Vignesh Naidu

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**PROFESSIONAL SUMMARY:**

* Over 7+ years of experience as Business Analyst in Insurance, Financial & Banking domains.
* Proficient in Business Requirement gathering, Business Process flow, Business Process Modeling (BPM), with a keen awareness of developers and end-users needs and able to deal with user groups at all levels efficiently.
* Involved in requirements analysis, design and testing phases of Software Development Life Cycle (SDLC) and also in agile methodology.
* Well versed in Software Development Life Cycle (SDLC) management models namely Waterfall and Agile (SCRUM) models.
* Competent in analyzing and creating Narrative Use Cases, User Stories, Use Case Diagrams, Activity diagrams using UML Tools like MS Visio
* Conducted stakeholder analysis to get a clear understanding of the process and various roles and responsibilities of the team members.
* Excellent skills in facilitating Joint Application Development (JAD) for eliciting functional requirements that support the High Level business requirements and documenting process flows.
* Adept at project life cycle, requirement gathering, testing, deployment and change management
* Experience in writing Business Requirements Document (BRD), Functional Requirements Document (FRD), Statement of Work (SOW)
* Expert in Tracking and Managing the Requirements using Requirement Traceability Matrix (RTM) that controls numerous artifacts produced by the teams across the deliverables for a project.
* Adept at analyzing and eliciting requirements from stakeholders for  Data Migration / Data Mapping projects
* Proficient in writing and executing simple SQL queries against the database to check for the ER relations with the requirements document
* Expertise in assisting the Testing Team in creating the Test Plans, Test Cases and Test Scripts and efficiently prioritize and manage the defects using the Defect Tracking system
* Experienced in conducting User Acceptance Testing at both company and clients premises
* Expert in writing detail use cases, developing business test cases, and working with QA teams during testing phase thereby facilitating acceptance testing with stakeholders and business users
* Experience in giving presentation on the completed modules of the project and also to update the stakeholders on project progress
* Basic knowledge of Change management and Release management
* Experience in working and coordinating with team.

**TECHNICAL SKILLS:**

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| **Requirements Gathering Tools** | Rational Requisite Pro |
| **Designing Tools** | Rational X De, CMMI Models, Dream Weaver, Adobe Photo  Shop, MS Front Page, Paint Shop Pro, Home Site, Visual Studio |
| **Management Tools** | MS Project, MS Visio, MS Word, MS Power Point |
| **Tools** | Rational Requisite Pro, Clear Quest, Clear Case, MS Office Suite GAP Analysis, CICS CMMI, Adobe Acrobat Reader |
| **Operating Systems** | Windows 95, 98, 2000, NT, XP, Vista, Unix |
| **Languages** | C, C++, COBOL,JAVA, J 2EE, VB.Net, C# VB, PHP |
| **Data Bases** | DBMS Concepts, MS SQL Server, Oracle, DB2, MS Access ADO.Net, ETL, Business Objects 6.5.1, ETL, Erwin, Toad, SAP |
| **Application Servers** | MS IIS, Web Sphere, Web logic, MS Exchange Server, Share Point |
| **Scripting Languages** | Java Script, Jscript, VBscript, HTML, XML, CSS |
| **Testing Tools** | Win Runner, Load Runner, Test Director, QTP, Actuate, Crystal Reports |
| **Web Technologies** | ASP, ASP.NET, JSP |

**PROFESSIONAL EXPERIENCE:**

**Pearson, Iowa City, IA Apr-2013-TillNow**

Pearson is world leading learning company, has global- reach and market leading business in education, business, and consumer publishing and has one defining goal to help people progress through learning. I worked as

Business System Analyst and my project was Test Nav ….

**PROJECT:** Test Nav is Pearson's newest test delivery platform for online testing. It runs in the Cloud, delivering tests via a web browser on desktop and laptop computers and a custom app on selected tablets. It can deliver a wide range of item types, and is QTI and APIP compliant. TestNav can be used with various operating systems and browsers on desktop and laptop computers as well as with a custom app on supported tablet devices.

**Responsibilities:**

* Participated in various stages of data and requirement analysis for project needs.
* Involved in every phase of the process starting from Inception to Transition Interviewed Business Users to gather Requirements and analyzed the feasibility of their needs by coordinating with the project manager and technical lead.
* Created training manuals, tutorials, learning aids, user guides, and maintenance manuals.
* Trained and mentored coworkers, solving problems while improving their skill and knowledge.
* Involved in the iterative approach of AGILE development with all the teams’ members (Requirement, Development and QA teams) reporting to me for issue resolution & iteration was 3 weeks long.
* Involved in JAD sessions to gather requirements, and to analyze the requirements.
* Prepared Business Requirement Documents (BRDs) for the new system after requirements analysis.
* Used MS Visio to model business requirements and logically convert them to functional requirements.
* Assisted in Performing GAP analysis (As-Is & To-Be) and supported full traceability for all the software artifacts.
* Created User Stories to communicate requirements to the development team.
* Responsible for writing Functional Requirement Specifications (FRS) and User Requirement Specification (URS).
* Weekly monitoring of the Implementation team’s Learning Curve by facilitating performance tracking on Success Criteria (SLA Metrics such as TAT , Accuracy & Backlog)
* Designed and developed Use Cases, Activity Diagrams, and Sequence Diagrams using Rational Rose.
* Organize requirements into high level Use Cases and low level Use Case Specifications and modeled them into UC, Activity and Sequence Diagrams using MS Visio.
* Designed GUI: interface screens shots and mock-ups.
* Usage of SDLC model in SAP implementation. Continuous process improvement of the high quality standards in SAP Global Delivery.
* Developed, updated, and delivered high-quality non-technical, technical, and soft-skills courses, training manuals, job aids, e-learning, training, and support for all levels of employees.
* Developed
* Identified internal and external system requirements for design and configuration set-up.
* Used Rational Test Manager to review defects in functional requirements.
* Active involvement in executing test scripts, and coordinating UAT testing.
* Performed backend testing using SQL queries and analyzed the server performance.
* Coordinated activities with project manager and various other teams using MS Project.
* Assisted in on-going process improvement efforts to ensure Test Planning, Execution, and Reporting is effective, efficient, standardized, coordinated, and integrated.
* Involved in generation and execution of SQL queries.

***Environment:*** *Agile, Rational Rose, Rational Requisite Pro, SAP UNIX, MS Visio, MS Project, MS SharePoint, HTML, Windows, Oracle, SQL*

**Comcast, Philadelphia, PA Sep-2011-Mar-2013**

**Business Analyst**

**Project**: Comcast Corporation is a global media and technology company with two primary businesses, Comcast Cable and NBC Universal.

The goal of the project was to develop an e-learning training program for Comcast customization of Salesforce.com

**Responsibilities:**

* Mastered Salesforce.com (and Comcast customization of Salesforce) within two weeks.
* Created instructional job aids for Salesforce Instructor-Led Training launch.
* Worked with SMEs throughout release and review cycles.
* Performed training analysis, design and development, implementation and training evaluation.
* Developed planning documents, content outlines, story boards and production plans.
* Worked closely with business subject matter experts to understand systems and training needs for applications and processes.
* Experienced in creating, authoring, storyboarding content for e-learning courses
* Designed training programs, classes, workshops, other types of Computer Based Training (CBT) and on-line help applications.
* Gathered and documented business requirements/use cases, system processes in diagrammatic and textual format.
* Worked closely with business partners, SMEs and product owners to understand the process.
* Suggested process change and re-engineering as it was needed based on detailed business requirements.
* Created in depth Gap Analysis with as is and suggested re-engineered process and SWOT analysis for both scenarios.
* Hands-on knowledge of Adobe Captivate (preferably latest version) and familiar with other e-learning authoring tools
* Conducted requirements gathering using JAD and interview sessions.
* Performed document analysis involving creation of Use Cases and Use Case narrations using Microsoft Visio, in order to present the efficiency of the gathered requirements.
* Gathered requirements for creating the rating inputs screen for the policy system.
* Analyzed and documented performance/security/User Interface Branding requirements for the application.

***Environment:*** *Captivate, Presenter/, PowerPoint, SnagIt, Swish, Flash, Dreamweaver, MS Word, MS Excel, MS Power point*

**Credit Suisse, New York Feb-2010-Jul-2011**

**Business Analyst**

**Project**: Credit Suisse asset management offers a wide range of investment products and function across asset classes and investment styles. The assets management business functions within a rigorous risk management framework accountable to investors. Modified Multi Assets Class Solution (MACU) platform focuses on developing and implementing investment allocation strategies across assets classes for both private and institutional clients. MACS offers innovative products, combining traditional investment such as cash, bonds, and equities with non-traditional investment such as commodities and real estate to best meet client needs.

**Responsibilities:**

* Worked as instructional designer to develop and implement multimedia interactive web-based training courses with Articulate Studio, Captivate 6.0, and Flash that is SCORM compliant.
* Incorporated instructional design principles, theories, and models that Include audio narration, graphics, pictures, tables, graphs and simulations.
* Documented Procedure to pay, Vendor Management, Material Management and Master Data
* Experienced in creating, authoring, storyboarding content for e-learning courses
* Experienced in working with Subject Matter Experts for understanding business process
* Experienced in working with Graphic Designers/Developers for course design strategy
* Hands-on knowledge of Adobe Captivate (preferably latest version) and familiar with other e-learning authoring tools
* Obtained business requirements from business users and stakeholders using JAD sessions, brain storming sessions, focus groups and personal interviews.
* Established financial forecasts for the given project by using already made scope of the system.
* Developed use case model using MS Visio. Created a development plan for the overall project and prototypes.
* Involved with creation of UML diagrams such as activity and sequence diagrams by using MS Visio
* Assisted developers in writing of complex SQL queries to resolve data issues in source system databases.
* Developed and executed test cases verifying data transfer quality.
* Worked closely with offshore development team.
* Created and modified graphics and photos using Snag It 10, to fit the needs of the courses and conform to company and department style guides.
* Worked in Procurement business areas to ensure training is developed, updated, and maintained training materials regulating systems and environments per company quality standards.
* Prepared business requirement documents, functional requirement documents, software requirement specification, test case and end user learning document.
* Teamed with subject matter experts, business leads, IT project leads, programmers, and audience members to gather content, map processes and business flow, capture step-by-step procedural instructions and real world scenarios, record simulations, and provide Exercises and Demonstrations.
* Worked with the SAP security team to align SAP roles, user job functions, and training curricula to ensure end users are properly trained to perform their jobs

***Environment:*** *Articulate Studio, Captivate , Flash, Snag It , SAP, MS Word, MS Excel, MS PowerPoint, Paint Shop Pro & Adobe Photoshop, Adobe Acrobat, Adobe Illustrator, SCORM.*

**Wells Fargo Bank, Salt Lake City, UT  Jun-2008-Dec-2009**

**Business Analyst**

**Project**: Wells Fargo is a growth company that believes the key to the bottom line is the top line. The ability to grow profits consistently is based on sustainable revenue growth

The goal of the project was to develop training programs for internal Treasury Management system for Well Fargo

**Responsibilities:**

* Analyzed and evaluated workflow processes for teams and systems in the division, including Task Analysis and Needs Analysis.
* Documented workflows, processes, procedures, and user guides for on-line manuals.
* Developed customer-facing curriculum for the LMS and provided online training. Wrote end-user reference guides and help.
* Designed and developed creative self-paced multimedia eLearning courses for various audiences
* Researched, designed, developed, and facilitated engaging training courses, and created job aids, and reference manuals to meet the developmental objectives of the various audiences
* Conducted and reviewed training needs analysis to determine the impact of changing training needs for both development and delivery.
* Designed, developed, implemented and delivered a blended training program that included traditional instructor-led training as well as Web-based (Webinar) delivery, eLearning development and delivery and electronic- and print-based training material.
* Provided leadership as instructional personnel and lead systems curriculum development
* Planned and managed instructional design projects applying business skills to manage effectiveness.
* Promoted collaboration, partnerships and relationships among the participants in a design project
* Implemented training content delivery system for technical training content.
* Created, recorded, and edited training demonstrations, practiced simulations for Buyers and Requestors.
* Performed Quality Assurance review of course content, course scripts, and training materials to ensure consistency with the company style guide and with company standards and check accuracy of information.
* Participated as a key team member in the completion of designing and developing training to prepare employees for the companywide implementation of SAP systems.
* Defined the Curriculum and established Courseware standards for Instructor led and web-based training
* Managed the development of role-based training course curriculum
* Translated content from subject matter experts into course objectives and viable course content within training materials that provide skills and knowledge application
* Defined logic for Extraction, Transformation and Loading of data into Warehouse and Marts

***Environment:*** *Dreamweaver, Photoshop, Captivate, Frame Maker, Articulate & Articulate Storyline, Camtasia, MS Office (Excel, Word, Access, PowerPoint)*

**First Community Bank, Lansing, MI Jan-2007-May-2008**

**Business Analyst**

**Project**: First Community Bank Corporation of America is the holding company for First Community Bank of America, which has about 10 branches in the Tampa Bay area of Florida. Catering to consumers, small to midsized businesses, and property management companies, the thrift offers standard services such as checking and savings accounts, CDs, and credit and debit cards

**Responsibilities:**

* Read documents produced in the early stage of the project
* Met with PM and other product development team, discussing the Scope of the Project
* Consulted with project manager in developing project plans & scope
* Was responsible for clarifying project requests, providing root cause analyses
* Always sharing best practices, and presenting findings and proposals in a professional format
* Validate testing methodologies and sharing the results with Business SME’s.
* Conducted business process modeling and analysis
* Was responsible to identify gaps and failure points, perform root cause analysis
* Bottom line responsibility to develop functional requirements that supported overall strategy, goals and objectives, and develop and document the functional requirement documents
* Was responsible for creating and reviewing business requirements and functional specifications
* Reviewed test cases based on business requirements, worked with development and QA teams to carry out the tests and document all test results
* Conducted User Acceptance Testing
* Created user manuals and conducted training for the production support personnel.

***Environment:*** *Agile, Oracle, MS Visio, MS Word, MS Excel, Requisite Pro, Clear Quest, Crystal Reports*