**Uzma**

**480-788-0825**

**nuzma030@gmail.com**

**SUMMARY**

* 7 years of experience as a Business Analyst in Airlines as well as Financial industry in software requirement analysis, process modeling, process flow.
* Good understanding of Disaster Recovery.
* Hands on experience in working in Disaster Recovery environments.
* Extensiveknowledgeofallphasesofthesoftwaredevelopmentlifecycle(SDLC)andtheiterativeRationalUnifiedProcess(RUP).
* OrganizedmanyJointApplicationDevelopments(JAD)sessionsandJointRequirementPlanningsessions(JRP),walkthrough,Interviews,WorkshopsandRapidApplicationDevelopment(RAD)sessionswithend-user/clients/stakeholdersandtheITgroup.
* Extensive experience in modeling the AS IS and TO BE.
* ProficientincreatingRiskAnalysisdocuments,RiskManagementPlan,UserRequirementSpecification,FunctionalRequirementSpecificationandBusinessProcessFlows .
* Proven experience working with Technical Teams and Project teams on Microsoft SharePoint.
* Strong knowledge in creating Business Requirements Document (BRD), functional requirements document (FRD) and Technical Requirements Document (TRD) with GUI design, non-functional documents, and Requirement Traceability Matrix (RTM), Functional Specifications (FSD), Systems Design Specification (SDS), High Level Design Document (HLD) and testing documents
* Proficient in using UML in behavioral, structural and architectural modeling–in creating Use Case, State, Activity, Class and Sequence diagrams.
* Experienced in creating Test cases, Test Plan, and Test Data. Performed User Acceptance Testing (UAT) working with team members.
* Extensive experience in Design GUI layouts and provide screen functionality requirements to developers, programmers.
* Experience in gathering user requirements, application development, testing and documentation using Rational Requisite Pro
* Conducted System Integration Testing and facilitated User Acceptance Testing (UAT) to provide a smooth transition to the new system/application.
* Experience in development methodologies like RUP, SDLC, AGILE and Waterfall.
* Extensive experience in configuring data mapping between different Databases.
* Well-versedinprojectmanagementtool(MSProject)forstatusreporting,planningandresourceallocation.
* ExpertiseinAnalysisofProblemSeverity,Defecttrackingandreportingsystem.
* Database experience using SQL queries.

**TECHNICAL SKILLS**

**Business Tools:** Rational Suite(Rose, Clear Quest, Clear Case),MS Visio, MS Project

**Test Management Tools:** Quality Center, MS Visual Studio Test Mgmt

**BusinessSkills:** BusinessDefinitionRequirements,BusinessProcessAnalysis,GapAnalysis,UseCase Modeling &Analysis, Business Environment and Market Research Analysis

**Methodologies:** RUP,TDD,AGILE, UML&Business

**Operating Systems:** Windows, Mac OSX, DOS, UNIX, Linux

**Databases:** Oracle; MSSQLServer,DB2, Sybase

**Languages:** UML (Use case, activity diagram, sequence diagram, data flow diagram, component diagram)**,** C, HTML, Java, SQL

**PROFESSIONAL EXPERIENCE**

**American Airlines, PHX, AZ**

**Business System Analyst**

**July 2015– Present**

American Airlines, Inc., operating as American Airlines (AA), is a major U.S. airline and a subsidiary of AMR Corporation. It is headquartered in Fort Worth, Texas. American Airlines operates an extensive international and domestic network, with scheduled flights throughout North America, the Caribbean, South America, Europe, and Asia/Pacific.

Working as a Sr. Business System Analyst for Customer Notification Project which is the home grown solution for enterprise wide notifications for flight updates, Baggage Notifications, Re-Accommodation messages, Refund Notifications and 2 way SMS communications .

**Responsibilities:**

* Work closely with Business Partners, User Experience (UX) Designers, Project Architects, Security Analysts, Service Providers and Technical Delivery Managers to gather and document the system and UI requirements.
* Assisted to develop the Test Plan, Test Cases and Test Scenarios to be used in testing based on Business Requirements, technical specifications and/or product knowledge. Tested various sprints using Agile methodology
* Used MS Project to document the project progress and manage the project resources
* Analyzed business requirements and segregated them into Use Cases. Created Use case diagrams using MS Visio according to UML methodology
* Coordinate with MD's of different applications on daily basis to notify them on the risk involved into their application settings
* Gather, Analyze and document requirements from different user groups and communicate those with the developers, QA and PM
* Successfully conducted JAD Sessions with SME's and Business Users to gather requirements.
* Accurately identified the various groups and created pivot tables for further classification and thus, created a better understanding of the groups.
* Interacted with various department heads and senior management to conduct interviews and requirement gathering workshops
* Coordinated with company  Disaster Recovery/Business Continuity Committee.
* Worked with Disaster Recovery Vendor to develop and maintain viable recovery Plans and support plans.
* Assisted in the development of test plans and  recovery plans.
* Conducted semi-annual review and update of  Disaster Recovery Plans.
* Solved business problems with proposed multiple solutions and pros and cons of each solution
* Interacted with application developers and communicated user needs and requirements.
* Created Screen mock up to illustrate new requirements and alignment around project scope using MS Visio.
* Defined testing objectives and verify requirements are testable
* Responsible for managing the documented System Requirements and Requirements Traceability Matrix using MS Excel
* Responsible for creating the System Requirements Specification (SRS) document, detailing the functional and non-functional system requirements and Web Services necessary to interface with each service provider.
* Created Use Case Diagrams, Activity Diagrams, and Sequence Diagrams in MS Visio.
* Work closely with Test Analysts/Managers to ensure their understanding of the requirements, review test cases to ensure completeness and provide consultation during test execution.

**Environment:** Microsoft SharePoint, .Net,  MS Visio, MS Office, MS Exchange, Clarity, Microsoft Project, SQL, UML, HP ALM/Quality Center, Agile.

**Spirit Airlines, Miramar, Florida**

**Business Analyst**

**Jan 2014– June 2015**

Spirit Airlines-Oversee the launch of mission critical projects from concept to operations. Responsible for generating business ideas that increased company revenue . Develop product specifications that outline budget, resources and evaluate business systems and user needs. Document program functional and business requirements to develop or modify computer programs in order to optimize the implementation of software enhancements and new software. Develop requirements, use cases, flow diagrams and user-interface wire frames. Conducts preliminary investigation for all projects, ensuring they are in line with business objectives. Provide creative solutions to business problems. Assist in Return on Investment (ROI) and cost analysis.

**Responsibilities:**

* Work closely with Business Partners, User Experience (UX) Designers, Project Architects, Security Analysts, Service Providers and Technical Delivery Managers to gather and document the system and UI requirements.
* Assisted to develop the Test Plan, Test Cases and Test Scenarios to be used in testing based on Business Requirements, technical specifications and/or product knowledge. Tested various sprints using Agile methodology
* Used MS Project to document the project progress and manage the project resources
* Analyzed business requirements and segregated them into Use Cases. Created Use case diagrams using MS Visio according to UML methodology
* Created Screen mock up to illustrate new requirements and alignment around project scope using MS Visio.
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* Responsible for managing the documented System Requirements and Requirements Traceability Matrix using MS Excel.
* Responsible for creating the System Requirements Specification (SRS) document, detailing the functional and non-functional system requirements and Web Services necessary to interface with each service provider.
* Created Use Case Diagrams, Activity Diagrams, and Sequence Diagrams in MS Visio.
* Worked closely with Test Analysts/Managers to ensure their understanding of the requirements, review test cases to ensure completeness and provide consultation during test execution.
* Worked with management to ensure that new equipment, facilities, services, and systems are installed and that  Disaster Recovery issues are addressed.
* Was involved in designing, developing and integrating a Disaster Recovery technology strategy.
* Regularly reported  Disaster Recovery activities to upper management.
* Consulted with technology support teams to develop, maintain and exercise  Disaster Recovery plans.
* Coordinated/facilitated recovery meetings and planning sessions.
* Used HP ALM/Quality Center for requirement management, test planning, scheduling, executing test cases, managing and tracking defects.
* Identifying the test data for the test cases & worked on writing the complex SQL queries using Flow Control, bulk INSERT, and CREATE, DELETE and UPDATE statements.
* Utilized Caliber RM (Requirements Management) software for recording and management of all system requirements and Use Cases.
* Created Requirements Traceability Matrix (RTM) tracing the Business Requirements to Use Cases to Functional System Requirements.
* Involved in drawing data flow diagrams and process flow diagram using MSVisio.
* Communicated with design; development and test team using MS exchange Messaging and Defect Tracking System.
* Created sequence diagrams documenting the flow and sequence of Web Service calls.
* Created Process Flow and Use Case diagrams using Visio.
* Reviewing Business/Functional requirements, Technical Specifications and Screen flows of the application

**Environment:** Microsoft SharePoint, .Net,  MS Visio, MS Office, MS Exchange, Clarity, Microsoft Project, SQL, UML, HP ALM/Quality Center, Agile.

**HSBC Bank New York, NY**

**Business Analyst**

**July 12– Dec 2013**  
HSBC Bank is a diversified Financial services company that provides a broad range of banking, asset management, wealth management, and corporate and investment banking products and services. Online Brokerage provides users with the tools to track and manage their portfolios online 24/7. The module allows for viewing of account information in real time to review asset allocation by stocks, mutual funds, fixed income. Users can monitor realized and unrealized gains/losses. The web application utilizes industry leading portfolio monitoring and reporting features and provides proprietary research. 

**Responsibilities:**

* Worked with business users to define product feature requests, business requirement specifications, and change requests; documented requirements and transformed them into functional and technical requirement specifications; modeled business process flows using UML, activity and sequence diagrams.
* Worked with the Quality Assurance team to create Test Plan and Test Cases and conduct unit, integration, and system testing.
* Tracked changes using Rational Clear Quest.
* Assisted QA lead in developing quality procedures and ensuring that appropriate documentation is in place.
* Conducted User Acceptance Testing (UAT) and collaborated with the Quality Testing Team to develop and review test plans, test scenarios, test cases and test data to be used for both Manual and Automation testing based on the requirements from the Business and product knowledge
* Prepared data flow and application flow diagrams with the help of MS Visio.
* Conducted one-to-one meetings and web-Conferences as well as JAD sessions with different stakeholders; analyzed and came up with suggestions providing consistent process for the communication, escalation, and resolution of issue.
* Acted as a Disaster Recovery Team Member of company & reported to the upper authority.
* Worked closely with the business and technology owners and bring their applications into Disaster Recovery compliance.
* Assisted  Disaster Recovery  support staff during a disaster.
* Managing schedules while working with multiple teams.
* Documenting artifacts including, but not limited to, Functional Specifications, and the Use Case Specifications.
* Customized the test scripts using check points, synchronization and parameterization of data.
* Automation of test scripts was done using QTP for test re-usability of different online transaction modules.
* Articulated business requirements from user interviews, and workshops and then converted requirements into technical specifications for developers.
* Working with other team members in reviewing requirements via the use of Use Case Diagrams and Activity Diagrams.
* Defined project milestones, schedules, monitoring progress and updating plans using MS Project
* Created UML diagrams such as Business Flow Diagrams, Use Case, BPM and Activity Flow in coordination with technical team using MS-Visio
* Conducted Daily Defect status and Progress meeting reports with QA team; carried out defect tracking using Clear Quest for identifying and documenting all issues functionality gaps and new functionality needs.

**Environment:** Agile, MS Excel, MS Word, MS Power point, MS VISO, RUP, SDLC, Use Cases, Quality Center, MS-Office, JAD, UML, SSAS, Data Analysis.

**JP Morgan Chase Bank Jacksonville, FL**

**Business Analyst**

**March 10– June 12**

Tracer is a Global Prime Brokerage Trade Capture System. The main objective of the project is to ensure all the Trade Transactions are properly validated and processed through Tracer. Tracer has three subsets which are Tracer File Manager, Tracer and Tracer Static. Tracer File Manager is Trade file polling, receiving and forwarding system. Tracer pulls in the trade files from the queue that Tracer File Manager placed and parses trade files. Tracer Static stores Tracer's static data to validate the trades in Tracer.   
   
**Responsibilities:**

* Elicited and gathered high level requirements by conducting stakeholder meetings, interviews and discussions.
* Played lead role in gathering, analyzing and writing business requirements from business SMEs and acquiring sign-off as part of Tracer Application Enhancements.
* Framed a detailed JAD session agenda and facilitated sessions with the SMEs, process owners & stake holders and collected the meeting minutes from the session and identified various action items.
* Analyzed the meeting minutes collected in JAD sessions and updated Requirement Specification Documents and categorized Functional, Non-Functional Requirements and Business rules.
* Created concise detailed functional requirements specification (FRS) documents and end user documentation in accordance to guidelines and standards to a level where developers can interpret, design and develop the application with minimum guidance.
* Assisted in defining and reviewing the Non-Functional architecture requirements for designing the wireframes.
* Created and maintained requirements traceability matrix (RTM).
* Identified Use Cases from the Functional Requirements and created Use Case Narratives along with the functional specifications for each work streams.
* Involved in various walk-through sessions with developers on and off-shore and prepared presentations to help them understand the requirements and end user needs.
* Created manual test cases for requirement verification and to check the functionality of the application.
* Collaborated with QA team to create and implement test plan and test cases for User Acceptance Testing (UAT).
* Developed user manuals, presentations and training manuals as per project specifications and timelines.
* Provided status updates to the Project Manager of progress made on work products and various milestones achieved

**Environment:** Quality Center, UML, MS Project, Requisite Pro, UAT, Sharepoint, Crystal Reports, MS Office, Windows, Oracle, Agile, MS Excel, MS Word, MS Power point, MS VISO.

**EDUCATION**

Masters of Science in Information Technology (MS IT), USA