**Waheed Hadi**

**PROFESSIONAL SUMMARY:**

* 6+ years of experience as a Business Analyst with IT knowledge specific to Telecom, Mortgage, OTC, Finance and have complete knowledge on all phases of the **Software Development Life Cycle (SDLC)** gained over working on various project for different Clients.
* Comprehensive knowledge on **Waterfall**, RUP and **Agile** methodologies.
* Hands on experience in analysing and documenting Business Requirements Documents (**BRD**), Functional Requirements Documents, Use Cases and Requirements Traceability Matrix.
* Extensive experience in gathering requirements by conduction of **JAD sessions** (Joint Application Development),Interviews, Workshops and Requirement Elicitation sessions with **end-users, clients, stakeholders and development team** and converting them in to **BRDs (Business Requirement Documents)** and **FRDs (Functional Requirement Documents)** or **NRFD (Non-Functional Requirement Document)**.
* Excellent analytical skills in understanding the business process (AS-IS and TO-BE), understanding the functional requirements and translating them to system requirement specifications.
* Managed internal projects improving project planning, resource management, and time billing using MS Project, SharePoint, Visio, CA Clarity, TeamTrack and IQNavigator for prototyping and process simplification.
* Extensive experience in creating business process flow diagrams,**UM**L (Unified Modeling Language) tools to create Activity, Sequence, Use Case, Class, and Collaboration diagrams.
* Proficient in Rational Suite including Rational **Rose**, Requisite Pro and **Clear Quest.**
* Strong experience in writing **SQL queries** for Data Analysis and **QA report testing.**
* Experienced in performing **SWOT** analysis, Cost benefit analysis, Risk analysis.
* Strong in manual testing, Automated testing in Visual Basic & other protocol of automation tools Experience in testing applications under. Net, Windows.
* Good understanding of using testing tools, such as **QTP**and Test Director and performing a variety of software testing including User Acceptance, Performance, Load, Stress, Sanity, Parallel, Black Box, Grey Box, White Box, Positive, and Negative Testing.
* Experienced in Bug Tracking System and Process.
* Manage client relationships successfully by presenting at client service reviews, providing and explaining the impact of the regulatory requirements, and working with their senior management to assess their needs for additional services.
* Responsible for the timely and accurate processing of all Exchange Traded (ETD) and Over The Counter (OTC) derivative activity.
* Strong understanding of Equities and Fixed Income products with respect to Brokerage Operations, Margin trading and Securities Lending.
* Evaluate clients' processes internally & externally to identify any gaps in control to increase efficiencies via automation and enhance client service satisfaction.
* Through understanding and hands on experience with BABOK (Business Analysis Body of Knowledge) and PMBOK (Project Management Body of Knowledge) concepts, tools, techniques and competencies
* Resolved issues with check printing, Crystal Reports, positive payment and Accounts Payable voucher matching functionality.
* Expertise in Performance Management, Asset Management, Cash Management, Portfolio Management, Credit Management, Client Reporting and implementing its benefits.
* Successfully spearheaded Equity Swap Automation project by developing different requirements and calculations with internal & Advent developers. Managed the teams performing the functionality testing, implementation, training, and client migrations.
* Monitor all clients OTC projects performance, ensuring the relevant operations and technology stakeholders are engaged and risk identified/addressed.
* Deep understanding and experience of Investment Management, Asset Management, Prime Brokerage Services , Money and Capital Market Instruments
* FX, FX Swaps, FX Rates (Reuters Fx), Futures and Options, Forward Rate Agreements, Asian barrier options, Hong Kong Warrants, structured products, and Equity options.
* Led the cross operations and fund accounting training initiative by developing & presenting OTC derivative products and trade process classes, coordinating with department managers and encouraging staff to present to their colleagues.
* Responsible for developing and managing the regional Exchange Traded & OTC Derivative Operation team of 8, and indirectly managing offshore team across all derivative products and operational processes (Trade Capture, Settlements, Reconciliations, Collateral, & Documentations).
* Analysing and calculating multiple OTC derivative instruments including, Equity Swaps, FRA's, and IRS Accruals by creating excel templates.
* Handling the reset of multiple client equity swap positions with an extremely organized and fast paced approach while maintaining prime broker conventions.
* Organized and ensured daily settlement of FX netting by analysing and resolving discrepancies with multiple prime brokers in an effective and timely manner.
* Ensuring proper execution of capital calls on behalf of clients by analysing invoices provided by the client
* Reviewing and analysing corporate actions and dividends to ensure accuracy in company database.
* Ability to analyse and understand multiple prime brokers reporting.
* Prioritizing settlements based on currency to adhere to their respected cut-off times for cash movements.
* Strong experience in **Extraction, Transformation and Loading (ETL)** data from various sources into Data Warehouses and Data Marts using Informatica Power center.
* Excellent verbal, written, interpersonal and communication skills with strong analytical abilities to perform well both independently and as a team player.

**Technical Skills:**

* **Trading:** Murex, Kondor, Bloomberg, Bloomberg Trading System, MarkitServe, Instinet, ILX Systems, Phoenix, Merrin System, Mainframe, Integrated Business System, Oasys, Alert, Trade Suite
* **Accounting and Reporting:** Advent Geneva, Global Calypso, NY Summit, DTP, Opsco, Thunderhead ACT, Treats, Pam Accounting, System, Business Objects & Citibank Accounting System, Portia,

**Work Experience:**

**TelePacific Communication, Las Vegas, NV Nov 2015- Present**

**Position: Business Systems Analyst**

This project dealt with the development of a Customer contact Center system develops in AVAYA Interactive voice response (IVR). Involve in documenting and testing the functionalities for Speech recognition application includes voice dialing and call routing to make the process easy for switch translators. The main purpose for this development is designed an application to match the customer experience of the web interface, service high call volumes, reduce cost and improve the customer experience over this technology.

**Responsibilities:**

* Defined and documented the vision and scope of the project.
* Interviewed SME (Subject Matter Experts) and asked detailed questions and carefully recorded the requirements for Interactive voice response (IVR) application which can be review and understood by both Business People and Technical People.
* Contributed in Technical Deep Dives for understanding the Business Processes involved in Clearinghouse System.
* Participated in weekly status meetings to present status and incorporate any digressions from the original scope.
* Involved in the formulation of Business Requirements Document (BRD) for IVR.
* Used SDLC RUP Methodology for the project.
* Used MS-Visio to draw Sequence and Activity Diagrams.
* Analyzed the “As is” and “To be” system documents to show the current and proposed functionalities of the system using MS VISIO.
* Wrote the Vision and Scope of the Project.
* Performed GAP analysis of as-is and to-be System.
* Identified all Business Operations involved in Clearinghouse System.
* Documented Business Processes involved in Clearinghouse System.
* Created Summary Use Cases for next phase of Forward Engineering.
* Extensive use of UML to draw Business Process Flow, Use Cases Modeling, Sequence, Sequential Diagram and Activity Diagrams.
* Contributed functional and technical assistance/production support, including service requests and remedy tickets
* Involved in User Acceptance Testing (UAT).
* Wrote Test Cases, performed unit testing and integration testing.
* Extensively used simple and nested SQL statements for testing purposes.
* Worked as a Liaison between Stakeholders and IT department to fill the Gap by Using Simple UML Diagrams.

**Environment:** MS Visio, AVAYA Interactive voice response (IVR), Speech recognition application, Java, MS Project, Excel, XML Data.

**Nextel Communication Inc, Reston, VA Oct 2014- Oct 2015**

Position: Business Analyst

Nextel Communications is a Fortune 300 company based in Reston, Virginia; it’s a leading provider of fully integrated, wireless communications services on the largest guaranteed, all-digital, wireless network in the United States. It’s using Amdocs-Order Management System (OMS) their clients who use Voice over Internet Communication on its wireless network. To meet its customer expectations, Nextel uses eCare application delivery and application management products to measure, manage, and maximize the quality and performance of its systems.

**Responsibilities:**

* Developed an understanding of the call types, contact center goals, agent types & expectations, and call center reporting needs.
* Involved from Concept Commit through Execute Commit, Normalization and Learning’s.
* Wrote BRD and TRD, involved in Global Design Reviews, Solution Design Walk-through’s, Readiness Reviews, Change Management, External Partner Engagement.
* The SDLC Methodology used was Agile or Scrub.
* Provide consultation and support in migration from legacy Jupiter billing system to new Amdocs Billing platform and Clarify CRM solution.
* Involved in testing WebServices using testing standards like validating XML, WSDL and SoapUI.
* Worked extensively on Business Requirements, Functional Specification, Data-Integration, Data Mapping, and Data Warehouse access using SQL and Crystal Reports, ETL process, use cases modeling (UML) using MS Office (Word, Excel, Access, Visio) and dashboards
* Analysis of rating and billing charges and business objects between Jupiter and Amdocs Billing systems to ensure business continuity and to minimize any increased call center contact.
* Performed Back End Testing manually using complex SQL Queries.
* assisted with Integration of telephony systems with other call center applications such as Computer telephony integration (CTI), Interactive Voice Response (IVR), Genesys call routing, provided support for multiple call centers and corporate telephony, including TDM and VoIP telephony switches, CTI, call accounting, voicemail, name recognition software, reporting applications.
* Worked on Service Oriented Architecture (SOA) to perform and reviewed hourly and daily traffic report for IVR functionality.
* Planned and defined system requirements to Wire Frames with Use Case, Use Case Scenario and Use Case Narrative using the UML (Unified Modeling Language) methodologies.
* Made extensive use of MS SQL to retrieve queries from the database.
* Conducted a GAP analysis during requirement analysis.
* Troubleshot telecommunications issues that impact the call center.
* Served as the primary point of contact with vendor partners and call center leadership during outages.
* Coordinated and prepared documentation and training for end users.
* Prepared the Program Specifications Documentation. Partnered with user groups and business users.
* Responsible for analyzing system requirements, preparing specifications, functioned as a lead business analyst and participated in setting up guidelines in software part in all the stages of my module in the project.
* Analyzed and Documented Business Requirement Document (BRD), Functional Specification Documentation, and System Requirement Documentation, using UML methodologies
* Extensive use of Excel workbook to analyze case with given scenarios
* Worked with business users and user group managers to define requirements & document existing and new business work flow & business processes to create BRD.
* Defined the interface for a Oracle SOA Business Service (web service) which gathered the underlying data from various sources and presented a unified enterprise interface to the data.
* Met with client groups to determine User Requirements and Goals, thus converting User Requirements into Business Requirements and User and Functional Requirement Specification.
* Involved in designing and developing Data-Flow diagrams, E-R diagrams, and logical and physical database design.
* Responsible for writing Business Use Cases, Business Rules, logical analysis and change management of requirements.
* Analyzed business and technical requirements, thus creating the Business Use Case (BUC) and Application Use Case (AUC) documents.
* Utilized RUP to configure and develop processes, standards, and procedures and to perform System analysis and organizational review of existing QA processes.
* Involved in development of Business and Technical Requirements in preparation of System Architecture, Information Strategy, and Detailed Design documents for Business Needs and Processes.
* Used MS Visio to carry out the business modeling, data modeling, and object modeling efforts to develop the business architecture for rapid and controlled application development.
* Documented and maintained change log approved change controls to add them into business design.
* Acted as a liaison between the developers and management and between end users and stakeholders. I was instrumental in resolving conflicts between the various teams.
* Followed the UML based methods using MS Visio to create Use Case, Activity/State Chart, Sequence, and Collaboration Diagrams.

**Environment:** Windows XP, Agile, UML, Java, JBOSS, RAD, Motive, XML, UML, MS Visio, MS Office Suite (PowerPoint, MS Word, MS Excel, Access), MS Project, Web Logic, HP ALM, MS Office Suite, Rational RequisitePro, Web Sphere, Work Flow Engine, MS SQL.

**Prudential, Newark, New Jersey July 2013- Sept 2014**

**Business Analyst**

Prudential's PGIM division of Prudential Financial is offered within the iRisk Business Analysis Team, an area of PGIM Operations & Systems. With $3.5 trillion in life insurance policies in force worldwide1 and $1.184 trillion in assets under management, Prudential is the 2nd-largest life insurer in the United States and the 9th-largest institutional asset manager worldwide. They are committed to helping people and companies attain financial wellness through our innovative products and financial solutions. Whether working with multinational corporations or individual families and dedicated to helping create financial strength today and security for tomorrow.

**Responsibilities:**  
• Working with investment risk professionals to assist them in leveraging and enhancing a complex risk analysis framework.   
• Working closely with an external software vendor to explore and exercise new functionality, as well as support the testing of vendor releases.   
• Providing accurate, diligent, and timely production support where required to meet weekly, monthly and semi annual deliverables.   
• Supporting the generation and review of analytic data by Risk and CIO professionals.   
• Integrating investment risk data with analytics tools in support of Risk Management, Federal Reserve supervision, Board and other senior management reporting and analysis.   
• Partnering with investment professionals to define solutions to business needs. This includes eliciting, analyzing and documenting business requirements, identifying multiple approaches, making recommendations and facilitating brainstorming and requirement walk-through sessions.   
• Partnering with the technology teams to implement automation and business enhancements. Analyzing and documenting systems interface and report design requirements which can include technical specifications, pseudo code, database table design, diagramming business process flows; in order to validate that the system solution meets the business need.   
• Conducting project related tests which include: developing detailed test plans, test cases and expected results; conducting tests; evaluating and documenting results.   
• Taking deep analytical dives on data while being able to summarize and communicate findings at an executive level.   
• Playing an investment information support and liaison role in a dynamic investment risk environment.   
• Identifying / quantifying impact of requested changes on existing processes and outputs.   
• Troubleshooting production and test issues to perform root cause analysis, reconciliations, recommending corrective action and leading the resolution efforts.   
• Applying investment related analytical / pricing formulas to validate vendor and internally generated analytics / valuations.   
• Taking direct ownership and being a leader.

**Environment:** Agile, UML, RAD, Motive, XML, UML, MS Visio, MS Office Suite (PowerPoint, MS Word, MS Excel, Access), MS Project, Web Logic, HP ALM, Rational RequisitePro, MS SQL.

**Qwest Inc., Minneapolis, MN Jan 2012- June 2013**

**Position: Business Analyst**

Qwest Inc., a Telecom company, provides telecom solutions and its wireless network is used by various Qwest clients for Voice over Internet (VoIP) communication. Qwest uses the Amdocs VoIP Billing System “Amdocs Ensemble” for billing these clients. The project involved customization and testing of Amdocs Ensemble. As a Business Analyst, I gathered requirement on different Billing modules of Ensemble like Billing, CSM and Price Plan.

**Responsibilities:**

* Conducted user interviews, gathered requirements, analyzed and documented System Requirements based on the analysis of existing systems.
* Designed and developed Use Cases, Sequence and Activity Diagrams using MS Visio.
* Assisted the Product Manager in setting up timelines for the various teams (development and testing teams).
* Worked in extracting the rules from Power Builder and Stored Procedures. Worked with the developers to help in coding the extracted rules in .NET.
* Worked with varied teams to validate rules in the Compliance and Security phases of the project.
* Created various activity, Conceptual models and process flow diagrams to help explain the process to the developers and analyze the project.
* Has been a part of designing and analyzing the System Architecture designed to satisfy the requirements of the end users.
* Identifying options for potential solutions and assessing them for both technical and business suitability by creating logical and innovative solutions to complex problems.
* Extracting and analyzing the rules of various Systems to collect and document the Software Requirements Specifications (SRS).
* Worked closely with the developers in analyzing and assessing the Technical Requirements to help them in developing the code in the .NET Framework.
* Worked with the QA team in developing the Test Plan and Test Scripts.
* Worked closely with the QA team in Defect Tracking and resolving the bugs using Quality Center.
* Documented business and data scripts after understanding the system thoroughly and translating them to the developers helping them incorporate the current system features into the future system.
* Provided the necessary training to the end users in using the application and demonstrated the performance and efficiency of the application.
* Performed GAP Analysis and helped in analyzing the causes for the Issues and applicable solutions.
* Collected, Analyzed and documented the information about the data required to perform Data Driven Testing with multiple sets of Data.

**Environment:** Microsoft .Net (ASP, VB), Power Builder, Xml, MS Visio, SQL Server, MS Access, Quality Center, C# Winform.

**Capital One Bank, Houston, TX Jan 2011- Dec 2011**

**Business Analyst**

Capital One is the eighth-largest bank holding company in the United States when ranked by assets and deposits.Capital One Financial is ranked #112 on the Fortune 500 and also conducts business in Canada and the United Kingdom. The company helped pioneer the mass marketing of credit cards in the 1990s, and as of 2003 it was the fourth-largest customer of the USPS.

**Summary:**

* Supervised, reviewed and approved processing of all cash and security transactions completed by Margin Specialists
* Security set up, maintenance and trade booking of listed and OTC derivative securities including but not limited to equities, futures, future options, equity swaps, IR swaps, OTC vanilla's, MMF's and treasury futures.
* Monitor and report stale and missing marks on MTM trades from overnight systems feed
* Report outstanding collateral calls to Credit, the Desk and senior management and work to facilitate resolution
* View holdings in the portfolio in terms of market risks – equity, fixed income, currency, and commodities etc., in which drives VaR (Value at Risk), Equities.
* Performed similar responsibilities to the Commodity BA role in the OTC Clearing space that included researching and gathering information.
* Successfully facilitated vendor selection process (identifying business needs vs. software features) involving 6 major departments within the Creative Production for a Digital Asset Management Tool.
* CME IEF2, IEF4 and IEF5 Collateral Investment Programs
* Involved in creating reports for the end users using Crystal reports from the gathered requirements.
* Wrote detailed step by step test cases for projects that were assigned to me for testing OTC Clearing.
* Conducted Asset Management, Risk Analysis of the Requirements and Traceability focus areas of the various projects and worked with the project team to help them identify the high-risk areas.
* Prepare reports for Credit Risk, Trading desk and Legal counsel with respect to Dodd-Frank Regulations
* Point person for escalation of issues regarding OTC margin call disputes and discrepancies
* Prepare management reports, employee evaluations, updating procedures, and other duties as assigned
* Handled and assisted inquiries and requests on cash collateral interest and security settlements
* Review CSAs to confirm collateral eligibility and covered products under the agreements
* Project lead to develop requirements for Broadridge and Oasys enhancements and user acceptance testing
* Consistently seek opportunities to improve processes, controls and procedures within the Margin Management team
* Successfully advised and on-boarded clients to the CDS & IRS Clearing Initiative and CFTC/EMIR Portfolio Reconciliation through client communication, technology, FCM coordination, pricing analysis, and contract amendments.
* Led the cross operations and fund accounting training initiative by developing & presenting OTC derivative products and trade process classes, coordinating with department managers and encouraging staff to present to their colleagues.
* Monitor all clients' OTC projects performance, ensuring the relevant operations and technology stakeholders are engaged and risk identified/addressed.
* Successfully advised and on-boarded clients to the CDS & IRS Clearing Initiative and CFTC/EMIR Portfolio Reconciliation through client communication, technology, FCM coordination, pricing analysis, and contract amendments.
* Led the cross operations and fund accounting training initiative by developing & presenting OTC derivative products and trade process classes, coordinating with department managers and encouraging staff to present to their colleagues.
* Product coverage includes Structures equity exotics, vanilla and OTC derivatives, CDS, convertible bonds and margin loans.

**Environment:** Windows, UML, JAD, XML, MS Visio, MS Office Suite (PowerPoint, MS Word, MS Excel, Access), MS Project, Web Logic, HP QC, MS SQL.

**Citigroup, New York, NY Jan 2010– Dec 2010**

**Business Analyst (OTC Derivatives)**

**Summary:**

* Produce P&L across a wide range of OTC products.
* Publish and scrub market data for all product types including IR curves, volatility surfaces (equity, FX, rates), and credit spreads.
* Worked as business analyst to support the re-design of the Mortgage Asset Management System
* Documentation and testing of equity and equity derivative processing - such as Credit Derivatives, FX Swaps, Spots and Forward FX, NDF's, CCy, CDS, Structured MTN's, Options (FX, Bonds, equities), Money Markets (including CD, CP), Deal Payments, ETF's, CFD's Warrants, Futures, Options, Callable Bull Bear Certificates (CBBC's).
* Trade analysis through Bloomberg and Calypso model valuation.
* Controlled and maintained monthly reporting hierarchy change for all Asset Management businesses
* New client on-boarding; work with clients to tailor our services to their specifications; including product availability, tolerance checks, price source options and delivery times.
* Exotic products transfer; valuations expert in a multi departmental effort to move exotic OTC products from the client "fair value" model to our third party vendor
* Supervise and manage a team of four analysts who service multiple asset managers for their pricing and valuation needs.
* Resolved issues with check printing, Crystal Reports, positive payment and Accounts Payable voucher matching functionality.
* Functional Wall Street Systems documentation for asset classes IR and IR Derivatives (including bonds, Credit derivatives, and Interest Rate derivatives) and FX and Commodities.
* Responsible for Fixed Income and OTC operations part of the project. Involved in the Monte Carlo simulations using market data and to value the trades. Simulated yield curves with different spreads under various scenarios and used these curves to simulate the P/L path.
* Processed all Cleared OTC trades including Interest rate swaps, Credit Default index swaps, Credit Default single name swaps and Zero coupon swaps for the most sensitive clients including several Sovereign funds and daily valued accounts
* Investigated any market value breaks with the investment manager's data. Modelled the trades to ascertain the cause of the break
* Served as a key subject matter expert and mentor new analyst(s) on the derivatives trade capture and settlement processes
* Settled daily margins for numerous accounts and ensure that they are posted accurately in all internal systems
* Monitor and report stale and missing marks on MTM trades from overnight systems feed
* Report outstanding collateral calls to Credit, the Desk and senior management and work to facilitate resolution
* Prepare reports for Credit Risk, Trading desk and Legal counsel with respect to Dodd-Frank Regulations
* Point person for escalation of issues regarding OTC margin call disputes and discrepancies
* Involved in creating reports for the end users using Crystal reports from the gathered requirements.
* Handled and assisted inquiries and requests on cash collateral interest and security settlements
* Supervised, reviewed and approved processing of all collateral transactions completed by Collateral Processors
* Performed daily CAMS reconciliation of indebtedness, deposits and securities
* Monitored customers' collateral positions daily; reported to Management customers who were under collateralized
* Research and recommend pricing methodology for special case events such as rights issues, spin-off or trade halts, for potential valuations issues.

**Environment:** JAD, XML, UML, Windows, MS Visio, MS Office Suite (PowerPoint, MS Word, MS Excel, Access), MS Project, Web Logic, HP QC, MS SQL.