*****Shailaja Kanala***

***334-245-0457***

**Professional Summary:**

* 10+ years of strong experience in Software Development andBusiness Systems Analysis.
* Certified Scrum Master with experience in Agile Scrum development environment.
* Conducted and facilitated Daily Scrum, Backlog Refinement, Sprint Planning, Sprint Retrospective meetings.
* Worked with cross-functional teams across multiple levels of the organization and interacted with Business and Project stakeholders, Developers and End-Users.
* Experience in business requirements elicitation, requirements management and communication, businessprocess analysis following best practices from the International Institute of Business Analysis **(IIBA)** - Business Analysis Body of Knowledge **(BABOK)**.
* Professional experience in all the phases and methodologies of System Development Life Cycle **(SDLC)** including **Waterfall, Agile/Scrum/RUP.**
* Excellent knowledge of IIBA BABOK in conducting Joint Application Development **(JAD)** sessions including Enterprise Analysis, Solution Assessment and Validation.
* Extensive experience creating artifacts like **Business Requirements Documents (BRD), Functional Requirement Specifications (FRS), Software Requirement Specifications (SRS),** creating **Requirements Traceability Matrix (RTM) and ETL Mapping Document.**
* Expert creating **UML** diagrams and **Business Process Model** diagrams utilizing modeling tools like **MS Visio** and coordinated various architectural designs.
* Experience preparing **Gap Analysis, Impact Analysis, SWOT, SIPOC, Cost Benefit, Feasibility, ROI and Risk Analysis**.
* Proficient with **RDBMS** (Relational Database Management System) technologies: SQL Server, Oracle.
* Expertise in writing **DDL, DML** queries and designing schemas, creating databases.
* Extensive knowledge of **ETL** tools, analyzing **ETL mappings** and workflows using various transformations utilizing SSIS, SSAS, SSRS, Informatica Power Center.
* Good knowledge of XML, SOAP, UDDI, Servlets, EJB and Object-Oriented analysis and design.
* Experienced working on Software Quality Assurance and testing methods Regression Testing, Functional Testing and User Acceptance Testing**(UAT)**.
* Strong skills in developing **SQA**test procedures and documenting test results accordingly.
* Proficiency in Defect management including using Industry Standard Tools like **HP Quality Center, IBM Rational tools.**
* Extensively involved in preparation of **Requirement Traceability Matrix (RTM)**.
* Excellent implementation knowledge of **Data Warehousing, OLAP operations like rollup, drill down, slicing/dicing, pivoting using BI tools.**
* Involved in **Dimensional Modeling, Data Extraction/ Transformation/ Loading (ETL), Data Profiling, Master Data Managementand Business Intelligence Reporting**.

**Skills / Tools:**

**Modeling Tools:** MS Visio, Balsamiq, UML, BPMN.

**Methodologies:** SDLC, RUP, Agile/Scrum, Waterfall.

**Web Technologies:** HTML, XML, .NET, ASP.NET

**Programming Languages:** C++, Java, SQL

**Database:** MS SQL Server 2012, 2008, 2005, MS Access, Teradata, Oracle 10g/9i, SQL Server

**BI Reporting Tools:** SQL Server Reporting Services, Tableau, Crystal Reports, Cognos 10

**ETL Tools:** SQL Server Integration Services, Informatica

**QA Testing Tools:** HP QC, JIRA, LoadRunner, MS Test Manager 2013.

**Documentation Tools:** MS Office Suite, Rational Requisite Pro, Share Point 2010/2013.

**Project Management Tools:** MS Project Professional, HP Application LifeCycle Management (ALM)

**Operating Systems:**UNIX Systems,Windows NT/98/2000, Windows XP

**Education:** Bachelor of Computer Applications, Osmania University, India.

**Certification**: Scrum Master Accredited Certification from International Scrum Institute

**Work Experience:**

**Insurance Claims Processing System.**

**Client: Alfa Mutual Insurance Company, Montgomery, Alabama**

**Role: Business Systems Analyst / Scrum Master**

**Tenure: Jan 2014- Present**

**Project Objective:** This project was undertaken to enhance the existing Property and Casualty Insurance Claims Processing System. The scope was to optimize the existing ICPS effectively based on the complexity of the individual insurance claim. In the Fast Track Claims segment, basic tasks such as matching the loss to the policy of the insured, issuing a payment in response to receipt of an invoice were automated to bypass manual intervention, which was causing inefficiencies in the business process. As a part of this project, a data warehouse was created utilizing SSIS to extract, transform and load datainto the Enterprise Data Warehouse(EDW) from different source systems. The data was loaded onto different data marts from EDW for reporting purposes.

**Responsibilities**

* Analyzed the business case for the project and understood the business processes of the existing claims processing system.
* Elicited high-level requirements (Business) by conducting agenda-driven business stakeholder meetings followed by process map analysis.
* Facilitated stakeholder discussions, conducted brainstorming sessions with both project & business stakeholders to gather project requirements for deliverables, timelines and workflows.
* Identified and documented non-functional requirements and business rules for the Claims process and the Data warehouse.
* Prepared the high-level scope and performed high-level process analysis to create the future process flow.
* Used Team Foundation Server (TFS) to document and track the requirements and user stories.
* Extensively involved in developing Use Cases and wireframes utilizing MS Visio.
* Conducted stakeholder analysis to identify subject matter expertise for technical requirement gathering sessions.
* Gathered and documented the data warehouse requirements and managed project deliverables on Project and Portfolio Management tool (PPM).
* Identified the source systems (flat files, tables, legacy data stores) required to create the data warehouse followed by identification of iteration metrics.
* Assisted the data analyst in mapping source and target data, and prepared the ETL mapping document.
* Involved in designing and validating the logical data model that provides a logical representation of the data requirements for the warehouse.
* Involved in developing and validating source target mappings and transformation logic and involved in data mart design and prototyping.
* Responsible for writing multiple user-stories and ensured the documentation is updated for the deliverables and work-packages committed by the **Scrum Team**.
* Facilitated various scrum events and acted as a **Scrum Master** for conducting the sprints and ensured efficient communication between the Scrum Team and the Product Owner.
* Tracked and communicated the Burn Down/ Team Velocity and the sprint progress to the management.
* Coordinated with the UI team, middle tier and database development team.
* Analyzed the existing monthly, quarterly business user reports and documented the report list.
* Ensured that the final data warehouse implementation met the user expectations as well as expectations of the business stakeholders.
* Involved in developing quality assurance procedures for Master Data Management.
* Created the test cases, and documented the use cases on Application Lifecycle Management tool (ALM).
* Collaborated with the end-users for User Acceptance Test followed by user training for the new interfaces and applications.
* Utilized the RTM (Requirements Traceability Matrix) for tracking defects followed by creating and closing tickets after conducting triage calls.

**Environment:** Team Foundation Server, Application Lifecycle Management (HP Quality Center), Jira, MS Visio, MS Office, MS SQL Server, SSIS, SSAS, SSRS, SharePoint 2013, Java, C#, .Net, ASP.net

**Anti-Money Laundering: Real-time system for Credit/Debit cards.**

**Client: Bank of America, Hopewell, New Jersey**

**Role:Business Systems Analyst**

**Tenure: Sept 2012- Nov 2013**

**Project Objective**: The project was undertaken to develop real-time electronic payment card money laundering detection system based on the transaction data for a payment card transaction. This project included calculating the money laundering score generating suspicious activity report to the regulatory body.

**Responsibilities:**

* Served as a liaison between business and the project team by identifying, understanding, and documenting the business needs.
* Worked with the project manager to define project requirements, project milestones, phases and forming the project team.
* Documented the business process calculating the money laundering score within acceptable parameters and maintained suspicious activity summary.
* Gathered business requirements for the concerned enhancement administration process by conducting interviews, coordinating meetings with business stakeholders.
* Documented and translated the requirements into user stories and incorporated these user stories in the Sprint Backlog and further expanded them into sprint tasks for each sprint.
* Conducted feasibility analysis for critical requirements in the backlogs and performed Impact assessment using Excel in response to a requirement churn.
* Involved in the creation of Business Requirements Document and involved in performing Scenario Analysis to resolve conflicts and explore the future processes.
* Conducted Gap Analysis to show the current and proposed functionalities of the system.
* Utilized SharePoint for managing team websites and document collaboration, setting authorizations and assigning tasks.
* Ensured existing business processes and their interdependencies are accurately documented and traceable to the Business Requirements and Project Charter.
* Extensively used agile scrum best practices during the Software Development Life Cycle.
* Provided the detailed inputs to the Scrum Product Owner about the tasks completed and assisted in the creation of the Sprint Burn Down Chart.
* Moderated everyday scrum meetings along to improve the efficiency and productivity of the sprint team by calculating team velocity.
* Developed test cases and validated test results during User Acceptance Testing (UAT).
* Used complex SQL queries with joins to make changes to tables in the database and retrieve data for data analysis and data modeling.
* Provided training to the business users for ad-hoc querying, reports and support for clarifications.
* Identified high priority requirements and performed extensive requirement analysis.
* Created Business Requirement Specifications by developing user stories and user interface wireframes.
* Created Use Case Diagrams, wireframes, Activity Diagrams and Sequence Diagrams for the application in MS Visio.
* Responsible for meetings with users and stakeholders to identify problems, resolve issues and improve the process to ensure a stable and accurate solution.
* Responsible for meetings with users and stakeholders to identify problems, resolve issues and improve the process to ensure a stable and accurate solution.
* Developed strategies with Quality Assurance group to implement Test cases for stress testing and

User Acceptance Testing(UAT).

**Environment:** Rational Requisite Pro, Rational Modeler, Rational Clear Quest, Rational Clear Case, Java,SSRS, SharePoint.

**Versatile System for Mortgage Processing.**

**Client: JPMorgan Chase & Co, Columbus, Ohio**

**Role: Business Analyst.**

**Tenure: Feb 2011- Aug 2012**

**Project Objective:** The mortgage processing system offers an operational kernel that consolidates all aspects of mortgage application, processing, underwriting and approving a mortgage. This project is to consolidate consumer loan data in disparate systems to a central repository and to maintain data to provide reportsfor auditing purposes and results to the investors.

The business case was to deliver high quality, compliant loans to lower operational costs and to ensure the loan process complies with the Qualified Mortgage Rule.

**Responsibilities:**

* Understood the business process, the needs of the business users and the process map.
* Contributed to the definition of scope and involved in requirement scoping.
* Interviewed business users to gather requirements and analyzed the feasibility of their needs by coordinating with the Project Manager and technical lead.
* Gathered user and business requirements through interviews, workshops and observing account managers.
* Conducted meeting sessions with management, SMEs and users to understand their needs.
* Partnered with the business stakeholders, process owners, users to identify their requirements produced detailed specifications.
* Identified high priority requirements and performed extensive requirement analysis.
* Involved indeveloping Business Requirement Specifications for changes process and documented requirements.
* Followed a structured approach to organize requirements into logical groupings of essential business processes, business rules, information needs and ensured that critical requirements are met.
* Created Use Case Diagrams, Activity Diagrams, Screen Shots for the application and Sequence Diagrams.
* Responsible for meetings with users and stakeholders to identify problems, resolve issues and improve the process to ensure a stable and accurate solution.
* Suggested measures and recommendations to improve the current application performance with the aid of Small Change Requests (SCR).
* Developed strategies with Quality Assurance group to implement Test Cases for stress testing and User Acceptance Testing (UAT).
* Collaborated with Quality Assurance Analyst to track defects using HP Quality Center.
* Monitored creation, deployment and test of builds and to maintain consistency in the builds.
* Trained users to coordinate their activities with the new policy details and results.
* Authored progress and completion reports and submitted to the project management on a weekly basis.

**Environment:**  Java, HTML, XML, MS Office, **Balsamiq**, UML 2.0, **HP Quality Center,Informatica, Teradata**.

**Credit Risk Management Engine.**

**Client: Capital One, Plano, TX**

**Role: Business Analyst.**

**Tenure: Nov 2009 - Dec 2010**

**Project Objective**: This project was intended to analyze the transactions, master agreements and credit exposure of legally associated counterparties from legacy systems and store in a central database for analysis and reporting purpose.

Furthermore, this project enhanced the functionalities to categorize credit limits set and credit category to calculate the credit limit.

**Responsibilities:**

* Worked with the project manager to define project requirements, project milestones, and phases and forming the project team.
* Understood the operations in the front office, middle office and back office and administration processes.
* Interacted with front office personnel, prime services operations and manager teams to understand requirements.
* Gathered business requirements for the concerned enhancement administration process by conducting interviews, coordinating meetings with stakeholders.
* Elicited requirements from users through user stories and incorporated these user stories as requirements in the Sprint Backlog and further expanded them into tasks for each sprint.
* Analyzed the feasibility of the requirements and performed the Impact Analysis.
* Involved in the creation of Business Requirements Document and involved in performing Scenario Analysis to resolve conflicts and explore the future processes.
* Conducted Gap Analysis to show the current and proposed functionalities of the system.
* Ensured existing business processes and their interdependencies are accurately documented and traceable to the Business Requirements and Project Charter.
* Extensively used agile scrum best practices during the Software Development Life Cycle.
* Developed test cases and validated test results during user acceptance testing (UAT).
* Used complex SQL commands with joins to update the database and retrieve data for analysis purpose.
* Provided training to the business users for ad-hoc querying, reports and support for clarifications.

**Environment:Tableau, Power Point, Excel, SQL Server Services, Spotfire** Business Intelligence, Oracle.

**Database Management System**

**Client: YMCA of Greater Cincinnati, Cincinnati, OH**

**Role: Microsoft SQL Server Developer.**

**Tenure: June 2008- Sep 2009**

**Project Objective:** This project was intended to develop and maintain administrative website and associated databases for maintaining data and reporting purpose.

**Responsibilities:**

* Created ETL packages using SSIS to validate, extract, transform and load data to data warehouse database and data marts.
* Designed and developed data load jobs using SSIS package and scheduled with SQL Agent.
* Developed queries according to the business requirements and established integrity constraints and relationship among the tables and data.
* Migrated data from MS Access and Excel into SQL Server 2008 using SSIS packages in Business Intelligence Development Studio.
* Developed SSIS packages to extract data from the Flat files and load it to the database tables.
* Extensively worked with SSIS tool suite, designed and created mappings using various SSIS transformations like OLEDB Command, Conditional Split, Lookup,
* Multicast and Derived Column to load data from various sources like Flat files and EXCEL files.
* Wrote stored procedures and User Define scalar Functions (UDFs) to be used in the SSIS packages and SQL scripts.
* Extensively used Joins and Sub-Queries to simplify complex queries involving multiple tables.
* Generated SQL Server Drill down, Drill through, Ad-hoc Cross tabular reports using SSRS.
* Created and maintained logins, roles and permissions on the SQL instances and databases and provided required privileges according to the user requirements.
* Involved in unit testing, integration testing.
* Tested reconcile and incremental ETL loads for the project and effectively coordinated for closing the defects.
* Provided the management with weekly Quality Assurance documents like test metrics, reports, and schedules.

**Environment:**.Net, SQL Server, SQL Server Integration Services, MS Visio, MS Office,HP Quality Center.

**Customer Information System**

**Client: Apollo Life, Hyderabad, India**

**Role: BI Developer/ ETL tester.**

**Tenure: Jan 2007- May 2008**

The main objective of the project was to publish unified reports and to maintain customer data of the organization. The data that exist in various internal data sources was extracted, transformed by applying certain business rules and loaded into a centralized data warehouse and the reports were generated.

The data was extracted from flat files and SQL Server tables from transaction data sources and loaded into the DWH using ETL processes and SQL Server Integration Services (SSIS).

**Responsibilities:**

* Analyzed the requirements and developed ETL Test cases based on functional requirements, general requirements and system specifications.
* Prepared ETL Test Cases, ETL Test Plans and ETL traceability matrix based on mapping document and requirements.
* Tested the functionality of SSIS packages according to data mapping requirements.
* Extensively used SQL server database to test the Data Validity and Integrity for Data Updates, Deletes & Inserts.
* Written complex queries using joins, created and updated user defined functions, stored procedures, triggers, views and user profiles.
* Prepared test data for positive and negative test scenarios for Functional Testing as documented in the ETL test plan.
* Verified session logs to identify the errors occurred during the ETL execution.
* Responsible in testing Initial and daily loads of ETL SSIS packages.
* Performed complex data validation using several complex SQL queries for data verification and data quality checks.
* Prepared Test Scenarios by creating data based on the different test cases.
* Performed Functional Testing, Backend Testing, System Integration Testing, Sanity Testing, and User Acceptance Testing (UAT).
* Performed defect Tracking and reporting with strong emphasis on root-cause analysis to determine where the defects are being introduced in the development process.
* Tested reconcile and incremental ETL loads for the project.
* Effectively coordinated with the development team for closing the defects.
* Provided the management with weekly Quality Assurance documents like test metrics, reports, and schedules.

**Environment:**NET, MS SQL Server, MS SQL Server Reporting Services, MS SQL Server Integration Services, MS Visio, Flat Files, MS Office, HP Quality Center, Oracle.

**ThirdPartyDistributionProductsManagement**

**Client: Karvy Group, Hyderabad, India**

**Role: Microsoft SQL Server Developer.**

**Tenure: April 2005- Dec 2006**

**Project Objective:** The objective of the project was to maintain the business data in the Data warehouse, the data was extracted from the operational systems, and data from flat files, Excel files and SQL tables was transformed and loaded using SSIS. The reports were generated upon the data marts for analysis and reporting purposes.

**Responsibilities:**

* Involved in designing the physical data model and wrote DDL scripts to create database schema and database objects.
* Created new tables, views and user defined functions, written stored procedures and triggers for automation of tasks.
* Created SQL scripts for tuning and scheduling.
* Involved in performing data conversions from flat files into a normalized database structure.
* Managed historical data from various heterogeneous data sources (i.e. Excel, Access).
* Developed source to target specifications for Data Transformation Services.
* Extensively used Joins and sub-Queries to simplify complex queries involving multiple tables and also optimized the procedures and triggers to be used in production.
* Created indexes, Constraints and rules on database objects for optimization.
* Creation and maintenance of Indexes for efficient reporting processes.
* Created DTS packages to schedule the jobs for batch processing.
* Involved in performance tuning to optimize SQL queries using query analyzer.

**Environment:** WinA&D, Java,Oracle 10g, MS Office.