**Rohini Rao**

**Summary:**

* Overall, **Business Analyst** experience with over **7 years** of proven skills in requirement gathering, interacting with developers, documenting various business processes, coordinating various projects contributing domain knowledge in region of Healthcare, Banking, E-commerce and Mapping (telecomm) Industries and hands- on experience as Quality Assurance.
* Experience in conducting **GAP analysis**, **User Acceptance Testing (UAT)**, **SWOT analysis**, **Cost Benefit analysis**, **ROI Analysis** and **Requirement Traceability Matrix** (RTM)
* Preparing graphical depictions of use cases including **State Diagrams**, **Activity Diagrams**, **Sequence Diagrams**, **and Use Case Diagrams**, including the Business Workflows.
* Collaborated with QA teams for creating and reviewing Test Plans and Test Cases.
* Prepared Functional Specification Documents, **AS-IS** and **TO-BE** workflows.
* Strong skills performing **data analysis**, impact analysis, risks analysis, writing test cases for **User Acceptance Testing**. Gathered **Functional** and **Data Requirements**, analyzed workflows and created **Use Cases**, **Requirement Specifications**, **Report Specifications**, **Data Requirements**, **Data Mappings** and **Data Flow Diagrams**.
* Thorough knowledge in Requirement analysis, **Planning**, **Scheduling** &**Tracking** projects.
* Worked extensively on **B2B applications** and **B2C applications** in transaction processing and E-commerce applications.
* Concrete understanding of **Business Requirement gathering**, **Business Process flow**, **Business Process Modeling** and **Analysis**, design documentation.
* Strong problem solving and analytical skills with in-depth understanding of system development methodologies, techniques and tools.
* Work with the development team to provide an environment ready for testers and end-users.
* Worked with business users as well as senior management and Participated in walkthroughs with the management and developer team
* Facilitated **test plan/test case** walk-through’s for the **Business and Development teams** to obtain feedback and/or approval sign-off.
* Excellent **organizational**, **interpersonal, communications, teamwork** and **leadership** skills with proven skill to interact across multiple levels of organization.
* Self-motivated and quick learner of new concepts and technologies.
* Ability to determine causes of **operating errors** and decide what to do about it.

**Technical Skills**

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| --- | --- |
| Business Modeling Tools | MS Office (Word, Excel, PowerPoint, Outlook, Access), MS Visio, Tableau, Rally, Jira, Trac, Adode Photoshop, ALM |
| Methodologies | Agile, Waterfall, SDLC. |
| Applications | MS Office (Word, Excel, PowerPoint, Publisher, Outlook) MS Project 2000. |
| Operating System | Windows, Linux |

**Professional Experience:**

**Capital One, Richmond, VA Jan 2016 – Present**

**Role: Sr. Business System Analyst**

**Responsibilities:**

* Interfaced with stakeholders and facilitated communication between client and the IT department.
* Contributed to software process-reengineering efforts aimed at evolving previous software development practices to adopt **Agile** and **Scrum** practices
* Responsible for conducting **scrum meetings** and reporting the meeting minutes to Sr. Management; proactively update and follow-up on action items
* Worked closely with the Business Partner, Senior Product Owner (SPO), Associate Product Owner (APO), Visual Designers and Business Subject matter Expert(s) in order to define the objectives for the project, elicit documents, validate requirements and support team’s members through the remainder of the SDLC/AGILE lifecycle
* Conferred with Business Users to elicit requirements and worked with design & development team on solution design.
* Involved throughout the Software Development Life Cycle (SDLC) Scrum-Waterfall.
* Closely interacted with the Scrum Master (SM), Visual designer, front-end developers (FEDs), back end developers (BEDs) and testers to help them understand functionality and navigational flow
* Responsible for creating user stories, functional, use case diagram, process flow diagram using MS Visio
* Conducted **Sprint Planning Meetings** before the initiation of every sprint to select the user stories for the new **sprint backlog** and conducted in a daily stand up meeting /daily scrum meeting
* Conducted **Story Review meeting** twicea week for effective planning
* Assisted in developing the Test Plan, Test Cases and Test Scenarios, based on business requirements and technical specifications. Collaborated with the QA team to ensure adequate testing of software by conducting UAT.
* Performed **User Acceptance Testing** and system integration testing
* Created use case scenarios and documented workflow and business process
* Employed Agile Development methods to promote development iterations, team work and process adaptability
* Experience in Prototyping and creating User Interfaces and Wireframes
* Active in **Sprint Retrospection** and enhanced improvements.
* Demonstrated understanding and experience with SQL queries.

**Environment:** MS Excel, MS Access, MS Visio, Jira, and UML

**Amway, ADA, MI Apr 2015 – Dec 2015**

**Role: Business Analyst**

**Responsibilities:**

* Gathering the **business requirements** by conducting meetings with the potential clients
* Providing technical solutions, handling **functional testing** procedures, and planning e-commerce applications
* Analyzing the software requirements and handling complete project planning and implementation activities
* Preparing detailed **user case** documents and processing diagrams as required
* Creating test plans and developing necessary **training materials** as required
* Translating the business requirements and coordinating with the application development teams for handling project activities
* Responsible for making the **ecommerce** side of the business more efficient and profitable.
* Submitted regular reports comparing ecommerce platforms and making recommendations on each platform.
* Worked with all levels of management to make the transition to ecommerce smooth.
* Created custom ecommerce solutions for clients and then **monitored client progress**.
* Developed presentations to potential clients that explained ecommerce and its benefits.
* Responsible for overhauling internal ecommerce solutions to make them more efficient.

**Environment:** MS Office, Visio, Oracle, UML, and SQL

**Divis Laboratories, Hyderabad, India Sep 2013 – Dec 2014**

**Role: Healthcare Business Analyst**

**Responsibilities:**

* Worked closely with IT personnel and business partners to identify and maximize opportunities to improve products services and program **business processes**.
* Healthcare business analysis, bridging clients and software development team.
* Translated business requirements into **functional requirements** and approaches for developers.
* Involvement in full Healthcare **System Development Life Cycle** with understanding of a variety of technologies and platforms such as web, client/server, relational database concepts and object-oriented programming.
* Represented the organization in **client meetings**, **document meeting outcomes**, and coordinated all internal and external follow-ups to close issues in support of the project requirements.
* Workflow documentation and comprehensive **training** to the healthcare clients.
* Analyzed corporate healthcare business processes to develop customized solutions.
* Worked as a functional and technical analyst to support healthcare client\'s system.
* Healthcare client interaction to gather requirements, objectives, input and output requirements.

**Environment:** Windows, MS Office (MS Word, MS Excel, MS PowerPoint, MS Visio), UML, EDI, ALM, SQL, SWOT analysis, GAP Analysis.

**Google, Hyderabad, India June 2009 – Aug 2013**

**Role: Quality Analyst**

**Responsibilities:**

* Successfully performing as a Geo Content Quality Analyst in engineering Department for **Google maps**
* Test and ensure the quality of data on **Google Place Page**, which is most sort after web mapping service application and technology provided by Google for non-commercial use
* Effectively involve in direct client interaction
* Complete Analysis of the Data, reviewing it for further enhancing the **user experience**. Improving the **usability and accuracy** of the data
* Effectively managing team and handling key projects; Ensuring Quality and Standards during every stage of a project
* Reviewing the **Business POI’s**, interacting with the Users
* Working on a **CRM – Java Based Tool** Named **Atlas** through which the Business Requests Based is being handled on priority
* **Escalate tickets** to Support Teams on listing-to-listing basis by documenting them on the Atlas and assigning it to the respective next level support Team. Decide on priority of the cases to be created according to the Business Impact/Business Critical scenario
* Work on various Queues, based on the complexity including general, over clustered, escalations, spam etc. Handling all the issues are subject to certain policies
* Recognized as the **policy POC** for the team. Answer program policy specific questions from publishers via email
* Instrumental in **Validation and Verification testing** of the business details like existence, attributes of the business POI’s which involves user interaction, where calling is involved (complete **US region**)
* Prepared Test cases **for Smoke Testing or BAT or BVT**
* Created and developed end-to-end QA Test scenarios based on user's stories
* Documented and executed Test plans, **Test cases** and Test scripts based on baseline requirements
* Performed **QA Regression**, System, End to End and User Acceptance Testing (UAT)
* Developed Test Scripts using Functional Requirement Documents. Test scenarios are created for **Positive, Negative** cases. Performed specific types of testing on workflows and **web-tool** called **Pushpin**
* Performed the **Functional Testing** on the application
* Interacted with users and gathered users' claims for any features of application
* **Reported defects** and discussed details with QA lead and Project manager
* Attended daily **Project status meetings**

**Environment:** Windows, MS Office (MS Word, MS Excel, MS PowerPoint, MS Visio), UML, HP Quality Center, SQL, Java, SWOT analysis, GAP Analysis.