**SAM**

**Sr. Business Systems Analyst | Scrum Master**

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**Professional Summary**

Versatile management professional with **13+ years** of work experience as **Sr.** **Business Systems Analyst (9+ years)** and **Corporate Communications Executive (4+ years)**, with in-depth knowledge of software development and exhaustive expertise in business process analysis.

Managed highly visible, complex projects with aggressive timelines and delivered cost effective, high performance technology solutions to meet challenging business demands.

* Experience in **liaising with business and technical stakeholders** and coordinating with cross functional team to meet the business objective.
* Experience in **Software Development Life Cycle (SDLC)** process including **Waterfall, Scrum, Rational Unified Process Methodology (RUP) & Spiral**.
* Hands-on experience as a **certified Scrum Master** and use of **Rally & JIRA** applicationsin Agile Environment
* Experience in **requirement gathering & elicitation techniques**, with active participation in 1-1 interviews, group meetings, prototyping, focus group studies, surveys, questionnaires etc.
* Experience in conducting **Joint Application Development (JAD)** sessions for deriving functional/non-functional requirements.
* Experience in conducting **Impact, SWOT, Feasibility, Risk, ROI** and **Porter’s 5 Forces Analysis.**
* Extensive experience in UML diagrams like **Activity Diagrams, Sequence Diagrams, Use Case Diagrams, Process Work Flow Diagrams, Interaction Diagrams and Class Diagrams**.
* Extensive experience in creating artifacts like **Business Requirements Documents (BRD), Functional Requirement Specifications (FRS), Software Requirement Specifications (SRS) and GUI Mockup Screens**.
* Experience in defining and analyzing services and incorporating them into **service oriented processes** through extensive uses of **WebServices** in **SOA Environment.**
* Developed **Test Cases** & **Test Plans** with extensive use of **HP ALM & Clear Quest**
* Expertise in generating **DDL, DML** and **DRL** queries in SQL to retrieve data from target database.
* Experience in **designing schemas**, **creating databases, executing queries using SQL**
* Involvement in **Data Dimensional Modelling, Data Extraction Transformation Loading (ETL) and Business Intelligence Reporting** using **Informatica &Tableau**
* Involved in the validation process for **Client-side, Server-side and Database**.
* Experience in **Project Management, Business Process Mapping (BPM)**
* Excellent communication and interpersonal skills with strong **Customer orientation and Client interfacing skills**
* A **self-motivated professional**, possessing good **Technical, Leadership, and problem solving skills** and proven to be a good Team Leader
* **Domain Knowledge** – Life Insurance, Property Insurance, Auto Insurance, Health Insurance, Credit Risk Analysis, Banking (AML/KYC, Loan Management), Lead Management System, Website Design and Development, E-Learning & Learning Management System

**Technical Skills**

* **Web Technologies:** HTML, CSS, JSP, XML, AJAX
* **Software Applications:** MS Project, MS Office, MS SharePoint, Minitab
* **Databases:** Oracle 8/9/10/11, DB2, SQL Server Express Edition
* **Database Tools:** Informatica, Pentaho Workbench, Talend, TOAD, IBM's DataStage, Microsoft's SSIS
* **Change Management Tools:** JIRA, Rally
* **Tools and Packages:** MS Visio , Mockup Screen, Lucid Charts, Rational Rose, HP Quality Centre, Tableau, SAS, Rational Requisite Pro, Rational Door
* **E-Learning :** Articulate, Captivate, Raptivity, Elicitus, Learning Management System

**Project Profile**

**Client: Alfa Insurance, Montgomery, AL Feb 2014 - Present**

**Role: Sr. Business Analyst**

**Project: Automated Insurance Claims Management System**

**Description:**  Alfa Insurance, through its various companies, offers a line of insurance products including Life Insurance, Auto Insurance, Home Insurance among others. The project's scope was to **automate the existing insurance claims management** through system automation and eliminating human interventions at various phases of claims process including intake, adjudication and payment of claim.

**Roles &Responsibilities:**

* Gained insight about the structure, business model, and existing insurance claims process referring to **legacy documents** and **SharePoint**.
* Prepared the **Gap Analysis Document** & **Feasibility Study** though extensive use of **SharePoint Analytics**, various **Elicitation techniques** like Meetings, Group Discussion, Surveys & **JAD Sessions**.
* Coordinated with Project Manager to create **Work break down structure (WBS),** manage schedules, deadlines, resources and the project tasks using **MS Project**.
* Documented artifacts like **BRD, SRS** and communicated with technical team for development and testing of the application in an effective manner.
* **Participated in various meetings/discussions, with Product Manager, SME and Project Manager**, to discuss and consolidate the business requirements.
* Designed various **Use Case diagrams, process flow diagrams, sequence diagrams** using MS Visio and Mockup screens.
* Performed gap analysis of existing **WebServices** already used by departments like Claims, Underwriting, Legal and Finance and utilizing those for the main **Dashboard**.
* Conducted **Smoke & Adhoc testing** in order to assess the viability of the shippable product at various **Development Environments.**
* Reviewed **Test Procedures**, defined **Test Cases**, **analysed bugs**, interacted with team members in **fixing errors** through extensive use of **HP ALM & Clear Quest** and conducted **User Acceptance Testing (UAT)**
* **Responsible for identifying issues** and recommending changes in the application.
* Involved in **User acceptance testing (UAT) and Integration testing.**
* Used **Rally** to manage schedules, deadlines, resources and the project tasks.
* Closely involved with **system migration strategies**, **readiness assessment**, **deployment** and **training requirements** and execution of training plans.

**Environment:** Java,Hybrid, Windows 8, MS Office Suite, MS Project, Visio, SharePoint 2010, Mockup Screens, HP ALM, Rational RequisitePro, SQL Server Services, Tableau.

**Client: Merrill Lynch, Hopewell, NJ Feb 2013 – Jan 2014**

**Role: Sr. Business Analyst**

**Project: Anti-Money Laundering Surveillance System**

**Description:** *Merrill Lynch is a diversified financial services company providing banking, insurance, investments, mortgage and commercial finance. The scope of the project involved the* ***enhancement of anti-money laundering (AML) surveillance*** *and to improve the ongoing monitoring of customers and their transactions to a new level of efficacy through* ***superior analysis, detection, investigation, link analysis, risk rating and Financial Intelligence Unit (FIU) reporting****.*

**Roles &Responsibilities:**

* Performed **enterprise analysis, gap analysis and feasibility study** to understand the viability of the project on user’s perspective
* Analysed the existing artifacts and checked the application conformity with business and compliance rules such as **FINRA, FIU** specifications.
* Involved in identifying multiple significant cases, **red flags** and patterns associated with money laundering layers like **placement, layering and integration.**
* Used various **Elicitation techniques** like Meetings, Group Discussion, Surveys & **JAD Sessions** to **gather functional and technical requirements**
* Created front end via **storyboards/prototypes and wireframes** in collaboration with UI designer and Architects to create customized UX (user experience) using **Visio** & **MockUp Screens**.
* Used **UML methodology to prepare Use Cases** from the gathered requirements and created diagrams using **MS Visio** for easy understanding by the technical staff.
* Involved in writing the **Business rules** which helped the developers for developing the Business logics.
* Used Microsoft Visio & Rational Rose for data modelling and data Visualization by creating **ER diagrams.**
* Extensively used **IBM Doors & Excel** forData Analysis**,** project process traceability and management.
* Used **MapForce** for **Data Mapping** and **SOAP UI** for Web services to ensure interaction between systems.
* Created interactive **dashboard** with **predictive analysis** using **Informatica**.
* Implemented the testing cycle schedules, timelines, **test plan and test cases** for system testing and developed user training manuals.
* Closely involved with **system migration strategies**, **readiness assessment**, **deployment** and **training requirements** and execution of training plans.

**Environment:** Java**,** Scrum, MS Office Suite, MS Project, Visio, Mockup Screens, UML, SharePoint, SQL Server Services, Soap UI, Informatica.

**Client: Ernst & Young, Alpharetta, GA Nov 2011 – Dec 2012**

**Role: Business Analyst**

**Project: Data Warehouse**

**Description:** *Ernst & Young, one of the world's leading professional services organizations, helps companies across the globe to identify and capitalize on business opportunities. The scope of the project involved developing Data Marts from the various operational & functional segments like Wealth & Asset Management, Banking & Capital Markets, Insurance and creating* ***BI reports*** *for predictive modelling and* ***Ad-hoc querying****.*

**Roles and Responsibilities:**

* Involved in identifying the problem definition as part of continuous process improvement using **define, measure, analyze** and **improve** to support the business continuity of the organization
* Acted as a liaison between management and Data Warehouse management team.
* Involved in Project Management activities like defining / managing project scope, schedule management, creating project plans, tracking and communicating project status and deliverables.
* Extensively interacted with data analysts during the **ETL operations** in identifying the source files/databases and implementing the transformation logic for achieving data uniformity in operational data store (ODS).
* Facilitated **JAD sessions** with **focus groups, requirements workshops, Interface analysis and prototyping** to effectively understand the analytical reports needed by the internal clients.
* Coordinated with the DW architects and developers to identify appropriate **dimensional modelling (identifying dimensions/facts/referential integrity),** measures (additive/semi-additive/non additive) and sizing (in terms of number of columns, records per dimension and fact table).
* Used **Mockup screens** to convey the look and feel of **GUI screens** for the end users to developers.
* Used **Visio** to prepare **Use Cases diagrams, process flow diagrams, sequence diagrams**
* Established **Requirements Traceability Matrix (RTM)** using **Rational Requisite Pro** to trace the completeness of requirements
* Established **Key performance indicators (KPI)** for the application performance measurement in specific functional area of the organization.
* Analyzed the **functional/non-functional requirements** of the data warehouse for generating BI reports and communicated the same to architects and developers.
* Extensively used **SQL Queries** for data analysis, system verification and validation.
* Involved in identifying and suggesting the different **dimensions (slowly changing dimensions/rapidly changing dimensions)** required for generating the reports and **OLAP cubes** to facilitate the multi-dimensional view of the data to generate slicing/dicing, roll-up/drill-down reports.
* Used various SQL commands to update the database and retrieve data for **data analysis and validation**.
* Extensively interacted with the designers, developers to ensure functional implementation of business requirements and QA Team in executing **Test Plans, Test Scenarios and Test Cases.**
* Coordinated the execution of **Unit Testing, System Integration Testing (SIT), Performance & Service level testing and User Acceptance Testing (UAT).**

**Environment:** .Net,Waterfall, Windows (98/XP/7/Vista/8), MS Office Suite, MS Project, Rational Rose, UML, SQL Server Services, Oracle Data Integrator, Informatica.

**Client: Fidelity Investments, Durham, NC Dec 2009 – Sep 2011**

**Role: Business Analyst**

**Project: Investment Proposal System**

**Description:** *Fidelity Investments is one of the largest financial services company providing annuities, discount brokerage services, retirement services, estate planning, wealth management, securities execution and clearance, and life insurance services to its clients. The project’s main objective was to create an* ***investment proposal system****, a web application which seeks input from individual investor to ascertain the investment strategy, ascribe asset classes, quantify risk tolerance, and determine asset allocation and its weightage.*

**Roles &Responsibilities:**

* Designed, implemented and loaded dynamic questionnaire system into the database to facilitate customer quantify their risk tolerance and determine their investment strategy.
* Used statistical mathematical formulae like standard deviation, variance and theories like **Efficient Frontier Hypothesis** and **Monte Carlo Simulations**.
* Performed **Gap analysis** by identifying existing technologies, documenting the enhancements to meet the end state requirements.
* Identified the requirements of the stakeholders and created **Business Requirement Document (BRD)** and **Functional Requirement Document (FRD).**
* Facilitated **JAD Sessions** with users, developers, and database design team to deal with backend synchronization issues.
* Created Use-Case Models to depict Actors and **Use-Cases** in various Business Processes.
* Responsible for numerous decisions in respect to business policies, procedures, methods for implementation.
* Developed **EXCEL models** for **Portfolio Risk and Return Analysis**, as a basis for complex asset allocation strategies designed by programmers.
* Created various types of reports/sub-reports and drilldown like standard and cross tab reports with bar chart, pie chart and line-chart graph representation reports using **Crystal Reports**.
* Involved in implementing **Business Process Management Notation** (BPMN) for designing the process flow.
* Used UDDI to identify relevant web services.
* Created **deployment flowchart** in conjunction with the development, infrastructure, and network teams containing instructions for maintaining the Application.
* Involved in **user acceptance** and **functional testing**.
* Created consolidated status reports for the client and demonstrated the changes made.

**Environment:** Java,Hybrid, Windows 98/XP, MS Office Suite, MS Project, Visio, UML, Mockup Screens, HPQC, Rational RequisitePro, SQL Server Services

**Client: Yes Bank, Mumbai, India April 2008 - Nov 2009**

**Role: Business Analyst**

**Project: Loan Management System**

**Description:** *Yes Bank, is India's fifth largest private sector bank. The objective of the project was to create a unified loan management system, which can facilitate speedy flow of information by rationalized process flow and through the creation of integrated database, and interactive user interface. The project focus was on authorization and authentication matrix for enhanced security and at the same time application shall use multiple web services for enhanced flow of information with the help of system oriented architecture.*

**Roles &Responsibilities:**

* Responsible for creating and reviewing **business requirements, functional specifications, project schedules, documentation and test plans** related to commercial lending
* Worked extensively with **SMEs** in understanding and documenting their requirements. Worked with all levels of client staff in the process of solution definition
* Assisted with product evaluation, product customization and system integration. **Conducted GAP analysis** around the identification of business rules, business and system process flows, user administration, requirements and assumptions
* Designed and developed **Use Cases, Use Case Diagrams and Activity Diagrams using UML**
* Supported testing, **Test Cases in HP Quality Center** that would test various Test scenarios
* Authored business requirements documents with the business users. Extracted, discussed, and refined business requirements from business users and team members.
* Involved in documentation during various phases of **development life cycle.**
* Coordinated activities between business unit and technical staff, developed new methods, policies, and procedures to meet the business needs, as well as acted as primary trainer in educating the business units, related to business applications.
* Performed **UAT** on business requirements, technical specifications and business objective.

**Environment:** .Net, Waterfall, Microsoft Project, Rational Clear Quest, UNIX, MS Excel, SQL Server.

**Client: ICICI Prudential Life Insurance, Mumbai, India Dec 2005 – Mar 2008**

**Role: Jr. Business Analyst**

**Project: E-Learning Platform & Learning Management System (LMS)**

**Description:** *ICICI Prudential Life Insurance is an insurance joint venture between ICICI Bank of India and UK based Prudential Plc. The project was about* ***developing the web application for E-Learning along with LMS****.*

**Roles &Responsibilities:**

* Interacted with the customers and internal **stakeholders to gather user** requirements and their expectations from the system.
* Involved in analyzing **Business Requirements and developing System Specifications.**
* Assessed business priorities, and **advised business units on risks and Cost-Benefit analysis.**
* Used Rational Rose to generate various **UML Diagrams** and prototypes**.**
* Transferred the training modules on the **E-Learning Platform** through **Articulate**.
* Involved in incident reporting and change and configuration management procedures using **Clear Case**.
* Used various interactive games and quizzes using softwares like **Raptivity & Elicitus.**
* Participated in the development and preparation of the **test plan** and **test cases** for **LMS**.
* Created training plans and **SOP** aimed at seamless operation of the LMS on the e-Learning platform.
* Responsible for **loading, testing, and maintaining** courses/content and learning tracks in LMS.
* Created various types of reports/sub-reports and drilldown like standard and cross tab reports with bar chart, pie chart and line-chart graph representation reports using **Crystal Reports**.
* Closely involved with **deployment** and **training requirements** and execution of training plans.

**Environment:** .Net, Waterfall, Ms Access, XML,CSS, JavaScript, Articulate, Captivate, Raptivity, Elicitus, Learning Management System, Clear Case.

**Shaw Wallace, Jumbo Group India Jan 2001 – Oct 2005**

**Role: Corporate Communications Executive**

**Description:** *Shaw Wallace is an alcoholic beverage company under the umbrella of Jumbo Group. It is a diversified group with business includes beverages, Tyres, Gelatines, Agrichem, Engineering, Tanneries, Freight Forwarding and Electronics.*

**Roles &Responsibilities:**

* Promoted company brand through press, trade shows and media outreach initiatives.
* Provided assistance with quarterly and annual metrics report compilation.
* Interacted with business heads and analysed on company products
* Interacted with sector analysts and created competitive analysis on business sectors and products

**Education:**

* **Bachelor of Arts in English Literature, India**
* **Diploma in Travel & Tourism Management, India**

**Certifications:**

* **LOMA(Life Office Management Association) 280,290**
* **Diploma in Project Management (Alison)**
* **Scrum Master Certification (International Scrum Institute)**