******RAJA SEKHAR**

**Sr. Business Systems Analyst / Scrum Master**

**My presentation link:**<https://youtu.be/fCiA45V6FHE>

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**PROFESSIONAL SUMMARY**

* Accomplished professional with over 8 years of experience in techno and functional roles across domains including **banking**, and **retail**
* Good understanding on Bank Secrecy Act, CASA, Check 21 Act, FACT Act, PCI (Payment Card Industry), Equal credit opportunity Acct, FCRA Act, and Basel Accords.
* Worked as a **Developer**, **Business Analyst**, **Business Systems Analyst,** and **Scrum Master** Roles with provenability in leading cross functional and self – organizing teams with expertise in various phases of Softwaredevelopment life cycle methodologies such as Waterfall, Spiral, Agile framework Scrum, Kanban,Extreme programming, and Hybrid Model – Waterfall Agile.
* Expert in **Requirements Elicitation & Gathering, Analysis, Design &Development, and change management.**Proficient in data modeling with experience in developing **Conceptual, Logical, and Physical ER diagrams**
* Expert in using **UML diagrams** such as **Activity diagrams, Sequence diagrams, Use case diagrams, flowcharts.**Skilled in conducting **GAP Analysis**, **Cost Benefit Analysis**, **Risk Analysis**, **Feasibility Studies**.
* Experience in working with Software Development teams in resolving Defects, **root cause analysis**, and resolving requirement and design inconsistencies observed.
* Proficient in Analyzing Performance testing, System & Functional Specifications, Use Cases, Business Requirements, Business Rules to Identify Test Requirements, track the requirements
* Expert in creating and maintaining **artifacts** such as Business Requirement Document **(BRD),** Functional Specifications Document **(FSD),** System Requirements Specification **(SRS),** Statement of Work**(SOW), Use-Case, Data Mapping document (Source to target mapping),** Requirement Traceability Matrix **(RTM), and RACI matrix**
* Conducted**root cause analysis** for reported issues and build project repository, prepare future standards depending on root cause analysis.
* Extensive Agile-Scrum experience, utilizing **JIRA**/**Confluence** or **TFS/SharePoint** to document and manage **sprints**. Experienced with **User Stories**, **TDD**, **ATDD**, **BDD**, **User Acceptance Testing (UAT)**, **Kanban**, and **bugmanagement**.
* Expert in breaking down **epics** by **vertical slicing**, writing **user stories,** and handling **requirements churn** in Scrum.Proficient in the **INVEST** and **SMART** criterions, **Acceptance criterions**, and **Definition of Done** in Scrum process.
* Facilitated all **Sprint ceremonies** for each sprint in **Agile Scrum Methodology** as **Scrum Master,** and maintained Scrum **artifacts** like **impediments list**, **sprint burndown** &**burnup charts** and kept them **visible** for everyone
* Adept in **team management**, **conflict management**&**resolution**, and **stakeholder negotiations**
* Experienced inprioritization techniques such as **MoSCoW**, **Kano**, **Walking Skeleton, Business Value, Technical Risk;** Estimation techniques such as **Planning poker**, **Bucket system, Relative Mass Valuation,T-shirt sizing**; and Retrospective techniques such as **ORID**, **Happiness Histogram**, **Silent Writing**, **Star Fish**, **Glad Sad Mad**, **5Whys?**
* Experienced in **Data Analytics, Big Data Analytics, Data Integration&Migration, Data Integrity, Data Quality, Data Profiling, Taxonomy/classifying, Data Mining, Data Governance** and**Master Data Management**
* Adept in writing and executing**Create Read Update Delete (CRUD)**operations and **complex SQL queries**which includes**complex joins**, **unions**, **grouping**, **aggregation**, **nestedsubqueries**, **triggers**, **stored procedures,**etc.
* Strong knowledge of**Data Warehouse** architectures - **Hub and spoke**, federated, **independent**, centralized, along with **ETL process**, **Data Marts, Star/Snowflake Schema, Facts**, **Dimensions**, **OLAP**, **MOLAP**, **ROLAP, HOLAP**
* Experienced in**Big Data**, **Amazon AWS Cloud technologies**,NoSQL databases - **MongoDB**, **Cassandra**, and **HBase.** In-depth knowledge of **Hadoop Ecosystem** including **HDFS**, **Name nodes**, **Data Nodes**, **Map Reduce**, **YARN** and libraries such as **Hive**, **Pig**, **Spark**, **Impala**, **Sqoop**, **Flume**, **Storm, Oozie, Ambari, Mahout,** and **Kafka**
* Possess good knowledge of validation scripting such as **JavaScript**, **jQuery**, **Angular JS**, and **NodeJS**
* Experienced in supervising **Black-box Testing**, **Functionality Testing**, **System Testing, Integration Testing, Regression Testing, User Acceptance Testing (UAT), Load/Stress Testing, and Performance Testing.**

**TECHNICAL SKILLS**

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| --- | --- |
| SDLC Methodologies | Agile-Scrum, Waterfall-Scrum Hybrid, Waterfall, XP, SAFE, Kanban. |
| Requirement Management | MS Office, JIRA, Rally, Confluence, HP ALM |
| modeling tools | MS Visio, Mock Up Screens, Rational Rose |
| Performance Testing Tools | LoadRunner, Performance Center, JMeter |
| Reporting tools | IBM Cognos, Tableau, SSRS, MS office Suite, MS Excel |
| Big data | Hadoop, HDFS, Hive, Pig, Sqoop, Flume, Kafka, MapReduce |
| Testing tools | HP QC, HP QTP, Selenium, Soap UI |
| Languages | Html, CSS, xml, java, python, Scala, sql, soap, rest |
| Databases | Relational DB--MySQL, MS access, oracle.  Enterprise DB- oracle DB, MS SQL server, IBM DB2  NoSQL DB—Cassandra, MongoDB |
| Cloud based tools | Cloudera EDH, Informatica cloud, oracle cloud, AWS, Microsoft Azure |

**Certification:**

* Google analytics- google
* Apache Hadoop level 2-big data academy
* Apache Spark level 2- big data academy

**Education:**

Bachelors of Engineering and Technology - (B. Tech)

**PROFESSIONAL EXPERIENCE**

**Citizens Bank, Boston, MA April2016 – Till date**

**Sr. Business systems analyst /Scrum Master**

**Project description:** The objective of the project was to enhance the existing system. Implementation of the project was to enhance an existing system which can monitor and respond to the **customers feedback and complaints**, and develop an **omnichannelexperience**, **real-time tracking** for complaints, maintain flexibility, scalability, parameterizing complaints, performing sentiment analysis on target audience, a self-enriched complaint ecosystem which provides a **360degree** view of the customer the product/service and mainly the complaints.

**Business Systems Analyst**

**Roles and Responsibilities:**

* Facilitated **JADsessions**, **focus groups**, **Interviews**, **quizzes** to **elicitrequirements** from the **businessowners** and the **technical members** of the project to understand the **GAP Analysis**.
* Acted as a **liaison** between the **Hadoop administrator, Hadoop developers** and **Business owners**.
* Well versed in **documenting** and **reviewing** the **Business Requirements Document (BRD)** and **Software Requirement Specification (SRS)**.
* Performed **data analysis** and gathered **reports** to show **Business owners** the kind of **platforms** and **segments** that has to be **targeted** to **enhance** the **customerexperience**.
* Worked extensively on creating **UML diagrams**- **Use Case Diagrams, Activity diagrams** using **business modeling tools** such as **MS Visio**.
* Identified the **customer’sbehavior** that are loyal to a specific category and provided the information to the merchants helping them in customer retention by optimizing those customer’s rewards.
* Worked on **querying data** and creating on demand reports and involved in data validations and performed **Sentiment Analysis in Social Media**& used **Sqoop** to transfer data from **RDBMS to HDFS**.
* Piloted research to **collect** and **assemble** the data from **variousdata sources**. Ensure monitoring of the important data elements for data quality and integrity.
* Identified areas for **improvement** and **increased sales** and **marketingopportunities** of our clients through various **comparative analytics, statistical** and **data mining techniques** using **Tableau**.
* Created **Mock Up screens** and **Wireframes** using **Balsamiq** for client verification.
* Identified issues in different levels of performance testing and identified bottle necks and escalated to development to fix the issues by tuning.
* Wrote **test cases, test plans, and test scenarios** and **traceability matrices** used by the Quality team for **User Acceptance Testing (UAT).**

**Scrum Master**

**Roles and Responsibilities:**

* **Facilitated** and **time-boxedScrumceremonies** like **Sprint Planning, Daily Scrum, Sprint Review and Retrospective meetings.**
* Created **User Stories** and led the **Planning Pokergame** to **estimate** them in **Sprint Planning** and **Backlog Grooming** meetings.
* Reviewed **Sprint Burn down** and **Release Burn Down Charts** to maintain **team’s velocity**.
* **Timely** assured **development team** had necessary **resources** to perform up to **potential**, tracked and removed **impediments.**
* Worked with the **Product Owner** during the **Sprint Review Meeting** for the **Potential Shippable Product Increment (PSPI)** and help decide which **features** met the definition of Done, **DoD** using the **acceptance criteria**.
* Helped resolved team and organizational level **impediments**.
* At the end of each sprint conducted **Sprint Retrospectivemeetings** such as **Sad Mad Glad techniques** so each **stakeholder** can freely express their opinions and suggest **improvementmeasures**.
* Helped the Product Owner to **Prioritize** the **Product Backlog items** using **MOSCOW** technique for developing **Sprint tasks** by taking suggestions from team.
* Used **JIRA** for **draftinguserstories**, **allotting tasks,backlog management,issue tracking, user story maps and generating reports.**
* Maintained the **Task Board** that was referred to during the daily **stand-ups** that helped the team **track** the stories **To Do**, **Work in Progress**, **Done** and **Accepted**.
* Developed **wireframes** and **coordinated** with **UX** team to **convert** them into **prototypes** and **visualdesign**.

**Environment**: Waterfall-Scrum Hybrid, JIRA, Microsoft Excel, Microsoft Word, Microsoft Power Point, HTML5, CSS3, Tableau, Devops, Informatica, Balsamiq, MS-Visio, MS- Project, HPQC, Google Analytics Big Data (Hadoop, Map Reduce, HBase, Sqoop)

**AT&T, Philadelphia, PAJanuary2015 – February 2016**

**SR. Business Systems Analyst/ Scrum Master**

**Project Description:**the objective of the project was to develop a system that can process **high volume data** of customers behavior on voice, text, and services by considering several scenarios and provide the management with **real time predictive analysis** that would enable the organization to spot the upcoming **trends** and intelligently market them to customers and keeping the customer need up to the mark and customer churn under control

**Roles and Responsibilities:**

* Elicited **business requirements** by conducting **JAD sessions**, **Focused groups**, one to one session with the **SME’S**, **Interviews**, **Document Analysis** with project **stakeholders** and **businessowners**.
* **Coordinated** with the **ProjectManager** in defining the **scope/business area** and requirements of the project.
* Conducted **GAP Analysis** to understand limitations of the existing system and contributed to design of future system; assisted in modeling the **AS-IS** and **TO-BE** business workflow.
* Performed **document analysis** to drive **business rules** and **validated** them with stakeholders for **consistency** and **completeness**.
* Reviewed and analyzed **Business Requirements Document (BRD), Functional Requirement Document (FRD)** and helped transforming them into a complete **System Requirement Specification (SRS)** to enable all the stakeholders to accurately understand requirements.
* Coordinated with the **development team** in breaking down the **Epics** into **User Stories** by using **Investcriteria** and **coordinated** with **Product Owner** to prioritize the **Product Backlog Items** during **Grooming Sessions**.
* Created **Use-Case diagrams, Activity and Sequence diagrams, ER Diagrams** using **MS Visio.**
* Worked on **UI mockup** screens using **Balsamiq**, developed **prototype** and produced **wireframes** for demonstration to the **project stakeholders, business users** and give them insights of the ‘**TO- BE’** system.
* Defined better **performance testing** results analysis templates uniformly for all the projects.
* Responsible for developing **conceptual** and **Logical Entity Relation diagrams** using **Balsamiq**.
* Developed **reports** and **analysistemplate** using **internaltools** and **Tableau**.
* Built **test cases, test plans**, and extensively involved in **System Integration testing** and facilitated **UAT.**
* Responsible for **tracking requirements, tasks, defects and impediments resolution** using **Jira**
* Coordinated with **QA** in **functional testing** of an application, prior to demo in the **sprint review meeting**.
* Extensively worked in **User Acceptance Testing (UAT)** phaseto ensure the **requirements** and **functionality** of the system was in accordance to the users and their **feedback** was **incorporated**.
* Assisted the team in **post-production maintenance** of the system as a **liaison** between the **business users** and the **project development team**.
* Facilitated Scrum ceremonies & created **burn-up**&**burn-down** for higher management reporting.
* Experience in conducting scrum ceremony techniques such as **Bucket Planning**, **Kano**, &**Sad Mad Glad**.

**Environment:** Waterfall-Scrum Hybrid, JIRA, Confluence, Microsoft Excel, Microsoft Word, Microsoft PowerPoint, HTML5, CSS3, Tableau, Devops, google analytics Informatica MDM, MS-Visio, MS- Project, HPQC

**State of Washington, Department of Licensing January 2014–November 2014**

**Sr. Business Systems Analyst**

**Project Description:**The scope of the project was to create Data Warehouse System by integrating different data sources. The new system had better enhanced analysis, financial surveillance, budget allocation, expenditure tracking and reporting capabilities.

**Roles and Responsibilities:**

* Interacted with **business users, stakeholders, subject matter experts** and evaluated solutions for problems.
* Elicited business requirements by facilitating **JAD sessions, interviewing, document analysis, observation**, **brainstorming** and having conducted sessions to create business requirement document (**BRD**), functional requirement specification (**FSD**), system requirement specification (**SRS**) and source target mapping (**STM**).
* Performed **GAP analysis, root cause analysis, impact analysis** and also prepared the **system process maps.**
* Attended **sprint planning meeting, daily scrum meeting, product backlog refinement meeting, sprint review meeting** and **sprint retrospective meeting** and updated artifacts in **JIRA.**
* Helped Scrum Master in solving **Impediments** and **Dependencies** faced by the scrum development team.
* Helped the product owner to gather requirements by stakeholders to form the **product backlog.**
* Actively participated along with the scrum master and product owner for keeping track of **user stories and epics.**
* Validated **requirement churns** after sprint review meeting and took feedback from product owner and stakeholders.
* Also worked as a **Scribe** during JAD sessions and review meetings to document various feedbacks etc.
* Acted as a **liaison** between **management** and **technical teams** and generated testing reports for developers.
* Created **Data Dictionary** and have developed **conceptual** and **logical entity relationship (ER)** diagrams.
* Worked with testing team to design and develop **Test Plans, Test Strategies and Test Cases** to perform **UserAcceptance Testing (UAT), Graphical user interface (GUI) testing,Functional testing** and **Fuzz testing.**
* Identified **Source systems** for **financial data profiling** of **expenditure tracing** and **budget processes.**
* Analyzed and Designed the **Data Mart model** using **Star Schema model** with **Facts and Dimension** table.
* Performed **Data Mining** in existing data and constructed **SQL queries** and used **data mapper** to map the data.
* Assisted in increasing **Data Integrity** by performing **Data Normalization** and adding **data verification.**
* Assisted in the **implementation** of **Data Warehouse** with **data marts** to address areas of **business interest.**
* Designed and developed all **use cases** and **UML models** using **MS Visio** and created **Use Case diagrams**, **Sequencediagrams, Activity diagrams** and **class diagrams** and used **Informatica power center** for **ETL.**
* Assisted **Project Manager** in developing timelines for project delivery and have assisted in managing projects in successful completion and **data team** in creating **Snow-flakeschemas** for **Dimensional modeling.**

**Environment:** Waterfall-Scrum (Hybrid), MS Project, MS office (word, Excel, PowerPoint), Bugzilla, Share Point, MS SQL 2008, Tableau, Informatica Power center, Data mapper, MS Visio

**Flipkart, Hyderabad, India December 2011 – November 2013**

**Business Systems Analyst**

**Project description:Project Description:**The motto of the project involved to build a system, which could allow the clients to have a safe payment pathway online and also choose to pay by cash as their doorstep which evolved into the online shopping store.

**Roles and Responsibilities:**

* Participated in preparing the project scope and objectives.
* Expert in requirement gatherings while following various elicitation techniques for business requirements by conducting client group interviews, focused groups, workshops and online surveys.
* Prepared business requirement document (**BRD**) and System Requirement Specification (**SRS**) to provide details of each business and functional requirement, development and implementation plan of these requirements, timelines.
* Assisted in developing the **project deadlines**/deliverables/strategies to effectively manage projects.
* Prepared and maintained the **Requirement Traceability Matrix (RTM)** to record the business and **functional requirements.**
* Prepared **use case** diagrams and description documentation based on the analysis, and obtained approvals from the clients.
* Prepared **Mockup screens** with the help of UI components using wireframes for testing the front end.
* Prepared **activity diagrams** on **MS Visio** to better understand the flow of activities along with the timelines.
* **Conducted Root cause analysis of defect origin.**
* Coordinated with project **stakeholders** to track the progress of the project, update status and lead review meeting to ensure that schedules and deliverables are met.
* Coordinated and controlled **change request** for the clients by conducting impact and **cost analysis**, prioritizing and mitigating changes.
* Managed the contents using SharePoint 2007.
* Tracked defects using HPALM.

**Environment**: **Waterfall, MS Visio 2010, MS Office Suite 2010(MS Excel, MS Word, MS PowerPoint), Windows XP, MS Project 2010, SharePoint 2007, HPALM 11.0, HTML, Java Script, CSS, Java, MS SQL server**

**AIG Insurance, Hyderabad, India November 2010 – September 2011**

**Business Analyst**

**Project description:**

The purpose of the Insurance Information System program is to create a single, integrated system that will execute the calculation of sales compensation, for both external producers, based on consistent and reliable information captured from pre-determined data sources, improving business processes and controls, ensuring compliance and reporting.

**Roles and Responsibilities:**

* Created **Business requirements document and assisted in System Requirement Specification (SRS) document**.
* Responsible for creation of **targeted questionnaires for SME’s** to gather requirements
* Actively participated in Pre-Testing that included review of the requirement documents, studying the use cases for developing test plans and collection of test data.
* Performed **Gap Analysis** for new functionality requirements, as well as prioritized them based on actual business needs to align them with the product release roadmap.
* Involved in analysis of **Test Plans** and **Test cases**, detecting bugs in the system, preparing the **Defect reports** using **QC** and interacted with developers for Debugging.
* Collaborated with the stakeholders in defining the scope of the project in context to the **Insurance Regulatory and Development Authority (IRDA) regulations.**
* Monitored day-to-day activities and responsibilities include **leading a team of analysts and Insurance specialists** in the development of a requirements analysis, advanced planning document and request for proposal.
* Designed and Documented **Test Cases for user acceptance, functional and integration testing.**
* Discussed defects with analysts and then made decisions about modifications and changes.
* Gave access to end-users for Acceptance Testing and sent **defect reports** to developers.
* Used **Rational Clear Quest** to track defects, while prioritizing for enhancements after base lining requirements
* Applied **Rational Rose and Power designer** for modeling tools.
* Participated in weekly review meetings to report the documented **test metrics and defects** found in the System.
* Used **Rational Rose and MS Visio** to carry out business modeling of the business process.
* Verified business scenarios on new builds to allow extended testing by the QA team and helped the testing team to expedite **User Acceptance and Regression testing** to meet the production date.
* Resolved issues between **front-end developers, middle-tier developers, QA team**, and provided suggestions/feedback.
* Used tools such as **MS-Visio**, **Excel** to define business use cases, activity diagrams, sequence diagrams and state diagrams.
* Created reports, analysis, dashboards and scorecards to monitor business performance and measured results using **COGNOS Business Intelligence tool**.
* Maintained the **Requirements Traceability Matrix** across the deliverables of a project.

**Environment:** Waterfall, MySQL, Windows 2000, Rational Suite, MS Project & Visio, MS Office Suite, HTML, CSS, JavaScript, jQuery, Cognos

**Aveeon Technologies, Hyderabad, IndiaMay 2009 - October 2010**

**Associate Software developer/Business Analyst**

**Project Description:** Scope of the project was to create a web application for **payment processing** for existing and new customers using debit card/credit card

**Roles and Responsibilities**:

* Designed and developed integration methodologies between client web portals and existing software infrastructure using **SOAP** API's.
* Wrote reusable testable and efficient code
* Designed and implemented a low-latency, **high-availability**, and performant application for payment processing
* Involved in the implementation of the **security** and **data protection** plan for the new system
* Was responsible for the **interchange** of the data between the servers and the users
* Gathered Business Requirements. Analysis of Client requirements, generating workflow process and necessary documents for the project
* Developed an Analysis Model that includes entity classes, use case diagram, sequence diagrams, object collaboration diagram that provide the development team a view of the requirements for Construction phase activity
* Initiated **Use Case** Analysis using **UML**, which provided the framework for potential use case deliverables and their inter-relationships, and allow for maximizing software reuse
* Analyzed and optimized the process. Prepared Business Requirement Document and then converted business requirements into Functional Requirements Specification and Technical Specification using Rational RequisitePro
* Scoped out new functionality and came up with time and effort estimates for the same
* Used OO (**Object-oriented**) concept extensively and was involved in the design of the application
* Participated in various meetings and discussed Enhancement and Modification Request issues
* Participated in weekly meetings with the management team and walkthroughs
* Prepared monthly status reports for Enhancement Requests to the project team that was used in efficient tracking and monitoring of open issues of the project
* Involved in weekly walkthroughs and inspection meetings, to verify the status of the testing effort and the project as a whole