Summary

* 7+ years of extensive experience in the field of Business Analysis and working with the technical stakeholders to implement business requirements into software applications in Finance & E-Commerce, and retail domains.
* Hands-on experience across a range of logistics functions including: production planning, inventory management, customer service, forecasting, transportation and distribution with a diverse group of companies, products, and services.
* Good understanding on Inventory, Point of Sales (POS), Change Management and Order Management System (OMS), Bill of Materials (BOM).
* Managed program and project efforts for Retail, E-Commerce: EDI, Content Management Systems, Web based applications, business strategy and web site content.
* Strong knowledge of the Software Development Life Cycle (SDLC) models such as Water Fall, Agile, Scrum and RUP.
* Lead Business Intelligence reports development efforts by working closely with Microstrategy, Teradata, and ETL teams.
* Experience in business requirement gathering techniques like interviewing, questionnaires, brainstorming, focus groups; conducting Joint Application Discussions (JAD), project meetings, reviews, walkthroughs, customer interviews and coordinating various technical and managerial teams at all levels.
* Developed and created various Dashboards, SLA reports using Tableau.
* Experience in development methodologies like RUP, SDLC, AGILE, SCRUM and Waterfall.
* Writing & documenting Business Requirements Document, Functional Requirement Document and Requirement Traceability Matrix.
* Writing use cases, creating behavior diagrams (sequence diagrams, collaboration diagrams) and class diagrams based on UML Methodology & Business process flow diagrams using Visio.
* Highly motivated, organized and results and detail oriented with excellent interpersonal, communication and presentation skills. Proven capability of adapting to new and fast changing technologies.
* Proficient in MS Word, Excel, Power Point, Visio and SQL.
* Involved in developing the SQL code for the application.
* Experience with SQL Server and T-SQL in creating Tables, Views, Indexes and Triggers
* Created Use cases, activity report, logical components and deployment views to extract business process flows and workflows

Technical Skills:

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| --- | --- |
| Operating Systems: | Windows 2000/XP/Vista/2007/2008, UNIX and Linux, MAC OS |
| Programming Languages: | C, C#, JAVA, SQL, PL/SQL |
| Databases: | MS SQL Server, Oracle, MS Access, Teradata |
| Rational Tools: | Rational Rose, Rational Requisite Pro, Clear Quest, Clear Case |
| Business Intelligence (BI) /  Reporting Tools | Business Objects, Crystal Reports, Tablaeu, TIBCO Spotfire, Microstrategy, Webi, Cognos |
| Modeling Tools: | UML, Rational Rose, and Microsoft Visio |
| Reporting Tools: | Crystal Reports, Micro Strategy |
| Others: | MS Office Suite, MS Project, HTML, XML, PHP, AJAX |

**Wal-Mart Inc. Bentonville, AR Jan 2013 to current**

**Business Analyst**

This is an add-in to the existing IMA (Inventory Management Application). IMA helps the company to manage the inventory of the stores nationwide. This is an intranet application and is also interacting with Wal-Mart’s preferred vendors. When the inventory level goes down, purchase order is generated automatically and an email will be sent to the vendors. The vendors can be other Wal-Mart stores in the area or other preferred vendors. The new functionality added was to make sure the automatic generation of purchase order will be made to outside vendors only after making sure the nearby local Wal-Mart stores have been contacted.

**Responsibilities:**

* Involved in gathering, analyzing and documenting business requirements and data specifications.
* Acted as a liaison between the technical staff and the users (staff and management). Also was responsible for communications between Project Team and other related departments.
* Assisted project managers with the development of project schedules. Developed requirements and preliminary design for user applications. Performed analysis and design projects using a systems development methodology.
* Conducted JAD sessions to pool in ideas for creative e-marketing
* Created Business Requirement Document (BRD), Functional Requirement Specification (FRS) for application development and used Business objects for reporting and planning
* Analyzed and designed Business Process Flow Models, Use Case diagrams, Class diagrams, Sequence diagrams, Data flow Diagrams, Domain Object Model, and MS Visio to depict process flows and PowerPoint presentations.
* Implemented Traceability Matrix and User Case Specification Document and verified the functionality coverage.
* Facilitated various meetings including Kick off meeting, sprint planning, stand up meetings, Retrospective, war room meetings in Scrum methodology.
* Utilized corporation developed Agile SDLC methodology. Used Scrum Work Pro and Microsoft Office software to perform required job functions.
* Prototyped the application, providing screen shots for better visualization.
* Conducted workflow, process diagram and gap analysis to derive requirements for existing systems enhancements.
* Created and reviewed business requirements, functional specifications, project schedules, documentation.
* Conducted iterations and communicated results and milestone achievements to the stakeholders while keeping the developers closely updated on all documented refinements.
* Worked with production staff to identify and map detailed current processes, identify gaps and failure points, perform impact analysis and develop functional requirements that supported overall strategy, goals and objectives.
* Lead Business Intelligence reports development efforts by working closely with Microstrategy, Teradata, and ETL team.
* Conducted walkthroughs with the end users and stakeholders to gather the modification requests from the user to upgrade or change the specifications for the product.
* Designed and developed project document templates based on SDLC methodology.
* Involved in developing the test strategy and helped in developing QA Test plans for Functional, Integration and System Testing.
* Used HP Quality Center to maintain test cases and test scripts and performed User Acceptance Testing (UAT).

**Environment:** Agile/ Scrum, UML, Tableau, SQL, MS Visio, XML, Teradata, VB Script, MS Office, Project Management

**The Home Depot, Atlanta, GA Feb 2011 to Dec 2012**

**Business Analyst**

The Home Depot is an American retailer of home improvement and construction products and services. The Home Depot operates stores across the United States and is the largest home improvement retailer in the United States. The project was to successfully ship products to Alaska and Hawaii, enhance customer experience and assess the search engine optimization techniques

**Responsibilities:**

* Involved in contributing to the design and development of strategic operational risk management information to executive management like aging report performance of Business units in complying with Loss Data event creation.
* Used the Agile methodology to build the different phases of Software development life cycle.(SDLC).
* Configured Web Based configuration tool for tracking and management process.
* Created new fields for business objects (AET: Application Enhancement Tool) using the UI based easy enhancements.
* Created and changed layouts, add fields, setting field properties, Customized the table viewing the Web User Interface Enhancement
* Experience in creating forms using widgets, adding selections, re-arranging the fields and change setting.
* Created forms using self-calculated form fields.
* Linking the web-User Interface forms as a link over the web, email on related website.
* Enhanced the update rules to meet the new Business Requirements.
* Interacted with the Technical group to provide all kinds of support and resources needed to resolve domain and technical issues.
* Interacted in Teleconferences and face to face discussions with the implementation partners and offshore teams.
* Strong understanding of project life cycle and SDLC methodologies including RUP, RAD, Waterfall and Agile.
* Exposure to Client/Server, **Web Application developmental** tools and Software development and design.
* Worked on Software upgrade project like upgradation of Human Resource Management Systems(HRMS), Supply Chain Management (SCM), Customer Relationship Management (CRM), and Enterprise Performance Management (EPM) software etc.
* Created interface and mapping specifications.
* Performed complete documentation for all the developments, created Technical Specifications document.
* Document all processes including interactions with the tools or with other users using SAP BEX reporting tool.
* Utilized corporation developed Agile SDLC methodology. Used Scrum Work Pro and Microsoft Office software to perform required job functions.
* Determined user/business/functional requirements. Created vision, scope, and use case documents; business process models, use case diagrams, activity diagrams, and state chart diagrams.
* Facilitate daily and weekly events between the client and Technology teams. These include, daily Project progress meetings, Weekly Project Risks and Issue meetings, Requirements gathering meetings, CCB Meetings (Change Control Board Meetings to assess the impact of the change on the various components of the project), test Plan Progress Meetings, Defect resolution and Requirements Clarification and Analysis etc.
* Planning and monitoring the performance of a process using process management tools like BPM, IBM

**Environment:** Agile/ Scrum, Windows Server 2003, Oracle, Teradata, Visio, Peoplesoft, Linux/Unix. Quality Center (HPQC), SQL, Agile/Scrum, MS Visio, MS Project, Tableau, MS Access, MS Outlook, Java, Oracle, Requisite PRO, HTML.

**HANDANGO.COM, Hurst, TX May 2009 to Jan 2011**

**Sr. Business Analyst**

Senior Business Analyst on Handango’s replatform/redesign of the Handango.com e-Commerce website. Identifying and documenting the project scope. Functionality includes Browse Catalog, Shopping Cart, Checkout, Fraud Validation, Order Processing, and Manage Account. Handango.com integrates Endeca Search and ATG Marketing Engine. Conceiving and championing the design and creation of a requirements management database (in MS Access). Tangibles include requirements statements, use cases, process flows, site maps, taxonomy/ontology analysis, and wire frames. The database also facilitates the ease of complex traceability for testing and quality assurance. Handango is a premier international online retailer of mobile computing software for handheld devices.

**Responsibilities:**

* Involved in Inception Phase and prepared vision statement and initial data models that contain Business Requirement Documents and supporting documents that contain the essential business elements and detailed definitions.
* Working with clients to better understand their needs and present solutions using structured SDLC approach.
* Gathered user and business requirements through open-ended discussions, brainstorming sessions and role-playing.
* Assigned tasks among development team, monitored and tracked progress of project following Agile methodology.
* Met with client groups to determine requirements and goals. Utilized Rational Unified Process (RUP) to configure and develop process, standards, and procedures and create a Business requirement Document.
* Experience with ATG application framework
* Documented the user requirements Analyzed and prioritized them and converted them as system requirements that must be included while developing the software.
* Assigned tasks among development team monitored and tracked progress of project following Agile methodology.
* Expertise in broad range of technologies, including business process tools such as Microsoft Project, Primavera, Promodel, MS Excel, MS Access, MS Visio, technical assessment tools, MicroStrategy Data Warehouse Data Modeling and Design.
* Provide implementation assessment, strategy, and mentoring services for Rational Rose, UML and RUP.
* Worked with various vendor groups to gauge the effectiveness of their solution
* Analyzed data and created class diagrams and ER diagrams for designing databases.
* Suggested web security using encryption and authentication technologies for reporting and complaint filing procedures.
* Created wireframes and storyboards
* Planned and defined Use Cases created Use Case diagrams, Scenarios and Use Case Narratives using the UML methodologies.
* Involved in mentoring specific projects in application of the new SDLC based on the Agile Unified Process, especially from the project management, requirements and architecture perspectives.
* Created Mock-up forms in MS word for better visualization and understanding of the software solution.
* Tracked change requests and monitored workload and schedule.
* Facilitated JAD sessions with management, development team, users and other stakeholders to refine functional requirements.
* Develop and maintain sales reporting using in MS Excel queries, SQL in Teradata, and MS Access. Produce performance reports and implement changes for improved reporting.  Interface with internal customers.  Provide ad-hoc reporting and analysis from data sources including PeopleSoft (SET) and Teradata.
* Experience as an external e-commerce solutions provider.
* Scheduled meetings with developers, System Analysts and testers to collaborate resource allocation and project completion.
* Created and managed project templates, use case templates, requirement types and tractability matrix in Requisite Pro.
* Managed workload, schedules and coordinated status review meetings with project managers, business managers and team members.
* Authored progress and completion reports which were then submitted to project management on a weekly basis in MS project.
* Upgraded e-commerce web site engine by managing resources and responsible for installing new software version to increase site uptime by 3%.
* Identified various frequently used modules within the application as well as the peak user volume for load testing purposes.
* Analyzed the test results from QA teams using Performance Studio Analysis to create various scenarios.
* Developed strategies with Quality Assurance group to implement Test Cases in Test manager for User Acceptance Testing.
* Collaborated with Quality Assurance Analyst in Automated and Manual Black box testing.
* Helped in creating end user manuals and procedure manuals.

**Environment:** Agile/ Scrum, UNIX / Oracle Platform, MS Visio, RUP, Teradata, Rational Rose 2002, ATG, Rational Clear Quest, Rational Clear Case, Rational requisite pro, rational test manager, Rational Robot

**Prudential Financial, Newark, NJ Apr 2007 to Mar 2009**

**Business Analyst**

# Description:

# Prudential financial is a company whose subsidiaries provide insurance, investment management, and other financial products and services to both retail and institutional customers throughout US. Worked on Retirement Savings, 401K claims for Life Insurance and involved in analysis and testing of online account services which included Quotes, Bill Pay, Billing history and changing customer profile and modifying the provider details.

# The new systems were designed to increase productivity, and reduce costs.

**Responsibilities:**

* Followed the RUP methodology, 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 (Inception, Elaboration, Construction and Transition) of the Software Development Life Cycle
* Conducted mass user interviews with application user representatives and SMEs.
* Created business requirement documents (BRD) and integrated the high level user requirements for the underlying platform functionality.
* Designed and developed Use Cases, Activity Diagrams and Sequence Diagrams to depict the business process workflows.
* Developed comprehensive system test scenarios and test scripts.
* 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 and Involved in all SDLC stages under agile process in applications including Requirements analysis, implementation, testing, deployment and maintenance.
* Created business requirement documents and integrated the requirements and underlying platform functionality
* Collaborated in building a business analysis process model using Rational Rose, RequisitePro, and Visio.
* Performed requirement analysis, went through all the use cases and issue logs.
* Developed strategic partnerships with the business unit to prepare a solid knowledge base of the business line, including the business plan, products, and process’ and revenue streams aimed towards problem solving.

**Environment:** Windows, MS Office(MS Word, MS Excel, MS PowerPoint, MS Visio), RUP, UML, GAP Analysis, Rational Requisite-Pro, iRise.