**Ritesh Shakya**

**PROFESSIONAL SUMMARY:**

* 6+ years of experience in the field of Property & Casualty, Finance, Health Industry as Business System Analyst and worked extensively on BI tools and Analysis.
* Experience in user requirements gathering, Use Case design and analysis, Use Case specifications, Business processes, Work flow diagrams, process flows and technical documentation, using Unified Modeling Language (UML)
* Manage and co-ordinate within a team of offsite BI developers to implement standards and techniques to assure
* Proficient in Creating and Transforming Business Requirements into Software Requirement Specification (SRS) using MS Word/Excel and Rational Requisite Pro.
* Created Business requirement Documents (BRD), Functional Requirement Documents (FRD), business process flow System.
* Requirements gathering for various reports and data needs for property & casualty carriers that are implementing the business intelligence component.
* Experience in conducting Gap analysis using AS-IS and TO-BE business process, Impact analysis, SWOT analysis, Cost-benefit analysis and ROI analysis.
* Proficiency in analyzing and Creating Use cases, Use Case Diagrams, Data flow diagram, system flow diagram by using MS Visio and other tools
* Verifying and validating business requirements against the WorkFront web-based [software](https://en.wikipedia.org/wiki/Software) product for creating and managing [ad hoc](https://en.wikipedia.org/wiki/Ad_hoc) and custom-made reports
* Exceptional ability to research, analyze and translate technical information to end-users at all levels.
* Experience in performing Possibility analysis, Risk analysis and Gap analysis.
* Through knowledge of the handheld device.
* Experience improving SDLC processes in an enterprise environment.
* Verifying WorkFront Dashboards, List, Cross-tab, Chart, Drill-Thru and Master-Detail Reports.
* Strong analytical, written communication, verbal communication, facilitation, organization, and leadership skills.
* Knowledge on Property & Casualty, Finance, Health Care Program - Request and Response Extensively interacted with the QA Team in executing the Test Plans, Providing Test Data, Creating Test Cases, and Issuing.
* Thorough knowledge in Requirement analysis, Planning, Scheduling & Tracking projects.
* Broad Knowledge in reviewing Test Procedures, creating Test plans and detailed test plans for UAT, Test scenario, defining Test cases, both System & Integration and executed many test cases.
* Development of complex business intelligence reports with dashboards, drill-down, analytical and aggregation capabilities. Development of Active Reports, Workspace reports and complex reports in Dashboards and stories in Tableau, Scripting and dashboard in Qlikview.
* Skilled primarily in Commercial Lines (WC, GL, Auto, Property, Umbrella & Professional Liability coverage).
* Worked briefly and have handful of experience with COGNOS, Informatica, SSRS, SAS, MS-Visual Studio.
* Test Data reviewing, maintaining and executing detailed Test scripts for UAT, analyzing bugs, interacting with team members in fixing errors and User Acceptance Testing (UAT) and also assisted in post -Production support.
* Hands on experience with White-Box and Black-Box testing with Expertise in Functional Testing, with complex SQL query to validate of data migration.
* System Integration testing, Performance testing, User Acceptance testing and Regression Testing.
* Strong work ethics and efficient time management skills.
* Experienced in the implementation of new and/or updated products including maintaining and updating of computerized rating and policy issuance systems. Skilled primarily in Commercial Lines (WC, GL, Auto, Property, Umbrella & Professional Liability coverage.
* Strong business insight, strategic thinking, communication, interpersonal and presentation skills, editing, and coordinating extensive communication networks, presentation skills Group and individual based problem solving, excellent leadership.

**TECHNICAL SKILLS:**

**Operating Systems:** Windows 98/2000/XP/Vista/7

**Methodologies:** Agile, Waterfall, Rapid Application Develop  
**Document Design Tools:** MS Office, MS Project Professional, MS Visio, MS PowerPivot  
**Databases Language:** MS Access, PLSQL Developer, SQL Server Management Studio  
**Reporting Tools:** HP Quality Center, WorkFront, Visual Studio  
**Project Management Tools:** Microsoft Project, MS-Office, Excel, Power Point  
**ETL/Reporting Tools:** Informatica, SSRS, SSAS, MS PowerPivot, Tableau

**PROFESSIONAL EXPERIENCE:**

**Ameriprise Auto and Home, De Pere, WI April 2016 – Oct 2016**

**Business System Analyst - BI Project   
Project: "Information Layer"- DATA Base Internal/Migration/Data Quality**  
This is migration project from legacy system to the new business standard model for the ease and better use for the end-user with trustworthy and clean data.

**Responsibilities:**

* This project is based on Agile Methodology
* Facilitating and gathering business requirements from Business Owners, Stakeholders, Data Governance Team and the Subject Matter Experts through meetings to understand needs for the system.
* Converting business requirements into technical business requirements.
* Clearly define system, scope and objectives based on business requirements, ease for developer team.
* Working on various different BI Matrices for calculation and used for requirement gathering process.
* Using Work Front to store all the requirements, in terms of user stories with acceptance criteria.
* Working with Data Architecture team and ETL developers on analysis requirements to determine solution proposal for business.
* Receiving inbound calls as a first notice of loss representative for member's.
* Writing and executing System Integration test cases, Coordinates User Acceptance Testing and manages defects in HP-Quality center.
* Light Project management – create work orders, monitor & oversee project work process
* Create test plans, testing & quality assurance of commercial lines property and casualty forms & policy processing including premium & billing.
* Facilitating testing meetings with business users.
* Participating in Daily Scrum Meetings and updating each member with the progress in the team. And meeting monthly with cooperate leaders to keep update regarding the project.
* Creating business workflows on the Policy, Driver, and Benefits, Coverage module for the end users to get a better understanding of the Information Layer Project and prepare a detailed documents including all functional and nonfunctional requirements.
* Reviewed invoices and recovery payments to process payments against claims files.
* Ensure resolution of submitted claims in a time-efficient manner.
* Resubmit claims when denied or edited.
* Maintained user interface screens for commercial lines, property & casualty automated policy issuance system, including making updates including rate changes and statistical reporting elements to underlying data tables.
* Conducting brainstorm sessions to analyze business rules, transformation rules, data type, and more.
* Working with team to create business rules, data quality rules, various matrices for calculation of the data and filling up the GAPs between Sources to Target migration.
* Developing Business Intelligence reports, dashboards and scorecards using Tableau, SSRS, and Microsoft visual Studio and more.
* Working closely with Data Architecture team to model the Operational Data Model (ODM), Operational Data Store (ODS), Data Mart (DM), data warehouse (DW) and to understand the flow of data from one source to target with various different layers.
* Performed Data driven testing using Selenium WebDriver, TestNG functions and JDBC Connections which reads data from scripts using property and XML files.
* Modeling Operational Data Model (ODM) for data warehouse to meet the Business Standards. By using ACORD data model for the ODM design.
* Implementing the business rules and data quality rules in Informatica.
* Explaining all the business requirements to ETL developers as well as to data Architecture to make confirmation that, ODM is designed to meet the business requirements with better scalability.
* Implementing traceability matrix and business requirement specification document verified the functionality coverage.
* Creating GAP analysis documents the business processes during the migration from the company’s existing legacy systems and worked with Business stakeholders to define a scalable view of future systems.
* Responsible for creating high Level Test Cases, based on the business requirements and various scenarios.
* Responsible for keeping track of testing in HP-ALM Quality Center 12.02 for the data validation, testing, keeping records of testing.
* Maintain and log, and compile, summarize, and report deductible-related and recoveries information.
* Mostly worked in the secured database of the customer’s personal information.
* Reverse engineering with the legacy user interface to understand the business and gathering requirements at the same time.
* Mapping data from Source system to the Target with specific entities and attributes.
* Documenting requirements for each entities and attributes depends on the landing zone of each attributes.
* Using complex SQL queries for testing and validating in staging area, ODM, DataMart and data warehouse.
* Helping with Business Glossary to upload data into Informatica. And get sign-off from Product Owner and Stakeholders on requirements.
* Writing test cases for Business Glossary Application and its custom setting, which was powered by Informatica.
* Gathering requirements for Metadata management tools from Business and Developers with closely to make sure all the data relationship are intact.
* Brief knowledge in SSRS, Informatica, ACORD Model, Informatica Business Glossary, Data Warehouse, BI projects, HP-ALM Quality Center, WorkFront, ETL Process, PLSQL, Microsoft SQL Studio Management, and Microsoft Visual Studio.

**Environment:** HP ALM, ETL Process, PLSQL, SQL Server Management, MS Visual Studio, MS Office, SSRS.

**The MENTOR Network, MN Sep 2014 - Mar 2016  
BI Analyst   
Project: "GREEN"- DATA Base Internal Application**  
The Mentor Network, it is an in-home health care service, where they provide health services to any individuals who have mentally or medically issues. The main goal of this company is to offer adults, children, young people and their families innovative, quality services and supports that lead to growth and independence, regardless of the physical, intellectual or behavioral challenges they face.  This project was to help administrations and staffs to make their life easier using an application to keep all their records into the system. Also keeping all the secured data and information into the system and prioritizing users according to their job title.

**Responsibilities:**

* Gathered requirements from Business Owners, stakeholders, Data Governance Team and the subject matter experts through meetings to understand needs of the system.
* Led JAD sessions with stakeholders to analyze system needs and integrate requirement to develop a consistent navigation structure.
* Clearly define systems work scope and objectives based on Business Requirements.
* Created business workflows on the claims module for the client to get a better understanding of an application and prepared a detailed BRD/FRD including all functional and non functional requirements.
* Conducted brainstorming sessions to analyze provider contracts, provider reimbursement, benefit rules, medical policies and medical management rules.
* Developed Business Intelligence reports, dashboards and scorecards using Web Intelligence. These reports were used by senior management for forecasting and to effectively analyze business processes, monitor trends and to make business decisions and to capitalize on new business opportunities.
* Worked with the BI Reporting, ETL and Data Warehouse teams (both onshore and offshore) in developing and applying quality assurance techniques to Micro Strategy dashboards, reports and mobile applications.
* Implemented Traceability Matrix and Business Requirement Specification Document verified the functionality coverage.
* UML was extensively used for specifying, constructing and documenting application system.
* Followed Rapid Unified Process (RUP) methodology throughout the software development life cycle and analyzed risks that might lead to scope creep between releases.
* Designed Reports, Web Intelligence Reports with the help of COGNOS tool based on Universe for The MENTOR Network Data Sharing Report.
* Implemented the business rules in a data quality audit model using SQL
* Design and build complex BI solutions and reporting data warehouses.
* Created gap analysis to document the business processes during the migration from the company’s existing client and legacy systems and worked with Business stakeholders to define a scalable view of future systems.
* Was participating to record Action Points in various walkthroughs and User Acceptance Testing.
* Responsible for creating the High Level Test Plan (HLTP) and Detailed Test Plans (DTP) based on the business and functional requirements.
* Mostly worked on Highly Secured Documentation which was related to the Federal, Security, and Benefit Taxation.
* Developed and documented test scenarios including narrative Use cases.
* Supported the following customers in delivering value-added BI reports, providing training, and troubleshooting production issues in a timely manner
* Used different types of elicitation during the project to gather requirements (Documentation Analysis, Focus Group, Interviews, Reverse Engineering, Interface Analysis).
* Used UML Diagram -Structural and Behavioral include Activity Diagram, Class Diagram.
* Review Business Requirements and guide business partners to complete business requirement documentation.
* Facilitating the secure movement of data files to designated locations.
* Helping to identify and document workflows.
* Build, deployed, and maintain Business Objects Reports/Universes for The MENTOR Network and Corporate Managers.
* Requesting, retrieving, and maintaining insurance company and customer eligibility/enrollment files.
* Interfacing with client IT departments to establish secure file transfer protocols and upload requirements of biometric data.
* Utilizing problem solving skills to identify and resolve issues pertaining to non-matching participant records.
* Work with senior team members and investigating technologies to define, create, and improve methods, procedures, algorithms, data structures and automation to accomplish this analysis.

**Environment:** Windows XP, Rational Requisite Pro, MS Office (PowerPoint, MS Word, MS EXCEL), SQL, XML, Java, SQL Navigator, COGNOS

**Bearing Point, Irving TX Oct 2012 - Jun 2014  
Business System Analyst (Data Warehouse)  
Consulting – Title: Senior Consultant – Property & Casualty Insurance**Facilitated team and client meetings ensuring project goals are met. Responsible for supporting the team by providing requirements deliverables such as functional and technical requirements documents, charters, training plans, test plans and product release documentation. Participated in gap review sessions and create and write use cases. Participated in review sessions of the use cases where they were reviewed by business in preparation for development. Reviewed carrier underwriting, ISO rules and rates and vendor base product to determine configuration changes for carrier . Participated in work process reengineering sessions to help carriers redefine the way that they process work .

**Primary Duties:   
Business Analyst** – Insurance practice -various PAS projects. (Commercial & Personal Lines)   
Develop commercial lines system requirements documentation, including technical specification documents and modeling GUI for Policy Administration system.

* Maintained user interface screens for commercial lines, property & casualty automated policy issuance system, including making updates including rate changes and statistical reporting elements to underlying data tables.
* Represent the business partners and support the IT project or service team throughout the entire lifecycle process.
* Interview business partners to determine business requirements and rules for system or process development and develop requirement models that convey those requirements to the IT project or service team.
* Specifics as to variances from ISO were documented.
* Completed rating analysis and evaluation to determine where carrier deviated from ISO rating, and developed technical documentation so that developers would be able to easily identify and configure the changes. (Carrier was implementing an ISO based rating software package.)   
  Create and deliver insurance and application training and training plans.   
  Coordinate and participate in the development of system or process documentation.   
  Create test plans and complete testing to ensure application meets requirements standards.
* Worked with Project Manager, Development Lead and Product Lead to plan and prioritize the iteration to meet the project timelines.
* Implemented Traceability Matrix and Business Requirement Specification Document verified the functionality coverage.
* Worked with cross-project PMs, Development Leads, Product Leads, and QA Leads to minimize cross-project impacts, provide solutions to issues, and timelines are met.
* Participated in various walkthroughs meeting.
* Was participating to record Action Points in various walkthroughs and User Acceptance Testing.
* Used Agile for maintaining regularity allowing development teams to adapt rapidly to changing requirements, working in close proximity and focusing on communication.
* Worked with the clients on the final signing process in the User Acceptance stages.
* Coordinate with Development and Business team to develop high level Business and Technical documents.
* Prioritizes and assigns work to onsite QA and UAT testers
* Strong analytical, written communication, verbal communication, facilitation, organization, and leadership skills.

**Environment:** SQL, MS Excel, MS Access, Rational Test Manager, CRM User requirements gathering, JAD sessions, Data Analysis, Data Relationships, Data Mapping, MS Office, Oracle, Rapid SQL.

**US Bank, Finance Corporate, Marshall, MN           Feb 2011 - Aug 2012  
Business System Analyst  
Project: Visa Buxx Card**  
This project was regarding a prepaid card for teenagers that allow them to shop at millions of locations worldwide. It is not a credit card so it doesn't requires all the personal information. It is an application where customers can load money into the card thru phone, bank, or online and let others can use it right away. This application is generally made for the teenagers to teach their teenagers financial responsibility without typical risks associated with the credit card.

**Responsibilities:**

* Gathered requirements from Business Owners, stakeholders, and the subject matter experts through meetings to understand needs of the system.
* Led JAD sessions with stakeholders to analyze system needs and integrate requirement to develop a consistent navigation structure.
* Created business workflows on the claims module for the client to get a better understanding of an application and prepared a detailed BRD/FRD including all functional and non functional requirements.
* Performed the GAP analyses of the earlier Phase, generated a detailed Requirements document describing new system architecture through Use Cases, Sequence and Activity diagrams.
* Identify problematic areas and conduct research to determine the best course of action to correct the data.
* Implemented Traceability Matrix and Business Requirement Specification Document verified the functionality coverage.
* Expertise in MS Excel, with proficiency using formulas, PivotTables, linked worksheets, graphing and other reporting and presentation features.
* Use technology such as SQL Server, SQL and MDX code to pull and analyze raw data.
* Query and extract data from multiple large and complex SQL databases and create integrated analyses.
* Helped writing SQL queries to create end-user reports and perform data-mining.
* Provide reporting and analysis to business leaders on key performance metrics pertaining to Finance, Sales, Customers/Distributors, Product Development, Supply Chain, and other areas.
* Advanced analytic skills: To analyze and interpret data through complex analysis.
* Used different types of elicitation during the project to gather requirements (Documentation Analysis, Focus Group, Interviews, Reverse Engineering).
* UML was extensively used for specifying, constructing and documenting application system.
* Participated in meetings with team lead to provide updates and recommendations.
* Worked with cross-project PMs, Development Leads, Product Leads, and QA Leads to minimize cross-project impacts, provide solutions to issues, and timelines are met.
* GAP Analysis of client requirements, generated workflow process, flow charts and relevant objective.
* Worked with Subject Matter Experts (SME's) internally and externally, and participated with software developers in Scrum team meetings, documenting agile software processes.
* Followed AGILE methodology throughout the software development life cycle and analyzed risks that might lead to scope creep between releases.
* Responsible for creating the High Level Test Plan (HLTP) and Detailed Test Plans (DTP) based on the business and functional requirements.
* Conducted one on one interviews with high level management team and facilitated in the JAD session with the SME's.
* Participated in various walkthroughs meeting.
* Coordinated testing for UAT Team.

**Environment:** MS Windows, Rational Requisite Pro, MS Office (PowerPoint, MS Word, MS EXCEL), SQL Server, Oracle, Toad 97, T-SQL and MDX code, MS Visio, Agile, Rational Tools.

**Education:**

Southwest Minnesota State University, Undergraduate in Corporate Finance  
Southwest Minnesota State University, Masters in Business Administration/Marketing