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**SUMMARY:**

* A Business Analyst with over 8+ years of experience working in the Software Development Industry specializing in requirement management, documentation and project coordination.
* Experience working in Financial and Banking Services domain.
* Exposure to complete System Development Life Cycle including Requirement gathering, Analysis/Designing, Development and Testing.
* Extensive experience in iterative software development methodologies including RUP, Agile (Scrum&XP).
* Efficient in writing Business requirements document (BRD), Functional requirements document (FRD), Use Case Specifications, Functional Specifications, Customer requirement Documents and Workflows.
* Extensive experience in facilitating user group meetings and gathering system requirements for web application development using Rational RequisitePro, Rally, Rational ClearQuest, Rational ClearCase and Telelogic DOORS.
* Expert in writing detail system use cases, developing business test cases, conducting user acceptance testing (UAT) and working with QA teams during testing phase to facilitate acceptance testing with stakeholders and business users.
* Experience in creating automated reports from SQL and MS Access.
* Excellent working knowledge in Project Life Cycle and clear understanding of Project Management.
* Leading JAD sessions to facilitate discussions of requirements scope, priority, and dependencies. Work with application architects, developers, testing teams thereby coordinating efforts.
* Worked in the financial domain on applications related to online banking, credit cards, fixed income, capital markets and equities.
* Experience in developing project plan and estimating project timeline.
* Experienced in performing Gap analysis by identifying existing technologies, documenting the enhancements to meet the end-state requirements.
* Excellent knowledge of performance reporting and risk management.
* Created and maintained Requirement Traceability Matrix (RTM).
* Extensive experience working on MS Project, MS Visio, Excel, Power point, Word, Access and Outlook.
* In-depth understanding of the AS-IS and TO-BE business processes and experience in converting user requirements into technical specifications, and signing off the test plans.
* Coordinating efforts within a team of project managers, reporting Actual costs, projecting estimated forecasts, and evaluating reports on monthly basis.
* Driving the project by keeping track of the open issues, coordinating efforts within team and ensuring that the project is delivered within its stipulated time frame.
* Excellent working knowledge in Data Modeling, the process of creating a data model by applying formal data model descriptions using data modeling techniques.
* Performing data analysis by identifying the different data sources, creating logical data models and establishing relationship between entities.
* • Created Business / Functional requirement specifications (BRS/FRS) / document (BRD).
* Reviewed & assisted in QA (i.e. CMM, Six-Sigma).
* Conducting feasibility, adaptability study and risk analysis to identify the business critical high-risk areas, and recommending solutions to management.
* Proven excellent communication, written, people skills and the ability to successfully influence and drive consensus across cross-functional teams.

**Education:**

* Bachelor of Engineering (B.E.)

**COMPUTER SKILLS:**

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| --- | --- |
| Operating Systems | Windows 2000/XP, Unix |
| Databases | SQL, Oracle |
| Methodologies/Frameworks | RUP, UML, E/R Diagram, CMMI |
| Defect Tracking Tools | HP Mercury, ClearQuest |
| Content Management Tools | SharePoint, Quick Place |
| Software Tools | Rational Rose, Rational Requisite Pro, MKS, VSS, BizTalk |
| Office Tools | MS Access, Excel, Power Point, Word, MS Outlook Express, Outlook Exchange |
| Project Management | MS Project 2002/2003 (PERT, GANTT Charts) |
| Testing Tools | Test director 6.0, WinRunner, QTP, TestLink, Team Foundation Server |

**PNC Bank, PA May 2013 – PresentBusiness Analyst**

PNC Financial Services Group, Inc. is an financial services corporation, with assets of approximately $271.2 billion. PNC operations include online and mobile services together, specialized financial businesses serving companies and government entities, and asset management and processing businesses.

# Responsibilities:

* Created and maintained Project plan throughout the SDLC using MS Project and RPM
* Managed Project Scope, Project Schedule, Project Timelines and Resource Allocation throughout the Project Lifecycle.
* Lead JAD Session and gathered and analyzed requirements using Compuware (Optimal Trace).
* Identified, researched, investigated, realized, analyzed, defined and documented current business process model and desired business process model.
* Worked on requirements for various modules covered under Retail and Global E-Commerce.
* Created complex Use Cases, Business Processes and Work Flow Diagrams using MS Visio and MS Excel.
* Learned about eCommerce and different types of payment methods for conducting the same.
* Acted as a liaison between business staff and technical staff to articulate and communicate their needs, issues and concerns.
* Worked alongside with cross functional teams in order to establish comprehensive business and functional requirements and then translating those requirements into software design specifications using various notations of UML.
* Participated in full project life cycle including gathering user requirements, screen and report design, in addition to implementation and roll out
* A strong emphasis on developing and producing daily, weekly, monthly reports for different departments, especially the Regulatory Department was practiced
* Documented, reviewed, and verified testing procedures for compliance to Interface Quality Assurance and Development standards and policies and other required standards
* Integrated static data with other systems to maintain a central repository of common data
* Coordinated database configurations changes and report definitions with MAXIMO System Administrator and Report Developer.
* Authored various SOPs and User guides.
* Assisted with user testing of systems (UAT) and ensuring that appropriate documentation is in place
* Worked with the UAT team to validate that the developed application will meet the business requirements
* Identified and documented issues, risks, gaps and their impact to the project life cycle. Provided recommendations and alternatives. Analyzed the Gaps for Training purposes.
* Used the guidelines and artifacts of the Rational Unified Process (RUP) to strategize the Implementation of Rational Unified Process effort in different iterations and phases of the Software Development Life Cycle (SDLC)
* Documented application features and operations in detail, including screen layouts, business rules, process diagrams, and other documentation

**Environment:** Clear Quest, Clear Case, Telelogic DOORS, Rally, HTML, UML, XML, Agile, MS Office, MS Visio, MS Project, Dot Net, Java, Oracle, DWH, SQL, RDBMS, Win Runner, Test Director.

**SunTrust Bank, Inc. Atlanta, GA Dec 2011 – Apr 2013 Business Analyst, Online Banking for retail, business and institutional clients**

# SunTrust Banks, Inc., with total assets of $182.2 billion is one of the nation's largest and strongest financial holding companies. Its banking subsidiaries, the company provides deposit, credit, trust, and investment services to a broad range of retail, business, and institutional clients.

# Responsibilities:

* Interacted with SMEs to elicit business goals and define goal-level requirements.
* Served as the primary liaison between the client and information technology teams.
* Created Use Case specifications by writing User Stories, data flow models, data quality analysis and cost/benefit analysis.
* Used brainstorming and storyboarding techniques to derive ideas from the stakeholders.
* Conducted GAP Analysis and formulated the To-Be features based on the business requirements.
* There are specialist payment switching suppliers, such as ACI and S2 Systems, but the more sophisticated switching software is generally only being used.
* Created a vision document to explain user demographics, profiles, environments and requirements.
* Created use cases to depict the interaction between the various actors and the system.
* Developed business use case models and business object models to describe how employees would use the application.
* Defined key capabilities and mechanisms of the system in the Business Architecture document.
* Identified, organized, and documented the changing requirements of the project.
* Defined data requirements based on the system functionality.
* Created data dictionary for often used retail and technical terminology for the benefit of the developers and customers respectively.
* Conducted weekly JAD sessions to speed up the project definition process.
* Verified final requirement specifications for correctness, completeness, unambiguousness, consistency and traceability.
* Carried out forward and backward tracing for verification and validation purposes.
* Assisted the Project Manager with various additional activities like doing surveys, updating documents, making presentations on power point, getting access rights for new resources etc.
* Formed a bridge between the Project Manager and different teams with effective presentations.

**Environment:** Quality Centre, Rational Rose, HTML, UML, XML, RUP, MS Office, MS Visio, MS Project, Dot Net, Java, Oracle, DWH, SQL, RDBMS, Win Runner, Test Director.

**Heritage Bank of North Florida, Orange Park FL Aug 2009-Nov 2011**

**Business Analyst**

HB required corporate e-banking application software to deliver comprehensive cash management solutions to major financial institutions and world banks. The customers of this robust n-tier web application would be able to initiate real time transactions, check transaction status and retrieve banking information through a Java desktop and HTML browser.

**Responsibilities**

* Developed the Project using the Iterative RUP model. The Project was streamlined through all phases of the RUP model starting from Inception through Transition. Used a Functional Decomposition strategy to divide system into sub-systems.
* Extensively used Rational Requisite pro for documenting functional requirements.
* Defined the data sources, data loads and data transformation using ER Diagrams and Used   Rational Rose for model diagrams, MS-Word for documentation and used Unified Modeling Language for visual modeling.
* Provided software development and support for payroll, HR, general ledger, purchasing and accounts payable, including maintenance and enhancements to batch and online programs.
* Translated high level business requirements use case scenarios, dataflow models, and requirements specifications using Rational Rose modeling tool.
* Created traceability relationship between requirements in the same module and also between different modules.
* Conducted presentations of the QA test results with analysis to the stakeholders and users and documented modifications and requirements.
* Worked extensively with MS Excel and MS access.
* Project. Involved in project management using MS Project.

**Environment:** Requisite pro, clear quest, HTML, UML, XML, Agile Methodology, MS Office, MS Visio, MS Project, Dot Net, Java, J2EE, Oracle, DWH, SQL, RDBMS.

**Central Valley Bank, Ottumwa, IA Aug 2005 - Sep 2006**

**Business Analyst**

Central Valley Bank is a full-service community bank offering a diverse range of services to personal, business and farm customers. The goal of the project was to provide a tool, which conducted the risk assessment of a potential customer and also to re-evaluate the risks involved with a current customer. This tool involved authenticating the customer, checking current credit limit, previous credit lines, payment history, fraud history, business history, frequency of credit card usage, and market risk.

**Responsibilities:**

* Created business process models.
* Designed Test Plan and Test Cases for the User Acceptance Testing.
* Performed testing using the mercury products, documented user manuals and held walkthroughs for educating business community in use of content management software for publishing website content.
* Conducted project related presentations and provided reports to the project sponsors.
* Interacted with the Help Desk team to investigate and resolve production issues.
* Segregated Business requirements into use cases, activity, State Chart Diagrams following UML methodology.
* Acted as a liaison between business and development team throughout the SDLC.
* Served as the primary contact for business concerns. Conducted training sessions educating team members on use of requirement/defect management tools. Implemented project milestones, and monitored timelines.
* Worked closely with QA team, documented errors and tracked them to completion by communicating and co-coordinating with the development, business and testing group.
* Worked with external vendors to resolve data communication issues, testing, and coordinated timelines. Held walkthroughs with the end users and communicated enhancement requests.

**Environment:** Requisite pro, clear quest, HTML, UML, XML, Agile Methodology, MS Office, MS Visio, MS Project, Dot Net, Java, Oracle, DWH, SQL, RDBMS, Win Runner, Test Director.