Supriya Begur Malleshappa

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**(248) 537-2245**

**Sr. Business System Analyst**

* Over**8** years’ experience working in various **analysis roles** supporting **businessdevelopment and operations**, **risk analysis** and **organizational change management**, in **financial Services** and **banking** industries with excellent **analytical, technical, communication, interpersonal and presentation skills**.
* Experienced in all phases of **Software Development Life Cycle (SDLC)** in a highly structured change management environment using several methodologies like **Rational Unified Process**, **Waterfall** and **Agile-SCRUM** while over 3 years of acting in the capacity of **SCRUM MASTER.**
* Hands on experience in**Agile product lifecycle management business analysis.**
* Expertise in soliciting client requirements through **elicitation techniques** like **interviews**, **workshops**, **brainstorming** and **process modelling,** also expert in facilitating **JAD sessions** with **stakeholders**, **business users**, **subject matter experts**and **development team** to drive out detailed business requirements.
* Expert in analysis and swift delivery of deliverables like **Vision Document, Business case**, **Business requirements document(BRD)/Functional Specification Document (FSD), Systems Requirements Specification (**SRS)and **USE Case.**
* In depth understanding of the **AS-IS** and **TO-BE** business processes, experience in performing **GAP analysis** and **SWOT analysis** and expert in converting these requirements into **technical specifications** for preparing **test plans**.Simplified existing applications & integration architecture & build for scalability.
* Solid knowledge in drawing **UML** diagrams like **Use Case diagrams, Sequence diagrams, State Chart diagrams and Class diagrams** using **MS VISIO** and **Rational Rose**.
* Experienced in working with QA team to develop the **test plan, test conditions, test cases, ensured adequate testing** of software both before and after completion, conducted **UAT for backend testing**.
* Strong understanding in **error handling** and experience in **HP ALM/QC** for tracking defects and preparing requirement traceability criteria (RTM). Created Work Breakdown Structures **(WBS).**
* Very good knowledge of **data modeling, Data warehouse** and **dimensional modeling** and also Produced detailed source-to-target mappings for data warehouse/data mart objects.
* Good knowledge of **SQL queries** for retrieving and manipulating data from the database and also for back end testing. Designed and implemented SQL queries using **joins, unions, outer joins, group by and aggregate functions** to extract data from different databases (**Oracle, SQL Server**) for **validation**.
* Proficient in various tools like **JIRA** and **Version ONE** for document management and issue tracking.
* Excellent knowledge of Microsoft Office tools like **MS Access, MS Visio, MS Excel, MS Word, MS Project, and MS PowerPoint.**
* Responsible for initial phases of web based process improvement for enterprise wide Configuration Management, **SOA architect/ ESB package** developer integrating data from **mainframe** and .**Net distributed systems** for **data warehouse** feeding knowledge portals.
* Used **ETL tool** like **Informatica** to **integrate data** from multiple sourcesand used **reporting tools** like **IBM cognos, Tableau &Qlikview for reporting and analysis.**
* Used **XML** to store, structure and transfer data and used **XML schema** for structure validation using tools like **XML spy**.
* **Defects tracking prioritize outstanding defects** in reporting system. Coordinate between development team and the management team to **resolve any conflicts/defects** in terms of requirements.

**Technical Skills:**

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| **Business Modeling Tools** | UML Modeling using Rational Rose, UML, MS Visio |
| **SDLC Methodologies** | Waterfall, Agile-scrum, Waterfall-scrum, Agile, Scale-Agile |
| **Business Skills** | Change Management, Impact Analysis, RAD, JAD Sessions, Data analysis, SWOT analysis |
| **Requirement Management** | Rational Requisite Pro, MS Word, JIRA, Rational Doors, HP ALM V 11 |
| **Project Management Tools** | MS Project, SharePoint (2007,2013), Primavera 6, Oracle PLM 9.3.2 |
| **Testing Tools** | HP Quality Center v10.0, HP ALM V11.5, Quality Center(Test Director) v7.0, Rational Clear Quest ,Load Runner |
| **Statistics** | Financial Data Modeling and Analysis, SWOT analysis, UAT, Regression and Risk analysis |
| **ETL Tools** | Informatica v 7,Informatica v 9.2 , JIRA and SSIS |
| **Reporting tools** | Tableau Desktop 8.2, Cognos v 8,MS Visio, Excel, SSRS, MS Word, MS PowerPoint, MS Access, MS SharePoint |
| **Languages** | HTML5, CSS3, XML, PL SQL, SQL |
| **Databases** | MY SQL, Microsoft SQL |

**Education:**

Bachelors in **Computer Engineering**

Don Bosco Institute, VTU, Bangalore

**Certification:**

International Scrum Master Certification

**Professional Experience:**

**Bank of America, Pennington, NJ May 2014- Present**

**Sr Business System Analyst / SCRUM Master**

**Project: Securities Brokerage CMS**

**Project Description:** Data processing for an improved securities brokerage/cash management system supervises, implements and coordinates a margin securities brokerage account; participation in one or more short term money market or comparable funds; and subscriber-initiated use of electronically responsive subscriber identity credit/debit media and/or checking systems.

**Roles and Responsibilities:**

* Meetings with developers and **subject matter expert** (SME) for project **Pre-analysis** for better understanding of security based loans.
* **High level requirement** gathering sessions with **business users** to know their vision and what they expect from the system.
* Administration and functional management of **agile PLM system,** and hands on experience with **agile PPM**
* Conducted the **JAD sessions** for better requirement gathering and refinement from multiple teams in the presence of business users and business sponsors.
* **Brainstorming** sessions with **stakeholders** and **SME’s** to finalize **requirements** and document it in **Functional requirement document** (FRD).
* Reviewed and analyzed the **Business Requirement Document** (BRD) and translated it to **System Requirement Specification** (SRS).
* Converted the requirement into **user story** and also reviewed it ,then put them into **Product Backlog items** to prioritize it.
* Documented **use case scenarios**, **sequence diagrams** for client authentication, and **class diagrams** on **MS Viso.**
* Assisted the PM in **project kick-off** by outlining the requirements and **business case** for the project team.
* Defined the in-scope and out of scope requirements for the project team to avoid **scope creep**.
* Helped the Product Owner and scrum development team to prioritize **product backlogs items (PBI)** before presenting it in the planning meetings.
* Conducted and participated in SCRUM ceremonies like **Sprint planning meetings, Daily Scrum Meeting and Scrum review meetings**.
* Created and maintained **Sprint burn down chart** and release/product **burn down charts** to see the sprint as well products progress and also to calculate the **velocity**.
* Integrated **agile PLM** with **SAP ERP** for improving corporate resource and asset utilization.
* Wrote **SQL queries** for documenting and retrieving data from database.
* Created **UML** diagrams like **activity diagram** and **Use Case** diagram for **Use Cases**.
* Wrote **test cases** for documenting **test plans** and prepared traceability for requirement-use case –test case traceability matrix.
* Worked with **Product owner** to review the **potentially shippableproduct** during **review meeting** and decided which of the features are **done**.
* Used **JIRA** for user stories and requirement management**.**
* Reviewed the **business rules** written for **middle tier** to document requirement specification document.
* Validated **XM**L schema for system data documentation including the data requirement document.
* Used **Informatica** to map data coming from different sources to the target **data-mart**.

**Environment:**Agile-Scrum, Wireframes, MS Office (MS Word, MS Excel, and MS PowerPoint), MS Visio, UML, JIRA, HP ALM/QC 11.5, Informatica, IBM Cognos ,OOPS, Data warehouse.

**LAUSD(Los Angeles United School District), Los Angeles,CADec 2012- March 2014**

**Sr Business Analyst/ SCRUM Master**

**Project:** Credit Risk Management

**Project Description:**It is a system and method for collecting, analyzing, assessing and managing financial data of prospective, enrolled and former students of an educational institution. Student data and credit data corresponding to the student may be analyzed to create a compliance profile. The loan likelihood factors may be decided based on this compliance profile. The students are segmented into sub-populations based on the factors, student data and credit data. Depending on this segmentation, risk baseline including risk criteria may be determined. A student loan portfolio may be assessed based on the risk criteria and credit data to identify at-risk accounts and to prioritize collections activities for past due accounts.

**Roles and Responsibilities:**

* **Brainstorming** sessions with stakeholders for **requirement gathering**.
* Performed **GAP analysis** to understand new business model and what all need to be incorporated for the new model.
* Undertook business rules vs requirement analysis to differentiate rules from requirements to document **business requirement document** (BRD).
* Finalized all the requirements and prepared Business **requirement document** (BRD)/**Functional Specification Document** (FSD) to document all scenarios.
* Reviewed the **user stories** and prioritized it for the product backlog in the form of **product backlog items**.
* Conducted **sprint planning meeting** for prioritizing **product backlogs Item** (PBI) and prepare initial list of **sprint task** with the input of the team.
* **Time boxed daily Scrum meetings** and resolved all i**mpediments** faced by development team.
* Created **Wireframe**s for the entire client front solutions requirement after thorough review of the requirements from the specification and user stories.
* Author Data Flow diagrams, **Activity diagrams, Sequence diagrams** and **Business Process models** with **special detail to Sub-Processes.**
* Reviewed the **client side validation** and **server side validation** to ensure all functionalities are satisfied.
* Prepared **test casesuse cases** and reviewed them to make sure all requirements are met for **traceability and testability.**
* **Data mapping, logical data modeling,** and used **SQL queries** to filter data within the database tables
* Assisted project testers in documenting and updating test scripts and plan in **HP ALM**.
* Supported Business Users on completing **User Acceptance Test** (UAT) and **front end** testing as per their expectation.
* Conducted **sprint retrospective meeting** at the end of every sprint to review the sprint process.

**Environment:**Waterfall-Scrum, SQL Server, HP ALM/QC , Wireframes, MS Office (MS Word, MS Excel, MS PowerPoint, MS Visio), GAP Analysis, UML, UAT,HP ALM 11.0,Data warehouse, WSDL.

**Flagstar Bank, Troy, MI Nov 2011- Oct 2012**

**Business Analyst**

**Project: Versatile System for mortgage processing**

**Project Description:** In this project we augmented versatile system for mortgage processing in order to consolidate all aspects of applying, processing, underwriting and approving a mortgage. The system provides various structures, engines and methods for doing the same so that the process is transparent to applicants, loan officers, brokers and appraisers.

**Roles and Responsibilities:**

* Worked in **Waterfall asSystem Development life cycle** (SDLC).
* Conducted **Gap analysis** for As-in and To-be of the process to identify and validate requirements.
* Participating **JAD sessions** with SME’s and multiple teams for requirement gathering and refinement.
* Analyzed the gathered requirement and reviewed Business **Requirement Document** (BRD)/**Functional Specification Document** (FSD).
* Created **System requirement Specification** (SRS) document to describe all data, functional and behavioral requirement of the system.
* Used **Share point** for content management and document management.
* Wrote Use Case and built **Use Case Diagram/ Activity Diagram** using **MS Visio**.
* Created **Requirement Traceability matrix** (RTM) using **HP QC** tool.
* Used **JIRA** for allotting task and **issue tracking, user story management** and **requirement traceability.**
* Worked with the **QA team** for designing **Test Plan** and **Test Cases** for the **User Acceptance Testing (UAT)** and **regression testing.**
* **Tableau** was used for data visualization to communicate information clearly and efficiently via the statistical graphics, plots, information graphics, tables, and charts selected
* Performed data retrieval using the **SQL queries** from database.
* Used **Informatica** for data integration from various sources.
* Worked closely with Project Manager for any **change request** and helped to do **impact analysis**.

**Environment:** Waterfall, Wireframes, SQL Server, MS Office (MS Word, MS Excel, MS PowerPoint, and MS Visio), GAP Analysis, Data Warehouse, UML,HP QC, UAT Testing, Loosely Coupled Architecture, SharePoint, Tableau, JIRA 4.2, SSMS.

**Myntra,Bangaore, India Feb 2010- Sept 2011**

**Business Analyst**

**Project:** Transaction Risk Management System

**Project Description:**Myntra.com is an Indian e-commerce company of fashion and casual lifestyle products, headquartered in Bangalore, India and was founded in 2007.Myntra.com merged with Flipkart to compete against Amazon which entered the Indian market later.

My project involved in creating a system which helps in detecting most of the fraudulent activities and fraudulent patterns that are happening on the website from both the seller and buyer end.

**Roles and responsibilities:**

* Gathered business requirements by driving user-group meetings and working with various global, cross-functional and virtual teams.
* Responsible for business system analysis of customizing the product with SDLC.
* Responsible for handling data manipulation, mapping, and basic database tasks.
* Responsible for understanding current processes and tools and experience in reviewing and analyzing documentation.
* Experience in working in the Application development.
* Experienced in working with technical Writing teams and ensures the delivery of a high quality software application.
* Used Visio to model the process using UML to create behavioral and structural diagrams.
* Experience in Facilitating organizational change strategy development and objective setting with a cross-functional group of Business/State stakeholders.
* Designed and developed Use Cases, Use stories, Activity Diagrams, Sequence Diagrams, UML and Business Process Modeling.
* Developed business process models in RUP to document existing and future business processes.
* Conducted client side validation to study ETL operations on the involved databases and the data warehouse
* Worked along with the development team to solve browser compatibility issues.

**Environment:** UML, RUP, SDLC, Rational Requisite Pro, SharePoint (2007),MS Visio, Excel, MS Project, MS Access, SQL Server, Windows 2000/XP

**TatvaSoft, Ahmedabad,India Sept 2008- Jan 2010**

**.Net Developer**

**Description:**Invent-Patent Web Application is a product developed by TatvaSoft. This system is to help TatvaSoft to deliver the legal service by coordinating with lawyers, examiners & inventors through its online multi server based web application & web services.

**Roles and Responsibilities:**

* Designed and development of UI based on ASP.NET, HTML, JavaScript, CSS, Telerik Controls.
* This application contains 3 systems, one for submitter/ inventors, one for Examiner and Lawyer, another one for Admin.
* Designed the application database, Data Access Layer, Business Logic Layer, Libraries, Utility Methods.
* Implemented web service to communicate systems between each other.
* Regular discussion with client for the requirements/clarification/changes/issues/new task.
* Used DataGen ORM tool for generating the stored procedure and data access layer.
* Used SVN to maintain the source code.

**Environment:** ASP .NET 2.0, C#.NET, ADO .NET, VS 2005, AJAX, Telerik's RAD controls, SQL Server 2005

**Pranathi Technologies, India June 2007- Aug 2008**

**.Net Developer**

**Project Description**: The company which provides quality commercial cleaning services for commercial buildings, facilities and retail properties inkarnataka and its data were managed through its different city specific FoxPro application. To avoid the complexity in maintaining the huge database of various city, without centralized database, proposed new system with MS CRM for Administrative, Centralized SQL Server database, SQL Server Reporting Service, Customer Portal, Franchisee Portal. It also includes tools like to convert the fox pro logic to .NET, Importing data from FoxPro to CRM etc.

**Roles and Responsibilities:**

* Developed the fully functional Customer Portal & Franchisee Portal .
* Customized grid view which supports custom SQL paging, sorting and filtering with large database.
* Used stored procedures, temp tables, Bulk insert /update sql etc.
* Worked for Customizing Entities in CRM, Adding attributes, Designing List view and Detail View, Linking the views in Menus using Microsoft Dynamic CRM
* Implemented the reports by using SQL Server Reporting Services (SSRS

**Environment:** ASP .NET 2.0, C#.NET, VS 2005, Microsoft Dynamic CRM 4.0, SQL Server 2005, SQL Server Reporting Services (SSRS).