**SMITA GURUNG**

**Summary of Qualifications:**

* Business Analyst/Data Analyst professional with 6 years of experience in Banking Industry.
* Excellent analytical skills and interpersonal skills to understand the business process functionality and to translate them to Business Requirement Specification and System Requirement Specifications and to follow up and meet deadlines.
* Proficient in requirement elicitation techniques ranging from Joint Application Developments (JAD) Joint Requirement Planning sessions (JRP) and Rapid Application Development (RAD) Sessions, workshops and, project meetings, walkthroughs, and customer interviews, and prototyping.
* Define and implement a data classification model for the company.
* Experience with Django, a high - level Python Web framework.
* Created dashboard reports using Tableau and Power BI once the data analytic completed.
* Classified data into categories to find and retrieve relevant information for effective and efficient use.
* Proficient experience in Manual and Automated Testing of GUI and functional aspects of the Client-Server and Web based Applications on multiple levels of SDLC and Testing Life Cycle (STLC).
* Proficient in using Agile Scrum methodologies, participated in sprint/standup sessions, produced user stories, analyzed the Iteration Burn Down charts and reviewed defects.
* Organized Joint Application Developments (JAD), Walkthrough, Interviews, Surveys, Workshops sessions with IT Groups, stakeholders/clients/end-users.
* Knowledge about setting up Python REST API Frame work using Django.
* Responsible for ETL Development in Informatica, Profisee Maestro, Cognos Report development, Best Practices.
* Used python data visualization libraries: Matplotlib, Plotly and Numpy for data computation.
* Proactively communicate and collaborate with internal and external stakeholders in preparing BRD (Business Requirement Document), FRD (Functional Requirement Document), and SDD (System Design Document)
* Database experience include working knowledge of design and development in MSSQL, SQL Server, Oracle, MS Access
* Expert in writing SQL queries and managing MS access and SQL server database for data entry, storage and generation of reports to facilitate management decision making processes
* Worked on python data analysis libraries Pandas, Numpy
* Familiar with JSON based REST Web services and Amazon Web Services (AWS).
* Demonstrated ability to identify root causes of problems, consider both the long and short-term impact of proposed solutions and develop workable solutions. Ability to manage (Multiple) project tasks with changing priorities and tight deadlines. Ability to work well in a team. Open to Team related tasks, team meetings, team interaction and conference calls
* Experienced in drawing UML diagrams (Use Case Diagrams, State diagrams, Sequence diagrams, Activity diagrams, Collaboration diagrams) using MS Visio
* Developed use case models and use cases to capture the high-level objectives of an application during the initial phase of development.
* Experienced in the complete Quality Assurance (QA) life cycle from Requirements Gathering and Documentations to developing Test Plan, Test Cases, and conducting User Acceptance Testing (UAT)
* Experienced with working independently as well as part of a team. Highly motivated team player with excellent communication, presentation and inter-personal skills, looking forward to work in a challenging environment
* Excellent analytical and problem-solving skills and ability to work on own besides being a valuable and contributing team player.
* Enjoying discovering and solving problems
* Proactively seeking clarification of requirements and direction
* Take responsibility when needed

**TECHNICAL PROFICIENCY:**

Requirement Tracking: Rational Requisite Pro, JIRA, HP ALM, TFS

Defect Management Tools: HP Quality Center, MS project, Rational Clear Quest

Operating Systems: MS Windows, MAC OS

Databases: SQL, Oracle, MS Access, MongoDB

Office Tools: MS Word, Excel, Project, Outlook, Visio, PowerPoint, SharePoint

Methodologies: SDLC, RUP, UML, RAD, JAD.

UML Diagram Tools: Microsoft Visio/ Rational Rose

Environment: Waterfall, Agile (Scrum), Hybrid (Waterfall+ Hybrid)

**PROFESSIONAL EXPERIENCE:**

**TD Bank, Cherry Hill, NJ Jun 2016 – Aug 2018**

**Data Analyst**

TD Bank offers banking, insurance, brokerage, and investment banking services in many states. I was involved in their mobile banking app, where user can Manage accounts on the go – View account activity and balances, pay bills automatically, set up e-mail alerts, Transfer money – Move funds between their accounts and schedule transfers, Deposit checks from their mobile device, Find a location fast – View maps, directions, hours and ATM/drive-up info, View / Access their account statements 24/7, and bank securely. The user can download the app and use it for their online/ mobile banking purpose for multiple mobile devices including IPhone, IPad, Android, and tablets

**Responsibilities:**

* Assembled Business Requirements Document (BRD) and the Functional Specifications Document (FRD) as per the user requirements.
* Designs and develops the logical and physical data models to support the Data Marts and the Data Warehouse.
* Used data classification methods for sorting data within a database by scanning, identifying and separating the data.
* Created UML Diagrams including Use Cases Diagrams, Activity Diagrams, Sequence Diagrams, Class Diagrams, Data Flow Diagrams, Process Flow and Web Page Mock-Ups using Microsoft Visio.
* Verified ensured appropriate data classification
* Documented the complete process flow to describe program development, logic, testing, and implementation, application integration, coding.
* Experienced ETL Process using Informatica to load data from Oracle, Flat Files to target Oracle Data Warehouse.
* Wrote scripts in Python for extracting data from HTML and CSV files.
* Wrote Python scripts to parse JSON, XML, HTML documents using BeautifulSoup and urllib2.
* Worked with internal architects and, assisting in the development of current and target state enterprise data architectures
* Worked with project team representatives to ensure that logical and physical data models were developed in line with corporate standards and guidelines.
* Parsed XML file using Python to extract data from database
* Interacted with the end users to define and document data warehouse business requirements as the foundation for database design, data extraction and analysis.
* Fixed invalid mappings, testing of Stored Procedures and Functions, Unit and Integrating testing of Informatica sessions, batches and the target data.
* Classified data to determine the baseline security controls are appropriate for safeguarding that data.
* Writing shell scripting for various ETL needs and worked on integrating data from flat files.
* Documented User Stories, prioritized and facilitated story point discussions to analyze the level of effort on project specifications.
* Used Query Analyzer, Execution Plan to optimize SQL Queries
* Created dashboard reports using Tableau once the data analytic completed.
* Wrote stored procedures in Oracle for extracting as well as writing data.
* Establish documentation for Agile methodology for implementation with a very water-fall-centric development team.
* Worked closely with the development team and business team to review the design of systems, implement project plans and optimize project execution plan for each monthly and quarterly releases.
* Used Excel extensively for data analysis, mapping and documenting data requirements.
* Facilitated Joint application Development (JAD) sessions to identify the potential problems, resolved them and documented them to be effectively use by both business people and technical people.
* Escalated risks and potential risks during the project to proper channels to meet stringent deadlines and keep the project milestones/deliverables on track.
* Performed onsite-offshore coordination for multiple projects to perform test related activities.
* Performed various types of testing such as sanity/smoke test, features testing, functionality, interface, regression, integration, GUI, performance, data validation, back end (TOAD), Reports testing (Business Objects). Involved in UAT testing.
* Wrote SQL queries and performed Back-End Testing for data validation to check the data integrity during migration from back-end to front end.
* Prepared weekly reports for the project manager showing progress against outstanding milestones, status, resource requirements, issues, risks and dependencies.
* Performed Data Analysis of existing data using SQL.
* Provided support during User Acceptance Testing (UAT) to business users and communicated feedback to development teams.
* Demonstrated ability to work with cross-functional groups internal and external to the organization.
* Assisted the Project Manager in conducting weekly status meetings and developing the Work Breakdown Schedule
* Assisted in developing content and training materials, recommended enhancements and identified new business requirements.
* Made Presentations for Senior Managements and Business End Users.

**Environment:** Agile Scrum, HP ALM/ Quality Center, MS Office Tools (Word, Excel, PowerPoint), MS Visio, MS Project, JIRA, MS SQL Server, SharePoint, Perfecto, UML, SIT/UAT, Android, iOS

**Master Card, O’ Fallon, MO Feb 2014 – May 2016**

**Data Analyst**

MasterCard is a Global Financial Services company, which is extensively working on changing Payment Processing methods between merchants and world. I worked for Master Card Digital Enablement Service (Customer service Portal). This Digitization Service was developed to facilitate the financial industry transition from consumer account credentials stored on traditional payment cards, to digital credentials provisioned into mobile devices. These digitized credentials enable the consumer’s mobile device to perform payments via existing contactless point-of-sale systems and via new remote payment use cases, such as in-app payments. These digitization service-enhanced, device-based payment methods offer simpler checkout and payment experiences, and greater payment security.

**Responsibilities:**

* Led the project from inception through to deployment by establishing and adhering to time boxed project plans, proactively identifying and resolving risks, and regularly communicating progress against defined milestones.
* Worked on Pandas to import the data, sort and plot data.
* Created dashboard reports using Tableau once the data analytic completed.
* Facilitated and managed meeting sessions with committee of SMEs from various business.
* Work with users to identify the most appropriate source of record and profile the data required for sales and service.
* Document the complete process flow to describe program development, logic, testing, and implementation, application integration, coding.
* Parsed XML file using Python to extract data from database
* Developed complex SQL queries to develop the Interfaces to extract the data in regular intervals to meet the business requirements.
* Scheduled the ETL jobs using Maestro and loaded the data into target tables from staging area using dynamic load process.
* Involved in defining the business/transformation rules applied for ICP data.
* Define the list codes and code conversions between the source systems and the data mart.
* Designs and develops the logical and physical data models to support the Data Marts and the Data Warehouse.
* Conducted GAP and SWOT analysis by identifying AS-IS and TO-BE business process models and process flows
* Collaborated with SME's and Stakeholders to elicit and analyze requirements for prioritization.
* Facilitated JAD Sessions with business users, developers, and database design team to deal with backend synchronization problems accompanied with interviews and document analysis.
* Created the SQL scripts for demonstrating the prototypes and for verifying the result sets
* Converted various SQL statements into stored procedures thereby reducing the Number of database accesses.
* Utilized Agile/ SCRUM and PMI methodologies to monitor, steer and develop project objectives.
* Assured that all Artifacts are in compliance with corporate AGILE Policies and guidelines.
* Designed prototype Mock UI screens for each template of Web/Mobile application.
* Implemented slowly changing dimensions Type 2 using ETL Informatica tool.
* Worked in close conjunction with the architecture team to design the Conceptual and Logical Model of the system
* Created Use Case diagrams, Activity Flow diagrams and Business Process Flow diagrams in Microsoft Visio.
* Assisted in drafting the Artifacts by collaborating with technical teams and stakeholders.
* Worked with the product owner and development team in deciding and negotiating the definition of done and acceptance criteria for Potentially Shippable Product Increment (PSPI).
* Participated in scrum ceremonies, such as sprint planning, daily scrum meetings, sprint review, sprint retrospective and backlog refinement with cross functional scrum development team.
* Coordinated and communicated with Scrum Masters to relegate dependencies during the sprint.
* Tracked the progress of project using Rally. Assisted in removal of impediments and monitoring defect logs in Rally which in turn assist in velocity and capacity calculation for superior planning of upcoming sprints.
* Used SQL Server Database query for analysis.
* Coordinated with the development team and the business area to develop mock up screens.
* Assisted with product evaluation, product customization and system integration.
* Used MS Office extensively (Word, Excel, Access, PowerPoint, Outlook, Project) for calculations, graphs, analysis, presentation and documentation throughout the project.
* Worked with the UI team verifying the completeness of client-side validations by developing exhaustive test cases and test scenarios and assisted in the automation of the UI testing process.
* Responsible for business and functional requirements in the test strategy and participated extensively in User Acceptance Testing at the client environment. Also, involved in Regression Testing, Black box Testing.

**Environment:** Agile Scrum, Rally, MS Office Tools (Word, Excel, PowerPoint), MS Visio, MS Project, MS SQL Server, SharePoint, UML, Perfecto, Android, iOS

**Wells Fargo, San-Francisco, CA Jan 2013 – Dec 2013**

**Data Analyst / Business Analyst**

Worked on online banking system for functionalities like transferring money between accounts, set up alerts, view fee detail, view debit card holds, search for information and find help. The system also made self-service activities such as updating user profiles, ordering checks and changing addresses more user friendly and provided simpler and swifter navigation and seamless integration of various money management functions. The system has interfaces with Check Free electronic billing and payment services, providing different electronic and wireless alerts and the ability to view check images

**Responsibilities:**

* Worked on Visa HSA Debit Card integration: the objective of the project was to integrate the debit card with the online banking portal so that the customers can view and make debit card transactions online.
* Acted as a liaison between stakeholders, system users, SME, software development team and the QA team throughout all phases in the Agile methodology.
* Analyzed and collected business requirements, identified system interfaces and created Business and Functional Requirements Documents.
* Conducted Joint Application Development (JAD) sessions with management, SMEs, vendors, users and other stakeholders for open and pending issues to develop specifications.
* Designed Use Cases, Use Case diagrams, Class diagrams, Activity diagrams and Sequence diagrams in UML methodology using Microsoft Visio.
* Designed and maintained logical and physical enterprise data warehouse schemas using Erwin.
* Strong knowledge in data modelling Erwin data analysis, data integration, data mapping, ETL processes and in applying dimensional data modelling star schema concepts in **data warehouse.**
* Created activity and sequence flow diagrams for the better understanding of the process.
* Maintained Requirement Traceability Matrix (RTM).
* Implemented security configurations, customizations and integration for profiles.
* Coordinated with the offshore development team on the progression and development of the requirements.
* Clarified QA team issues and reviewed test plans and test scripts developed by QA team to make sure that all requirements will be covered in scripts and tested properly.
* Analyzed the defects in UAT and production and categorize, prioritize them and then assign it to the right resource for fixing the defect.
* Conducted Gap Analysis to ensure all requirements of the current process are met by the proposed system. Prepared As-Is and To-Be models.
* Worked closely with the UI team to model the screens, which met user defined requirements, organizational and regulatory standards.
* Participated in the Bug Review Meetings, updated requirement document as per Business End Users feedback.
* Conducted UAT (User Acceptance Testing) with the Business End Users.

**Environment:** Agile Scrum, SQL, Trello, HP Quality Center/ALM, Microsoft Office Suite (Word, PowerPoint, SharePoint and Excel)