**Subin Raj Shrestha**

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**PROFESSIONAL SUMMARY:**

* Over 7 years of experience Business Analyst in Financial Services, Insurance, Mortgage & Telecommunications.
* Extensive Experience in all phases of Software Development Life Cycle (SDLC) and thorough Knowledge of implementing Rational Unified Process (RUP) in all the phases of the project.
* Proficient in developing E.R Diagrams, Use Case Diagram, Sequence Diagrams, Activity Diagrams, Class Diagrams and Swim Lane Diagrams based on UML Methodology using MS Visio and Rational Rose.
* Excellent writing skills in Business Requirements Document (BRD), Functional Specifications Document (FSD), Use Case Specifications, Systems Design Specification (SDS), Software Requirements Specification (SRS). Skilled in eliciting user demands and translating them into data, functional, quality, and usability requirements.
* Experience in Object Oriented Analysis of business requirements, Program Management Office (PMO), application system design and Business Process management (BPM).
* Adept in conducting **User Acceptance Testing (UAT)**, Cost benefit analysis.
* Experience working with QA team to develop the test plan, test cases, ensured adequate testing of software both before and after completion, Involved in creating test cases in Mercury Test director and **HP Quality center**.
* Conducted **Joint Application Design (JAD)** sessions to gather requirements to formulate business specifications, design and configuration specification documents for creating Business Processes and Work Flow Diagrams using the best practices methodologies and tracing the requirements using **Requirement Traceability Matrix (RTM)**.
* Proficient in planning Migration and Implementation tasks.
* Analyzed and developed large quantities of data in SQL to manipulate modify and debug various tables for reporting services.
* Worked closely with various internal teams to define the scope, provide estimates, set project timelines and initiated relevant change requests (CR) through **Clear Case and Clear Quest**, during the Project Life Cycle.
* Possess excellent communication, presentation, innovative, analytical, and interpersonal and Project Management skills with the ability to keep executive staff and team members apprised of goals and project status and learn new system tools to adapt across various domains and diversified work culture.
* Solid understanding of SDLC and RUP methodology with experience writing business requirements using Rational Unified Process (RUP) artifacts (e.g., use cases, business rules, supplementary specifications, UI specs, etc.)

**TECHNICAL SKILLS**

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| **Business Modeling** | UML Modeling using Rational Rose, MS Visio. |
| **Requirement Management** | Rational RequisitePro, |
| **Repository Management** | Rational Clear Case |
| **Change**  **Management** | Rational Clear quest |
| **Methodologies** | AGILE, SCRUM, Waterfall, Software Development Life Cycle (SDLC), Unified  Modeling Language (UML), Rational Unified Process (RUP). |
| **Languages** | JAVA, ASP.NET, HTML, DHTML, XML, PL/SQL, SQL. |
| **Application** | Quick Test Professional, Test Director, Quality Center, Microsoft Project, MS Visio, MS Outlook, Enterprise Architect. |
| **Database** | MS Access, Oracle 8i, Administered Oracle 10g, Oracle 11G |
| **Operating Systems** | Windows 2003 Server, Windows NT 4.0 Server, Windows NT 4.0 Workstation, Windows 95, Windows 98, Windows 3.12, Windows for Workgroup & Lotus Notes Clients |

**PROFESSIONAL EXPERIENCE**

**AEGON INC, Cedar Rapids, IA Dec’2013-Till Date**

**Senior Business Analyst**

The AEGON Americas companies offer a wide range of competitive and innovative products to numerous markets through a highly diversified distribution system. Life insurance, pensions and related investment products, as well as supplemental health insurance products are offered.

**Responsibilities:**

* Responsible for supporting Business Stakeholder efforts to define entitlement from business rules and processes for new roles that leverage existing applications.
* Analyzed end user problems including automated and manual business processes and identified, researched, investigated, defined and documented business processes.
* Designed a Traceability Matrix covering all the conceptual parameters of the new system. Created a maintenance plan that included graphical interface and programmatic interface to update the roles and to identify the people or processes entitled to make the changes.
* Performed Gap analysis by identifying existing technologies, documenting the enhancements to meet the end state requirements.
* Conducted JAD Sessions to understand detect changes of a person's attributes and define whether the change mandates the person's role changes, a notification be sent or another action.
* Conducted Walkthroughs with end users, developers, managers and other analysts. Identify firm structure roles, succession events, workflows and associated requirements. Gathering of business requirements and converting them into functional requirement specifications and user requirement specifications.
* Developed application to track Risk Exposure. Leverage Risk experience and business judgment to plan initiatives and accomplish enterprise-wide goals.
* Proficiently worked in designing, reviewing and documenting system test plans, defining test Procedures and creating test cases on the basis of product releases features, client’s requirements and related technical documents.
* Responsible for leading business requirements definition to successful completion, including the discovery, analysis and documentation of business requirements, process flows, use cases, test and training plans.
* Did UAT with the process owners to explain the difference between the new and old application in use.
* Advanced excel skills used to document traceability matrix.
* UsedVisio in the project.
* Facilitated change management working sessions; partnered with senior leaders to identify impacts to their functions and to assess organizational change readiness Ensured that the CLIENT Risk Management policies and procedures are adhered to by all applicable functional groups/areas. Participated in all the phases of testing, Functional, Integration, System, Validation and Regression testing and assisted in developing test scenarios, test cases and implemented test plan with the QA team.
* Involved in gathering the Data requirements, data visualization, data analysis and defining the Data.
* Utilized Mercury Quality Center to document issues found during the test automation process, suggested appropriate solutions and prioritized defects for resolution in coordination with the development team Participated in User Acceptance Testing (UAT) along with SMEs to get the approval of the new system being implemented.
* Coordinated installation, maintenance, and management of all the integration into the network. Assisted in development of training materials for new technology and process improvements.
* Responsible for creating UML modeling plans, Use cases, process flows, Wire Frames and business requirements documentation using Requisite Pro.
* Created activity diagrams for designing new workflow using rational rose.
* Planned each phase of the project with the project manager through regular meetings and discussions.
* Learnt the project management cycle while working with the project manager.
* Worked on change management and process remodeling techniques.

**Environment:** MS Visio, Lotus Notes, PL/SQL**,** Requisite Pro, Rational Rose, Mercury Quality Center

**Pacific Life, CA Dec’2011-Nov’2013**

#### Business Analyst

Pacific Life Insurance Company is an insurance company providing life insurance products, annuities, and mutual funds, and offers a variety of investment products and services to individuals, businesses, & pension plans. Pacific Life also counts more than half of the 100 largest U.S. companies as clients.

**Responsibilities:**

* Gathered analyzed, documented business and technical requirements from both formal and informal sessions and validate the needs of the business stakeholders.
* Conducted **JAD**sessions between the end users and the development team. Worked with the software architects / developers to ensure that the applications confirm to customer requirements.
* Studied the inherent systems in detail, to have a clear understanding of the business processes and associated system workflow.
* Conducted user interviews and documented business and functional requirements.
* Implemented Software development Life Cycle(SDLC)
* Involved in gathering the Data requirements, data analysis and defining the Data Mapping.
* Created use case scenarios and documented workflow and business process.
* Involved in business analysis of the existing tools and configuring new feature set up. Produced the key deliverables by understanding the Application design & Gap Analysis Document (GAD) concentrating on gap analysis.
* Documented requirements associated change requests with requirements and connected requirements with Use cases.
* Wrote user requirements specification (URS) and Functional requirements specification (FRS) Documents as per the Business requirements and process flow.
* Involved in jobs and analyzing scope of application, defining relationship within & between groups of data, Star Schema etc.
* Created Use Case specifications, business flow diagrams, Activity diagram using Rational Rose, so the developers and other stake holders can understand the business process according to their perspective with possible alternate scenarios
* Involved in converting the User requirements into business requirements, functional requirements and technical requirements and also created business process models from the requirement specs.
* Verified the **business scenarios** on new builds for testing by QA team.
* Conducted User Acceptance testing (UAT) with the QA Team.

**Environment**: Microsoft Excel**,** Define IT, Visio, CaliberRM, TBA, SQL Plus, Rational Clear Quest

**Provident Bank, New York, New York Aug’2010-Nov’2011**

**Business Analyst**

Provident bank is a leading provider of mortgage solutions. Its flagship product is a comprehensive and easily customizable mortgage management package covering the full range of loan-handling activities from pre-qualification to loan closing.

**Responsibilities:**

* Used Requisite Pro for the Requirement Documents' Preparation.
* Conducted JAD Sessions to develop an architectural solution that the application meets the
* Business requirements, resolve open issues, and change requests. Translation of Business
* Requirements to the Functional Specification.
* Prepared Business Process Models that includes modeling of all the activities of the business from the conceptual to procedural level. Followed top down, leveled technique for building Business Process Models.
* Interacted with QA team to develop test plans, test scenarios and test data analysis.
* Provided key input in working with users in defining project and system requirements.
* Played a substantial role in the process definitions and business and functional requirements gathering, in an effort to develop a practical technology solution for automating sales methodologies.
* Created Flow Charts, Use Cases /Activity Diagrams / State Chart Diagrams, Sequence Diagrams, and Collaboration Diagrams thus defining the Data Process Model and Business Process Model.
* Conducted User Acceptance Testing. Help QA team with load runner tool for performance testing.
* Monitored client expectations through client involvement and communication throughout the lifecycle of the project; educate clients and stakeholders on the benefits and risks associated with the project.
* Evaluated the Rational comprehensive approach to software development, featuring seamless integration between tools, services and best practices, enables the organization to successfully deliver high quality software while deriving impressive business benefits for their customers.
* Able to understand and write web service calls at backend.

**Environment**: Windows XP, Java, Oracle, Requisite PRO, Excel, PowerPoint, HTML, DHTML.

**Baxter, Northbrook, IL Mar’2008-June’2010**

**Business Analyst**

Baxter is a global medical products and services company with expertise in medical devices, pharmaceuticals and biotechnology

**Project**

The project was to design an Order Management System (OMS) which allows to input orders to the system for routing to the pre-established destinations and the OMS must then update its database and send an execution report to the order's originating firm where in - a customer orders a product in the Baxter site and it automatically reflects in the sister companies (called as Operating Companies- Op Co). Then they will process the order and ship it to the customer.

**Responsibilities:**

* Worked with the business team to collect the business requirements, security and service level requirements and documented those using Caliber RM Co-authored business requirements document with project teams.
* Extracted, discussed and refined business requirements from business users and team members. Co-authored functional requirements documents by interacting with the development personnel.
* Assist with data conversion activities and all levels of testing (functional, system, regression, and integration) as necessary.
* Assisted the Project Manager in many project management activities like Project Planning, Budgeting, Scheduling and Costing. Used Microsoft Project extensively as a part of these activities.
* Conducted user interviews, gathered requirements, and analyzed the requirements using Visio Participated in the logical and physical design sessions and developed design documents. Designed new process flows for the existing system as well as for the enhanced system.
* Conducted and lead status report meetings with the business and the IT team on a weekly basis. Assisted project managers with the development of project schedules.
* Developed requirements and preliminary design for client applications. Performed analysis and design projects using a systems development methodology. Worked with all levels of client staff in solution definition.
* Conducted technical review sessions and facilitated other project meetings as required. Worked with project management to analyze change requests to determine what is being requested and programming required.
* Documented test cases during requirements gathering, analysis and design phases and loaded them into Test Director Manage Scope and change throughout the life cycle of the product.
* Responsible for addressing, diagnosing and resolving issues that arise on a day to day basis for the team.

**Environment**: PL/SQL, MS Visio, MS Access, MS Excel, MS word, MS Project.