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|  | Jesse Gonzales  **Business Analyst**  **jesse.gonzales02@outlook.com** | |
|  | **SUMMARY**  Senior Business Analyst with over 6+ years of experience in business process modeling and automation in the financial, insurance, healthcare and retails industries. Proactive and result oriented, effective at requirements gathering, data mapping, data analysis and user acceptance testing. Successfully contributed to various projects using advanced software development techniques such as Agile, Rational Unified Process (RUP) and Waterfall to build innovative business solutions and systems that work, change easily, and last. Proven ability to architect and engineer complex use cases and functional requirements as well as creating use case diagrams, activity diagrams, sequence diagrams based on UML methodology using Microsoft Visio and Rational Rose. Excellent in negotiating, networking & coordinating with a diverse set of stakeholders. | |
|  | **SKILLS**  Business Analysis  Organization Analysis  Requirements Analysis  Budget Estimation  Team Workflow Management  Project Management  Conducting JAD Sessions  Project Status Reporting  Developing Workflow Breakdown | Conducting Elicitation Sessions  Use Case and User Story Creation  Scope Development  Business & Process flow  Training & Mentoring  Acceptance Criteria  User Acceptance Testing (UAT)  Preparing Training Materials  Deliver Release Notes |
| Project Methodologies  Project Management Tools  Business Modeling Tools  Requirement Management  Defect Tracking Tools  Process Modeling  Database  Reporting | **TOOLS**  RUP, Waterfall, Agile (SCRUM), SWOT, Cost-Benefit Analysis, Gap Analysis  MS Project  MS Visio, Rational Rose  Rational Requisite Pro, Caliber RM  HP ALM, HP Quality Center, Rational Clear Quest  MS Visio, Oracle Designer  Oracle (8i/9i/10g), SQL Server 2008/2012, MS Access, MySQL  Crystal Reports | |
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| **Client**  **Location**  **Role** | **PROFESSIONAL EXPERIENCE**  **UBS Financial Services**  **New York, NY**  **Business Analyst** | **December 2017 – Till Date** |
| **Description** | UBS is a diversified financial service company that provides a broad range of banking, asset management, corporate and investment banking products and services. Online Brokerage provides users with the tools to track and manage their portfolios online 24/7. The project 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** | * Created project plan covering Project Schedule, Assignment of tasks, Risk management Plan and Test Strategy. * Created and maintained a detail Work Breakdown Structure (WBS) using MS Project. * Followed RUP approach of development throughout the project, involved in defining scope of the project along with vision statement. * With the help of the Financial Analyst, Designed and created Excel sheets to provide market analysis charts. * Coordinated and tracked project communications. Effectively maintained project schedules and milestones while working with multiple teams. * Documented artifacts including, but not limited to, functional specifications and the use case specifications. * Accumulated customer requirements from various end users through surveys, interviews and JAD sessions and analyzed the requirements. * Gathered business requirements from user interviews, workshops and then converted requirements into technical specifications for developers. * Responsible for meetings with users and stakeholders to identify problems, resolve issues and improve the process to ensure a stable and accurate solution. Applied Unified Modeling Language (UML) methodologies to design Use Case Diagrams, Activity Diagrams, and Sequence Diagrams in Rational Rose. * Performed manual front-end testing to check all functionalities of different modules using Test Director for bug tracking. * Expertise in Business Modeling using MS Visio/Enterprise Architect/Rational Rose. * Defining Test Cases, creating Test Scripts, analyzing bugs, interacting with QA / development teams in fixing errors and User Acceptance Testing (UAT). * Actively participated in Pre-Testing that included review of the requirement documents, studying the use cases for developing test plans and collection of test data. * Designed new process flows and documented the business process and various business scenarios and activities of the business from the conceptual to procedural level and prepared Business Workflow models that cover "How" business processes are accomplished. * Participated in change control meetings recommending appropriate action after analysis of changing requirements. | |
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| **Client**  **Location**  **Role** | **HSBC Bank**  **New York, NY**  **Business Analyst** | **March 2016 – November 2017** |
| Description | HSBC Bank is a Premier Provider of Corporate Trust Services to the Mortgage Backed Securities and Collateralized Debt Obligations Markets. The project aimed at creating an Enterprise Reporting System to support multiple business areas including Asset management, Portfolio management and Risk management. The system assimilates enterprise asset information into a centralized data warehousing system via ETL processes. The system when deployed provides a consolidated view of the enterprise asset information through a reporting interface. As a Business Analyst / Project Coordinator, my responsibilities included conducting user meetings, assisting the tech lead to develop the functional specification document, document the requirements gathered, help the users in UAT testing, provide user training and mentoring other junior business analysts. Our project involved 30 people including developers and testers. | |
| Responsibilities | * Collaborated with the Project Managers in the development of weekly and monthly status reports and documentation of process flows, policies and procedures * Interacted with the Users, Designers, Developers and Project Manager to get a better understanding of the Business Processes and gathered Business Requirements for Personal Client Information Systems (PCIS). * Interviewed Business Users to gather Requirements and analyzed the feasibility of their needs by coordinating with the project manager and technical lead. * Prepared Business Requirement Documents (BRD’s) after the collection of Functional Requirements from users that provided appropriate scope of work for technical team to develop prototype * Assisted my team with creating Report Specifications that included all report elements, source mapping and formatting requirements. * Conducted high level walkthrough sessions with all stakeholders to get a signoff on requirements documents in order to move to the next phase of SDLC. * Interact and negotiate with Vendors to complete the tasks related to data conversion * Organized requirements into prioritized Use Case Specifications. Applied UML techniques to create Process Flow diagrams, Use Case Diagrams, Class Diagrams and Interaction Diagrams using Microsoft Visio and Rational Rose * Designed Data Flow Diagrams (DFD), Entity Relationship Diagrams (ERD), and web page mock ups using modeling tools in MS Visio * Assisted project manager by coordinating with various teams in developing a plan, assigning resources to tasks, tracking progress, managing the budget, and analyzing workload. * Used HP Quality Center for updating the status of all the Test Cases & Test Scripts that are executed during testing process. * Created UAT plans with several test cases for each project to ensure that the system runs smoothly after the proposed enhancements or changes have been made. * Facilitated training of end users as well as defined and documented business training requirements for new product releases & enhancements. * Project required extensive exposure to Client/Server Applications techniques, Web Application techniques, software design and development tools. * Managed issues and defects throughout the project lifecycle and escalated issues to upper-management via status reports. | |
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| **Client**  **Location**  **Role** | **Key Bank**  **Cleveland, OH**  **Business Analyst** | **August 2014 – February 2016** |
| **Description** | Retail Banking Mobile Application for customers. Banking features include account management via view balance, deposit checks, transfer funds, pay bills and more. Additional tools include a loan application facility, loan approval facility, and a robust loan selection and comparison facility. Additional requirements for creation of tools for enhancements to customer experience including a live-chat with agent feature. | |
| **Responsibilities** | * Involved in assisting the Project Manager in planning, scheduling, and controlling projects based on schedules and requirements outlined by the business. * Conducted JAD sessions with the key business users and stakeholders. * Asked detailed questions and noted the requirements to understand business rules, business process, business flow, stakeholders, and follow the SDLC standard of the business in project meeting * Daily involvement with the agile software development life cycle, documenting and working through systems issues as part of a business analysis team. * Involved in creating business requirements document (BRD) and Functional Requirements Document (FRD) and translating them to technical specifications * Conducted walk through sessions for Business Requirement Document (BRD), Functional Requirements Document (FRD) and Use Cases to discuss certain issues with stakeholders, Architecture, Design & Development teams. * Applied Unified Modeling Language (UML) methodologies to design Use Case Diagrams, Activity Diagrams, Sequence Diagrams in Microsoft Visio. * Prepared requirement traceability matrices (RTMs) and managed all components of the business requirements. * Conducted weekly and monthly meetings to review the business processes, and update the team on project progress. * Created and reviewed Detailed Design Specification (DDS) and Functional System Design (FSD) documents based on the information provided by the development team * Worked closely with the development team to create an Entity Relation Model (ERM) and conducted tests and analysis using SQL queries. * Involved in Data Analysis & Mapping to track all data elements used in the application from the user interface through different interfaces to the target databases in which they are stored. * Defined Test Cases, Test Scripts, analyzed bugs in concert with QA/Development teams to fix errors and verify User Acceptance Testing (UAT). Used Rational Clear Quest for defect tracking and change management request. * Collected test metrics weekly from the Clear Quest defects database that reflected the status of the test execution and the state of the defects, and presented weekly status report to Project Manager. | |
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| **Client**  **Location**  **Role** | | **Gateway Techno Labs USA Corp**  **San Jose, CA**  **Business Analyst** | **November 2012 – July 2014** |
| **Description** | | Web based e-commerce platform for a major retailer to allow consumers to shop online. Project requirements involved extensive enhancements to customer experience and security, including redesign of client portal, improving data organization and mapping for reporting and marketing purposes. It also focused on enhancing payment procedures and options, redesigning user registration and recovery procedures, and developing security procedures to reduce fraud. The main purpose of the project was to upgrade and improve the User login module and customer service sections of the website to provide better security and overall experience to their customers. | |
| **Responsibilities** | * Conducted walk through sessions for Business Requirement Document (BRD) and Use Cases to discuss certain issues with Solution Architecture, Design & Development teams. * Worked with project manager to create Software Requirement Specifications (SRS) and Functional Specification Documents (FSD). * Conducted workflow, process diagram and gap analysis to derive requirements for existing systems enhancements. * Created AS-IS and TO-BE business process flow diagrams and integrated process flow diagrams to show end-to-end business model and business process mapping * Conducted JAD sessions with management, SME’s, vendors, users & other stakeholders to facilitate collection of requirements for business requirements documents (BRDs). * Developed and implemented processes and tools for requirements gathering, analysis, planning, tracking and delivery using Rational Rose. * Analyzed Business Requirements and created a Test Strategy, Traceability Matrices and Test Plans to ensure that test cases reflect user needs for the functional, performance, usability and security requirements. * Analyzed user problems, including automated and manual business processes and identified, researched, investigated, defined and documented business processes * Lead the effort of Data Migration from disparate data sources into normalized data to eliminate redundant information and organizing the tables to easily maintain the table structures. * Assisted project manager with developing a timeline for project, managing timelines and resources to successful completion * Worked closely the testing team documenting the system requirements and setting up definitions and process for test phases. Designed and implemented basic SQL queries for QA testing and reporting including data validation * As a part of Change Management Team participated in the prioritization of the projects and made decisions regarding any changes to the Application according to their impact on the application | |