**

**Thejesh**

**Sr. Business System Analyst**

[**dhanu@adbakx.com**](mailto:dhanu@adbakx.com) **2014264241**

**Professional summary**

Business Systems Analyst professional with over **8+ years** of extensive experience in **requirements gathering, analysis and communication, business process analysis, documenting various projects artifacts and testing operations.**

* Excellent domain knowledge and experience in finance (**Anti-money laundering, investment banking, and internet banking/web applications).**
* Professional experience of all the phases and methodologies of System Development Life Cycle (**SDLC**) including **Waterfall, Agile/Scrum/RUP**.
* Co-ordinated with the technical team in preparing the **Data Mapping**.
* Involved in the validation process for **Client-side, Server-side and Database** **side**.
* Involved in the development stage of the **3-tier architecture (UI, MT & DB**).
* Involved in writing the **Business rules** which were developed into Business logics by the developers.
* Extensive experience in creating artifacts like **Business Requirements Documents (BRD), Functional Requirement Specifications (FRS), Software Requirement Specifications (SRS), Creating Request for Proposals (RFP), creating Requirements Traceability Matrix (RTM) and GUI Mockup Screens**.
* Business Intelligence reporting using SQL Server services like **SSRS, SSIS, SSAS**.
* Expertise in generating **DDL, DML** and **DRL** queries in SQL to retrieve data from target database.
* Knowledge in implementing Lean tools for the continuous process improvement.
* Proficient in leading Requirements Gathering process via different elicitation techniques such as **client interviewing, requirements workshops, Interface Analysis, prototyping, survey/Questionnaire, focus groups and document analysis.**
* **Experience in conducting Joint Application Development (JAD)** sessions for deriving functional/non-functional requirements.
* Extensive experience in **Business Process Modelling** using Visual modelling tools.
* Experience in conducting **GAP, Impact, SWOT, Cause & effect, Root cause, Cost benefit, Feasibility, Risk, ROI analysis**, tools and techniques.
* Extensive experience in UML Modeling like **Activity Diagrams, Sequence Diagrams, Use case Diagrams, Process work Flow Diagrams, Interaction Diagrams and Class Diagrams**.
* Extensive experience in understanding the business process functionality and to translate them to system requirement specifications.
* Excellent implementation knowledge of Data Warehousing, **OLAP** operations like **rollup, drill down, slicing/dicing, pivoting** using BI tools.
* Experience in designing schemas, **creating databases and executing queries using SQL**.
* Excellent skills in analysis, design, development and implementation of **ETL** and reporting components.
* Coordinated with architects in various architectural designs like **conceptual design and logical design**.
* Involved in **Data /dimensional Modeling, Data Extraction/ Transformation/ Loading (ETL)** and Business Intelligence Reporting using **Tableau**.
* Extensively interacted with the designers, developers to ensure functional implementation of business requirements and QA team in executing **Test Plans & Test case scenarios.**
* Excellent **communication, problem-solving, critical thinking, conflict resolution, facilitation, and documentation skills** along with good **process management skills** to gather requirements.
* Proven track record in producing high quality work under tight schedules and in **multi-tasking** to meet business goals.

**Technical Skills**

|  |  |
| --- | --- |
| **BA Tools** | Rational RequisitePro, Rational Clear Quest, Rational Clear Case, HPALM, UML, MS Visio, Rational Rose, Mockup Screens. |
| **Methodologies/ Frameworks** | SDLC, Waterfall, Agile/Scrum/RUP. |
| **Database** | MS SQL Server 2012/2008/2005, MS Access. |
| **Web Technologies** | HTML, CSS, JavaScript, XML, C#, AJAX. |
| **Languages** | BASIC, LOGO, FORTRAN, JAVA. |
| **BI Reporting Tools** | Tableau, Crystal Reports, IBM Cognos 10 (report & Query studio), SQL Server Integration Services (SSIS), SQL Server Analytical Services (SSAS), SQL Server Reporting Services (SSRS). |
| **ETL Tools** | Data stage, Informatica, Pentaho and Toad. |
| **QA Testing Tools** | HP Quality Center, JIRA, Load Runner, MS Test Manager 2013 |
| **Documentation Tools** | MS Office Suite, SharePoint 2010/2013, TFS. |
| **Data Warehousing** | Data Marts, OLTP, OLAP, ROLAP, DOLAP, MOLAP, HOLAP, Query/Reporting,  Multidimensional Analysis, Data Mining, Slicing/dicing, Drill Down/Roll Up, MDM. |
| **Finance** | Securities, Derivatives, Bonds, Mutual Funds, ERP, Equities, KPI’s, Pricing, Brokerage, Stocks, Bloomberg Data, CRM, FINRA, Swift Payments, Chips, Fedwire. |
| **Project Management Tools** | MS Project professional, MS Project Server. |

**Project Summary**

**Client: Bank of America, Pennington, NJ. April 2014 – Present.**

**Role: Sr. Business System Analyst**

**Project: Anti-Money Laundering**

**Description:** It is the second largest bank holding company in the United States by assets and is an American multinational banking and financial services corporation.

The scope of the project involved with the **enhancement of anti-money laundering (AML) surveillance.** The software tool should have a **single entry point** for both the new and existing customers. The data should be compliance with **KYC requirements and AML regulations**.

**Roles &Responsibilities:**

* Obtained and analyzed a detailed knowledge of the business environment for the project. Involved in converting the Business requirements into IT requirements.
* Conducted **JAD Sessions** with various stakeholders and with the project team to address the technical issues in all the phases of the project.
* Analyzed end user problems including automated and manual business processes and identified, researched, investigated, defined and documented business processes.
* Analyzed the existing artifacts such as the **BRD & SRS** documents as well as implemented business and compliance rules such as **FINRA** specifications.
* Involved in **Client-side, Server-side and Database validations.** Involved in identifying multiple significant cases, **red flags** and patterns associated with the laundering of illicit funds.
* Facilitated **JAR sessions** to understand the source code of the legacy systems and prepared the **Technical GAP analysis** document.
* Involved in writing the **Business rules** which helped the developers for developing the Business logics. Made sure the data was stored in a centralized database for quick access by my team.
* Prepared project deliverables such as **Business workflow analysis, process analysis**, user requirement documents such as **Use Cases** and managed the requirements using Rational Requisite Pro.
* Involved in gathering the **Data requirements, data visualization, and data analysis** and defining the data, implemented change control processes and updated the impacted business process documentation.
* Actively contributed throughout the entire Scrum process in **daily stand-ups, sprint planning, sprint review and sprint retrospective meetings.**
* Prepared **Data Mapping** for better understanding and created **Web services** for interaction between systems.
* Used **UML methodology to prepare Use Cases** from the gathered requirements and created diagrams using MS Visio for easy understanding by the technical staff.
* Followed Software Development Life Cycle **(SDLC) using Agile Methodology (Scrum framework).** Implemented the testing cycle schedules, timelines, **test plan and test cases** for system testing and developed user training manuals.

**Environment:** Java**,** Scrum SDLC,Tableau, Cognos, Mockup Screens, Jira, Rational Requisite Pro, Rational Clear Quest, Rational Clear Case.

**Client: Fifth Third Bank, Cincinnati, Ohio. Feb 2013 – Mar 2014**

**Role: Sr. Business System Analyst**

**Project: Data Migration**

**Description:** Itis a U.S. regional banking corporation, headquartered in Cincinnati, Ohio at Fifth Third Center, and is the principal subsidiary of holding company Fifth Third Bancorp. The company's main businesses include branch banking, commercial banking, consumer lending, payment processing, investment advising, and title insurance.

The scope of the Project involves developing Data warehouse from the various operational functional areas systems like Accounting, Support, Human resource, CRM, ERP, sales, marketing and creating BI reports for predictive modeling and **Ad-hoc querying** for management to visualize Business performance. It also facilitated creation of a **data mart to generate periodic reports like monthly and Quarterly reports**. A **portal with login functionality** was provided to selected users/internal clients from that department to view the detailed reports by incorporating **Business Intelligence tools** to generate necessary dashboards.

**Roles and Responsibilities:**

* Involved in identifying the problem definition as part of continuous process improvement using **define, measure, analyze and** improve to support the business continuity of the organization
* Acted as a liaison between management and Data Warehouse management team. Gathered business requirements and understood the goal of data warehouse.
* Extensively interacted with data analysts during the **ETL operations** in identifying the source files/databases and implementing the transformation logic for achieving data uniformity in operational data store (ODS).
* Facilitated **JAD sessions** with **focus groups, requirements workshops, Interface analysis and prototyping** to effectively understand the analytical reports needed by the internal clients.
* Coordinated with the DW architects and developers to identify appropriate **dimensional modelling (identifying dimensions/facts/referential integrity),** measures (additive/semi-additive/non additive) and sizing (in terms of number of columns, records per dimension and fact table).
* Used **Mockup screens** to convey the look and feel of GUI screens for the end users to developers.
* Established **Requirements Traceability Matrix (RTM)** using Rational Requisite Pro to trace the completeness of requirements
* Established **Key performance indicators (KPI)** for the application performance measurement in specific functional area of the organization.
* Successfully analyzed the **functional/non-functional requirements** of the data warehouse for generating BI reports and communicated the same to architects and developers.
* Involved in identifying and suggesting the different **dimensions (slowly changing dimensions/rapidly changing dimensions)** required for generating the reports and **OLAP cubes** to facilitate the multi-dimensional view of the data to generate slicing/dicing, roll-up/drill-down reports.
* Used various SQL commands like **Create, Delete, Update, and Inner, Outer, Left, and Right Joins** to update the database and retrieve data for **data analysis and validation**. Extensively used **SQL Queries** for data analysis, system verification and validation.
* Used **Unified Modeling Language (UML)** to prepare **Use Cases diagrams, process flow diagrams, sequence diagrams** from the gathered requirements and created diagrams using MS Visio.
* Coordinated with Project Manager to create **WBS**, manage schedules, deadlines, resources and the project tasks using MS Project.
* Extensively interacted with the designers, developers to ensure functional implementation of business requirements and QA Team in executing **Test Plans, Test Scenarios and Test Cases.**
* Involved in Project Management activities like defining / managing project scope, schedule management, creating project plans, tracking and communicating project status and deliverables.
* Coordinated the execution of **Unit Testing, System Integration Testing (SIT), Performance & Service level testing and User Acceptance Testing (UAT).**

**Environment:** VB.Net,Waterfall SDLC, Windows (98/XP/7/Vista/8), MS Office Suite (Word, PowerPoint, Excel, Outlook), MS Project, Visio, UML, SQL Server Services SSRS, SSIS, SSAS, Mockup Screens.

**Client: Connecticut State Department, East Hartford, CT Nov 2011 – Jan 2013**

**Role: Sr. Business System Analyst**

**Project: Insurance Claims.**

**Description:** The aim of the Department is to protect and improve the health and safety of the people of Connecticut. The project's scope was to **enhance the existing system for online claims management**, which would facilitate the claim management process in a seamless fashion. The scope also involved in automating some of the functionalities which would elevate the overall efficiency of the project.

**Roles &Responsibilities:**

* Gained insight about the structure, **Business model, and current process workflow** of the organization from existing artifacts. Involved in defining project specifications and implementation plan.
* Performed requirements gathering using both formal and informal sessions through **interviews, NetMeeting, questionnaire, video conferencing, JAD sessions and conference calls.**
* **Analyzed, defined, documented and communicated business requirements to** technical architects, developers by interacting with the end customers to meet business partner’s needs.
* **Participated in various meetings/discussions, with Product Manager, SME, Lead Business Analyst, and Project Manager**, to discuss and consolidate the business requirements.
* Implemented **Unified Modeling Language (UML) to prepare Use Cases diagrams, process flow diagrams, sequence diagrams** from the gathered requirements and created diagrams using MS Visio.
* Facilitated creation of **Legacy system and desired system** business Process Flow using Rational rose/MS Visio. Created **Business requirement document (BRD), Systems requirement document (SRD).**
* Created various reports such as **Adhoc** for monthly, quarterly based on the management requirement. As part of BA job duties, served as a liaison by identifying, analyzing and documenting the business needs.
* Successfully documented functional/ non-functional requirements.
* Created **use cases, user stories, product documentation, user manuals** and developed mockup screens to communicate **GUI design** with web app developers
* Coordinated with Project Manager to create **Work break down structure (WBS),** manage schedules, deadlines, resources and the project tasks using MS Project.
* Participated in solution design sessions with the leads, designers and developers. Involved in **User acceptance testing (UAT) and Functional testing.**
* Created consolidated status reports for the client and demonstrated the changes made. **Responsible for identifying issues** and recommending changes in the application.

**Environment:** Java,Hybrid SDLC Model, Windows 98/XP/7/Vista/8, Jira, UML Mockup Screens, HPQC, Rational RequisitePro.

**Client: Indian Overseas Bank, Hyderabad, India. Aug 2009 – Sep 2011**

**Role: Sr. Business Analyst**

**Project: Investment Proposal system**

**Description:** Indian Overseas Bank is a major bank based in Chennai, with about 3350 domestic branches which is an ISO certified in-house Information Technology department, which has developed the software that its branches use to provide online banking to customers. The project’s main objective was to create an **investment proposal system,** a web application which seeks input from individual investor, in the form of answer to a set of dynamic questionnaire, so as to ascertain the investment strategy, ascribe asset classes, quantify risk tolerance, and determine asset allocation and its weightage. It should **generate an exclusive, customized investment plan** in the form of a report, to be sent to individual investor.

**Roles &Responsibilities**:

* Responsible for creating and reviewing **business requirements, functional specifications, project schedules, documentation and test plans**. Designed and developed Use Cases, **Use Case Diagrams using UML.**
* **Worked extensively with SMEs** in understanding and documenting their requirements. Worked with all levels of client staff in the process of solution definition.
* Assisted with evaluation, customization and system integration. **Conducted GAP analysis** around the identification of **business rules, business and system process flows**, user administration, requirements and assumptions.
* Analyzed user problems, including automated and manual business processes, and identified, researched, investigated, defined and documented business processes.
* Used **Mockup screens** to convey the look and feel of the **GUI screens** for the end users to developers. Extensively interacted with BI application developers for generating and testing the dashboards.
* Extensively interacted with data analysts during the **ETL operations** in identifying the source file/databases from **OLTP systems** and implementing the transformation logic.
* Supported testing, **Test Cases in HP Quality center** that would test various Test scenarios. Involved in documentation during various **phases of Software development life cycle.**
* Provided **Business requirements documents** with the business users. Extracted, discussed, and refined business requirements from business users and team members.
* **Coordinated activities between business unit and technical staff,** developed methods, policies, and procedures to meet the business needs.
* Used various SQL commands like **Create, Delete, Update, and Inner, Outer, Left, and Right Joins** to update the database and retrieve data for data analysis and validation
* Collaborated with the training department to provide users with training on the **enhanced functionality** and tools newly built. Performed **UAT** on business requirements, technical specifications.

**Environment:** ASP.NET**,** Windows 98/XP/7/Vista/8, MS Office Suite (Word, PowerPoint, Excel, Outlook), MS Project, Visio, UML, SharePoint 2013, SSIS, SSAS, SSRS.

**Client: HDFC BANK LTD, New Delhi India. Feb 2008 - Jul 2009**

**Role: Business Analyst**

**Project: Loan Management system**

**Description:** The objective of the project was to create a unified loan management system, which can facilitate speedy flow of information by rationalized process flow and through the creation of integrated database, and interactive user interface. The project focus was on authorization and authentication matrix for enhanced security at the same time application shall use multiple web services for enhanced flow of information with the help of system oriented architecture.

**Roles &Responsibilities:**

* Responsible for creating and reviewing **business requirements, functional specifications, project schedules, documentation and test plans** related to commercial lending
* Worked extensively with **SMEs** in understanding and documenting their requirements. Worked with all levels of client staff in the process of solution definition
* Assisted with product evaluation, product customization and system integration. **Conducted GAP analysis** around the identification of business rules, business and system process flows, user administration, requirements and assumptions
* Supported testing, **Test Cases in HP Quality center** that would test various Test scenarios. Designed and developed **Use Cases, Use Case Diagrams and Activity Diagrams using UML.**
* Authored business requirements documents with the business users. Extracted, discussed, and refined business requirements from business users and team members.
* Coordinated activities between business unit and technical staff, developed new methods, policies, and procedures to meet the business needs, as well as acted as primary trainer in educating the business units, related to business applications.
* Performed **UAT** on business requirements, technical specifications and product knowledge. Involved in documentation during various phases of **development life cycle.**

**Environment:** C#, Microsoft Project, Oracle, UNIX, MS Excel, MS Office Suite (Word, PowerPoint, Excel, Outlook), Visio.

**Client: Axis Bank, Hyderabad, India. June 2007 – Dec 2008**

**Role: Business Analyst**

**Project: Banking Application**

**Description:** Axis Bank offers internet banking services, personal banking services including accounts, cards, and loans, investment options to personals, corporates and NRIs. It offers financial services to customer segments covering large and mid-sized corporates, agriculture and retail businesses. The project was about **developing an online web Application** that will **help customers accessing** their savings account, checking account, and credit card account via Internet.

**Roles &Responsibilities:**

* Interacted with the customers and internal **stakeholders to gather user** requirements and their expectations from the system. Involved in analyzing **Business Requirements and developing System Specifications.**
* **Analyzed monthly/quarterly performance** against plans and forecast and recommended corrective actions. Performed rigorous load testing using Load Runner.
* Assessed business priorities, and **advised business units on risks and Cost-Benefit analysis.** Used Rational Rose to generate various **UML Diagrams.**
* Participated in the **development and preparation of the Test Plan** with the testing team as well as ensuring testability, reliability, usability, maintainability and performance of the application.
* Involved in incident reporting and change and configuration management procedures using Clear Case. Organized cross training of team members and users to become more responsive.
* Ensured that the **modifications suggested by the users were incorporated into the application**. Formed a bridge between the Project Manager and different teams with effective presentations.

**Environment:** C#, Waterfall, Load Runner, Rational Rose, Clear Case, MS Office Suite (Word, PowerPoint, Excel, Outlook), SQL Server, Visual Studio.

**Academics**

**B.S in JNTU Kakinada, India**

**Certification       -     Scrum Master Accredited Certification.**