events before the close of Business day.
* Modified the existing mapping template to a more clear and easy to understand template.
* Identified UI requirements, involved on creating Wireframes, process flow, Prototypes and UI specification.
* Developed SQL queries.
* QA testing
* Created Reports using all the Business Objects functions like Drill Down, Prompts, and Dimensional and Measure variables to show accurate Results.
* Involved in various different testing rollouts such as Regression, Rolling Regression, and UAT.
* Raised tickets/issues with respective teams in the event of production failures and get in touch the respective teams to get the issues fixed as earliest as possible.

**Environment:** MS Office, MS Project, UML, Visio, Windows XP, Excel, PL/SQL, Crystal reports 2011, Share Point 2010,SQL Server 2008, VB, Pivot Tables.

**Cigna Healthcare, Bloomfield, CT Aug 2011 to Sep 2012**

**Business Analyst**

**Responsibilities:**

* Interacted with the stakeholders to get a better understanding of client business processes and gather requirements.
* Managed Requirement Scoping, documenting and analyzing high priority requirement for implementation; creating BRD, functional Requirement documentation and use case documents.
* Getting resources / budget approved from executive sponsor and being the primary contact in project execution.
* Conducted JAD sessions and design review for successful implementation of project.
* Being responsible to capture and submit report and dashboard of profit and revenue related data to senior management.
* Experienced in business analysis, process management, contingency planning, change control and root cause analysis.
* Worked on EDI transactions: 834, and 837 (P.I.D) to identify key data set elements for designated record set.
* Interacted with the business users in understanding the current application and process
* Used rational Requisite Pro to manage the requirement and keeping the Traceability Matrix.
* Performed UAT with end-users to make sure that product is absolutely in online with the requirement specifications provided by the business users.
* Involved in gap and feasibility analysis for the design and architecture of the new application.
* Worked with HIPPA compliant ANSI X12 837 formats for all the types of claims.
* I was responsible for managing the HIPAA Transactions and Code Sets 837 transactions.
* Managed test cases, test script and coordinated with the QA team for testing and interacting with the developers to report and track bugs using Test Manager.
* Mockups, wireframes, UI Design.
* Extracted reports and organize utilizing different database tools (i.e. SQL).
* QA testing.

Environment: MS Access, MS Excel, MS Visio, MS Project, Rational requisite Pro, HTML, and Oracle.

**Fremont Bank, San Francisco CA Sep2008 to July 2011**

**Business Systems Analyst**

**Responsibilities:**

* Actively participated in gathering requirements, documentation, development and testing and identified the key deliverables.
* Involved in JAD sessions and implemented Agile Methodology.
* Performed GAP analysis, SWOT Analysis and Impact Analysis on existing system and performance considerations.
* Prepared Business Requirements Document (BRD) and Functional requirements Document (FRD) to apply online for different types of saving/checking account.
* Created Use Case diagram, Activity diagram, Mockups and Wireframes.
* Coordinated with other external application (SME's) teams to clearly define the protocols of communication between online application & other applications.
* Designed and integrated software applications with the database & MS SQL and developed User Interfaces.
* Defined User Acceptance Test Plan and rollout schedule and prepared User Manual and Release Notes for users.
* Documented, clarified, and communicated change requests with the requestor and coordinated with the development and testing team.
* Created requirements & process flow for customized navigation system, page layouts, field content types, web site branding under web content management system using SharePoint.
* Wrote Integrity Checks, SQL Queries to fetch data from multiple tables that had millions of records using Joins that produced Reports &Logs.
* Developed the online banking application reporting requirements by analyzing the existing Crystal reports.
* QA testing.
* Interacted with computer systems end-users and project business sponsors to determine, document, and obtain signoff on business requirements.

**Environment:** SharePoint, MS Visio, MS SQL Server, Agile and Oracle