**SILKY KASERA**

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**SENIOR BUSINESS ANALYST/ PROJECT MANAGER**

**~ BUSINESS PROCESS IMPROVEMENT ~ PROJECT IMPLEMENTATION ~ CLIENT RELATIONS ~**

*Highly accomplished Business Analyst with a verifiable track record of managing complex IT projects & exceeding expectations*

* **Over 9 years** of experience providing increasing levels of leadership in Project Implementation and Management.
* Thorough understanding of the workflows of **Banking, Finance and Insurance industries**.
* Extensive experience in managing complex **cloud hosted integration projects**, **mobile development projects**, CRM implementation projects and Learning management system implementation projects.
* Highly proficient in working with users and stakeholders to elicit, analyze, communicate and validate requirements using **JAD, JAR and Brainstorming sessions**
* Expert in performing **Gap Analysis** by evaluating the key differences between the as-is and to-be system followed by identifying requirements for system re-engineering
* Accomplishments in analysis of large-scale business systems, **Project Charters**, **Business Requirement Documents**, Authoring Narrative Use Cases, Functional Specifications, and Technical Specifications, data warehousing, reporting and testing plans.
* Expertise in creating **UML based modeling** views like Activity/ Use Case/Data Flow/Business Flow /Navigational Flow/Wire Frame diagrams using Rational Products & MS Visio.
* Experience with conducting ROI & cost benefit analysis to make build or buy decision.
* Thorough knowledge of all steps of procurement process **RFI, RFP, RFQ & contract signing**
* Strong experience in conducting **User acceptance Testing (UAT)** and documentation of test cases
* Experience working with off shore development team ensuring completion of projects within tight time schedules
* Excellent interpersonal, analytical, problem-solving and presentation skills

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| * + Process Analysis and Redesign | * + Project Management & Tracking | * + Vendor Management |
| * + Project Risk and Scope | * + Change Control Management | * + Business Process Re-engineering |
| * + Cost and Resource Estimate | * + Agile and Scrum Methodologies | * + Management of Cross-Functional Teams |

**TECHNICAL SKILLS**

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| SDLC Methods | Agile , RUP, Waterfall |
| Requirement Gathering Tools | Rational Requisite Pro, Blaze |
| Modeling & Designing Tools | Rational Rose, MS Visio |
| Databases | Oracle, IBM, Sybase, SQL Server |
| BI Tools | SSRS, Informatica, COGNOS, SQL |
| Project Management Tools | Microsoft Project, Advanced Excel, PowerPoint, WBS Pro |
| UI tools | HTML, HTML5, CSS3, Dreamweaver, JavaScript |
| Testing Tools | Win Runner, Load Runner, Quick Test Pro |
| Operating Systems | MS Windows NT/2000/XP, UNIX |

**PROFESSIONAL EXPERIENCE**

**SENIOR BUSINESS ANALYST OCT 2012 - PRESENT**

**FREMONT BANK – FREMONT, CA**

Fremont Bank offers personal banking, business banking, commercial lending, and wealth and investment management services. The project involved an introduction of a full range of money management tools that help customers track expenses and income by category (payment integration), set budget goals and monitor performance against goal for all of their financial accounts.

* **Planned** and **directed** money management tool project to enhance bank’s offering to its customers. This included active involvement in all phases of Software **Development Life Cycle (SDLC)** from conception to the end delivery
* Steered **JAD sessions** to interview and assimilate information from Subject Matter Experts (SMEs), domain experts and disseminated information to project managers, architects, development teams and various other stake holders.
* Defined the scope of the project, financial projections and did Cost/benefit analysis.
* Acted as a **liaison** between the business and technical teams. Responsibilities included writing detailed functional requirement **(FSD)** based on business requirements **(BRD)** and gap solutions
* Designed and developed **Use Cases, Activity Diagrams, and Sequence Diagrams** using UML
* Created **screen mock-ups** for better understanding of the project for **global** development teams working in different time zones
* Involved in **Test Planning, Test Preparation, Test Execution, Issue Resolution** and **Report Generation** to assure that all aspects of a project are in compliance with the Business Requirements.
* **Addressed escalated requests** by keeping Senior Management aware of situations and provided documentation wherever required.
* Raised and **tracked issues and risks**, in on-going projects; provided input for better decision making and managed known issues.

**BUSINESS ANALYST AUG 2011 – SEP 2012**

**BANK OF WEST, WALNUT CREEK, CA**

Bank of the West provides various financial products and services to consumers, small businesses, and commercial clients. The project was aimed at enhancing the Mobile Banking Application to allow Bank of the West (BOW) customers to have easy access to their BOW account and ability to check the balance and pay bill through their mobile device.

* Gathered business, system, and functional requirements by conducting detailed interviews, JAD sessions with business users, stakeholders, and Subject Matter Experts (SME’s). Defined the scope of the project, financial projections and Cost/benefit analysis.
* Implemented the entire Rational Unified Process (RUP) methodology of application development with its various workflows and activities.
* Identified and **developed Use Cases from the business and systems requirements.**
* Followed the UML methodology to create UML Diagrams including Use Cases Diagrams, Activity Diagrams, Sequence Diagrams, Collaboration Diagrams, Data Flow Diagrams (DFDs) using Rational Rose and MS Visio and thus defining the Business Process Model and Data Process Model.
* Created **wire frames and prototypes** for online banking screens using MS Visio.
* Performed extensive testing and provided detailed feedbacks on defects to developers in order to improve the application.
* Facilitated meetings with developers, system analyst and testers to collaborate resource allocation and project completion using MS Project.
* Participated in creation of client notification emails, web update & statement inserts

**BUSINESS ANALYST APRIL 2009 – JUL 2011**

**BROCADE COMMUNICATION, INC, SAN JOSE, CA**

An American technology company specializing in data and storage networking products. The project was aimed at migrating from current standalone Learning Management System (LMS) to SaaS hosted system which was fully integrated into the Brocade IT infrastructure.

* Led the team responsible for improving **productivity & efficiency** of Education Services by 50% in 3 years
* Worked with business and IT to provide data points, **ROI and cost benefit** analysis to assist **build /buy decision**.
* Executed Procurement process including **detailed RFP document for LMS vendor selection (Selected SABA)**
* Interviewed business and technical leaders to understand to document BRD and FSD.
* Developed a business strategy to **reduce the operational cost** for Education Services
* Replaced existing Learning Management system with a new integrated/automated system, **25% more efficient**
* Evaluated and onboarded new SaaS vendors to add additional capabilities like SSO and CC payment gateways
* Managed **cross functional stakeholder** like Education, Marketing and Finance on new business processes
* Maintained SOX and PCI compliance throughout the project
* **Designed communication plan** for internal & external users of the system on changes and new processes

**BUSINESS ANALYST MARCH 2008 – JULY 2009**

**ESURANCE , SAN FRANCISCO, CA**

Esurance is a leading Auto Insurance provider in USA on the internet. The project was targeted at creating a mobile website to allow customers to view and update their policy related information using smartphones. Few of the features included premium balance due check, claim status, policy documents, insurance id card etc.

* Created meeting templates for the **JAD/JAR sessions**, acted as a **facilitator** to gather requirements and validated it with stakeholders/end-users/clients.
* Translated the business requirements into **Functional** **Requirements (FRD)** following the Agile **SDLC** methods
* Assisted project manager to prepare project plan, Gap analysis, define the development timeboxes and allocate requirements to each timebox with resources using Microsoft Project.
* Created **UML based diagrams** using Rational Rose and MS-Visio for **Use Cases** and **Activity Diagrams**, for better understanding of the layout of the new process.
* Worked as an Interface between the users and cross functional teams involved in the application development for better understanding of the business and IT processes
* Created **Mock** **up** **Screens** using **MS** **Visio** to assist designers to develop an architecture diagram
* Performed **Manual Front-End Testing** to check all functionalities of different modules

**BUSINESS ANALYST MAY 2005 – MAR 2008**

**JP MORGAN CHASE, MUMBAI, INDIA**

JP Morgan Financial, Inc., a financial services leader with approximately $586 billion of assets under management, has operations in the United States, Asia, Europe, and Latin America.

* Analyzed the requirements and identified critical functionalities.
* Wrote detailed functional designs based on business requirements and gap solutions.
* Managed meetings, documented action items and minutes, and presented summarizations to the peers and communicated with clients regarding issues and relayed resolutions to all appropriate staff
* Coordinated in developing test scenarios, test cases and implemented test plan using Mercury Quality Center.
* Performed extensive UAT and provided feedbacks on defects to developers in order to improve the application.

**EDUCATION QUALIFICATION**

Bachelor of Arts - Economics - Hansraj College, University of Delhi, India (2005)

Project Management Certification - University of California - Berkley and Santa Cruz