**PROFESSIONAL SUMMARY**

* 7+ years of working experience as Business Analyst in E-Commerce / Retail industry.
* Comprehensive knowledge and experience acting as a liaison between business and technology in phases of Software Development Life Cycle (SDLC) methodologies like Agile and Waterfall.
* Supported Business Partners in a matrix environment and managed the activities of third party software vendors.
* Experience in overseeing the design, development, and implementation of software and hardware solutions, systems, or products provided via third party solution providers.
* Sound knowledge of E-Commerce and the POS system.
* Expertise in Supply chain management systems.
* Well-developed business and supply chain understanding attained through diverse assignments in logistics, sales, and business analysis at both staff and manufacturing locations.
* Prepared detailed reports analyzing the supply chain practices and offered suggestions for improvement.
* Experience working on cloud based Magento eCommerce platform.
* Expertise in defining and developing analysis of Business Requirement Documents, Functional Specification Documents, Test Plans and reports.
* Organized Joint Application Developments (JAD), Interviews, workshops and requirement elicitation sessions with end-user/clients/stake holders.
* Proficient in Microsoft Excel (Pivot Tables, Vlookup, Hlookup, VBA, etc.)

**Technical Skills**

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| --- | --- |
| Methodologies | Waterfall, Agile |
| Project Management | MS Project |
| Version control | JIRA |
| Change management | Rally, JIRA |
| Testing/Defect Tracking | Quality Center |
| Language | C, C++, Java, .Net, UML, XML, HTML |
| Database | SQL Server, Oracle, MS Access, DB2 |
| Reporting tools | Crystal report |
| Modeling Tools | MS Visio, MS Excel |
| eCommerce | Magento |

**Professional Experience**

**Menards, Eau Claire, WI**

**July 2016-August 2018**

**E-Commerce Business Analyst**

The project was based on implementing MagentoeCommerce application for menards.com that focused on integrating the Web based POS system to assist Menards streamline process, integrate channels and Order Management systems and maximize profitability. Its main functionality included integrating the E-commerce &POS system to promote cashier activities, operations management, and assortment planning and customer relationship management. I also Worked on Order Management System that was part of the supply chain which plans, implements and controls the efficient, effective forward and reverse flow and storage of goods, services and related information between the point of origin and the point of consumption in order to meet customers' requirements.

As a Business Analyst I also worked on the enhancement for shopping cart application, the B2B exchange of data & online transaction processing & electronic funds transfer.

**Responsibilities:**

* Actively Participated in daily scrum stand ups, sprint planning/grooming, tech reviews, story development, business meetings, sprint demos and sprint retrospectives in an agile environment.
* Responsible for maintaining a focus on the user requirements and what the team needed to achieve in each sprint.
* Participated in Design Phase, together with members of the Product team, developers, and DBAs for Magento implementation.
* Attended weekly meetings in order to address any new developments.
* Assisted the testing team in Magento eCommerce Application testing.
* Created user stories, use cases as well as acceptance criteria in supporting the implementation of functionality in every sprint, planning the iterations and releases and testing the developed functionality.
* Managed the implementation of all Magento based product.
* Used internet marketing techniques and maintain Magento eCommerce platform.
* Worked on Magento reports development, backend extensions development and enhancement
* Utilized corporation developed Agile SDLC methodology. Used Scrum Work Pro and Microsoft Office software to perform required job functions.
* Used Website Wireframes for graphic presentations.
* Create daily reports in designed MS Excel spreadsheet with pivot tables.
* Used MS Excel to analyze, communicate, & examine organizational change.
* Conducted Analysis of business scenarios using MS Excel.
* Conducted analysis of client business processes and functional or reporting requirements.
* Reviewed and analyzed the effectiveness and efficiency of existing systems and develop strategies for improving or further leveraging the application under test.
* Prepared and delivered solutions, recommendations, or alternatives that addressed existing and potential trouble areas in retail systems across the organization.
* Analyze “AS IS” and “TO BE” scenarios, designed new process flows and documented the business process and various business scenarios
* Interact with business partners to perform the Initial Project Analysis define new and document retail sales reporting requirements and Change Requests (CRs).
* Performed the Back-End Testing to ensure data consistency and accuracy by writing and executing SQL statements on Oracle Database
* Extensively used SQL statements to query the Oracle Database for Data Validation and Data Integrity.
* Use SQL and MS Excel using macros for all Data validation based on the Business Rules.
* Extensively wrote standard and complex SQL queries to perform data validation to make sure test results matched.
* Assisted B2B and B2C to monetize their spending through various analytics, and pay per click advertising for Facebook, Instagram and Twitter platforms.
* Coordinated projects, activities and resolving issues with third party vendors to ensure that desired results are delivered as per the project schedule.
* Collaborated with development team to create OMS (Order Management System) to ensure significant improvements in working efficiency and organize orders in a timely and systematic manner.
* Participated in meetings with Developers, Project Managers and Quality Analysts to discuss business requirements, test planning, resource utilization, and defect tracking (using JIRA).
* Analyzed Business Requirements and created Use Cases, Use Case Diagrams, for applications and created Activity Diagrams using MS Visio.
* Coordinated with testers to write test cases for the functional requirements according to acceptance criteria.
* Conducted User Acceptance Testing (UAT) and System Integration Testing (SIT).
* Proactively searched ways to enhance the E-commerce Divisions performance through enhanced information, system processes and business processes.

**Best Buy, Minneapolis, MN**

**November 2014- June 2016**

**E-commerce Business Analyst**

Consumer demand for flexibility and choice is driving the pace of technology innovation in commerce, both online and off. Magento Commerce and Magento Order Management were implemented to meet the needs of customers by creating world-class omnichannel experiences.As a E-commerce Business Analyst I was involved in implementing the business models for Magento implementation. As a Business Analyst I initiated and crafted project charter by collaborating with senior business executives and technical architects; facilitated document through the global enterprise dispatch process resulting in an expedited approval of project time lines, resources and scope.

**Responsibilities:**

* Discovery session for gathering and updating requirements for Magento implementation.
* Worked with the clients on the final signing process in the User Acceptance stages.
* Facilitated JAD sessions to collect requirements from system users and prepared business requirement that provided appropriate scope of work for technical team to develop prototype and overall system.
* Participated in Daily Agile Scrum “Stand-up”, Biweekly Sprint Planning and Retrospective Sessions and update the team on status of upcoming User Stories.
* Use Agile systems and strategies to provide quick and feasible solutions, based on Agile system, to the organization.
* Involved in writing complex SQL queries to extract the data from Oracle database
* Work in Agile, scrum, and sprint environment in order to change the requirements and features set.
* Work closely SCRUM team to create test scripts and test cases to ensure coverage of all areas of the product/feature(s)
* Drafted requirement based on Warehouse Management System integration to OMS.
* Used SQL Queries in Oracle to pull out data from the databases for the data validation and routine report generation.
* Created and maintained an Excel database.
* Conducted business analysis, acted as a liaison between project manager, business users, & IT team, and used MS Office for the documentation.
* Worked with the SME’s (Financial Analysts, Risk Managers, and Project Managers) to define business critical needs and analyze the possible technical solutions.
* Interacted with database developers for formulating the ER diagrams and data flow diagrams.
* Prepared Use cases and Activity flow diagrams and Work flow diagrams, considering the scope of the project with MS VISIO.
* Worked with website wireframes to visually support the business rules and interaction requirements for a screen transform.
* Analyzed and translated business requirements into system specifications utilizing AGILE methodology
* Documented, coached, and elicited business requirements from subject matter experts by writing user stories resulting in a clearer, more detailed and more complete understanding of project deliverables.
* Prepare and update internal status reports to inform leadership of regulatory events and status.  .
* Monitoring the support request queue in Remedy trouble ticketing system.
* Wrote detailed requirements for enhancement of certain features of Magento platform.
* Created manuals for UAT testers and external users to explain the features of Magento Order Management.
* Coordinated testing for various mobile devices including iPhone, Android Phones or tablets (iPads, Android).
* Used JIRA for Defect Management.
* Conducted walkthrough and lead work sessions to the end users.
* Developed functional requirements and specifications.
* Involved in gathering, documenting and verifying Business and Functional requirements.
* Worked closely with stakeholders for requirements gathering.
* Identified end-to end requirements for all systems and business units that may be impacted by the project.
* Translated user requirements into business requirements that are testable and traceable through business and functional requirements and/or workflow changes.

**Nordstrom, Seattle, WA**

**August 2012 – October 2014**

**E-commerce Business Analyst**

Nordstrom, Inc. is an upscale fashion [retailer](https://en.wikipedia.org/wiki/Retail) that sells eyewear, clothing, accessories, handbags, jewelry, cosmetics, and [fragrances](https://en.wikipedia.org/wiki/Fragrance). The project was to enhance and improve the e-commerce application for official web portal www.nordstrom.com. It focused on inventory tracking. Order Management and optimal stock maintenance. The application required integration of the centralized database to the e-commerce application.

**Responsibilities:**

* Extracted the Business Requirements from the Business Users and documented it for the developers conducting JAD sessions and Interviews.
* Interacted with client and the Technical Team for requirement gathering and translation of Business Requirement to Technical specifications.
* Conducted Web Meetings with Off-Shore team members to ensure that everybody is on the same page.
* Collected weekly status reports to ensure that all deliverables are met on time and on schedule.
* Created Use Cases from the list of requirements and prepared use case diagrams
* Involved in integration testing with added features like color and size.
* Wrote detailed requirements for enhancement of certain features on E-Commerce Application
* Created manuals for UAT testers and external users to explain the features of E-commerce application.
* Transfer Excel audit reports to a more automated solution. Use established pivots as the basis for creating parameterized reports and data-driven subscriptions
* Implemented SDLC for the development life cycle and followed the standard process in the application development through agile methodology.
* Attended in daily standup status meeting for outlining goals for the day and discussion of current or potential blockers, enhancement and modification.
* Created project plans, detailing projects Scope, process flow, timelines, and requirement documents and analyze risks.
* Used wireframes to visually support the business rules and interaction requirements for a screen transform.
* Developed the business and functional requirements specification describing and prioritizing of the requirements in detail.
* Participated with QA team to conduct major functionality testing of the different module such as enrollment, report etc. manually.
* Designed and implemented SQL queries for reports and data validation.
* Analyzed “AS IS” and “TO BE” scenarios, designed new process flows and documented the business process and various business scenarios.
* Wrote use cases and relevant UML diagrams such as Use Cases, Activity and Sequence diagrams.
* Worked on requirements for various modules covered under Retail and Global E-Commerce and POS apps.
* Assisted testing teams in defect management using Quality Center.
* Created SQL scripts to extract the data from the operational database into simple flat text files.
* Performed regression tests on each module and collectively to check for functionality.

**Safeway, Pleasanton, CA**

**April 2011 – July 2012**

**E-commerce Business Analyst**

I was involved in the re-design of Safeway’s www.safeway.com. I interacted with client and the Technical Team for requirement gathering and translation of Business Requirement to Technical specifications.

**Responsibilities:**

* Extracted the Business Requirements from the Business Users and documented it for the developers conducting JAD sessions and Interviews.
* Conducted Web Meetings with Off-Shore team members to ensure that everybody is on the same page.
* Collected weekly status reports to ensure that all deliverables are met on time and on schedule.
* Created Use Cases from the list of requirements and prepared use case diagrams
* Involved in integration testing with added features like color and size.
* Created manuals for UAT testers and external users to explain the features of mobile application.
* Created and maintained an Excel database.
* Implemented SDLC for the development life cycle and followed the standard process in the application development through agile methodology.
* Attended in daily standup status meeting for outlining goals for the day and discussion of current or potential blockers, enhancement and modification.
* Worked on requirements for various modules covered under Retail and Global E-Commerce and POS apps.
* Participated in Business Layer testing of Hardware settings, Hardware units, Barcode scanner, Printers, Scale, Cash Drawer, Tower, business transaction flows etc.
* Handled testing activities for implementing and rollback procedures while deploying enhancements into production.
* Worked closely with the User Acceptance Test Coordinator, Project Manager and Business System Analysts to understand business processes and develop concrete UAT cases.
* Planned designed, executed and evaluated Performance tests of web application and services and ensured
* Participated in meetings with other developers and testers on a regular basis to overcome the communication gap.
* Performed Data mining of the application to determine data properties and structure.
* Created SQL scripts to extract the data from the operational database into simple flat text files.
* Performed regression tests on each module and collectively to check for functionality.

**Education**

Master’s