**SHIRISH BHATNAGAR**

**731-400-0077**

[**E-mail:**](mailto:E-mail%3Akhatrironak@gmail.com)[**shirishbhatnagar@gmail.com**](mailto:shirishbhatnagar@gmail.com)

**SUMMARY:**

* Diverse experience in Information Technology with focus on Business Analysis, Business Modeling, Requirement Gathering, Technical Documentation, Software Validation and **Web Application** Services. More than four years of successful, progressive experience in all phases of the iterative Software Development Life Cycle (SDLC).
* Worked on Retail POS (Point of sale), E-Commerce and data mining projects.
* Expertise in documenting the Business Requirements Document (BRD), Technical Requirement Document (TRD), generating the UAT Plan, maintaining the Traceability Matrix and assisting in Post Implementation activities.
* Experience in conducting User Acceptance Testing (UAT) and documentation of Test Cases.
* Rich experience in gathering (user) functional requirements using various requirements modeling and UML tools including Rational Rose, Rational clear case and MS Visio.
* Good working knowledge across domains that include E-Commerce, Supply Chain Management (Retail), Catalog sales system, Merchandising Systems.
* Hands-on experience across a range of logistics functions including: production planning, inventory management, customer service, forecasting, transportation and distribution with a diverse group of companies, products, and services.
* Well-developed business and supply chain understanding attained through diverse assignments in logistics, sales, and business analysis at both staff and manufacturing locations.
* Extensive working experience on Card Payments, Digital Marketing Platforms and Web Portals.
* Proficient in Technical and Business Writing, Business Process Flow, Business Process Modeling, Business Analysis and Testing various methodologies.
* Experience in facilitating Joint Requirement Planning (JRP) sessions with Business User Groups, conducting Joint Application Development (JAD) sessions with IT Groups and Conflict Management with Project team members.
* Analyzed functional, non-functional requirement and technical requirements and prepared deliverables including Software Requirement Specifications, User Interface Specifications, data mapping screen mock-ups, report mockups.
* In depth knowledge of Use Cases, Software Development Life Cycle (**SDLC)** processes.
* Experience in Online Marketing for services like Search Engine Optimization, Digital marketing, Web research and Google advertising.
* Good understanding of processes in Media, Telecom and Banking companies and have worked in areas of Retail management, collaboration, order management, customer management, Portal development, process improvement, Networking, Billing, etc.
* Competent in Creating Unified Modeling Language (UML) diagrams such as Use Case Diagrams, Activity Diagrams, Class Diagrams and Sequence Diagrams.
* Extensive experience in developing Use Cases, creating Screen Mockups, conducting Gap Analysis and Impact Analysis.
* Facilitated Change Management across entire process from Project conceptualization to Testing through Project Delivery, Software Development and Implementation Management in diverse Business and Technical Environments.
* Responsible to Track, Document, Capture, Manage and Communicate the Requirements using Requirement Traceability Matrix (RTM)which helped in controlling numerous artifacts produced by the teams across the deliverables for a project
* Proficient in Microsoft Excel functions, macros, tables, statistics calculations
* Involved in Test Planning, Test Preparation, Test Execution, Issue Resolution and Report Generation to assure that all aspects of a Project are in Compliance with the Business Requirements.
* Strong experience in conducting User Acceptance Testing (UAT) and documentation of Test Cases. Expertise in designing and developing Test Plans and Test Scripts.
* Interface with clients from Operations, Marketing, Sales, Technologies, and Outside Vendors and act as their customer interface point of the Projects.
* Knowledge in integration of COTS (Commercial off the shelf) products.
* Experience with writing user manuals and providing hands on training for the user.

### TECHNICAL SKILLS:

**Methodologies:** Agile, Waterfall

**Requirement Tracking:** Rational RequisitePro, HP QC/ALM, Telelogic Doors

**Operating Systems:** MS Windows 2000/XP/Vista/7/8/10, UNIX

**Web/Design Tools:** HTML, XML, MS Front Page, Adobe Photoshop, ASP, .NET

**Databases:** Oracle, SQL Server, MS Access

**Programming Languages:** C++, JAVA, PL/SQL, PHP

**Office Tools:** MS Word, Excel, MS Project, MS Outlook, SharePoint

**EXPERIENCE:**

**CSX, Jacksonville, FL Nov 2015- Present**

**Business Analyst/Quality Analyst**

CSX is a leading supplier of rail-based freight transportation in North America. CSX Corporation is an international transportation company offering a variety of rail, container-shipping, intermodal, trucking and contract logistics services.

As System Analyst I am working on multiple projects and applications running simultaneously on the assets and yard systems of the CSX including cars, locomotives, ties & surfaces, bridges, derailments etc. Project covers building new application for field people (Road Masters) & updating the existing application for Business Partners. Project also includes building & maintaining the business and logistic process for the team.

**Responsibilities:**

* Write or revise standard operating procedures for logistics processes.
* Conducted JAD Sessions, Peer Review sessions with the SMEs, Solution Engineers, developers, Business users.
* Performed Gap Analysis to review the existing process and make necessary changes.
* Defined the data mapping document between the data of various locomotives and cars (GSM1, GSM2, TGC2 & TGC3)
* Created data mapping and data interface documents and kept the documents updated with changes in requirements and functional specifications.
* Worked on logistics-related data into databases
* Contact potential vendors to gather the field data (track, yard, switch & turnouts)
* Monitor industry standards, trends, or practices to identify developments in logistics planning or execution.
* Worked with the Testing team to test the system extensively and log defects.
* Gather Business Requirements from the Subject Matter Experts (SMEs) & Business Partners and document the requirements in the BRD. Utilized data flow diagrams, use case diagrams and process flow diagrams to represent information provided by the Business Owners.
* Used BLUEPRINT as requirement management tool
* Created UI MOCK UP Screens for the various application by using BLUEPRINT
* Extensively used SQL queries for SQL Server 2008 R2 & TOAD & MS Access
* Utilized experience with AGILE software development paradigms to help drive projects and manage / coordinate multiple initiatives and development teams (including offshore/remote teams)
* Analyzed the scope of the project to review it with the customers for different review sessions of the application.
* Analyzed logistics data, using methods such as data mining, data modeling, or cost or benefit analysis.
* Performed UAT & Regression testing in various environments such as in UAT/DEV & PROD
* Developed test cases and test scripts and assisted Quality Assurance activities, with system integration testing and user acceptance testing (UAT), developing and maintaining quality procedures and ensuring that appropriate documentation is in place.
* Coordinated with User Acceptance Team during test case creation and execution for UAT
* Performed extensive UAT and documented the errors and reported them to the developers.

**Environment:** BLUEPRINT, JIRA, UAT, Ms Office Tools, Windows XP, MS Project, SharePoint 2010, MS-PowerPoint, SQL Server 2008 R2, TOAD, HP ALM.

**Collective Brands Inc, Lexington, MA  March 2014- Oct 2015**

**Business Analyst/Quality Analyst**

Collective Brands Inc (CBI) has built a powerful portfolio of footwear and apparel brands, reaching a broad range of consumer segments through multiple selling channels including retail, wholesale, e-commerce and licensing. Business has identified online business opportunities in the European markets for their brands; both as a marketing medium to strengthen the wholesale business and also to independently sell online.

**Responsibilities:**

* Assisted the project manager in the creation of the project charter & vision document during the inception phase of the project
* Implementation of changes on Agile Scrum SDLC
* Skillfully handled change management to maintain a consistent and flexible architecture
* Gathered and validated the business, functional and technical requirements for the project.
* Conducted regular meetings regarding status of the project with higher management.
* Managed multiple projects and maintained target objectives.
* Worked with QA team to test and validate test case scenarios.
* Did User Acceptance Testing (UAT) of the application with the QA team.
* Delivered presentations periodically to the management and end users during various phases of the SDLC.
* Worked on Data mapping, logical data modeling used SQL queries to filter data within the Oracle database tables.
* Tracked stakeholder requested enhancements and changes using Requirement Traceability Matrix (RTM).
* Involved in preparing a simple and detailed User manual for the application, for an intended novice user.
* E-commerce Front end Requirements: Conducted workshops with e-Commerce, Marketing and Branding teams to capture country specific and brand specific To-Be High level requirements.
* conducted detail requirements gathering workshops to deep dive into High level requirements
* Conducted language translation product demo from MotionPoint and Translations vendors
* Developed Use case document of the To-Be system  and detailed process maps for European implementation
* XML order header and order detail data transfer; inventory/supply chain management modules
* Worked on Oracle Manufacturing and Supply Chain Management modules including OM, Shipping and Execution, Pricing, Inventory, and AR.
* Conducted JAD sessions with Design team in order to get a user friendly web portal for the end users.
* Assisted with new ideas and their outcome in European Market.
* Researched Web users in Europe.
* E-commerce Order Fulfillment (OMS, WMS) Requirements:
* Conducted workshops with Merchandising, Operations and Warehouse teams to capture To-Be European order fulfillment high level requirements
* Captured requirements for Order Management System evaluation from e-Commerce point of view
* Conducted detail requirements gathering workshops  to deep dive into High level requirements
* Identified gaps in Order Management System and Warehouse Management System (PKMS)
* Developed Use case specification documents of the To-Be system  and detailed process maps for European implementation
* Was a part of UAT (User Acceptance Testing) to make sure client/user needs are met and participate in migration of applications to quality assurance in the production environment
* Reported UAT team status to executives.
* Managed a group of UAT analysts and UAT testers to ensure an acceptable service level agreement and quality control.
* Managed the testing control process of UAT by monitoring and investigating failures within the testing.

**Environment:** UAT, Oracle, Windows XP, UML, Requisite Pro, MS Office Suite, MS-Visio, HP QC, XML.

**The J.M. Smucker Company, Orrville, OH Sept 2012- Feb 2014**

**Business Analyst/Quality Analyst**

I was involved in multiple projects e.g. Deduction Management System, EWT- Logistic/Supply chain. The scope of Deduction Management project was to identify and integrate the right tool/system for Trade-Nontrade deduction management in USA and Canada. This tool will be integrated with companies like Walmart, Kroger and Target etc. The new system will play a vital role in optimizing Trade-nontrade business lines for Smucker’s. In addition, I was also working with the EWT (Enhancement Work Team) team which was responsible for the enhancements of existing system in logistic/Warehousing/Supply chain/Demand/Order management sides of the business.

**Responsibilities:**

* Study and analyze work flow and procedure including communication and information flows between Clients, consultants and our management.
* Assist team to identify project Scope, Objective and specify strategies and action to achieve them.
* Document findings of study and prepare recommendation for implementation of new system and procedure through written reports.
* Reviewed and gathered requirements from the Subject Matter Experts (SME) and Business Partners using various elicitation techniques
* Created Scope Management Documents, Business Requirements Document (BRD) and Functional Requirement Document (FRD), Technical Document (TDD)
* Created artifacts such as Use Cases, Prototypes, Business Flows and Work Flow diagrams for effective plans
* Gathered user and business requirements through Elaboration session (EOD) open-ended discussions, brainstorming sessions and JAD Session.
* Performed User Acceptance Testing (UAT) for various web based and database related applications.
* Responsible for delegating and maintaining projects with the daily operations of the Point of sale department.
* Maintained and managed SharePoint website
* Developed conceptual models and detailed UI design specifications for web-based applications
* Involved in the creating the User Interface Specification Document and User Training Manual as per project specification with the help of development team.
* Created standard templates for required security assessment and authorization documents, including risk assessments, security plans, security assessment plans and reports, contingency plans, and security authorization packages
* Translated stakeholder requirements into various documentation deliverables such as functional specifications, Non-functional specifications, technical API specification, use cases, user stories, and workflow/process diagrams.
* Managed changes in requirements using a Change Control process
* Documented and analyzed defects using HP Quality Center
* Analyzed project goals, broke down what needed to be created and attempted to engage users so that definite requirements could be defined
* Worked with SQL queries for data manipulations
* Documented detailed requirements for System Enhancement and made high-level flow charts.
* Gathered all business requirements for UAT Testing
* Coordinated with the development team for the defects and resolving/troubleshooting issues which are raised in UAT.
* Managed a group of UAT analysts and UAT testers to ensure an acceptable service level agreement and quality control.

**Environment:** UAT, Oracle, Windows XP, UML, Requisite Pro, MS Office Suite, MS-Visio, HP QC, XML.

**Walgreens, Deerfield, IL June 2010- Aug 2012**

**Business Analyst/Quality Analyst**

I have worked on projects like Product Information Management, Online Fraud Management, and Address Recurring Issues around Promotions, Address validation for Walgreens e-commerce division.

**Responsibilities:**

* Gathered high-level requirements, wrote BRDs and developed scope of the project for the implementation of the project.
* Used Waterfall methodology to deliver best practices.
* Conducted weekly meetings with the business for deciding the Policies and Procedures to be followed.
* Interacted with client and the Technical Team for requirement gathering and translation of Business Requirement to Technical specifications.
* Conducted interviews, conference calls and JAD sessions during the process of Requirement Gathering.
* Documented and managed CMRs (Change management requests) across the full life cycle of the project
* Prepared the Project Charter and the Business Requirement Document after analyzing the requirement.
* Understand the As Is system and develop the To Be system concept and prepare the System Process flows.
* Worked with IT to develop business system functional requirements to enhance systems capabilities Checked Business Readiness and determined activities of flow.
* Also performed User acceptance testing on all applications.
* Assessed risks, costs and potential benefits of alternative business process.
* Created FRS, business process flow System.
* Effectively monitor and adjust business strategy and plans on a real-time basis
* Performed extensive UAT and documented the errors and reported them to the developers.
* Created test cases and test steps for the reported defects based on the business requirements in UAT.

**Environment:** Requisite Pro, Windows 2000/XP, Microsoft Office, SharePoint 2007, UAT, MS Office, SQL Server, MS Project.

**EDUCATION:**

MBA