**Shirish**

**SUMMARY OF QUALIFICATIONS:**

* As a Business System Analyst with 6 years of experience in the field of Finance, Banking, and Mortgage market focused on development of IT application.
* Strong experience with Scrum/Agile methodology and well versed in writing user stories.
* Participated in Sprint Planning, Daily Scrum Stand Up, and Sprint Retrospective meetings.
* Diverse experience in Information Technology with focus on Business Analysis, Business Modeling, Requirement Gathering, Documenting Requirements (BRDs/FRDs/Use Cases), and Software Validation.
* Facilitate daily scrum, sprint planning and sprint retrospectives meeting.
* Support the product owner in maintaining the product backlog and scheduling next release.
* Assisted in entering and updating Issues (Epics, Stories, and Tasks) onto JIRA Agile application.
* Credit Derivative technology and Business Intelligence departments. Worked with business line users, technologists, risk managers, product controllers to demise and then implement large scale Fixed Income Bond Pricing system.
* Managed multiple projects including online banking and loan origination systems.
* Experienced in performing Business Process Reengineering/Gap Analysis to check the compatibility of the existing system infrastructure with the new business requirements.
* Data Mapping and delivering capabilities in the user friendly GUI.
* Experienced in translating the business requirements into use cases using various external tools.
* Highly proficient in preparing Business Requirement documents (BRD), Functional Requirement Documents (FRD), User Requirement Document (URD).
* Analysis and data analysis using SQL and Excel involving the product attributes of Broker Dealer products
* Expertise in gathering business and technical requirements from both formal and informal sessions utilizing a variety of software tools.
* Successfully brought new analysis tools to the company, like Power Pivot, which is an Excel add-in that allows a workbook to hold and process more data
* Expert data collection, cleansing, validation, analysis, and reporting. Extract, analyze data from various sources, including databases, manual files, and external websites.
* Expert communicator and involved in high interaction with variety of audiences (PMs, technical specialists, developers, architects, SMEs.
* Serve as the main resource for administering systems associated with automation of reporting and proposed changes to existing processes
* Developed /maintained all project communication deliverables including roadmap, planning list, change request, timeline, budget, scope and requirements.
* Conducted UAT on the newly developed IT applications before it is released for production.
* Created and published regularly scheduled and/or ad hoc reports as needed. Documented reporting requirements, process and validate data components as required.
* Strong communication skills when working with developers, project managers, subject-matter experts, stakeholders, system implementers, and application end-users.
* Extensive experience in conducting Joint Application Development (JAD) sessions with various user groups.
* Assisted IT in the development and implementation of a new release and off-release process and scheduling with executive team signoff
* Experienced with testing effort in preparing the functional test plans, test coordination, escalation, prioritizing the bugs and user acceptance testing.
* Expert of forming and maintaining positive and productive working relationships in internal, external, independent, team environments, creative and aggressive self-starter with integrative thinking skills.
* Strong business analysis skills and exceptional experience in the software development life cycle (SDLC) and methodologies including Waterfall Model, Rational Unified Process (RUP), Agile Methodology.
* Solid Experience in modeling Relational Databases and Data Warehouses using tools like Erwin, Sybase Power designer and Oracle BPA.
* Expert in broad range of technologies, including business process tools such as Microsoft Project, MS Excel, MS Access, MS PowerPoint, MS Visio (Microsoft Suite) and Rational Suite.

**TECHNICAL SKILLS:**

**GUI/Business Modeling Tools:** Requisite Pro, Rational Rose, Clear Case, HP Quality Center-ALM, MS Visio, UML, Share Point, Microsoft Office.

**SDLC Methodologies:** Agile, Waterfall, Spiral, Spiral, Rup Process and Prototyping

**Project Management:** MS Project, MS Visio, MS Word, MS Excel, MS Access, MS PowerPoint.

**Financial Systems:**  Reuters 3000 Xtra, Bloomberg. Black Knight

**Financial Databases:** Hoover’s, Factiva, Business Source Premier, Mergent Online, Standard &Poor’s Net Advantage

**Operating System:**  Windows 95/NT/2000/XP, Unix

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

**Reporting Tools:** Business Objects, Crystal Reports

**Test Tools:** HP Quality Center, Win Runner, Load Runner.

**PROFESSIONAL EXPERIENCE:**

**KEY BANK, Cleveland, OH Jun 2015 - Present**

**Business System Analyst**

The project was based on phasing out legacy Loan origination system and strategically introducing Loan Sphere by Black Knight into implementation. Based on existing forms and new requirement identification, systems were defined and developed to retrieve existing customer data from legacy systems, capture new data related to mortgage and then connect to credit history agencies, propose different options for loans approval and process the loan into the loan sphere empower system. The project used AGILE process as methodology .The online services provided 4 different sections in all: online banking, online bill pay, online mortgage loan processing and online brokerage.

**Responsibilities:**

* Gathered Business Requirements, analyze data/workflows. Defined the scope, financial projections and Cost/benefit analysis. Progressed from Problem Statement to well-documented Designs.
* Utilized Rational RequisitePro as a user to analyze the business requirements and created test plans, test cases and test strategy using Rational Test Manager for loan sphere empower system.
* Gathered status of issues from Subject Matter Experts.
* Hands on experience working in MS-Excel and developed Excel models of detailed amortization schedule of various Gfee (Guarantee Fee) items.
* Closely interacted with User Interface (UI) designers and software developers to understand application functionality, navigation flow and updated them about end-user sentiments. Created GUI mockups.
* Hold discussions with stakeholders to identify the scope of the project.
* Experience developing conceptual, logical and physical data models as per enterprise standards.
* Experience performing Data Analysis and developing source to target mapping document for migration.
* Gathered requirement for Origination workflow of loan sphere Empower.
* Reviewed and analyzed the Use cases and come up with System design and Test plan Templates.
* Created business process workflow diagrams (Activity diagrams) in Rational Requisite Pro.
* Involved UI, requirement and data modeling sessions and developed DFD Diagrams and ERDs.
* Involved in Incident Reporting and Change Control procedures using Clear Quest and reports to track process of repairs and determine the current quality of the application
* Analyzed the legacy data and documented data quality issues and recommended changes.
* Prepared documents such as Project Scope, Project Vision, Project Success, BusinessRequirements, Functional Specification, Data Warehouse Process Flow (SQL queries & Crystal Reports) using MS Office (Word, Excel, Visio) and dashboards.
* Tracked and reported defect using Quality Center ALM.

**Environment:** Agile, UML, Windows, Oracle, Share point, SQL, Microsoft Office suite, Rational Enterprise suite, HTML, XML, ALM, Visual Basic, MS ACCESS, MS EXCEL

**Wells Fargo - San Jose, CA Sep 2014 - May 2015**

**Business System Analyst**

Wells Fargo is the leading Financial Service company in California, offering banking, insurance, investments, mortgage and customer finance. One of the big four banks in US and one of the premier private lending institutions. It provides broad range of banking and investment management products and services. It also provides wealth management services to high net worth individuals. My project is the development of a model for the valuation of portfolio that is helpful for the analyst in making investment decisions, recommendations and action.

**Responsibilities:**

* Analysis and understanding the existing functionalities and new requirements for the application development.
* Involved in Requirement Gatherings for all the interfaces in integration
* Responsible for documenting business, functional requirements, and technical specs for converting their reports from Crystal to SQL (SSRS); application enhancements, optimization, and upgrades.
* Facilitate daily scrum, sprint planning and sprint retrospectives meeting.
* Created User Stories, while describing the behavior of the system and model them in MS Visio. Thus enabling effective mock-ups for demos to be shared with business owners.
* Provided functional and technical documentation, including Business Requirements, Functional Requirements, Use Cases and Design and Process flows.
* Performed smoke, Functional and GUI Testing to ensure that the user acceptance criteria are met.
* Worked on release on multiple sprints after successful completion of sprints.
* Performed UAT testing on scrum completion.
* Responsible for Integration, Unit testing, bug fixing
* Provided technical writing support in writing, editing, and formatting of technical documents such as Requirements Specifications, Functional Requirements Documents (FRDs), Communications Plans, System Design Documents (SDDs), Standards Operating Procedures (SOPs), and Test Plans following System Development Lifecycle.
* Used object-oriented analysis and the Rational Unified Process (RUP) and Agile for business requirements, business processes design (Use Cases using UML).
* Analyzing data and querying SQL tables, views, and reports for updates, changes, and functional support.
* Prioritized outstanding defects and system problems, ensuring accuracy and deadlines were met.
* Prioritized business and systems problems; analyzed legislation and conducted impact analysis.
* Provided the Project Manager with high level design documentation, used to communicate the software enhancement to the client. Using Microsoft Power Point and Visio.
* Implementing the background jobs and monitoring the background jobs 24X7
* Participated in client business requirement workshops, analyzed business and functional requirements provided by the client to create User Stories and Use Cases.
* To support UAT (user acceptance testing) for the new enhancements or developments on ONE PLAN application.
* Preparing necessary documents for unit testing. Preparation of test case documents to test the business/technical functionality of the application.

**Environment:** Windows Server 2008, Oracle, MS Excel, MS Visio, MS Project, Java, JavaScript, SOAP, UML, SDLC/Agile, HP Quality Center (HPQC)

**Capital One - Irving, TX Aug 2013 - Aug 2014**

**Business System Analyst**

The project was to upgrade the existing web-page application product of the bank used by customers in which the scope was to integrate various in house modules of mortgage origination system using and Implementing Black Knight into business for mortgage interest calculation

**Responsibilities:**

* Worked as a liaison among stakeholders to elicit, analyze, communicate, validate and document requirements for changes to business processes, policies and information systems.
* Worked with the user interface team to design the GUI for the application.
* Interacted with project stakeholders to elicit and document project requirements by translating business needs into testable, developer-ready requirements.
* Monitored scrum release on multiple sub projects/sprints
* Produced professional quality project artifacts including but not limited to business requirement documents, requirement plans, models (e.g. data, event, context and process), traceability matrices, use cases, issue logs and other documents as needed.
* Developed PL/SQL Procedures, Functions and Packages and used SQL loader to load data into the database.
* Participated in database design and worked with SQL / Oracle queries for change control and compliance audit reports/applications.
* Involved in all phases of Software development life cycle (SDLC) using Agile Scrum methodology and participated in sprint planning meeting.
* Experience in preparing and documenting the User Acceptance test (UAT) plan and obtaining the necessary signoffs from the concerned business units.
* Monitored multiple sprints while completion of biweekly scrums.
* Ensured that system requirements meet business needs and that the business is able to fully integrate and implement new systems or system features.
* Followed Agile, methodology for project execution, and used Storyboards as one of the requirements elicitation technique.
* Worked closely with PM and helped in conveying project goals to the off shore team.
* Served as a critical resource and liaison between subject matter experts and technologists throughout the project lifecycle
* Create and furnish business intelligence reports to agency executives, managers, staff and outside entities to allow for performance based assessments of progression towards goals and objectives
* Testing the BI Publisher web reporting solution to enable ad hoc reporting capabilities for executive decision makers.
* Consistently written atomic requirements and RFPs to bring effective upgrade regarding client facing experience.
* Closely worked with SMEs to smoothly produce documents for Approval from various stakeholders.
* Worked with the project team to determine appropriate test plans, deployment plans and supports the product launch

**Environment:** Requisite Pro, Rational Clear Quest, MS Visio, Rational Test Manager, SQL

**Citizens Bank, Cranston, RI Apr 2012 - Jun 2013**

**Business Analyst**

The purpose was to convert the regular mortgage process into online processing system and enhance various features like home equity loan, express loans and mortgages in the online banking system. The objective of the project was the conversion that can help standardize diverse information of users into a platform-neutral format such as XML and store this data into a central unit easily accessed by the management.

**Responsibilities:**

* Involved in framing the Technical Specification of the Enterprise structure, interacting closely with the end users& take repeated documented feedback.
* Emphasis on requirements gathering through research, formal-informal sessions, JRP sessions and JAD sessions with SMEs (subject matter experts), Teams, Stakeholders and end users strictly following SCRUM/AGILE methodology
* Documented the current process, suggested future state process improvement, identified bottlenecks and modeled current and future state processes using Rational Rose.
* Reviewed and analyzed the business requirements document to derive the functional specifications document and assisted in the preparation of System Requirement Specifications.
* Queried and delivered risks and issues reporting from SQL Server ClearQuest for management team.
* Documenting the detailed Technical Specification for future reference.
* Implemented the entire Rational Unified Process (RUP) methodology of application development with its various workflows, artifacts and activities.
* Prepared technical design documents for Prime Brokerage Reporting. Developed, tested and implemented Transaction Activity using SQL scripting.
* Developed Use Cases using UML based on the needs of Business Users.
* Used MS Office suite (Word, Excel, Visio, Power Point, Outlook, and Project) for project tracking, documentation, and presentation.
* Collected and documented Business process and business rules Participated in the identification, understanding, and documentation of business requirements, including the applications capable of supporting those requirements.
* Identified, organized, and documented the changing requirements of the project.
* Experience in preparing and documenting the User Acceptance test (UAT) plan and obtaining the necessary signoffs from the concerned business units.
* Monitored multiple sprints while completion of biweekly scrums.
* Led the testing phase in SIT (System Integration Testing) and UAT phases for three consecutive Releases
* Defects were tracked, reviewed, analyzed and tracked using Quality Centre (Defect Management)
* Conducted Training Sessions to train users in using the application.
* Worked on the Post Implementation Support while the application was in production.

**Environment:** Unified Modeling Language (UML), Rational Requisite Pro, Rational Rose, MS Office, MS Visio, MS Project, MS SQL, HTML

**JPMC – Wilmington DE Jul 2011 –Mar 2012**

**Business Analyst**

The project was a web-based application involving the automation of Mortgage loan origination process beginning from origination/opening a mortgage application through funding/closing using the third party Quicken Loans system. The system performed all the business functions of the loan process such as set-up Account information, New Loan set-up, the Appraisal, credit, and income. The project involved modules for Pre Approval, Application, Underwriting, Pricing, Processing, and Closing.

**Responsibilities:**

* Generated a streamline process to understand the various steps in the loan lifecycle and desired functionality of the new system by interacting with users, management, SME (Subject Matter Expert), stakeholders, lenders, underwriters.
* Interviewed business users to gather requirements and analyzed the feasibility of their needs by coordinating with the project manager and technical lead.
* Extensively worked with Risk Management, Mortgage Loan Servicing, and Commercial and Residential mortgage and Mortgaged Backed Securities.
* Identified, researched, investigated, analyzed, defined opportunities for business process improvement, documented business processes and initiated efforts to make improvements.
* Contributed to the definition of scope, performed extensive requirement analysis and defined functional specifications.
* Wrote Business Process Management System (BPMS) specifications to be used by the developers for process automation
* Prepared Business Requirement Documents (BRD) and used Requisite Pro to manage, analyze, and convert business requirements into functional specifications.
* Conducted and participated in JAD sessions with stakeholders and system users to collect the software requirement specifications (SRS)
* Used RUP methodology to analyze and translate business requirements into system specifications, communicating with the business on a broader scale and with an in-depth view too.
* Used Rational Rose and UML to produce models like context, use case, sequence, activity etc.
* Used ClearCase to keep different versions of the documents and ClearQuest to report bugs or defect.
* Assisted the PM in setting realistic project expectations and in evaluating the impact of changes on the organization and plans accordingly and conducted project related presentations.
* Assisted in designing test plans, test scenarios and test cases for integration, regression and user acceptance testing (UAT) to improve overall quality of the Application.

**Environment:** UML, RUP, Windows 2000, Rational Rose, Requisite Pro, ClearCase, ClearQuest, MS Project, MS Word, MS Excel, , Web Logic, DB2.

**HDFC Bank, India Feb 2010 - Feb 2011**

**Business Analyst**

HDFC Bank Limited (Housing Development Finance Corporation) is an Indian banking and financial services company headquartered in Mumbai, Maharashtra. It has about 76,286 employees including 12,680 women and has a presence in Bahrain, Hong Kong and Dubai. HDFC Bank is the second largest private bank in India as measured by assets. It is the largest bank in India by market capitalization as of February 2016. It was ranked 58th among India’s most trusted brands according to Brand Trust Report, 2015.

The project assigned was to work with a team to create a web based trade management system for customers to access their online accounts, trade online, look up real time stock prices, analyze charts and evaluate their investments.

**Responsibilities:**

* Interacted with clients to finalize the Business Requirements for the application.
* Participated in Sprint Planning, Daily Scrum Stand Up, and Sprint Retrospective meetings.
* Closely interacted with designers and software developers to understand application functionality, navigational flow and updated them about end-user sentiments.
* Defined system requirements to Use Case, Use case scenario and Use Case narrative using the UML Methodologies
* Preparing and delivering Test Matrices in MS Excel to users and management for test validation and UAT roadmaps.
* Developed detailed BRDs and FRDs using modeling tools following the SDLC structure
* Performed Risk Analysis of the requirements to identify the key business risk areas for the project and prioritized the application development and testing.
* Evaluated the business needs from their scope and charter documentation to develop and document business and functional requirements utilizing Blueprint, JIRA, and MS Word.
* Performed feasibility and adaptability study to identify the business critical areas from User perspective.
* Experience in preparing and documenting the User Acceptance test (UAT) plan and obtaining the necessary signoffs from the concerned business units.
* Monitored multiple sprints while completion of biweekly scrums.
* Elicit requirements to facilitate changes in the system and its corresponding elements
* Used PowerPoint presentations for conducting walkthroughs with the stakeholders.
* Conducted walkthroughs with the end users and stakeholders to gather the modification requests from the user to upgrade or change the business specifications for the product.
* Followed a structured approach to organize requirements into logical groupings of essential business process, business rules, information needs and insured that critical requirements are not missed.
* Conducted JAD sessions to allow different stakeholders to communicate their perspectives with each other, resolve any issues and come to an agreement quickly.

**Environment:** Unified Modeling Language (UML), MS Office, MS Visio, MS Project, MS SQL, HTML

**EDUCATION:**

MBA in Finance and supply chain management, Kent State University