**Sant Shah**

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**Professional Summary**

* 7 years of professional experience as a Business Analyst in various domain including E-Commerce, Retail, Supply Chain and POS Industry.
* Extensive experience in analyzing and requirements gathering and writing system functional specifications.
* Extensive experience working with vendor e-commerce tools like Microsoft commerce as well as helping construct and integrate in-house ecommerce applications.
* Expertise in broad range of technologies, including business process tools such as Microsoft Project, MS Excel, MS Access, MS Visio, technical assessment tools, MicroStrategy Data Warehouse Data Modeling and Design.
* Sound Knowledge of data architecture concepts, data warehouse and datamarts.
* Experience in development methodologies like RUP, SDLC, AGILE, SCRUM and Waterfall
* Adept in reviewing Test Procedures, creating Test plans, Test Scenario, defining System & Integration Test Cases, executing Test Cases, Test Data reviewing and maintaining and executing detailed Test scripts for User Acceptance Testing (UAT), analyzing bugs, interacting with team members in fixing errors and UAT and also assisted in Post–Production support.
* Expertise in UML (class diagrams, object diagrams, GAP Analysis, use case diagrams, state diagrams, sequence diagrams, activity diagrams, and collaboration diagrams) as a business analysis methodology for application functionality designs using IBM’s Rational Rose.
* Highly skilled in preparing and reviewing of Test Strategy/Test Plan/Test Cases/Test Scripts for UAT, Functional, System, Integration and Performance testing.
* Solid understanding of Business Process definition, Risk Analysis and SDLC methodologies.
* Extensive experience in conducting Market Research, Feasibility Studies, Data Analyses, Data Mapping, Data Profiling , Gap Analyses, Risk Identification, Risk Assessment, ECM (Enterprise Content Management) , Risks Analyses, and Risk management.
* Good Knowledge of using SQL and PL/SQL to access databases (Oracle, Sybase)
* Worked on various modules with focus in Order Management [OM], Distribution/Supply chain- Purchasing [PO], Inventory [INV], Bill of Material [BOM], Work in Process [WIP] and [WMS]
* Exposure to Client/Server, Web Application developmental tools and Software development and design.
* Excellent presentation skills to demonstrate Oracle ERP system to the business

**Technical Skills**

* **Business Analysis:** UML, Doors, RequisitePro, SharePoint, ClearQuest, Mercury Quality center, SDLC
* **Data Modeling Tools:** ERwin, Informatica.
* **Reporting Tools:** Access, Excel, MicroStrategy, MS Visio, BI Studio, Report Manager, Cognos, Crystal Reports
* **Database:** Oracle RDBMS, 10g & MSQL, SQL Server, Sybase,Teradata, PL/SQL, DB2
* **Programming:** Java, C, C++, SQL, SQL Server
* **Testing Tools:** Win runner, QTP
* **Operating Systems:** UNIX, Windows, Windows Server, VMWare.

**Professional Experience**

**Bridgestone America, Nashville, TN May 2013 - Present**

**Sr. Business Analyst**

Bridgestone Corporation is the world's largest tire and rubber company. Bridgestone has major manufacturing plants in many countries around the world. The project was to work on B2C Ecommerce site and integrate its functionalities to the Sterling Order Management, Fulfillment and Supply Chain systems, which are using Web Sphere Commerce as Ecommerce platform. The project scope was in the implementation of a holistic approach to assist clients define sound business and technical strategies to successfully improve their processes and implement an Electronic Content Management (ECM) system.

**Responsibilities**:

* Involved in the meeting with Business Process Owners, SME (Subject Matter Experts) and Marketing Team to understand the scope of project
* Lead the JAD sessions for walmart.com application enhancements and gathered the requirements.
* Utilized RUP to create use cases, activity, class diagrams and workflow process diagrams.
* Involved in extracting the data from various source systems like Sybase, DB2, Oracle and flat files and loaded to a relational data warehouse and flat files.
* Support for a major effort to improve the Warehouse Management System (WMS) capabilities of Supply Chain.
* Responsible for Inventory, Bills of Materials, MRP, Discrete Manufacturing, Order Management and WMS
* Designed, development, implementation and roll-out of Microstrategy Business Intelligence applications
* Responsibility included analyze & design an interface between WMS system (newly procured vendor based Warehouse Management Systems system
* Worked on custom ERP software - Manufacturing and Distribution as the end user for performing daily activities.
* Responsible for working in the Functional/Technical Designing, User Training & Testing, Data conversion/data cutover, post-implementation support & maintenance of Oracle ERP systems).
* Requirements management using tools like Rational Requisite Pro and Microsoft Project
* Prepared validation documents, created test cases on various forms of the application such as clinical data capture.
* Developed requirements integrating Use Case diagrams and designed the testing process flows. Followed the RUP methodology for the entire SDLC.
* Identified opportunities to use existing Oracle ERP assets across multiple business units in order to move off of disparate legacy systems and onto a common enterprise solution.
* Conducted weekly/monthly/quarterly status meetings within the various user groups.
* Interacted with core development team to fix bug in the application using unit and system testing.

**Environment**: Window 2000, MS Visio/Dream Weaver, Teradata, Sybase, WMS, ERP, MS Excel, MS Power Point, Rational Rose, SQL.

**EBay, San Jose, CA March 2011 – April 2013**

**Business Analyst**

The company is into Online Auctions, Email, and E-commerce with the Internet. The Internet serves as a platform for e-commerce transactions and Multimedia Advertising. EBay online application, with many other partners like PayPal, Rent.com, etc., enables trade on a local, national and international basis. As a BA, I worked specifically on Online Help System for the customer retail shopping. This system was designed to help online customers with all the basic needs for selling and/or buying items on eBay.com

**Responsibilities**:

* Worked with the business users to define business requirements and analyze the possible technical solutions.
* Conducted user interviews, gathered requirements, analyzed, and documented Business requirements based on the analysis of loan processing workflow model.
* Integrated into the existing customer order processing system in addition to creating WMS data and documents for shipments and invoicing.
* Conducted workflow, process diagram and gap analyses to derive requirements for existing systems enhancements
* Interacting with the development and testing teams to improve overall quality of the software.
* Developed Use case, Functional, Object diagrams using Rational Rose.
* Used Microstrategy dashboards for data analysis and custom reports.
* Used ERP business user information to create prototype business models and related business objects for Human Resources, Sales, Supply Chain and Finance, which strongly supported ERP configuration using Business Process Modeling tool with UML and OOD.
* Analyzed user problems, including automated and manual business processes and identified, researched, investigated, defined and documented business processes.
* Involved in Managing Data modelling project from Logical design and implementation of Sybase Database
* Assisted the PM in performing Risk Assessment, Management and Mitigation.
* Created process for data consolidation, correction and governance as part of the Master Data Management system.
* Worked extensively with the QA team for designing Test Plan and Test Cases for the User Acceptance Testing.
* Verified the Business Scenarios on new builds to allow extended testing by the QA team

**Environment**: MS Visio, RUP, Rational Rose 2002, ERP, SQL Server 2000, Sybase,WMS, Teradata, TOAD, Microstrategy, Rational Clear Quest, Rational ClearCase

**Giant Food, Jackson, TN June 2009 – Feb 2011**

**Business Analyst**

The project was on a Point-of-Sale (POS) application developed by Sun for the Giant Food Inc, has a feature-rich POS system that supports Java POS technology, the industry standard for retail peripherals. The project also covered an Order Management System (E-Commerce App) that was part of the supply chain and Data Warehouse Inventory System 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. I used Enterprise Content Management (ECM) tool to present the records in various ways by allowing access of the data with various graphical representation.

**Responsibilities**:

* Involved in gathering data requirements from Sales and Financial organizations to understand the forecasting techniques and practices.
* Documented Business Requirements for a planned Enterprise Content Management (ECM) System, including identifying required attributes for each document type.
* Helped the QA team in writing the Test Plan and conducting the quality assurance phase.
* Managed migration of documents from shared and e-mail drive into ECM System.
* Ran SQL queries for analysis of report findings from the actuary team and validation of new reports that were developed.
* Prepared and executed different SQL Queries against the Oracle and Sybase Database.
* Used SQL for querying underlying database tables to analyze the forecasting data and worked with the Data Modelers to create Data model diagrams in working sessions.
* Highly self-motivated with excellent analytical and problem solving skills.
* Responsible for Data warehousing Business intelligence requirements related to different kind of canned reports.
* Conducted and participated in Peer Reviews, Walkthroughs and Project Status meetings and used MS PowerPoint to communicate project updates to management and project teams

**Environment**: MS Excel, MS Visio, Oracle, MS Access, Business Intelligence, Sybase,ECM, MS PowerPoint, MS Project

**Safeway Inc., Pleasanton CA March 2007 to May 2009**

**Business Analyst**

Safeway is the second largest supermarket chain in North America with 1,678 stores located throughout the western and central United States, Mexico and Canada. Fast Forward is a payment option available at participating Safeway stores. Under this option, a customer can choose to pay for his/her groceries directly from his checking account using an ACH payment mechanism. The project involved migration of Fast Forward payment data from UDB database to an Oracle database.

**Responsibilities**:

* Met with various business stakeholders to discuss and determine business requirements for Fast Forward Payment system.
* Completed GAP analysis and process mapping for existing AS-IS and TO-BE processes to capture flow of data within backend Fast Forward system, front-end Safeway E-commerce portal and also with external vendors – Experian and Certegy.
* Created business requirement specifications to document clearly specify business requirements.
* Worked with the QA team in writing Test Plan and conducting the testing process.
* Coordinated with multiple business and technical stakeholders to provide clarification and get signoff for business requirement specification document.
* Created and maintained issue list of business and system requirement specification issues.
* Worked closely with development and test teams to clarify business and system requirements.
* Reviewed test plans and test cases in HP ALM to ensure that they meet business and system requirements.
* Identified project issues and recommended solution for process optimization.
* Evaluated business processes for efficiency, usability and replacement.
* Developed reports for management about project status, issues and outcomes.

**Environment**: Agile, HP ALM, UML, MS Visio, MS Word, MS Excel, MS SharePoint, Oracle, Java, and JavaScript