**Sudan Ghimire**

**Professional Summary:**

* 5+years of experience as **Business System Analyst/Technical (Data) Analyst** with specialties in Requirements Gathering, Requirements Documentation, Testing and Data Analysis/Mapping/Modeling
* Extensively used **SDLC** methodologies. Specific methodologies include **Water Fall**, **Agile Scrum** technique and Rational Unified Process **(RUP)** for managing iterative style of software development
* 4years of experience in data analysis by executing **SQL queries**and3 plus years of experience in **Enterprise Data Warehousing (EDW/BI)**Projects
* Excellent analytical skills for understanding business requirements, system requirements/concept validation, and data related requirements, business rules/processes, and detailed design of the application
* Able to work with project manager in writing **Scope & Vision Document** during planning phase of the projects
* Extensive experience and understanding of **Web Technology**, **Finance**, **Investment, Insurance, E-commerce, TIBCO, Service-Oriented Architecture (SOA)**,and **Change Management**
* Able to map current practices with best practices in similar fields and model the gaps via **Gap Analysis**

**Data Analysis:-**

* Proficient in analyzing **Data Quality Issues** - **Data Redundancy**, **Data Consistency**, **Data Completeness**, **Metadata Analysis**, **Master Data Management (MDM)** and **Data Schema Study**
* Prepared **Data Mapping Document** comprising of Source Input Definition, Target/Output Details, Business Transformation Rules, and **Data Quality Requirements**
* Knowledge in the **ETL (Extract, Transformer and Load)** of Data into a data warehouse / data mart tools like Business Object Modules.
* Proficient in executing **SQL queries** for data analysis and preparing Data Profile Report
* Performed Data Mining in order to determine Data Mappings between various systems
* Ability to interpret/build **Data Models - Logical Data Model, Relational (Normalization) Model and Dimensional (Star and Snow-Flakes) Model, Meta Data Schema, Data Validation**
* Strong understanding of **OLTP, OLAP, ETL, Data Integration, Data Migration, Data Conversion and Distribution, Data Flux Kimball & Inmon DW Models , Data Acquisition, Data Modeling, DB Design Approach**

# Technical Skills:

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| Methodologies | RUP, UML, Waterfall, Agile (Scrum, Xp) |
| Testing Tools | Rational Enterprise Suite, Mercury Test Director, Win Runner, Load  Runner |
| Data Modeling Tools | MS Visio, Erwin, ER Studio |
| Business Modeling Tools | Power Designer, MS-Visio, Doors, Rally |
| Project/Contents Management | MS Project, Requisite Pro, MS Excel, MS SharePoint |
| Defect Management Tool | Rational Clear Quest, QTP, Mercury Test Director |
| Databases | Netezza, Oracle, MS Access, MS SQL Server, DB2 |
| Data Mining (Predictive Analysis) | WEKA, Rapid Miner, Tracies, iDA, SAS |
| Risk Management Tools  (Mathematical Modeling Tools) | Monte Carlo Simulations, Crystal Ball, What-if Analysis,and  Sensitivity Analysis, OPTQEST |
| Operating Systems | Windows 2000/XP/Vista, MS Dos, Mainframe |
| General | MS Office, MS Project, Lotus Notes, Excel Macro, VBA,HTML, PDF,  Adobe Photoshop |
| Reporting Tools | Oracle Business Intelligence, Tableau, MicroStrategy |
| ETL/datawarehouse Tools | Informatica9.5/9.1/8.6.1/8.1 (Repository Manager, Designer, Workflow Manager, and Workflow Monitor). |
| Referential Data/ Revenue Allocation | Referential Data Interface/ART Rules |

# Professional Experience:

**NJM, Trenton, NJ Jun 2015- Current**

**Business System Analyst**

NJM group offers wide range of Property and Casualty Products and Services including Personal lines products, excess liability/commercial umbrella and workers compensation and Business Automobile coverage. As part of the HUD Program, client would like to start offering Homeowners, Umbrella, and Dwelling products in Guidewire. I worked on the integration layer as an analyst handling business process lifecycle for Personal Property and Casualty Underwriting. This includes caching of report in Enterprise Data Service, mapping schemas from External vendor into the building using different Web-Services, integrating Guidewire Policy Center and Guidewire Billing Center to internal legacy application, business partners, and other multiple applications.

**Responsibilities:**

* Conducted mass user interviews with application user representatives and SMEs.
* Created data mapping documents and transformation between ESB, EDS, and external vendors
* Integrating Guidewire Policy Center to Mainframe application for database conversion.
* Involved in Data migration, DB Design, and data conversion process.
* Enhancement of legacy application UI to meet underwriting and product needs
* Integration of CLUE services from LexisNexis to GWPC to receive claims detail for HO, Umbrella, and Auto Products.
* Understanding integration requirements of Home Inspection Index from LexisNexis to GWPC to receive Index Score for Dwelling, Umbrella, and Homeowners products.
* Worked with ETL Developers and Process Analysts in preparing the requirements (data and functional), and writing (documenting) work flows and process flows
* Created business requirement documents (BRD) and integrated the high-level user requirements for the underlying platform functionality.
* Conducted walkthrough of BRD in the JAD Sessions with users and developers. Collected specific information to include in the Functional Requirements Document (FRD).
* Facilitated Guidewire workshop for Guidewire suite display-Policy Center, Billing Center, Product Model.
* Identified high-level requirements in Inception for Guidewire Policy Center and Billing Center.
* Identified high Gaps between functionalities of current system and Guidewire.
* Prepared training documentation for end user groups.
* Used Agile - Scrum methodology and worked in short Sprints to achieve goals.
* Participated in Scrums & Scrum of Scrums and discussed the open issues and statues.
* Participated in Agile Planning Sessions and assumed the Product Owner role for the Agile initiative.
* Created and explained the User Stories to the Scrum Team and helped them design the Tasks.
* Implemented Traceability Matrix and User Requirement Specification Document and verified the functionality coverage.
* Prepared details specification pertains to data extraction transfer load (ETL), detail data mapping and data migration plan.
* Involved in development of timelines for project delivery, and managing projects and resources to successful completion.
* Functioned as the primary liaison between the business line, operations, and the technical areas throughout the project cycle.
* Designed and developed Use Cases, Activity Diagrams, and Sequence Diagrams to depict the business process workflows.
* Designed SSIS Packages to extract, transfer, load (ETL) existing data into SQL Server from different environments for the SSAS cubes.
* Developed comprehensive system test scenarios and test scripts. Responsible for performing back-end analysis and testing using SQL queries
* Facilitated the User Acceptance Testing (UAT) and documented any issues or defects and eventually got sign off from the relevant parties.

**ENVIRONMENT:** Windows, MS Office (MS Word, MS Excel, ETL,MS PowerPoint, MS Visio), .NET, Oracle, MS SQL Server 2010,Agile, Guidewire Policy Center, Guidewire Billing Center, Guidewire Contact Manager, ESB, EDS, Mainframe, PIAS, HO Inspector Application, OnBase, NJBIA

**Mercury Insurance Group, Brea, CA Apr 2014- Jun 2015**

**Business System Analyst**

The project focused on enhancement of EDW reporting for Line of Business PPA(Personal Auto and Commercial Auto) and Non PPA(Home Owners, Business Auto) for various source systems such as NextGen, Guidewire, and PHXE/PHXW. Also, the project focused on creation of new dimension (for Flat Cancel) to capture latest view of Inforce Policies, Cancelled Policies, Expired Policies based on the effective date of cancellation, reinstatement date and renewal and report through MicroStrategy.

**Responsibilities:**

* Interacted with business users to capture the reporting requirements
* Design dimension (Policy Module) for MicroStrategy reporting model
* Created report in MicroStrategy as per the business requirements
* Created defect for existing reports in quality center
* Executed SQL queries to perform data validation, data reconciliation, and data quality
* Involved in Data Integration from application server to Netezza
* Coordinated data profiling/data mapping with business subject matter experts, data stewards, data architects, ETL developers.
* Extensively used ETL methodology for supporting data extraction, transformations and loading processing, in a complex EDW using Informatica.
* Troubleshooted test scripts, SQL queries, ETL jobs, data warehouse/data mart/data store models.
* Involved in Data Model to modify existing Data Model (Schema)
* Involved in creating source target mapping (Data Mapping) document as per the design needs
* Assisted testing team in writing test plan, test cases for Unit and System Integration test in Test Director (Quality Center)
* Performed data extraction and loading using Informatica ETL.
* Managed requirements by developing Requirement Traceability Matrix (RTM) and performed Sanity Test
* Performed User Acceptance Testing to verify the end results
* Extensively used Informatica, Netezza, Oracle, DB2, DBVisualizer, MicroStrategy, Quality Center, GuideWire, and NextGen applications.
* Designed and Developed ETL (Extract, Transformation & Load) strategy to populate the Data Warehouse from the various source systems feeds using Informatica.
* Extensively worked on Policy, Claims and Billing center for source systems for NextGen, GuideWire, and PhxEast/PhxWest in external application system and internal Database
* Involved in business calls for Data conversion, between Guidewire policy center and NY DMV EDI X12 files

**ENVIRONMENT:** Guidewire Policy Center, ETL, Guidewire Claim Center, Guidewire Billing Center, DuckCreek, M1, NextGen, EARS, DMS, OnBase, Phoenix, Agent Station, DBVisualizer 8.0, Quality Center, SOAP UI Pro 4.5.2, FastStone Capture, WinSCP, Putty, ARF Report, SQL Server, MS Visio, MS Office (MS Excel, MS Word, MS PowerPoint), and Liquid XML Studio 2012

**Guardian Life insurance, NYC, NY Feb 2013- Mar 2014**

**Business System Analyst / Data Analyst**

Guardian is the fourth largest mutual life insurance company in America, with 145 years of experience in providing diversified financial solutions, including life insurance, Property, and casualty (P&C) insurance, disability income insurance, retirement services, employee benefits, annuity, and investments. An application for the Defined Benefits Administration and printing the retirees' was developed to maintain the records of employee retirement benefits, provide retirement estimates and projections for the employees, as well as Calculating retirement checks and Payroll. As a Business Analyst my main responsibility was to provide valid policy information to the Claims application for a given date of loss.

**Responsibilities:**

* Analyzed System and Functional Specification documents.
* Created a Test Strategy to be implemented across the web integrated system.
* Implemented a modified RUP for managing requirements.
* Involved in UML diagrams and design of Use Case Diagram, Class Diagram, Sequence Diagram, and State Diagram for project documentation using Select Enterprise.
* Knowledge of claims systems and policy administration system.
* Gathered business requirements through interviews, surveys, JAD sessions and observations and created the Business Requirements documentation for building UI for viewing data
* Tested the validity of the data cleaning done by the ETL by writing SQL and by using Informatica.
* Worked on Integration Mapping between different applications Front Office/Back Office Data.
* Performed data extraction and loading using Informatica ETL.
* Developed the ETL Informatica Mappings for importing data from ODS into subsequent data marts.
* Gathered and analyzed Reporting requirements and formulated Business Rules for Req fields, and different services as part of the Data Warehouse Initiative with Business Objects as the front end-reporting tool.
* Defined Acceptance Criteria and collaborated with the team to define staggered defect criticality levels.
* Recommended a reporting solution in the Data Warehouse that would minimize the impact on the system from evolving business needs.
* Documented technical requirements starting from project initiation to completion.
* Documented project details using Microsoft Project to develop and maintain a Work Breakdown Structure (WBS).
* Assisted in the documentation of requirements for the claims management system as a business analyst.
* Tested security privileges of the application for individual users as well as group access. Extensive interactions with the client and the management teams to understand the requirements and report the status of the testing efforts on their applications.
* Using SQL and TOAD analyzed the Business by performing data analysis and also monitored the databases during production support.
* Conducted peer design and code reviews and extensive documentation of standards, best practices, and ETL procedures.
* Collaborated with developers as needed to determine the root cause of defects, report software bugs and re-tested the fixed issues.
* Checked validation of the application against the requirements, was involved in writing several test cases for UAT and Unit Testing.
* Developed Data Conversion Strategy using ETL functions for converting data from the existing site to the new site.
* Developed and documented Standard Testing Procedures for both Manual and Automated Testing.
* Involved in Database Driven Testing executed SQL Queries.
* Involved in developing Test Plan, Test Scripts, and Test Cases.
* Created data model, mapped data elements to their source elements, created ETL transformations necessary to load the data warehouse.
* Interacted with developers to get involved in meetings and walkthroughs and was responsible for weekly status reports.
* Concentrated on implementing batch integration in replacing the existing legacy Batch applications like payments and billing.
* Understanding of the as-IS Systems (Current Environment) and the development of the To-Be Systems (Target Environment).
* Developed timelines for project delivery, and managed enterprise projects and resources to successful completion.
* Designed and executed Test Plans and Test Cases and generated Test Scripts and Test scenarios.
* Coordinated User Acceptance Testing with the UAT group to ensure the correct business logic.
* Developing the test strategy based on the provided Test Planning and Test specification Documents.
* Analyzed and Executed Test Cases and Test Plans based on software requirement specifications and Functional specifications.
* Facilitated CR Review Meeting with product, marketing and involved in gathering estimates with impacted teams
* Used Defect Tracking System in Quality Center to report, update and analyze the defect.
* Participated in walkthrough and defect report meetings periodically.
* Participated in the test environment setup and in ensuring that the facilities, test tools and scripts are in place to successful perform the required testing effort.
* Involved in Data Analysis, Data Modeling and Logical Data Specification.

**ENVIRONMENT:**MS Visio, UML, HTML, Oracle, Agile, , Open Image, Yammer, PS HR, PS Oasis, IMB Kenexxa, MS Project,

**Liberty Mutual, Indianapolis, IN Nov 2011- Jan 2013**

**Business System Analyst**

Liberty Mutual is a leading insurance firm providing wide range of insurance products and services that include auto, home, commercial lines (Property and Casualty) and life insurance. Involved in claim management application to assist claim professionals to analyse and administer the claims in an efficient manner. The operational data came from multiple sources and was then loaded into claims application.

**Responsibilities:**

* Involved in interactions with the Subject Matter Expert, Project Manager, Developers, and the End-Users.
* Conducted JAD sessions as a lead facilitator in requirement phase.
* Gathered business requirements through interviews, surveys, JAD sessions and observations and created the Business Requirements documentation for building UI.
* Interacted with Business Users to conduct thorough Requirements Analysis.
* Reviewed and analyzed the business environment and identified process improvements.
* Involved in requirement gathering by conducting personal interviews, developing questionnaire, brainstorming, or role playing to get a better understanding of client business processes and creating requirements traceability matrix for tracking the requirements.
* Conducted Design Walkthroughs with end users, developers, managers, and analysts to gather the modification requests and to upgrade or change the business specifications for the product.
* Participated with individual and JAD/RAD sessions (Work Sessions) with the stakeholders (Offer Management) and the technical units (Amdocs) for business requirement gathering followed by (Agile Scrum) approach
* Assisted the team members with documentations like Business Requirement Document and Use Case Specification Document by using DOORs
* Assisted in Data Analysis by Data Mapping among Enterprise Product Catalog , Web Product Catalog , SANSON (Billing System) and SAP (Inventory) then worked with the design team in the designing of the Databases with extensive use of ERDs for Data Validation, Reference Data Analysis, and Data Conversion
* Applied T-SQL for cross checking Data Validation for Referential Data in SQL Server
* Created a Decision Support System via Dimensional Modeling by ensuring appropriate FACTS tables, DIMENSIONS tables, attributes, and entities in order to generate MEASURES as required in Data Warehousing (EDW) and Data Migration by business users
* Captured source to target data mapping specifications for Extract Transform and Load (ETL) process.
* Assisted in creating Data Sample that included specific size of data from the database reflecting different data field elements’ values. Data Sample would then be compared with Source Application Systems to test the accuracy of data field elements values
* Used SQL Server Integrations Services (SSIS) to extract data (ETL), and quickly load data into SQL Server table, and handle data quality issues
* Used SQL Server Reporting Services (SSRS) - Reporting Services Components and Business Intelligence Development Studio (BIDS) in order to design and develop reports
* Used Clarity to drive business transformation and operational excellence and to accelerate innovation
* Developed UML Use Cases using Rational Rose and developed a detailed project plan with emphasis on deliverables.
* Assisted with Test Cases and development strategies with Quality Assurance Group (QA) to implement them.
* Developed Test Plans and Test Cases according to Business Requirements.
* Maintained status report of the testing had been conducted.
* Created Scenarios to conduct the load test using Load Runner.
* Used HP QC as the defect-tracking tool to enter defects regarding the issues found during testing.
* Inserted Requirements in HP QC, Mapped Requirements with Test Cases.
* Created Users, Setting Up The Auto-Email Configuration, Set Traceability notifications, set Up Workflow, Setting Up Permissions for Different Users Depending on their Group (IN Quality Center)
* Generate various reports and graphs in Quality center to analyze the AUT.
* Used Quality Center as a Bug Reporting Tool for entering the Bug.
* Involved in generation and execution of SQL queries.
* Acted as User Acceptance Testing coordinator and monitored business testing and interfaced with the development team regarding defect status and fixes on a daily basis.

**ENVIRONMENT:**Rational Rose, Agile(Scrum), MS Project, MS Visio, MS Word, MS Excel, Test Director,Load Runner, Oracle, SQL, UML.