**Pratik Shah**

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**PROFESSIONAL SUMMARY**:

* Analytical, enthusiastic and innovative Business Analyst with 6 years of Information Technology experience in business analysis, deployment and web development developing business processes and system solutions for hospitality Industry (Hotels and Airlines)
* Gathered business requirements from Client, End User and from the internal Co-Subject Mater Experts.
* Worked with project teams and Development Architects to develop Business Process Models(BPM)
* Ability to Write Marketing Required Documents (MRD), Product Required Document (PRD), Project Scope agreement documents (PSAD), User Stories, and Use Cases in Coordination with Clients, Product Team, and Development Team
* Worked on developing and documenting the requirements related to Hotel Booking/ Reservation Airline Revenue Sharing Engine, Airline Ticketing and Mileage program
* Worked on the Low Fare shopping – Policy Service Engine ( Air, Hotel)
* Knowledge of global distribution system (GDS), passenger service system (PSS), Sabre
* Developed test scripts, test cases, created result reports and developed robust documentation.
* Used Android-SDK tools for Android application testing and android (Adb-log cat) debugging the defects.
* Used iPhone configuration utility tools for iPhone defect tracking and Fire Bug for Firefox bug tracking.
* Adapted the existing software development life cycle (SDLC) Methodology for Agile projects and involved in the rational unified process (RUP) project development methodology.
* Worked on developing and documenting the requirements related to Hotel Booking/ Reservation Airline Revenue Sharing Engine, Airline Ticketing and Mileage program
* Worked on re-engineering process in conversion of technical data documents to business Use Cases
* Prepared unified modeling language (UML), Activity Diagrams and Business Process Diagrams.
* Worked on **SAP R3.** Knowledge of basic transactions particularly in support of data analysis and reconciliation with excellent logical and analytical skills and **SAP analysis.**
* In-depth knowledge of creating use case, activity, logical, component and deployment views with rational tools to extract business process flows and workflows thereby helping development and quality assurance teams in understanding the requirements.
* Expertise in Waterfall Methodology, Agile, and the Rational Unified Process (RUP).
* Experience with Root Cause Analysis, Gap Analysis, Cause and Effect Diagrams.
* Task oriented professional with knowledge of SAP R3.
* Knowledge of basic transactions particularly in support of data analysis and reconciliation with excellent logical and analytical skills and SAP analysis.
* Prepared training Manuals and knowledge Transfer Manual.
* Experience in Waterfall Methodology, and Rational Tools, Agile, Agile Scrum, Agile XP and Spiral Methodologies.
* Experience in creating the Unified Modeling Language (UML) Diagrams such as Use Case Diagrams,
* Activity Diagrams, Sequence Diagrams, Component diagrams, State Diagrams using Rational Rose
* Experience in designing and implementation of integrated web solutions for various service/product Offerings.

**TECHNICAL SKILLS:**

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| Business Methodology | RUP, Agile, Waterfall, Spiral |
| Application Programs | MS Visio, MS office, MS project, SharePoint, SAP |
| Methodologies Tools | Rally tool for Agile Development |
| Requirement Tools | Borland Caliber RM 2008, Rational Requisite Pro |
| Change Management tool | Clear Quest |
| Testing Tools | HPALM/ QC, SOAPUI Pro, QTP |

**PROFESSIONAL EXPEREIENCE:**

**United Airlines, Chicago, IL Sept 2017- Sept 2019**

**SAP Business Analyst**

**Company & Project Description:**

Worked as Business Analyst for their new mobile app, where user can Check-in using the mobile app starting 24 hours before and until 45 minute prior to the flight, Add seats, bags or Priority Access, Get the group Boarding Pass(es) on their smartphone; no paper necessary, see the entire trip on their smartphone. I was responsible for coordinating UAT testing efforts for multiple mobile devices including Iphone, Ipad, Android tablets, and Windows Device. As a BA, I collected the requirements from the stakeholders and worked on the Change Requests (CR) for each developmental activity that was to be implemented. As a Business Analyst, each CR was send for cost estimation to the development team and after the cost over benefits activities were lifted, timelines were scheduled for each activity, managing the team from the beginning of the development until testing and deliver the version release on time with minimal issues.

**Responsibilities:**

* Responsible in delivering a platform with high customer satisfaction.
* Documented the requirements for mobile apps design, development and testing on iOS, Android and Windows Apps. Mobile Application, such as Flight Details, Quick Menu, Flight Schedules, and Coupon Codes etc and based on these requirements the testing efforts were conducted.
* Outlines specific details for various devices highlighting the similarities and differences while using IPhone, Android Phones or tablets (IPads, Android).
* Created manuals for UAT testers and external users to explain the features of mobile application.
* Prepared data mapping document in excel based on requirement document for data migration from legacy Data Warehouse EDW to ICDW data warehouse.
* Coordinated testing for various mobile devices including various smart phones (IPhone, Samsung) and tablets (IPads, Android tablets).
* Created documentation and coordinated compatibility testing across multiple mobile devices.
* Worked continuously to improve and coach software delivery processes and practice support the coordination among the team members from the past lessons learnt.
* Worked on building the project timelines, based on the approved product build times from the stakeholders.
* Involved in all phases of SAP implementation life cycle from initial planning, material requirements, procurement process, fulfillment, supply management, production, warehouse management and product requirement.
* Worked on SAP HCM Success Factors product - SF Learning Management, SF Succession Planning, Performance Management and SF Reporting.
* Worked in Agile and Iterative SAP Testing Methodology. Tested and transferred legacy data into SAP system.
* Proactively participated in developing, maintaining team standards, tools and best suited practices for the organization
* Identified and eliminated the blockers and impediments and shielded the teams from distractions and interferences.
* Wrote complex SQL to validate the Data with legacy Reports in Oracle and Teradata environment.
* Facilitated individual interaction for promoting transparency and conflicts among teams.
* Worked on analyzing the product and summarized the entire business process involved in Joint Venture, documented in the form of diagrammatic and charts illustration. In the process of analyzing, there were many downgrades, upgrades and improvements that involved were also documented.
* Managed the priorities for the developmental activities that are to be carried out.
* Travelled for various business meetings across the country in order to promote team building.
* Documented Business meeting minutes and distributed across the team members to maintain a record of the entire process, so that team may identify the impediments and come up with the solution.
* Regression testing – test scripts were documented and checked across all the airlines and validated for UAT

**Marriott International, Bethesda, MD Dec 2015- Aug 2017**

**Business Analyst**

**Company & Project Description**:

Marriot International is diversified hospitality, headquartered in Bethesda, MD that manages and franchises a broad portfolio of hotels and related lodging facilities. Designed and developed documentation for Marriott booking module system. The module had several sub modules like plans, coverage, accessories, service, features etc. Designed and developed requirements for Booking Order Entry, Booking Order Confirmation, and Booking Order Tracking for the System.

**Responsibilities:**

* Generated a streamline process to understand the various steps in the loan lifecycle and desired functionality of the new system by interacting with users, management, SME (Subject Matter Expert), stakeholders, lenders, underwriters.
* Interviewed business users to gather requirements and analyzed the feasibility of their needs by coordinating with the project manager and technical lead.
* Identified, researched, investigated, analyzed, defined opportunities for business process improvement, documented business processes and initiated efforts to make improvements.
* Contributed to the definition of scope, performed extensive requirement analysis and defined functional specifications.
* Utilized Informatica toolset (Informatica Data Explorer, and Informatica Data Quality) to analyze legacy data for data profiling.
* Prepared Business Requirement Documents (BRD) and used Requisite Pro to manage, analyze, and convert business requirements into functional specifications.
* Conducted and participated in JAD sessions with stakeholders and system users to collect the software requirement specifications (SRS)
* Used RUP methodology to analyze and translate business requirements into system specifications, communicating with the business on a broader scale and with an in-depth view too.
* Used Rational Rose and UML to produce models like context, use case, sequence, activity etc.
* Helped my team to obtain continuous feedback from client, with reviews of the built product.
* Performed a detailed analysis of Electronic Upload of external and internal payment request and documented financial and IT controls for Financial Services Operations.
* Provided the clarifications to the team of the requirements that were decomposed into the user stories.
* Conducted a knowledge share sessions for the development and testing teams to explain them better about the user stories.
* Helped the Project Manager in assigning the task to Development and Testing teams using Rally Dev Software
* Engaged in Requirement Management Process where the scattered Requirements were mapped to one tool that is ALM from the SharePoint, Team Foundation server (TFS) and Caliber RM.
* Evaluated product against the competitors to check the market place of the built product.

**NYK Lines Inc., Secaucus, NJ Aug 2013- Nov 2015**

**Business Analyst**

**Company & Project Description**:

This System provides the complete functionality of NYK Shipping & Transport Business. Actuate Reports System provides the relevant reports for further decision & determination in the Shipping & Transport Business. It is based on OSCAR (Mainframe) System that helps to integrate all shipping Data through the different databases. It also helps to improve the NYK business in terms of strategies design & Future prediction. It helps to optimize and control the events related with shipping business.

**Responsibilities:**

* Facilitated the requirements gathering session for the enhancement of the Low Fare Policy Engine as a standalone product.
* Wrote the Requirements and Functional Specification documents.
* Conducted Joint Application Development (JAD) sessions to develop and agree upon a system that focuses on the business requirements.
* Participated regularly in Walkthroughs and Review meetings with Project Manager, QA Engineers and Development team
* Involved in gathering the future enhancements for the Low Fare Policy Engine.
* Documented the use cases with the supporting process flows for the future enhancements.
* Worked on Policy Service Web Services by conducting the SOAP UI requests and Response.
* Regularly interacted with offshore and onshore development teams.
* Handled regular deployment issues across Dev, Prod and Test environments.
* Implemented and support software installation packaging and distribution using Web Based Software Deployment (WBSD).
* Configured the Policy Service Engine and applying those policies onto the low fare shopping results.
* Involved in acceptance testing for the product computer reservation system (CRs).
* Worked on continuous communication flow from the team to coordinate the work status in order to keep the development moving seamlessly.
* Involved in creating targeted questionnaires for SMEs to gather requirements.
* Involved in Requirement Scoping and identifying high priority requirement for implementation.
* Facilitated review meetings to ensure that the project was implemented within the specifications of the contract.
* Validated technical designs created by IT developers against functional specifications
* Prioritized issues and allocated development and QA resources to ensure timely and quality deliverables.
* Attended Software improvement practice sessions, conducted to incorporate new ideas.