**Reginald Kwabena**

Sr. Data Quality Analyst

**Professional Summary:**

* Highly motivated IT professional with 7+ years of experience as a Data Quality Analyst and Business Analyst in the Finance, Mortgage and Insurance domains.
* Comprehensive knowledge of Software Development Life Cycle (SDLC) with thorough understanding of its various methodologies like Agile, RUP, Waterfall etc.
* Worked closely with project stakeholders, Subject Matter Experts (SMEs) and staff to understand business requirements and analyze specifications for new applications, and to modify existing applications.
* Excellent knowledge of various policy administration & industry standard tools such as Guidewire Policy Center, Guidewire Claim Center, Duck Creek and ACORD standards with insurance laws, regulations and company policies.
* Extensive experience in Requirements Gathering, Surveys/Questionnaire Development, Business Requirement Documents (BRD), Functional Requirement Specifications/Documents (FRS/FRD).
* Skilled at facilitating Joint Requirement Planning (JRP)sessions with Business User Groups, conducting Joint Application Development (JAD) sessions with IT Groups, and Conflict Management with Project team members.
* Have considerable expertise in Metadata Management, Data Analysis, Data Profiling & Quality, Data Governance and Master Data management (MDM).
* Approach with MS Dynamics CRM to managing a company's interaction with current and future customers
* Involved using MS Dynamics CRM technology to organize, automate, and synchronize sales.
* Excellent in performing GAP Analysis to check the compatibility of the existing system infrastructure with new business requirements.
* Well versed at giving walkthrough and creating Unified Modeling Language (UML) diagrams for Business Process Modeling like Use Case Diagrams, Behavior Diagrams, Sequence Diagrams and Activity Diagrams based on the UML Methodology.
* Good understanding in Defect Life Cycle for tracking the defects with Severity & Priority.
* Created, updated and maintained Requirement Traceability Matrix (RTM) to ensure that the test cases written covered the Requirements in BRD.
* Expertise in Defect Tracking and Bug Reporting Tools like HP Quality Center and version control tools like JIRA, TFS.
* Experienced in testing the reports for both cosmetic static content and data validations as per BRD/FRS document.
* Used SOAP UI to validate the response from various WSDL file.
* Excellent knowledge in extraction, cleansing and modification of data from/to various data sources like flat files and databases processing in a corporate-wide-ETL solution using ETL Tools like Informatica ,Ab Initio & SSIS.
* Proficient in querying various RDMS Systems like Oracle, DB2, Teradata and SQL server.
* Extensively used UNIX to run the Ab Initio graph from command line and Control-M error debugging.
* Validated reports from various BI tools like SSRS, Cognos, Micro strategy for tabular, Pie Charts, Bar Graph, gage, map metrics etc. for alignment, header, and footer and other attributes.
* Tested Informatica mappings to validate the business conditions and extensively involved in analyzing the logs created by Informatica to validate the record counts and other validations.
* Loaded Flat file, fixed length, and delimited files through Informatica into Teradata tables using Unix Shell scripts
* Experienced in performing data validation and preparation of test data in UNIX environment using various UNIX commands in VI editor.
* Extensively tested Scheduled jobs in Control M as per dependency matrix.

**Technical Skills:**

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| **SDLC/Web Service** | Agile, Waterfall/ SOAP UI |
| **Testing Tools** | HP ALM 11.0, 11.5 / Quality Center10.0,JIRA,Quick Test Professional 10 |
| **Databases** | Oracle 11g/10g/9i, Teradata 13.10 , 14.0, Microsoft SQL Server 2005, 2008, 2008R2,DB2 10.1 |
| **Database Tools** | SQL \* Plus, T-SQL , Toad, Teradata SQL Assistance |
| **Operating System** | Windows (XP, Vista, Win 7), Unix |
| **ETL Tool** | SSIS 2008, 2008R2, Ab Initio 2.14, 3.1.7, Informatica 9.0, 9.1, 9.5, Data Stage 8.5, 8.7 |
| **Business Intelligence** | SSRS , Cognos 8.4, 10.2, OBIEE 10.1.3.1/10.1.3.2, Micro Strategy 8 |

**Professional Experience:**

**The OHIO Casualty Insurance Company, Fairfield, OH Oct 2018 – Feb 2020**

**Sr. Data Quality Analyst**

The company offers various products for the business customers like Property, Liability, Business Income, Workers Compensation, Commercial Automobile and Commercial Umbrella. The customers can manage their insurance accounts, pay premiums, file claims etc. online using this application. This includes caching of report in Enterprise Data Service, mapping schemas from External vendor into the building using different Web-Services, integrating Guidewire Claim Center to internal legacy application, business partners, and other multiple applications.

**Responsibilities:**

* Gathered data requirements of subject areas from stakeholders and developed strategies for data profiling and data validation.
* Conducted Interviews and Brainstorming Sessions with stakeholders (application users, subject matter experts etc.) to gather requirements and end user perspectives in order to identify deficiencies and areas for improvement & enhancement
* Created Ab Initio graphs that transfer data from various sources like Oracle, flat files and CSV files to the Teradata database and flat files.
* Identified As-is and To-be process maps while working on Collibra tool for data mapping and writing transformation rules for the data transfer between the source and the target systems successfully.
* Performed different validations in the source file using Excel, Notepad and UNIX commands as necessary.
* Worked on Integration Mapping between Guidewire PolicyCenter/Guidewire ClaimCenter and Guidewire PolicyCenter/Guidewire BillingCenter
* Worked on fine tuning the existing Ab initio graphs in order to have optimum performance.
* As process of testing report, Debugged the Cognos Dashboards /Reports with different analytics views (Pivot table, Chart, Tabular and View Selector), Alerts, Guided Navigation and Dynamic /Interactive Dashboards with drill down capabilities using global and local filters.
* Concentrated on implementing Guidewire batch integration in replacing the existing NextGen legacy functionalities like NY VIN Reconciliation screen
* Worked on JIRA for ticket management.
* Created utility scripts to manage and scrub incoming source files, to move files between directories, report and trend file metadata and frequency.
* Worked on Launching the Master Data Management (MDM) initiative after gaining business buy-in, by defining and prioritizing Enterprise Master Data Entities based on industry criteria including their core attributes through the Data Governance Process.
* Involved in validating SSIS and SSRS packages according to functional requirements.
* Prepared data mapping document in excel based on requirement document for data migration from legacy Data Warehouse EDW to ICDW data warehouse.
* Validated each and every Business Logic incorporated in Target state Data Warehouse (Teradata) when the scheduled job is completed.
* Developed shell scripts to customize the ETL Ab Initio Graphs at runtime.
* Extensively tested all aspect of reports like UI, Functionality and Data validation which were generated using Cognos as reporting portal.
* Wrote complex SQL to validate the Data with legacy Reports in Oracle and Teradata environment.
* Maintained the entire test cases in HP ALM and logged all the defects into the defects module.
* Prepared User Interface document (UID), Wireframes, and Prototypes to help design user interfaces.
* MS Dynamics CRM systems helped to track and measure marketing campaigns over multiple networks, tracking customer analysis by customer clicks and sales Interacted extensively with customers. And user interface (UI) designers to determine ways to improve the UI feel and user experience.
* Created Mock-up forms in Just in mind for better visualization and understanding of the Graphic User Interface (GUI).
* Validated several SSIS and SSRS packages to verify that they are working according to BRS.
* Modified User Stories in Guidewire PolicyCenter upgrade 8.0
* Responsible for documenting Meeting Minutes of the Weekly meetings and distributing to PM and other team members.
* Created Burn-down Charts to monitor the completion of work within the time-boxes.
* Extensively used task board, Poker Planning for better teamwork and results.
* Gained expertise on Change Management by Performing Impact Analysis maintained Change Log for Change Requests. Escalated the results of the analysis to the Change Control Board (CCB).
* Walkthrough Session with development team and QA team to understand the business requirements clearly. Worked with QA team to help create Test Plans and Test Cases.
* Used Silk Central as defect tracking tool to validate test case’s results.
* Tracked open issues and documented progress reports on weekly basis.
* Conducted Smoke test after each build.
* Created the source SRS articulating the known issues and potential risks for feeding data into PDS repository that will be storing daily positions and reference data subscribed by LRM.
* Analyzed and documented gaps in Sophis’, the source trading system, trade and positions attributes based on the requirements defined in the Risk Management BRD.
* Create and review test plans and test case for UAT sessions in Collibra to see if the request was passing vendors correctly for Appraisal, title , flood Orders
* Generated runtime code using in Collibra and tested the Test Data against the code and provided the Java Transforms to developers for deploying in different Environments (DEV/SIT/UAT and PROD)
* Created step by step manual and user guide for quality assurance team keeping in mind user requirements and how it can be met.
* Performed Post Production Validation after the Application was released into production

**Norfolk & Dedham Insurance, Dedham, MA Nov 2016 - Sept 2018​**

**Data Quality Analyst**

Norfolk and Dedham insurance is one of the oldest American insurance companies. The company provides personal and commercial line insurance coverage for individuals and business owners respectively. I was involved in testing a web-based application, Property & Casualty (P&C) Insurance and related Claim Processing system, which maintains the information of different personal insurance policies and quote details. These insurance includes Auto/Driver and Home insurances offered by Norfolk & Dedham insurance. Also, I was involved in Business or Commercial line insurance module testing that includes Liability insurance, Business Property insurance and Workers’ Compensation insurance.

**Responsibilities:**

* Conducted JAD Sessions with the SMEs and managers to understand the business processes and functional details.
* Identified gaps in the existing systems by performing GAP Analysis on the As-is business process maps.
* Created the To-be business process maps to communicate the solutions to the entire team as well as to gain the approval of the SMEs and the management team.
* Conducted meetings and brainstorming sessions with Company Ratings managers, sales advocates to gather user requirements and business process information.
* Documented the gathered business requirements into a detailed Business Requirements Document (BRD).
* Identified high level requirements in Inception for Guidewire PolicyCenter
* Translated Business Requirements into functional and non-functional requirements using industry standard documentation processes like Data Flow Diagram (DFDs) and UML Diagrams (Use Case, Sequence and Activities Diagrams).
* Conducted bug scrub meeting and status review meetings to provide quality assurance feedback throughout the project life cycle.
* Enter and maintain defect information in Defect Tracking System, JIRA.
* Supported in every day settlement operations of back office in a joint effort with day by day exchanges for center office operations.
* Gathered requirements for research data mappings for front office.
* Worked with architects to interpret business needs into service oriented, process driven business models using UML
* Identified system requirement for integration with Guidewire System.
* Involved with the development team to ensure that business needs are fulfilled and deliverables are produced within specified budget, quality and time.
* Developed stored procedures, cascading parameters and custom code for developing complex SSRS reports.
* Defined the context of the system by writing various use cases.
* Developed System Requirements Specifications (SRS) encompassing Functional and Non-Functional Requirements.
* Gathered data requirements of subject areas from stakeholders and developed strategies for data profiling and data validation.
* Prioritizing and managing the defects using the Defect Tracking system like JIRA,
* Developed data maps to track transformation of data elements from source to destination across all phases of staging.
* Coordinated with Data modelers in giving requirements for ER diagrams including data type length and integrity constraints.
* Developed the financing reporting requirements by analyzing the existing business objects reports
* Utilized Informatica toolset (Informatica Data Explorer, and Informatica Data Quality) to analyze legacy data for data profiling.
* Responsible in maintaining the Enterprise Metadata Library with any changes or updates
* Establish standards of procedures.
* Worked heavily on SQL Server database to extract data and build Business reports.
* Generating a variety of reports based on the Universes, running free-hand SQL, and also personal data files.

**CNA INSURANCE, Chicago, IL Dec 2014 - Oct 2016**

**Technical Business Analyst**

CNA offers a complete line of standard casualty products from management and professional liability to commercial automobile protection. I worked on the different modules like P&C (Property and Causality) Claims, and Quotes. Worked on a Web-based application accessed by potential customers to file a claim through automated forms, request a quote, get extra liability protection, contact a shelter insurance agent and Report accidents via their website

**Responsibilities**

* Worked with Business Users, Customers and Subject Matter Experts (SMEs) to understand the existing system and the current business process and methods to identify deficiencies and areas for improvement and enhancement.
* Accountable for creating, maintaining and ensuring User stories to have coverage on business values, story points and acceptance criteria.
* Proficiently helped development teams to break down large user stories for execution.
* Advised product owners, scrum masters and teams to improve their ability to create good Product Backlogs to prioritize features and subsequently created Sprint Backlogs.
* Actively assisted in the acceptance and validation of the stories by testing the delivered stories.
* Provided detailed User Interface Document to the development and testing team for clear understanding of the system.
* Participated in code-review sessions on existing SSRS report's performance and Dataset query tuning.
* Conducted requirement walkthroughs with the development and test teams before the development and testing phases respectively, to ensure that the requirements are accurately understood.
* Created utility scripts to manage and scrub incoming source files, to move files between directories, report and trend file metadata and frequency.
* Created and maintained Requirements Traceability Matrix (RTM) to trace technical requirements to their business requirements and the test case to their functional requirements.
* Worked closely with the QA Team and played a key role bringing in best practices of test driven development in an agile environment.
* Actively participated in the Daily stand up and Weekly status meetings.
* Extensively used task board, poker planning for better teamwork and results.
* Conducted User Acceptance Testing (UAT) to ensure all the business requirements have been fulfilled by the application.
* Actively participated in Smoke Testing, Post Production Validation (PPV) and handled issues appropriately.
* Prepared detailed user manuals and conducted training sessions.

**Barclays Investment Bank, Bloomington, IL                                                                Jan 2013 – Nov 2014**

**Technical Business Analyst**

​Barclay Investment Bank provided a broad range of banking, asset management, wealth management and corporate and investment banking products and services. The aim of the Market Risk Systems (MRS) project was to perform valuation, simulation, aggregation and reporting of risk metrics and models on all simple (bonds) and complex (structured products, derivatives) security products. The MRS are comprised of intraday and overnight batch processes that handle staging for all trading position data and market data required for risk modeling as well as making this data available to the various risk valuation systems..

**Responsibilities:**

* Participated in Joint Application Development (JAD) sessions by convening project sponsors, end-user representatives, development team members, subject-matter experts, technical personnel, and different stakeholders to communicate their perspectives with each other, resolve any issues and come to consensus.
* Worked with architectures to analyze the Project Definition Document (PDD) to make an initial estimation of the sizing of the project, as well as potential impacts on existing systems.
* Analyzed the business process as Business Process Automation
* Implemented RUP, designed visual models to draft business requirements by using Use Cases
* Gathered and documented the requirements that were critical to the business mission and used those requirements to design application software using a Use Case approach.
* Interacted with the Users by interviewing them, preparing questionnaires and getting feedback.
* Developed the required use case diagrams, business work-flow diagrams and activity diagrams so that all stake holders could better understand the business process.
* Developed the functional specifications document and assisted the project team in preparing Software Requirement Specifications (SRS), and the user interface design.
* Created User Interface documents (UID) of prototypes and wireframes to help designing user interface.
* Managed all the changes and change requests in the projects by using Rational Clearcase.
* Worked with SQL queries using MS Access for data manipulations
* Experience in walkthrough session with development team to ensure the business requirement are clear.
* Walkthrough session with QA team to ensure the test plan and a test case meets the business requirement.
* Conducted smoke test after each build.
* Create and review test plan and test case for UAT session. As well as conducting UAT session.
* Created step-by-step manual and user guide for quality assurance team keeping in mind user requirements and how it can be met.
* Performed Post Production Validation after the Application was released into production.