## **PROFESSIONAL SUMMARY:**

* Qualified professional with 7+ years of extensive experience in the field of Business Analyst working with the technical staff to implement management and staff's business requirements into the software application in Information & Technology.
* Expertise in documenting the Business Requirements Document (BRD), Technical Requirement Document (TRD), generating the UAT Plan, maintaining the Traceability Matrix and assisting in Post Implementation activities.
* Expertise in understanding and supporting the client with Project Planning, Project Definition, Requirements Definition, Analysis, Design, Testing, System documentation and user training.
* Experience in mapping business requirements, designing customized solutions with strong analytical skills and ability to analyze business practices and define optimal procedures.
* Experience with Product demonstration to prospective clients, Responding to Request for Proposals (RFP) from clients, conducting consulting workshops with client for IT strategy and Business Process Re-engineering, Requirements Gathering and Analysis, preparing functional/system specifications, Presenting the documentation to the client, conducting workshops for transferring the functional knowledge to the technical team, Functional Testing and UAT Support.
* Used Rational Clear Case for Version Control of requirement documents.
* Good knowledge of Workflows and Content Management Tools.
* Expert in creating Use Cases, Use Case Diagrams, Class Diagrams, Sequence Flows using MS Visio and UML concepts.
* Knowledge and expertise in working with Claims, Provider, Enrollment, Finance, Benefits, and Vendor Management Business Areas.
* Good knowledge and extensively used RDBMS, Oracle, SQL, and PL/SQL along with MS SQL administration, SQL Enterprise Manager, Data analysis and reporting.
* Maintained the Traceability Matrix table to track the Business Requirements to the design to the testing keeping track of all requirements in the BRD/Experience in conducting User Acceptance Testing (UAT) and documentation of Test Cases

## **TECHNICAL SKILLS:**

Project Methodologies: SDLC, RUP, UML, Agile, Waterfall,

Business Modeling Tools: Microsoft Visio, Rational Rose

Testing tools: HP Quality Center,

Change Management Tools: Rational Clear Quest

Office Tools: MS Project, MS Office, MS Visio

Version Control Systems: Rational Clear Case

Database: MS SQL Server, MS Access, and Oracle

## **PROFESSIONAL EXPERIENCE:**

**DRJTBC, New Hope, PA**

**Feb 2016-Feb 2018**

**Senior BusinessAnalyst**

The Delaware River Joint Toll Bridge Commission (DRJTBC) is a bistate, public agency charged with providing safe, dependable and efficient river crossings between Pennsylvania and New Jersey.The Delaware River Joint Toll Bridge Commission strives to improve its toll collection system as equipment ages and better technologies become available.

In late 2015, the Commission kicked off a multi-year design-build-maintain contract for a complete overhaul of the agency’s toll collection system infrastructure. The modernization effort will touch virtually every aspect of the agency’s toll system: manual cash collections, conventional toll-lane E-ZPass transactions, highway-speed open-road tolling, and future all-electronic tolling at the Scudder Falls Replacement Bridge. The project will swap out the Commission’s aged toll-collection infrastructure and replace it with the latest equipment and technology in the tolling industry.

**Responsibilities:**

* Interviewed SMEs and Stakeholders to get better understanding of client business processes and gather business requirements. Requirement gathering, Business Process flow development, Business Analysis.
* Conducted controlled brainstorming sessions with project focus groups for collecting high level business requirements.
* Developed and tailored a lean Rapid Application Development (RAD) process utilizing Agile concepts the development and testing of small projects.
* Involvement of overseeing quality assurance process, data integration mapping for exports of data from citation to client records management system and implementation software training for the client.
* Planned and documented procedures for data processing and prepared data flow diagrams for the application. Worked in close co-ordination with the testing team in developing test plan and test cases from functional and business requirements.
* Used MS-Visio for flow-charting, Use- Case process model and architectural design of the application.
* Developed as-is and to-be business processes using BPMN standards.
* Performed GAP analysis of business rules, business and system process flows, user administration to be used for the new migration platform.
* Developed estimates, project plans (Microsoft project), training material, BI reports.
* Involved in designing and developing Data Models and Data Marts that support the Business Intelligence Data Warehouse.
* Worked with Third Party Vendor to define Data Elements for the Data Extract and validated prior to loading into the Warehouse.
* Created Gap Analysis Documents, Impact Analysis Documents, Business Requirements, Functional Requirements, Detailed level requirements, Rules Flow Diagrams.
* Performed Gap Analysis of the processes to identify and validate requirements.
* Developed reports to communicate schedules, issues, risks and project changes to project stakeholders and project manager.
* Preparing data mapping & field mapping to assist development teams.
* Created complex SQL queries to perform the backend testing of the Oracle database using SQL developer and UNIX shell command.
* Assisted testing team in System Integration Testing (SIT).
* Created a detail level requirement for operational, development and quality assurance teams.
* Presented Design Implementation Approach to Business & Technical Leads.
* Analyzed, and built an Enterprise Information Model consisting of Primary Subject Areas which will be utilized to identify and prioritize Data Quality and Master Data Entities, Metadata classifications and nomenclature, and Data Integration Roadmap.
* Conducted User Acceptance Testing (UAT) as per client’s specifications.
* Developed Test Plans, Executed Test Scripts and reported the bugs using HP ALM.
* Tracked bugs and prepared the bug reports using Jira and also interacted with the developer team to discuss technical issues.
* Coordinated with the development team and updated the QA manager with the progress from time to time.

**Ward Trucking, LLC. Altoona, PA**

**Sep 2014-Dec 2015**

**Senior Business Analyst**

Ward Trucking, LLC provides less than truckload (LTL) carrier services. It offers third party logistics; display assembly, kitting, order fulfillment, package design, general warehousing, and distribution of raw materials or finished goods; ward services; electronic data interchange; truckload services; and import and export. As a Business Analyst I was extensively involved in implementation of effective requirements practices, including gathering User requirements and analyzing User Requirement Document (URD) and functional specification document (FSD), use and continuous improvement of requirement gathering processes.

**Responsibilities:**

* Applied Agile/Scrum methodology with its various workflows, artifacts and activities to manage life cycle from Inception to Transition phase.
* Worked with IT team to ensure that database remains accurate and updated.
* Interacted regularly with clients, IT Personnel, vendors and project managers on various issues.
* Execution of UAT Scenarios with multi browser testing in formal testing environment
* Worked with the business users in order to understand and document UAT test scenarios related to critical business process/features/workflows regarding the web application.
* Reviewing the Use Case Requirement, Functional Design Documents and Technical Specification documents.
* Conducted one-one meetings with the SME’s and the Users to collect UAT Scenarios and test Data.
* Prepared test matrices based through defect status in HP ALM.
* Used Rally for Managing the Requirement Analysis effort. Resolved or escalated business process issues, item management issues or technical issues.
* Worked very closely with BA Managers, Development Leads and QA Leads in deciding the Timelines for completion of BA Tasks in order to be in sync with their schedules.
* Used SQL Queries in Oracle to pull out data from the databases for the data validation and routine report generation.
* Involved in Data mapping, logical data modeling, created class diagrams and ER diagrams and used SQL queries to filter data within the Oracle database.
* Interacted with department heads to finalize business requirements, functional requirements and technical requirements.
* Performed Software Requirements Traceability Analysis to trace software requirements to (and from) Business Requirements and to risk analysis results.
* Conducted technical/non-technical presentations to the management and training workshops for the clients.
* Assisted Testing Team in creating Test Scenarios, Test Cases and Defect Management using JIRA.
* Involved in creating Test Plan defining the test scope, strategy and objectives, schedules, deliverables and resource responsibilities.
* Performed User Acceptance Testing (UAT) to verify if the entire user requirements are catered by the application or not.
* Conducted JAD, JRP Sessions during different phases of the project Life Cycle as required. Performed GAP Analysis, helped in analyzing the causes for the Issues and applicable solutions.
* Created test scripts for Security, Positive, Negative and User Acceptance Testing (UAT).
* Performing Backend Testing extensively by writing validation queries on DB database.
* Analyzed and tested data manually and writing queries on DB database for validating data.
* Involved in writing Detailed Test Plan for the Application under Test (AUT).
* Enhanced the Test Cases by analyzing the Specification Documents.

**Staples, Framingham, MA**

**Jun 2012– Oct 2014**

**Business Analyst**

The project was based on implementing new retail software that focused on integrating the Oracle CRM with Oracle Retail Point of Sale (ORPOS) system to assist the company streamline its process, integrate channels and maximize profitability. Its main functionality included integrating the Retail POS system to promote inventory management, operations management, Supply Chain Management and merchandise/assortment planning and customer relationship management.

**Responsibilities:**

* Conducted user interviews, gathered requirements, analyzed the requirements using Agile methodology.
* The project focused on Exceed suite of products and involved tracking of warehouse inventory in multiple locations.
* Conducted business analysis, acted as a liaison between project manager, business users, & IT team, and used MS Office for the documentation.
* Worked with project stakeholders and SMEs in developing best practices to prevent Loss prevention.
* Specializing in Point of Sale (POS) software and hardware operations
* Responsible for delegating and maintaining projects with the daily operations of the Oracle Retail Point of Sale. (ORPOS)
* Analysis of Business requirements & Design Specification Document to determine the functionality of the BI Processes.
* Prepared Test Plan from the Business Requirements and Functional Specification for End to End testing.
* Developed Test Cases for Deployment Verification, Data Validation, Cube Testing and Report testing.
* Worked with the SME’s (Financial Analysts, Risk Managers, and Project Managers) to define business critical needs and analyze the possible technical solutions.
* Involved in Data Analysis & Mapping to track all data elements used in the application from the user interface through different interfaces to the target databases in which they are stored.
* Developed tables, Views, Stored Procedures and Triggers using SQL Scripting
* Established Inner Join, Outer Join and created Indexes whenever necessary
* Interacted with database developers for formulating the ER diagrams and data flow diagrams.
* Prepared Use cases and Activity flow diagrams and Work flow diagrams.
* Translates requirements to functional design documents, facilitated Joint Application Development sessions and facilitated stakeholder meetings to identify business process and requirements; exhaustive management of project requirements.
* Core responsibility involved complete manually testing of the User Acceptance Test (UAT).
* Use Cases and other Process Flow Models were designed using Visio and Rally.
* Conducted Joint Requirements Planning (JRP) sessions as a facilitator to gather requirements from the business area and to discuss different critical success factors of the project for CRM and POS Integration projects.
* Developed and managed project plans, schedules, issues log created and business-technical conflicts.
* Designed and created prototypes of reporting tools for data validation and verification initiatives using macros in MS Excel.
* Involved in the creating the User Interface Specification Document and User Training Manual as per project specification with the help of development team.
* Followed the UML based methods using Microsoft Visio to create: Use Cases Diagrams, Activity Diagrams, State Chart Diagrams, Sequence Diagrams and Collaboration Diagrams.
* Act with a sense of urgency and flexibility to achieve critical milestones.

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| **Big Lots, Columbus, OH**  **Feb 2011 to April 2012**  **Business Analyst** |  |

I was responsible for newly enhanced Retail point of sale system with content management in GUI. The application required integration of the centralized database to the point of sales system (POS). As a Business Analyst I was involved in writing business requirements via JAD sessions, data extraction, ETL processes; user acceptance testing (UAT); End to End (E2E), provided issue research and resolution to business partners, testing teams.

**Responsibilities:**

* Interviewed SMEs and Stakeholders to get better understanding of client business processes and gather business requirements. Requirement gathering, Business Process flow development, Business Analysis.
* Conducted controlled brainstorming sessions with project focus groups for collecting high level business requirements.
* Developed and tailored a lean Rapid Application Development (RAD) process utilizing Agile concepts the development and testing of small projects.
* Involvement of overseeing quality assurance process, data integration mapping for exports of data from citation to client records management system and implementation software training for the client.
* Planned and documented procedures for data processing and prepared data flow diagrams for the application. Worked in close co-ordination with the testing team in developing test plan and test cases from functional and business requirements.
* Used MS-Visio for flow-charting, Use- Case process model and architectural design of the application.
* Developed as-is and to-be business processes using BPMN standards.
* Experience working with SME’s on the functions of Retail Point of Sale (POS), Loss Prevention etc.
* Performed GAP analysis of business rules, business and system process flows, user administration to be used for the new migration platform.
* Developed estimates, project plans (Microsoft project), training material, BI reports.
* Involved in designing and developing Data Models and Data Marts that support the Business Intelligence Data Warehouse.
* Worked with Third Party Vendor to define Data Elements for the Data Extract and validated prior to loading into the Warehouse.
* Preparing data mapping & field mapping to assist development teams.
* Created complex SQL queries to perform the backend testing of the Oracle database using SQL developer and UNIX shell command.
* Assisted testing team in System Integration Testing (SIT).
* Created a detail level requirement for operational, development and quality assurance teams.
* Presented Design Implementation Approach to Business & Technical Leads.
* Analyzed, and built an Enterprise Information Model consisting of Primary Subject Areas which will be utilized to identify and prioritize Data Quality and Master Data Entities, Metadata classifications and nomenclature, and Data Integration Roadmap.
* Conducted User Acceptance Testing (UAT) as per client’s specifications.

**EDUCATION**

Bachelor’s Degree