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| **Saurabh Brijendra Rai**  **Sr. Business System Analyst**  **SUMMARY OF SKILLS:**   * Over 8+ years’ experience as an accomplished Business Analyst with extensive experience in entire aspects of general information technology industry and its applications in the **Supply chain, E-commerce and retail sector, CPG**. In-depth end-to end understanding of **Omni-channel, B2B and B2C processes** * Experience supporting MES and ERP and understanding of manufacturing process * Extensive experience of taking projects right from the **inception** all the way to the deployment as well as working on **enhancement**, **migration projects** with excellent **project management** skills * Experience working with **cross-functional teams** of varying sizes and **Autonomously** to achieve organization goal * **Recognize insights** and collaborate to **develop optimization** strategies to address areas of opportunity * Extensive working knowledge of all the phases of **Software Development Life Cycle** (SDLC) and have experience in traditional **Waterfall, Spiral** and **agile** methodologies such as **Extreme Programming** (XP), **Scrum, Kanban and Scaled Agile Framework (SAFe 4.0)** and **Waterfall-scrum hybrid** * Sound knowledge in **Supply Chain Planning**, **Inventory Management**, **Logistics**, **Cost reduction**, **Procurement** * Experience in **Cost reduction**, **End to End Inventory Monitoring**, **Order Management System**, **Creating Replenishment strategies**, **Forecasting**, **Warehouse Management System**, **Material Handling** * Experience conducting **requirement gathering** **sessions** using **Joint Application Development** (JAD) sessions, **Interview** sessions, **Questionnaires** for eliciting business requirements * Meticulous in writing **Business Requirements Document** (BRD), **Functional Requirements Document** (FRD), **Systems Requirements Specifications** (SRS), **Statement of Work** (SOW), **Value Stream Maps** * Constructed **UML diagrams viz. Use Cases**, **Activity Diagrams**, **Class Diagrams**, **Sequence Diagrams** toinvestigate **Business flow, Process Mapping** and **Understand Requirements** * Familiar in performing **GAP analysis** of **business rules**, **business and system process flows**, **user administration**, and **requirements** as well asconducted **SWOT Analysis**, **Cost Benefit Analysis** and **Feasibility Analysis** * Efficient in managing **change requests** by **performing Impact analysis- Business** and **Technical, across the entire SDLC** * Familiarity with scrum ceremonies viz.  **Backlog grooming, Sprint Planning, Daily Scrum, Sprint Review and Sprint Retrospective, and introduced** efficient engineering practices like **Test-Driven Development, Continuous Integration** * Competent in **breaking down Epics and Features** into **User Stories** using **INVEST** Criteria by employing various **slicing** **techniques** and assisting **Product Owner to prioritize** the **Product Backlog Items** (PBIs) for the sprint and design story specific **Acceptance Criteria** and establish **Definition of done, ready (DoD, DoR)** * Skillful at designing and implementing **SQL queries** using **unions**, **joins** and **aggregate functions** to **extract data** from **different data sources** also confirm the **accuracy of data in Data Warehouse** * Strong knowledge of implementing **Databases**, **Data Table Structures**, **Data marts**, **Data Analysis**, **Data Validation**, **Data Integration**, **Schemas** and **OLAP** **operations** viz. **Slice, Dice, Pivot, Roll-up and Drill-down** * Experience in **Source to Target data mapping**, documenting it and creating list of **data exchange interfaces** * Efficient at **turning** **processes into functional requirements**, including **data mapping**, **file inventories**, and **data flow** * Expertise in **identifying ETL jobs**, **designing reports**, **ensure data meets business requirements** and **managing work quality and quantity** through **frequent releases** and coordinating with **ETL** developers, modelers, PM’s and other BA’s * Significant experience in **N-tier architecture**, **Service Oriented Architecture** with strong and in-depth understanding of **JSON**, **XML**, **Web Services (WSDL, SOAP, REST)** across heterogeneous IT environments * Experience in **documenting API requirements** using both **XML and JSON** and creating **automated test scripts** for testing **Web API** using **SOAP UI and Postman** * Skilled at **documenting test defects** and **resolve defects** or **issues** to ensure thorough **traceability**, escalate issues if needed * Experience **leading the analysis**, **testing on projects**, **system enhancements** and **defects** * Adept at supervising **Black-box Testing**, **System Testing**, **Integration Testing**, **Regression Testing**, **Security Testing**, **User Acceptance Testing** (UAT), **Load/Stress Testing, A/B Testing**, and **Performance Testing** * Supported end users to triage and analyze application behaviors as well as functional testing of defect resolutions * Strong experience in **writing test cases**, **test plans**, **test scenarios**, using **Cucumber and Jenkins** for **testing and validating business requirements** and worked closely with **clients** to **demonstrate** **the new functionality and changes** to ensure all **business needs** are addressed * Well acquainted with ecommerce tools viz. Magento, ATG, AEG, SearchDex, Webmaster, Google Analytics * Expertise in usage of **Tableau,** to create **interactive and analytical dashboards** to aid in **Business Intelligence** (BI) **initiatives**, **decision making**, determine **Seasonality and trends** in the data * Self-motivated individual, Organized, Adaptable, Dependable, Fast learner, Excellent communication skills   **Technology Stack:**   |  |  | | --- | --- | | **SDLC Methodologies** | Traditional – Waterfall, Agile – SCRUM, Scaled Agile (SAFe 4.0),  Hybrid – Scrum-Waterfall | | **Business Skills** | Change Management, Problem & Incident Management, Impact Analysis, JAD Sessions, SWOT Analysis, Project Planning, Project Scheduling, Project Budgeting, Risk Management, Conflict Management, Excellent Communication, Competent leadership & managerial skills, Goal & Time oriented, Business Acumen, eDHR, Demand to supply Ratio (DSR), Business Process Modelling Notation (BPMN), Logistics coordinator, MES, ERP | | **Business Intelligence tools** | Tableau 8.3, IBM Cognos, MS Excel, R-Studio, SAS | | **Business Modeling tools** | MS Visio, Mockup Screens, Lucid Chart, Wireframes | | **Project management tools** | MS Project, MS SharePoint, SAP | | **Requirement management tools** | JIRA 6.3, MS Office, HP ALM 11.5, Version One, Rational Clear Quest, Rally, Confluence | | **Reporting tools** | Tableau Desktop, IBM Cognos, MS Office Suite | | **Architecture/Framework** | Service Oriented Architecture (SOA), 3 Tier Architecture, N Tier Architecture, Apache Web Server | | **Testing tools** | HP-QC 9.2, HP ALM 11.5, Rational Clear Quest, Load Runner 12.02, Swagger | | **Databases** | MS SQL Server, Oracle 10g/11g, IBM DB2, MS Access | | **Data warehousing** | Data Marts, Data Modeling, OLAP, OLTP, Data Mining, ETL, Slicing/Dicing, Drill Down/ Roll up, Pivot, Star and Snowflake Schema, Altova MapForce | | **Languages** | HTML-5, CSS-3, XML, C/C++, SQL, ASP, Java/J2EE, JavaScript, JSON, SOAP, RESTful |   **Educational Experience and Certificate:**   * MS Industrial Engineering, Ohio GPA: 3.56/4.0 * Bachelor of Instrumentation Engineering, Mumbai University, India * Six Sigma Yellow Belt * Certified Supply Chain Professional (CSCP)   **Professional Experience:**   1. **Estée Lauder, Melville, New York July 2017- August 2018**   **Sr. Business Systems Analyst**  **Scope:** The scope of the project was to enhance the ordering system form a static to CPFR process based and improve the Warehouse management system making the end-to-end supply chain process more efficient. To achieve this a robust Order management system was created to enhance and integrate order fulfillment, forecasting, reporting, Inventory management, Product Tracking and Replenishment.  **Responsibilities:**   * Analyzed business requirements, segregated them into high and low-level requirements and documented them using JIRA * Performed document analysis and Interviews to understand current business process and the desired business process i.e. conducted GAP Analysis using BPMN to understand any discrepancies and conducted risk assessment by understanding and analyzing current order management process to be able to predict the implications on the current system and enterprise * Analyzed and documented existing business process and Standard Operating Procedure (SOP) * Conducted JAD, document analysis, and Interview sessions with SME’s and various stakeholders to identify and analyze requirements for various functionalities and prepared Business Requirement Document (BRD) using the requirements collected and translated it into Functional Specification Document (FSD) and System Requirement Specification (SRS) * Created Work Breakdown Structure using MS Project to visualize workflow and created RACI matrix and value stream maps to manage all relevant stakeholders of the project and to help them understand the delivery flow of project value * For UI components created mock-up screens and wireframes using Radio buttons, Drop-Down, and check boxes in order to demonstrate it to stakeholders and created Use Cases, and Activity Diagrams to investigate the business flow * Participated in daily Scrum meeting, as well as other Scrum ceremonies, like sprint planning and sprint review meeting and sprint retrospective meeting, also updated the KPIs in collaboration with Scrum Master * Created User stories from the Documented requirements using INVEST Criteria in collaboration with Product Owner and Scrum Team and documented the acceptance criteria for the same * Assisted system architects using informatica power center to map data from source to target database as well as conducting data profiling, data cleansing and data governance and Used MS Excel for Data Validation and data validation log * Documented all SQL queries, ETL jobs, reports, visualizations to ensure highest quality accuracy * Used SQL queries to perform data inquiries, analyzing systems, reconcile defects and recommended solutions * Coordinated with Data team to initiate and validate the ETL of data from multiple sources to one Central Data Warehouse * Assisted the web service team in developing and testing REST APIs for front and back end, and obtained various elements and their description pertaining to API documentation to document it using Swagger * Created test plans, test cases, test scenarios, and User acceptance testing strategies for testing with the help of testing team and mapped them to Requirement Traceability Matrix and assisted testing using cucumber * Performed manual testing, system testing, technical troubleshooting, and user support * Aided in development of UAT test plans and worked with testing team to clarify ambiguity related to test cases, also assisted the development support team with defects during the testing using Jenkins for Continuous Integration * Assisted the inventory manager in creating ABC Analysis report to maximize inventory efficiencies and updating inventory parameters to ensure all SKUs are properly located in inventory system as well as coordinating logistics activities * Forecasted views to meet Sales, Operations, Purchasing, and Logistics planning requirements * Assed data, prepared ad-hoc business reports, and analyzed written summaries to provide recommendations and identify areas of opportunities for internal functions * Used Jira for bug tracking and HP-ALM for testing life cycle management   **Environment:** Scrum-Waterfall Hybrid, MS Project, MS Word, MS Excel, MS PowerPoint, MS Visio, JIRA, Confluence, Oracle DB, JMS API, Tableau, SOAP UI, Postman, Informatica power center, Jenkins, Java Framework, My SQL Workbench, HP-ALM, Swagger, Balsamiq, Cucumber, Selenium   1. **Staples, Framingham, MA April 2016- June 2017**   **Sr. Business System Analyst**  **Scope:** The project was to create and maintain a centralized inventory control system for convenience store that provided up-to-the-minute information regarding inventory in all stores within the region. This project involved the creation of a central data warehouse to collect operational data from client’s three separate warehouse management systems (WMS) and their sales and operations (S&OP) data to better align the operations as per market needs.  **Responsibilities:**   * Participated in project planning activities throughout the lifetime of the project * Understood the AS-IS and TO-BE system with proposed features while performing GAP Analysis on every aspect of DWH * Served as a liaison between company business areas and the data management team to develop the data and business requirements for the data warehouse, data modelling, ER diagrams, data flow diagram, and workflow analysis * Engaged with Project managers, Developers, and business users to ensure processes are defined, documented and translated into technical requirements in order for the development teams to build and deliver solutions * Extracted, combined, and filtered data sets from source systems, as well as utilizing external data sources to meet internal client specifications, also conducted regular auditing to identify data integrity issues and identified system data flow * Worked with Scrum Master, and the developers to write user stories in INVEST form with valid acceptance criteria * Organized and facilitated Scrum ceremonies and principles such as Backlog Grooming, Daily Standups, Sprint Reviews, and Sprint Retrospectives also Participated in sprint planning wherever applicable * Studied the impact of Change Requests in business requirements and updated them in requirements documents Analyzed data contained in the data warehouse using SQL- CRUD Operations and used Tableau to confirm data accuracy and integrity of various reports also to find seasonality and trends in the data and present the findings to the management * Worked closely with the ETL and Solution architecture teams to ensure that the data warehouse technical specification and design completely and truthfully reflect business functional requirements * Involved in reporting the impact of implementation of the new business requirements in downstream systems such as Supply Chain management, Data Warehouse, Payroll system * Identified sales and marketing data collection sources, and reported the Data Sources and assisted the ETL team in creation of database objects like tables, views, procedures to provide definition, structure, and maintain data efficiently * Assisted data engineer in designing, building and validating an optimized Star and Snowflake Schema data structure * Determined best approaches to research and solve data structure issues, and documented key operational workflows * Created data mapping document and performed data load and mapping from source systems using informatica * Analyzed requirement dependencies and negotiated priorities with product owner and assisted the Business Intelligence team in ensuring that the data loaded in data warehouse is accurate and Performed data profiling and data quality assurance, working closely with the data management team also oversaw data acquisition process and implementation into production * Facilitated meetings to gather the API Requirements for both the source and target system and worked on RESTful API’s generating JSON, XML responses using JDBC drivers to establish connections with databases and documented the REST API requests and responses in XML format using Swagger * Assisted in writing Features, Scenarios and Steps in Cucumber for performing testing and documented the procedure for capturing metadata, assemble performance statistics and make recommendations * Conducted exploratory testing with the testing team to find different types of bugs * Conducted User Acceptance Testing with stakeholders and users to discover hidden defects in the system * Developed and maintained reports and tools to assist the purchasing team to track performance, make recommendations and improve business decision making process, expand coverage, * Prepared and executed test cases, test scenarios with testing team and tracked defects in HP-ALM. Conducted integration, system, and regression testing of different modules   **Environment:** Scrum- Waterfall, JIRA, Confluence, MS Visio, MS Project, XML Copy Editor, Swagger, Cucumber, Jenkins, HTML5, CSS3, JavaScript, Java EE 7, Microsoft Excel, Microsoft PowerPoint, Microsoft Word, Informatica, MY SQL, HP-ALM, Tableau   1. **Johnson & Johnson, Bridgewater, NJ January 2015- April 2016**   **Business Systems Analyst**  **Scope:** The scope of the project was to increase the efficiencies within the supply chain and enable GPS based management of the Sales and Merchandising Workforce. Improve overall operations and supply chain, gain transparency, reduce costs, improve service level. The enhancement of the system provided actionable data to conduct improved workload modeling for better resource capacity planning.  **Responsibilities:**   * Monitored supply chain costing process, investigated and resolved outstanding issues * Co-ordinated meetings with Stakeholders to give a product walkthrough with Business process while gathering requirements and facilitating JAD sessions with stakeholders to refine the functional requirements * Collaborated with SMEs as well as internal and external resources to ensure that ERP implementation supports being made meet the needs of business as well as collaborated with other BA’s to achieve common goal * Organized, and facilitated daily scrum, sprint planning, and sprint retrospective meetings and backlog grooming, creating epics and user stories with the scrum team and documented the DoD, DoR, and acceptance criteria * Created AS-IS and TO-BE documents to ensure the cross-functional teams understand the requirements * Developed Business Requirement Documents, functional requirements specifications, use cases, and Collaborated with designers to establish appropriate wire-frames, interactions, user flows GUI mock-ups, troubleshooted documentation gaps * Extensively used MS Visio for Process modeling, Process mapping and Process flow diagrams * Participated with other IT members, customers, and stakeholders in new product reviews, tests, and pilots * Used SQL to mine enterprise transaction data and Support data mapping between old and new system, also to generate reports as required by stakeholders and other users for the creation of dashboards * Created source to target data mapping for integration activities and performed data profiling and process analysis to understand key source systems and integrated data from various data sources, validated them and migrated it into one database for proper implementation of the new system and provide complex analysis * Collaborated with various teams to gather testing requirements, and ensured that the requirements are in line with the overall objectives also generated queries for the database to obtain testing data in order to meet the requirements of the project * Compiled and analyzed data from multiple supply chain systems, also developed and maintained supply chain information databases for use by multiple departments viz. supply chain, finance * Conducted and assisted in testing and developing software components and interfaces such as API implementation, system integration as well as maintenance tasks regarding data integration via RESTful APIs * Designed, developed, and validated dashboards using Tableau to measure business performance for operational and management purposes also summarized findings and recommendations to the management * Developed and maintained reports and tools to assist the purchasing team to track their performance, results, expand coverage and improve their business decision making process * Identified test scenarios, worked closely with QA to coordinate testing efforts and facilitated User Acceptance Testing (UAT) and ensured system governance is maintained also assisted the testing team in system, performance, and regression testing to ensure the application meets the requirements * Entered and updated Issues (Epics, Stories, and Tasks) onto JIRA Agile application and logged the prioritized product backlog into JIRA and helped generate a sprint backlog * Reviewed and prioritized defects in HP-ALM to ensure accuracy and deadlines are met   **Environment:** Scrum, Jira, MS Visio, MS Project, e-Procurement services, s-FTP file servers, Enterprise Resource Planning, Google Analytics, UML, HTML, MS Office suite, Rational Rose, Rational Clear Quest, Tableau, HP-ALM, Google Adwords, Webmaster, Selenium, SAP, ERP   1. **Office Depot, Boca Raton, Florida September 2013- November 2014**   **Business systems Analyst**  **Scope**: Enhancement of many facets of Distribution Operations to meet customer and business commitments by enhancing the e-commerce website, Logistics management to improve next day delivery system, material handling. The enhancement of the new system included Fulfillment center process redesign and implemented a new warehouse control software in all locations that was seamlessly integrated with Office Depot’s WMS, OMS and its materials handling equipment.  **Responsibilities:**   * Consulted with Primary business customers and facilitated requirement gathering workshops to integrate their business process into their customer designed e-commerce website and document them * Managed the delivery of materials to vendors working across multiple internal departments * Ensured optimal sourcing decisions are made with regards to freight economics, product quality and supply capabilities * Interpreted data gathered from multiple channels to perform document analysis, hold workshops, site visits, and surveys, create use cases, build business analysis, workflow analysis, social and vendor reports to provide insights * Followed up with stakeholders to fill missing gaps in the data and captured the As-Is and To-be state of desired systems across various locations and developed analysis report based on received and anticipated KPIs and Use cases * Created functional design documentation for implementing ATG as a new platform for the B2C system * Used Excel pivot tables and complex formulas to manipulate large data structures and to build a user interface for Forecast tracking and variance analysis also managed data integrity of pricing and bid database * Interacted and collaborated with the development teams and management to prioritize business and information needs, described problems using data to create efficient database solutions * Identified and developed solutions for API gateway service integrations to protect critical data, assets and brand name * Created test plans and tested system changes and enhancements to ensure completeness and accuracy, also conducted system testing, security testing, and regression testing based on the system enhancement * Assisted in testing updates to existing web applications and perform User Acceptance Testing for new integrations * Utilized web-based Atlesto load testing module to report site usage and load statistics and used SearchDex to setup SEO friendly URLs to redirect the webpages, also worked closely with stakeholders and marketing team to define and execute A/B and multivariate tests to optimize the user experience and maximize customer value * Collaborated with marketing team to provide recommendations for future marketing campaigns based on Search Engine Optimization and digital media performance   **Environment**: Scrum-Waterfall, Atlesto, MS Excel, AEM, MS Visio, Lucid Chart, Click Tale, CSS, ATG, SearchDex, Green Plum, Endeca, Cognos, Demandware, MS Office suite, Jira, Selenium   1. **Myntra, Mumbai, India January 2012- August 2013**   **Business Data Analyst**  **Scope:** The goal of the project was to enhance user experience on the e-Commerce website by enhancing various functionalities like product catalog management, improving validation errors, advancing checkout functionality, site search and automatic redirects and heavily involved in SEO to boost website traffic & sales and navigation.  **Responsibilities:**   * Collaborated with operations and supply chain to develop, test and integrate new KPIs and conducted root cause analysis * Conducted requirement gathering sessions with business and Design team to gather requirements, to address open, pending and critical issues focusing on IT strategies as well as various technical issues and suggested possible solutions * Extracted requirements into functional and non-functional and created documents such as Business requirement documents, Functional requirement documents and System requirement specification * Ensured user stories included acceptance criteria to cover all areas of testing of new functionality * Handled Omni-channel initiatives including order processing, transfers credit, settlement and fulfillment * Created keywords with advertising team for products with the most likely conversion potential and set up analytics reports tracking output of all online adverts published on Google or third-party websites, also used Tealium for tag management * Used SQL and Excel to run analysis and provide data-driven insights on company data and third-party data for marketing targeting, consumer breakdown, demand-sales forecast * Performed data mapping from source to target and documented enhancements for data cleansing/data quality * Determined the criteria for testing new processes and enhancements to current system, supported testing process by executing test scenarios and test scripts when necessary * Developed test plan, test cases and test scenarios to be used in testing based on business requirements and technical specifications also set up the A/B tests, reporting/analysis standards for quality assurance * Used Google AdWords and webmaster to monitor keyword performance and aided the development team to create lead generation landing pages and Extracted, compiled and tracked data and analyzed data to generate reports for business   **Environment:** Waterfall,MS Visio, MS Project, Bluemartini, Adobe Photoshop, Adobe Online Marketing Suite, UML, HTML, Tealium, JavaScript, MySQL, QC, VBA, MS Office suite, Test Director, Rally, Selenium   1. **Reliance Trends, Mumbai, India May 2011- January 2012**   **Data Analyst/Business Analyst**  **Responsibilities:**   * Served as initial Point of contact for issues with operations, data, and existing KPIs and acted as primary decision maker * Communicated and collaborated with internal and external stakeholders to analyze information needs and functional requirements to deliver Business Requirement Document and drafted user stories with users to validate and enhance them * Developed and documented business and functional requirements for new process improvement initiatives * Worked closely with Data Engineers and solution architects to source new data and resolved system issues * Developed and managed multiple KPIs and metrics across revenue cycle management, evaluated network performance criteria and used continuous improvement techniques to assist manager in identifying capabilities and processes * Managed large files & created reports to analyze business trends for specific department of the brand * Created unique proof of concept reporting by joining data from provisional billing and production systems * Analyzed and wrote SQL queries in the database environment and did data visualization using Tableau dashboards   **Environment**: Waterfall, MySQL Workbench, Cognos, Rational Rose, MS Excel, Share Point, MS Project,   1. **Fame Adlabs, Mumbai, India July 2010- April 2011**   **Jr. Data Analyst**  **Responsibilities:**   * Collected user requirements and participated in project status meetings to ensure deliverables are met * Assisted the sales and marketing team formulate, measure and track the KPIs that align with business strategy * Interpreted demographic data, market research data and buyer behavior and created charts, graphs, and forecast reports * Performed Data cleaning and analysis for sales reports using Pivot tables, formulas, data validation, graph and chart manipulation, conditional formatting and created dashboards for data visualizations to track key business metrics * Performed ad-hoc analysis against key internal and external datasets to recognize patterns, and cluster * Created clear concise and professional presentations quickly for management using MS PowerPoint and examined reports, analysis and presented findings in PowerPoint and Excel * Used SharePoint for file sharing and correspondence tracking with the stakeholders   **Environment**: Waterfall, MS Excel, MS PowerPoint, SharePoint, QC, MS Visio, Erwin. |