**Ramya Gourisetty**

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**Summary:**

* **9 + years** of experience in IT industry, with emphasis on **Business Analysis, System Analysis, Design and Software Development**. Expertise in working with Business Analysis, Business Processes, Business Process Models, Business Flow Diagrams, Business Requirement Documents, Development, Implementation, Production Support, Maintenance, Enhancements and Testing including 3 years of experience in leading and managing projects.
* Experience in both web-based and Client-Server applications in various business processes such as **Automobile, Healthcare, Banking and Financial Services.**
* Hands on experience in Application development and Maintenance using **Mainframe Technologies, Adabas, DB2, and SQL.**
* Highly experienced in **Agile/Scrum methodology** and all aspects of the **Software Development Life Cycle (SDLC)** requirement analysis, test case execution, defect tracking, risk analysis and management.
* Experience in developing and writing functional business requirement and process flows.
* Experience in Business Process definition, Risk Analysis, Use case Analysis, SE methods

(Inspections, reviews, and milestones), baseline acceptance criteria and deliverables

* Experience with **User Acceptance Testing (UAT)** & release skill sets.
* Expertise in **Project Management skills** like **Project Scoping, Planning, Estimating, Scheduling, Organizing, Directing and Controlling.**
* Having knowledge in creating **Visio process diagrams, system architecture, business proposals, use cases, sequence diagrams, class diagrams.**
* Good experience in **lean six sigma**
* Having knowledge in **UML** as a tool for application functionality design.
* Highly motivated, self-starter and result-driven contributor with excellent organizational & analytical skills.
* Strong Communication, Interpersonal Skills ability to work independently and/or as a team

**Technical Skills:**

**Operating Systems** Microsoft windows8/Windows 7/Vista/XP/2000/95/98, MAC OSX,

Linux, UNIX and IBM OS390

**Methodologies** Agile, Scrum, Lean Six Sigma, Software Development Life Cycle

**Programming Languages** Natural, COBOL, JCL, C, C++, HTML, Excel Macros

**Databases**  Adabas, DB2, MS SQL Server, MS ACCESS 97/2000

**Tools** TSO/ISPF, Microsoft office, MS-Project, MS-Excel, MS-Word, MS-

PowerPoint, MS-Visio, UML, Morgan Stanley Tools, PEEK, PREDICT,

N2O

**Web Technologies** HTML, JavaScript, PHP

**Achievements:**

* Received **Star of the Month award** from TCS –2011 for the outstanding performance in the project.
* Received **On the Spot award** from TCS - 2010 for developing a tool for Report Generation.
* Received **Pat on Back (POB) award** from Mahindra Satyam- Nov 2007 for solving the production issues.
* Cleared the **Pre-Test on Software Engineering** held during **ELTP** training in Satyam Computer Services Ltd and received the incentives.

**Professional Certifications:**

* NCFM - NSE’s Certification in Financial Markets – A Beginners Module in August 2010

**Professional Experience:**

**Morgan Stanley, New York, NY Mar 2011 – Till Date**

**Sr. Business Analyst**

**Description:** Position Services Legacy System is the Corporate Announcement processing system for MS institutional security division throughout world. The system processes all valid corporate announcements entered via various front-end CAVS system. At a broader level, there are applications present to handle whole gamut of Announcements processing timely and accurately. These applications process Announcements on Fixed Income, Equity products and other Reorganization Announcements. Each application has operational user base from across the globe, processing this Corporate Actions in their respective time zones. Entitlement calculation, payment is the major function running on the Position Services system. The other major process is report generation and forecasting of Corporate Action Payments to clients. Position Services Legacy System requires continuous maintenance and support to meet the growing business needs.

**Responsibilities:**

* Planning and prioritizing the tactical (development) work along with Business users, preparing the schedule plan with Customer and involved in detailed project plan.
* Examining, analyzing and interpreting functional requirements to define and develop structure of rule-set, executable flow of rules and technical rules in Empower.
* Documented use case specifications on the basis of requirements gathered from stakeholders.
* Utilized corporation developed Agile SDLC methodology. Used Scrum Work Pro and Microsoft Office software to perform required job functions.
* I am single point of contact between the onsite and offshore teams, creation of WBS and assigning to the team members, triaging the defects and resolving the issues.
* Responsible for execution of the project and accountable for deliverables (i.e. Functional design documents, Technical design documents, code delivery, & weekly status reports) in time.
* Assured that all Artifacts are in compliance with corporate AGILE Policies and guidelines.
* Developed Requirement specifications and process diagrams including context, dataflow diagrams.
* Designed sequence diagrams and use case diagrams in UML.
* Used questionnaire, surveys, JAD sessions and Brainstorming sessions as requirement elicitation techniques.
* Involved in day-to-day scrum meetings from first phase of SDLC to know about the application.
* Involved in risk-management process whereby identified critical areas of business risk and modified the business process to reduce the same.
* Analysis of requirements/Problems and its impacts.
* Catering to the adhoc request of business users.
* Developments, enhancements coding and testing. This includes preparing the test cases for all the business cases of the program.

**Environment:** MS-Project, MS-Visio**,** UML, SQL, JCL, Natural, Adabas, COBOL, DB2, Files, CMNAT, JGU, Agile and waterfall iterative, Six sigma.

**Cigna, Hartford, CT Mar 2010 – Feb 2011**

**Sr. Business Analyst**

**Description:** Cigna provides majorly medical, dental, life and accident insurance and related services. Cigna also offers insurance coverage primarily to individuals in the U.S. and selected international markets.

Mainly this project is to facilitate a seamless migration of their services to a future state driven by wellness, cost predictability and value to all stakeholders.

**Responsibilities:**

* Enhanced customer experience and analytics-driven wellness
* Coordinating with offshore team on design and development and accountable for the design deliverables with Client of Reference, Contact Management and Accounting Modules.
* Utilized Agile/ SCRUM and PMI methodologies to monitor steer and develop project objectives.
* Involved in preparing the schedule plan with customer and detailed project plan.
* Interacted with team leaders to identify and analyse the given information, procedures and decision flows.
* Extensively used brainstorming sessions to meet with the stakeholders and generate innovative ideas.
* Used UML extensively to specify, construct and document the software system using Rational Rose.
* Created Use-Cases and Business Use-Case Model after accessing the status and scope of the project and understanding the business processes.
* Submitted status reports to the higher management on a regular basis.
* Involved in requirements, design, coordinating with offshore team on design and development and accountable for the design deliverables with Client of Reference, Contact Management and Accounting Modules.
* Handling various maintenance and Adhoc request and Urgent Incidents initiated by the client on a day-to-day basis

**Environment:** MS-Project, UML, Adobe Photoshop, JCL, Natural, Adabas, COBOL, DB2, Files, SQL, CMNAT, JGU, Agile and waterfall iterative.

**Nissan Motor Manufacturing Ltd, UK Jan2009 – Feb2010**

**Project: NMPC Support**

**Description:** Nissan is one of the leading Car Manufacturers in Asia, Europe and North America. We are currently working for a support project related to Nissan Car Parts project, which deals with enhancement and support of the applications.

This Support Project mainly concerns about the Commercial and Logistic flow of the Nissan Motor Parts to the Dealers. It is a support project to enable smooth functioning of the End-to-End orders placed by the Users.

**Role:** System Analyst

**Responsibilities:**

* Responsible for execution of the project and accountable for deliverables (i.e. Functional design documents, Technical design documents, code delivery, & weekly status reports) in time.
* Coordinating with offshore team on design and development and accountable for the design deliverables with Client of Reference, Contact Management and Accounting Modules.
* Involved in testing and interaction with Client to get resolved of the issues with the defects in PVT.
* Handling various maintenance and Adhoc request and Urgent Incidents initiated by the client on a day-to-day basis.
* Performing enhancements to the existing programs based on the client requirement.
* Preparation of unit test plans to do unit testing.
* Performing peer reviews to the changes made in programs.

**Environment:** UML, JCL, Natural, Adabas,N20, PEEK, PREDICT, CMNAT, JGU, Agile and Waterfall iterative.

**Nissan Motor Manufacturing Ltd, UK Dec 2007 – Jan 2009**

**Project: Euro Finance**

**Description:** Nissan is currently building a factory in St. Petersburg, Russia, known as Nissan Manufacturing RUS (NMGR). The plan is to launch the first of two models in January 2009. All two models will be in production by the end of that year. This should Support NMGR Invoicing to Nissan Motor Russia (NMR) and provides a Financial Transaction Management (FTM) for the sale of vehicles from NMGR to NMR.

**Role:** System Analyst (Onsite coordinator-UK)

**Responsibilities:**

* Single Point of Contact between the Client and the Satyam, leading the offshore team, participating the client's call, assigning the tasks to team, resolving the issues, tracking the deliverables.
* Analysing the Clients Requirement gathering from onsite, design, requirement management and Change Requests.
* Involved in preparation of software architecture document and software design documents, construction, testing and bug fixing, code reviews of team members ensuring all design patterns and the high level architecture is perfectly followed, provided the tech support to the team.
* Prepared documents to conduct professional meetings for the client and team members.
* Extensively used brainstorming sessions to generate ideas.

**Environment:** JCL, Natural, Adabas, COBOL, Oracle, N20, PEEK, PREDICT, Waterfall model

**Nissan Motor Manufacturing Ltd, UK Jul 2005 – Nov 2007**

**Project: Tara Type Approval and Administration (TARA+)**

**Description:** Nissan is one of the leading Automotive manufacturing company, with its Head Quarters in Tokyo, Japan. Nissan is manufacturing several types of automotive. It has its operation in three regions namely Asia, American and Europe. TARA is exclusively developed for Nissan Europe Division, which has its Head quarters in France.

The Type Approval Registration and Administration (TARA) system enables Nissan Europe to issue the Certificate of Conformity (COC), to those markets, in which a COC is a legal requirement for new vehicle registration. Upon vehicles achieving the change of financial ownership from NESAS to the relevant NSC, a COC is created. This COC is either printed in NESAS Homologation office in Trappers and posted, or transmitted to the NSC.

**Role:** Senior Software Developer

**Responsibilities:**

* Proving support for the end user to get the vehicle registered.
* Provided the technical leadership to the team.
* Designed and developed the Design Document.
* Resolution of production abends and bug fixes.
* Enhancement of programs to corresponding new process and creating new screens for the user requirements.
* Participated in test planning, unit testing and integration testing.
* Monitoring the daily jobs and providing support Getting UAT signoff
* Scheduling implementations
* Wrote SQL queries to analyse different scenarios for orders placed online and at store.

**Environment:** JCL, Natural, ADABAS, COBOL, DB2, N20, PEEK, PREDICT, Waterfall model.

**Nissan Motor Manufacturing Ltd, UK Aug 2004– April 2005**

**Project: Supply Chain Management (SCM)**

**Description:** This system encompasses the planning and management of all activities involved in sourcing and procurement, conversion, and all logistics management activities. It improves the way your company finds the raw components to make a product or service and manufactures that product or service and delivers it to customers. This system is process of planning, implementing and spans all movement and storage of raw materials, work-in-process inventory, and finished goods from point-of-origin to point-of-consumption

**Role:** Software Developer

**Responsibilities:**

* Participated in Business meetings to create technical specifications
* Designed and developed the Design Document.
* Performed coding, Unit, Regression & System Integration testing
* Provided Permanent Solutions to the production recurring
* Created the SMTD documents for future reference
* Code reviews of team members ensuring all design patterns and the high level architecture is perfectly followed.

**Environment:** JCL, Natural, ADABAS, COBOL, DB2,N20, PEEK, PREDICT, Waterfall model.

**Education Qualification:**

* Bachelor’s of Technology in Computer Science and Information Technology