**Subin Raj Shrestha**

[469-995-5360](tel:469-995-5360)

[subinrajshrestha@gmail.com](mailto:subinrajshrestha@gmail.com)

**Professional summary:**

* **Sr. Business Analyst** with **7+ years** of IT experience in all phases Comprehensive knowledge of **Software Development Life Cycle (SDLC), Software Testing Life Cycle (STLC), Waterfall Methodology, Rational Unified** **Process (RUP)** and **Agile Scrum.**
* Strong understanding of **Business Process Management**, **Business Process Reengineering (BPR) and Business Process Improvement (BPI)**
* Extensive experience in requirements gathering, Surveys/Questionnaire development, **Business Requirement Documents** (BRD), **Functional Requirement Documents** (FRD)
* Excellent in preparing **Use Cases, Activity Diagrams, Sequence Diagrams** and strong knowledge of **Unified Modeling Language(UML)**
* Excellent in performing **GAP Analysis** to check the compatibility of the existing system infrastructure with the new business requirements
* Experience in conducting **Joint Application Development (JAD)** and **Joint Requirement Planning**
* **Quality Assurance (QA)** experience with developing and reviewing test plans, test scripts, test requirements, test cases, test reports, and using defect tracking tool to address bugs/issues as required by the project
* Experience in writing **SQL** queries, functions, and procedures using various SQL editors
* Strong experience at interacting with development team members to fix errors and conduct **progression, regression** and **sanity tests**
* Expert in tracking and managing requirements through **Requirement Traceability Matrices (RTM)**
* Good working knowledge of advanced concepts in **Excel** such as **Pivot tables, What if Analysis, and Macros**
* Experience in preparing and documenting **User Acceptance Test (UAT),** user manual and participated in **Post Production Validation (PPV)**
* Strong understanding of **Object Oriented Analysis & Design (OOAD)**.
* Excellent in performing **Risk Analysis and SWOT Analysis.**

**Technical Skills:**

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| **Requirement Modelling/Management Tools** | Power Designer, Smart Draw, MS Visio, MS Project, MS Office, Snagit, Seapine, Rational Rose, Requisite Pro, Justinmind |
| **Methodologies** | Waterfall, RUP, UML, Agile |
| **Operating Systems** | Windows 8.1/8/7/NT/XP/Vista/2003, Mac OS X |
| **Testing Tools** | Quality Center, Quick Test Professional, Silk Central, JIRA |
| **Database** | Oracle, SQL Server, Access |
| **Programming Languages** | C, UNIX Shell Scripting, SQL, PL/SQL, Visual Basic |

## SUMMARY OF PROFESSIONAL EXPERIENCE

**Gap Inc., Rockville, MD Nov 13 – Present**

**Sr. Business System Analyst**

GAP, Inc. is one of the world's leading apparel retailers. The main goal of the project was to modernize the Content Management System (CMS). I worked on implementation of **NetSuite** integrated **CRM/ERP** system, which included: defining implementation strategy, converting legacy systems, Point-Of-Sale (POS) system and internet store. My responsibilities also included redesigning Order Fulfillment and Shipping operations. Implemented an E-commerce Application which included inventory tracking and distribution of goods to its various distributors.

**Responsibilities**:

* Worked closely with technology and business user staff to complete workflow improvement **and document functional specifications** for systems.
* Assisted other business analysts in performing **Feasibility** and **Complexity Analysis** to identify technically feasible functionalities, and determine the level of effort **(LOE)**.
* Collaborated with **Product Owners** to write up and prioritize customer centric documents like **User Stories** for **Product Backlogs**.
* Prepared and documented **Sprint Backlogs** to identify and monitor the activities performed in the time boxes.
* Provided detailed **User Interface Document** to the development and testing team for clear understanding of the system.
* Served as **a liaison** between the Business and Technology Department. Enhanced communication lines between executives, managers, and peers.
* Gathered **requirements** for the integration of POS system with the supply chain system.
* Trained all Users on use of Point of Sale (POS) system.
* Responsible for the management of the **ERP** system **(NetSuite)** and the order flow process.
* Assisted the **SCRUM Master** in facilitating daily **SCRUM meetings**, **Sprint Planning**, **Review** and **Retrospective** meetings.
* Created **Burn-down Charts** to monitor the completion of work within the time-boxes.
* Participated in **Daily Standup** meetings and worked with the team in resolving issues that could potentially cause delays in the sprint completion.
* Made extensive use of **SQL** queries for the arrangement of customer data.
* Formulated **test case scenarios** from the user stories.
* Created **UAT test cases** and assisted senior business analysts in conducting UAT tests.
* Conducted training sessions and updated **Product Manual** upon successful delivery of each sprint.
* Resolved issues reported by business **Post-Production**.

**Tools & Technologies:**  MS Visio, MS Office Suite, Java, SQL, NetSuite, ERP, Justinmind, SmartDraw, Jira, Seapine Software

**Dick’s Sporting Goods, Coraopolis, PA                                                   Jul 11 – Oct 13**

**Business System Analyst**

Dick's Sporting Goods, Inc. is a sporting goods retailer offering a broad assortment of brand name sporting goods equipment, apparel and footwear in a specialty store environment. The main objective of the project was to improve **Online Order Management System (OOMS)** so asto generate online orders in stores, create a user friendly experience for customers, and ship orders placed in-store for free. In addition, it would be possible for vendors to ship directly to customers, thereby improving inventory turns. Increase in customer satisfaction, lower shipping costs and improved utilization of inventory can be achieved by connecting online customers with any products in any store.

**Responsibilities:**

* **Interviewed** clients and business users to understand the **Business and Functional Requirements**, and transforming them to **Functional Specifications**.
* Involved in **interviewing Subject Matter Experts (SMEs)** and carefully recording the requirements in a **Business Requirements Document (BRD).**
* Analyzed and translated business requirements into system specifications utilizing **UML** and **RUP** methodology.
* Documented **Requirements, Objectives and formulated systems** to parallel overall business strategies.
* Prepared the **Functional Design Specifications** employing **use case diagrams, sequence diagrams, and Data Flow Diagrams (DFD's)**.
* Created **Screen designs** for the development team to ensure client’s requirement were adequately represented.
* Performed **Gap Analysis** between the “**As-Is**” model of the legacy system and the “**To-Be**” model to identify the gaps logged issues relating to the identified gaps and worked with the **SME** to get clarifications.
* Involved with regular walkthroughs and meeting to discuss bottlenecks in the system and possible solutions with the development team.
* Performed report validation writing **SQL** queries on an **SQL Server database**.
* Prepared and maintained **Requirements Traceability Matrix**.
* Tracked change requests and monitored workload and schedule.

**Tools & Technologies:**  Windows, MS Word, MS Excel, MS outlook, MS PowerPoint, MS Project 2010, MS Visio, Snagit RUP, Power Designer, SQL Server, MySQL, Silk Central

**Pfizer Pharmaceuticals, Madison, NJ                                             Mar 09- May 11**

**Business System Analyst**

Pfizer Inc. is a leading multinational **pharmaceutical** company with its prime focus on research, development and production of medicines and vaccinations for a wide range of medical conditions.

The role intended to incorporate Lean Procurement for a Demand driven Supply Chain Network which included a system of processes and technologies that enabled the organization to sense and respond to real-time demand across a network of suppliers, employees, and customers. The Lean Procurement activities focused on proactively managing supply chain events using **Supply Chain Event Management System**(SCEM) embedded with Oracle and at the same time focused on streamlining buyer productivity, eliminating non value-added activities across the supply chain, optimizing the **Enterprise Resource Planning**(ERP) and **Electronic Data Interchange**(EDI) by migrating from push to pull system, developing a flexible and responsive supply chain & reducing the wastes involved in the procurement activities.

**Responsibilities:**

* Analyzed business model, user requirements and logical specifications to deliver appropriate solutions
* Recorded **business requirements**, **functional specifications** and business process information via interactions with key stakeholders/business users
* Created, administered, and compiled extensive user surveys and conveyed the requirements to developers
* Assisted the project manager in PM tasks like preparing scope statements, templates and status reports
* Defined business scope and assumptions, estimated resource and work requirements and suggested effective strategies to meet business objectives
* Designed and documented **Business Process Flows**, **UML Use Cases**, and Systems Documentation including requirements, functional Specifications and System Design
* Created custom reports for stakeholders and key business users
* Evaluated user needs in online ordering and online account management
* Involved in **User Acceptance Testing (UAT)**; documented the changes/enhancements required after interacting with the end users
* Ensured constant relation with users and technical teams to develop custom solutions.

**Tools & Technologies:** Java, Sql server 2008**,** SQL, MS Visio, ERP, MS Project

**First Citizens Bank, NC Apr’08 – Feb’09**

**Business Analyst**

First Citizens Bank offers a complete line of financial services, including personal banking, business banking, trust services and insurance services and has grown to serve customers in more than 200 cities in the US with total assets of more than $18 billion. The project Home Equity Loan Originating Solution is an end-to-end E-commerce Equity Solution for originating and funding of Loans. The solution is flexible, robust which integrates many components of web interfaces, document generators, workflow, and credit decision instantly and efficiently.

**Roles&Responsibilities:**

* Analyzed “as-is” process of the existing system and understood the “to-be” process and provided assessment document & created process flows.
* Lead JAD sessions to collect requirements from Business user to initiate systems development process.
* Participated in design meetings and contributed towards creating architecture diagram.
* Created and managed project templates, use case templates, requirement types and traceability matrix in Requisite Pro.
* Performed data mapping by executing **SQL scripts** at the backend database level to ensure the correctness of the test results as the output was a combination of data from various databases.
* Prepared all the documents &facilitated review sessions as per the in-house **SDLC** methodology and complied with the corporate &regulatory laws.
* Created & maintained issues & risk documents and followed up with the individual owners to ensure the timely response/completion of the action items
* Participated in weekly meetings with the management team and walkthroughs
* Maintained a Traceability Matrix to ensure that all Functional Requirements are addressed at the Use Case Level as well as the Test Case Level.
* Assisted QA team with Test Plans and executing Test Cases.
* Planned and defined system requirements to Wire Frames with **Use Case**, Use Case Scenario and Use Case Narrative using the UML (Unified Modeling Language) methodologies.
* Experience in reviewing Test Procedures, defining Test cases, reviewing and maintaining Test scripts, analyzing bugs, interacting with team members in fixing errors and User Acceptance Testing (**UAT**).
* Handled Change Requests by capturing them in the available organizational templates & thoroughly analyzing them for the impact on the existing requirements.
* Worked on Agile methodology of **SDLC** with working on userstories.
* Defined and documented test plans, test cases and facilitated system, functional, &UAT tests.
* Reviewed and reported the progress of the project during all the phases.
* Used MS Office Suite extensively (which included MS Word, MS Excel, MS Power Point, MS Visio), & QC for various documents and reports, facilitating meetings.

**Tools & Technologies**: Microsoft Office Suite, MS Visio, Windows XP, SQL, PLSQL, XML, VB, ASP, Agile, Mercury Test Director, Win Runner, Load Runner.