**Likhitha Setty**

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**Sr. Business Analyst**

**PROFESSIONAL SUMMARY**

* **Detail oriented business analyst with 8 years of experience** of high productivity with low supervision, strong leadership, competence and exceptional interpersonal, written, and verbal communication skills who quickly grasps new concepts and processes, while working closely with all levels of the organization and end users to ensure timely and accurate completion of large and small-scale projects.
* Experience in working in different domains like **Mortgage, Finance, Banking and Ecommerce.**
* Extensive knowledge and experience in different software development life cycle methodologies like **Waterfall, Rational Unified Process (RUP) and Agile (Scrum).**
* Strong knowledge of requirement **Elicitation Techniques** like **Interviewing**, **Questionnaires**, **Brainstorming**, and **Surveys** for enhancing features of the Application
* Experienced in conducting **Rapid Application Development (RAD)** and **Joint Application Development (JAD)** sessions.
* Excellent Business writing skills in writing **Business requirements document, USE Case Specifications, Functional Specifications, Systems Design Specification (SDS), Systems Requirements Specification (SRS).**
* Ability to define **timelines** and set **milestones** for prioritizing work requests.
* Experience in conducting **Gap Analysis, Impact analysis**, **ROI analysis**, **SWOT analysis and Cost benefit analysis**.
* Experience in **risk management**, **task escalation** and prioritization to **resolve risk.**
* Expertise in conducting **“AS IS”-“TO BE” GAP Analysis**, and eliciting **high-level business requirements**
* Strong experience with **Requirement Management tools** such as **Rational Req Pro and DOORS**
* Proficient in analyzing and creating **Use Case Scenarios, Use case Diagrams, Activity Diagrams, and Business Flow Diagrams** using **MSVisio** and **Rational Rose**.
* Analyzed **user requirements**, attended **Change Request** meetings to document changes and implemented procedures to test changes using the **Rational Clear Quest**.
* Assisted working in **Data ware house**, supporting **data extraction**, **transformations** and **loading** process through **ETL tools**.
* Extensive experience with **Data Analysis** on **Data warehouse system** for various reporting systems within an organization.
* Possess very good Understanding on **Data Warehouse, Client-Server, and Object-Oriented design experience with Data Analysis.**
* Knowledge on **service-oriented architecture** (**SOA**), **SOAP Protocol, Web Services and WSDL** to provide governing concepts used during phases of systems development and integration.
* Extensively interacted and worked with QA Team in executing **Test Plans**, providing **Test Data**, and creating **Test Cases** and **Requirement Traceability Matrix** and Interacted with developers to report data related **bugs** and **re-tested the fixed issues**.
* Assisted in writing the test plans for the **manual testing**, **System Testing**, **Integration testing**, **Performance testing** and **regression testing** and reviewed their consistency with the business requirements.
* Experience in **reviewing documentation** of developed solutions and **authoring** of basic **user guides** or **instructions** and **help files** to assist in end user training & support.
* **Outstanding communication skills** and ability to **work effectively** with technical teammates in order to translate business requirements into an effective technical solution and serve as an **effective communication** channel between the key IT personnel and stakeholders.
* Ability to **manage multiple large scale projects** concurrently and efficiently.
* Strong **Management Skills**, demonstrated proficiency in leading and mentoring individuals to maximize levels of productivity, while forming cohesive team environments.
* **Creative and aggressive self-starter** with integrative thinking skills, capable of forming and **maintaining positive** and productive working relationships in internal, external, independent, and team environment.

**TECHNICAL SKILLSET**

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| **Business Modeling Tools** | UML Modeling using Rational Rose, UML, MS Visio, Balsamiq, Axure |
| **SDLC Methodologies** | Waterfall, Agile-scrum, Waterfall-scrum, RUP, Scale-Agile |
| **Business Skills** | Change Management, Impact Analysis, RAD, JAD Sessions, Data analysis, SWOT analysis, Cost benefit analysis, Gap Analysis, ROI Analysis |
| **Requirement Management** | Rational Requisite Pro, MS Word, JIRA, Rational Doors, HP ALM V 11, QC |
| **Project Management Tools** | MS Project, SharePoint (2007,2013),Confluence, Version One |
| **Testing Tools** | HP Quality Center v10.0, HP ALM V11.5, Rational Clear Quest ,Load Runner |
| **ETL Tools** | Informatica, JIRA and SSIS |
| **Reporting tools** | Tableau Desktop 8.2, Cognos v 8,MS Visio, Excel, SSRS, MS Word, MS PowerPoint, MS Access, MS SharePoint ,Qlikview, Crystal, version one |
| **Languages** | HTML5, CSS3, XML, SQL, JAVASCRIPT, Angular JS |
| **Databases** | MY SQL, Microsoft SQL, Oracle |

**CERTIFICATION**

* **International Scrum Institute- SMAC(Scrum Master Accredited Certification)**

**EDUCATION**

* **Bachelor of Engineering in Bioinformatics - S.R.M University, India**

**PROFESSIONAL EXPERIENCE**

**Company: Fifth Third Bank Cincinnati, OH May 2014-present**

**Designation: Business Analyst/Scrum Master**

**Project description:** The scope of the project succinctly illustrates about the creation of the versatile, automated loan processing online system for processing, underwriting and approval of the mortgage application. The kernel of the project functional features is that the eligibility of an applicant for the mortgage can be checked without creation of the user account but only by filling the preliminary application details. The customer can also compare the loan offers according to the applicant goals in an expeditious and exemplary manner

**Responsibilities:**

* Involved in preparing the project **scope** and **objectives** and Gathered **business requirements** by conducting client **group interviews, focused groups, workshops and online surveys.**
* Conducted Joint Application Development **(JAD) sessions** with SMEs and stakeholders.
* Prepared **business requirement document** (**BRD)** and **System Requirement Specification(SRS)**,**System Design document (SDS),Functional Requirement Document(FRD)**to provide details of each business and **functional requirement**, development and implementation plan of these requirements, timelines.
* Created **UML Diagrams** including **Use Case Diagrams**, **Activity Diagrams**, **Sequence Diagrams**, **Collaboration Diagrams**, **Data Flow Diagrams** (**DFDs**), **ER Diagrams** and **Web Page Mock-Ups** using **MS Visio** thus defining the **Business Process Model** and **Data Process Model**.
* Created **Use-Case Models** to depict Actors and **Use-Cases** in various Business Processes.
* Coordinated with project stakeholders to track the progress of the project, updated status and lead **review meeting** to ensure that **schedules** and **deliverables** are met.
* Performed **data analysis** on various financial reports that were generated in excels spreadsheets and was managed by MS Access database.
* Analyzed user requirements, attended **Change Request** meetings to document changes and implemented procedures to test changes using the **Rational Clear Quest**
* Authored **use cases, test cases** and took ownership of **traceability matrix** by tracing the requirements in **HPALM**
* Hosted **Daily scrum calls** by shadowing the project manager when necessary to update **sponsor** on **status updates** and project progress.
* Created **sprint burn-down charts**, Facilitated **daily stand-ups** and **review meetings**.
* Conducted **Backlog refinement meetings** for requirement detailing via use cases and to undertake **management of churns**.
* Facilitated the process by **resolving the conflicts** in the team and avoiding the **impediments**.
* Performed the analysis and visualization of the data through **Qlikview**.
* Used **SharePoint** for content management, and to share the information with the groups involved during the project.
* Assisted in working on the **SQL** to check the accuracy and consistency of the data.
* Assisted in the **client side data validations** for the data and generated many reports for the **data mapping** in **data warehouse** by **Informatica**
* Coordinated and controlled **change request** for the clients by conducting **impact** and **cost analysis**, **prioritizing** and **mitigating** changes.
* Assisted in the preparation of the **Test Plan**, Test **cases** with the testing team as well as ensuring testability, reliability, usability, maintainability and performance of the application**.**
* Interacted with developers to report data related **bugs** thorough **JIRA** and re-tested the fixed issues.

**Environment :**scrum (agile),MS-Visio, qlikview, Version one, .Net, MY SQL, MS Word, MS PowerPoint, SharePoint, Excel, JAD, HP ALM ,Web Services, HTML, XML, My SQL, Informatica 9.5, JIRA, Rational clear quest.

**Company: Mercury Insurance, Brea, CA April 2013-April 2014**

**Designation: Business System Analyst**

**Project Description:** The project throws the lime light on the creation of online application of the Property and causality loss estimation for customers. The kernel of the project is to generate real cost estimation for the damaged/renovation property by considering all possible factors like matching finishes, Municipal codes, Ancillary costs by pondering the provided details from the qualified signed-in user which is achieved by the continuous updating & calculation of cost data, geographic data ,Costing rules in a efficacious and robust manner.

**Responsibilities:**

* Detailed knowledge of the **business process** being followed in the project environment as per SDLC Methodology
* Analyzed the business case to understand the needs of the customers, and documented the GAP analysis.
* Identified stakeholders for participation in requirements gathering sessions and detailed analysis of project in-scope and out of scope high level requirements.
* Gathered all **high level requirements** from the business users through **frequent face-to-face meetings** and **conference meetings, interviews and brain storming sessions** with the business users to document and capture first hand business needs and requirements on **Rational requisite pro**.
* Conducted the **SWOT Analysis for requirements that are in-scope to prioritize delivery phases.**
* Interviewed Subject Matter experts **(SMEs)** and carefully recorded the requirements in the **Functional requirements Document (FRD) and** delivered to the project team**.**
* Identified all use case scenarios, and wrote **Use Cases and test cases with input from development lead and test lead.**
* Documented all UML diagrams including **Use Case Diagram/ Activity Diagram** using **Rational Rose**.
* **Mock up screens** for the entire UI requirements were created using **Balsamic.**
* The **changes of the requirements** were obtained from the stake holders and Maintained by **Rational Clear Quest**
* Ensured accuracy and **on time deliverables** throughout the entire project.
* Attended the change request meetings to document changes by using **Rational clear quest**
* Involved in a lot of investigation, research and diagnosis to ensure that the **project** was heading towards the **right direction**.
* Assisted in designing the database, which includes the creation of **Entity-Relationship diagrams**.
* Identified and documented the UI requirements including the back-end requirements in Angular JS, JAVA script, JSON etc.
* Identified and documented all JAVA requirements in the design document for a seamless development effort for both on-shore and off-shore development teams.
* Prepared **Data dictionaries**, **Data requirement specifications** and **User Interface requirements** specifications.
* Prepared **Logical Data Models** that contains set of diagrams and supporting documents containing the essential business elements, detailed definitions, and descriptions of the relationships between the data elements to analyze and document business data requirements**.**
* Wrote standard SQL Queries to perform **Data Validation** to make sure test results matched back to expected results based on the user needs.
* Coordinated in working with the Date ware house for **extraction, Transformation and loading of the data** from different sources by **Informatica** and generated reports for the data marts by **Crystal reports**
* Dealt with **data mapping issues** between various **source systems**, staging **area** and **data-marts by Informatica.**
* Effectively visualized and analyzed data for the **business intelligence purpose** by the **Tableau**.
* Authored **use cases, test cases, and traceability** and **opened, closed defects** on **Team found server**
* Effectively coordinated with end users/SMEs, development and QA team and **monitored progress**.
* Effectively translated the functional specifications in to **test scenarios, Test plan** and **test cases.**
* Conducted **Smoke Testing** and **User Acceptance Testing (UAT)** and developed the test plan, test conditions and test cases to be used in testing based on **business requirements /use cases**.
* Created a **comprehensive report** about the **successful** and **unsuccessful test cases**
* Involved in implementing deployment like authoring the **user training schedules** and **conducted user training.**
* Managed **issues and defects** throughout the project lifecycle and escalated issues to upper-management via **status reports**
* Worked with development and testing teams to accomplish **timely release objectives**
* Coordinated for preparation of all project documentations, **weekly status meeting**, **WBS** and walkthroughs

**Environment:** RUP Methodology, Rational requisite pro ,Rational Rose, ,Java, angular JS, Balsamiq ,Rational Clear Quest, Tableau, Team found server, SSIS,MS project, Crystal Reports, Html, xml, Confluence, MY SQL, HPQC, Informatica**.**

**Company: Wells Fargo, Philadelphia, Pennsylvania Nov 2011-March 2013**

**Designation: Sr. Business Analyst/scrum master**

**Project description:** The kernel of the project is creation of integrated data processing and improved cash management system .The main functionality of the system is generating the credit limit for customers by integrating one’s savings account, Checking account, and Brokerage account; considering the daily transactions of customers and linking them to the margin brokerage account. The system also displays the total money that can be credited from the account by considering and maintaining the day-to-day transactions, brokerage assets. It also maintains and buys /sells the short term securities according to the customer’s account balances, expenses. It also has extensive feature of detecting the frauds through the suspicious transactions and check kiting robustly.

**Responsibilities:**

* Collaborated with the project sponsors to determine the **project scope** and **vision.**
* Worked in several aspects of SDLC including requirements definition, use case development, testing, documentation and user training.
* Conducted the “**AS IS “-“To BE” for the Gap analysis** and **SWOT analysis** and elicited the **high level requirements**.
* Interacted with the **Subject Matter Expert (SME)**, **Stakeholders** and Elicited business requirements for product **change requests** ,enhancements participate in requirements prioritization.
* Managed requirement specifications by using **IBM DOORS**, and provided guidance to the product feature teams by reviewing deliverables and resolve subject matter issues during the delivery of requirements.
* Successfully conducted the **Rapid Application development sessions (RAD)** and **Joint Application Development sessions (JAD) for development of a working prototype for decision support.**
* Prepared the **Business requirement Document (BRD)**, **Functional requirement Documents (FRD)** by conducting meetings with customers, sponsor and analyzing the gathered requirements.
* Decomposed **high-level requirements** and created the **use cases, functional** and **non-functional requirements**.
* Developed and presented **user stories** to communicate **high level user requirements** to product managers, developers, quality engineers and technical writers.
* Worked with development team and testers to create a comprehensive set of **project artifacts** for a web-based application..
* Project was implemented using the **agile (scrum)** methodology to produce artifacts in the different phases of the Software Development Life Cycle (SDLC).
* Wrote test cases after getting test scenarios validated by the lead developer, and product owner.
* Designed various **UML diagrams like flow diagrams, Use cases, process models by using MS Visio**
* Facilitated the scrum **by resolving the impediments**, conflicts in the team members with **good velocity** as scrum master.
* Identified all back-end dependencies for .Net framework and documented them in requirements documentation and design document.
* Empowered teams to **Self-organize** and increase the **Cross functionality**.
* Coordinated with the other business analyst for the assisting the **Data mapping, Data extraction** to the **data ware house** by using the **ETL tools**.
* Assisted with the **System testing, Regression testing ,Integration testing and smoke testing** with the other Business analyst and the Quality assurance team
* Conducted the **Backlog refinement meetings** for the huge user stories-epics with the team mates and product owner.
* Authored the **Sprint burn-down charts**, **sprint task list, Release burndown chart** for the project through **version one**.
* Successfully conducted the review meetings with good acceptance rate criteria from the product owner by providing the definition of Done **(DOD)** user stories.
* **Communicate** with the other management ,engineers, product managers and **support specialist for the product issues.**
* Perfectly **tracked and communicated** the **team velocity and the sprint /release progress**.
* Enacted and **facilitated to the changes** and continuous improvement by increasing the productivity of the scrum teams and the quality of the deliverables.
* Utilized version one for all document, team collaboration, hours allocation, document commit, sign-offs and approvals, and milestone completions.
* **Protected the team** from the **over commitment** ,**manage the backlogs**, **prioritize resolution of defects** or **bugs by JIRA**
* The documents and information were shared between the groups and the team members using the **MS SharePoint.**
* **Collaborated and communicated** with **other business analysts** to coordinate project initiatives and activities.
* Reviewed the **developed solution documentation** and authored basic **User guides** and **help files** to aid in the end user training and support.

**Environment:** Agile (scrum),Quality Center, MS SharePoint, MS Word, Visio, PowerPoint, Excel, .NET, version one,xml,html5, and Project, Adobe Acrobat, MS Visio, Cognos, JIRA,DOORS, Informatica, HPQC,MY SQL.

**Company: HDFC Bank, Hyderabad, India Feb 2010-Sep 2011**

**Designation: Sr. Business Analyst**

**Project description:** The project emphasizes on the different functionalities regarding the Funds transfer such as expeditious Transfer of money from one account to another through a secured unique net code using unique mobile number or email address with extensive features like scheduled transfer, Account over view, Transfer summaries, Quick payments, Automatic payments, online banking alerts for the login Users.

**Responsibilities:**

* Captured Requirements by conducting **interviewing stake holders, Brain storming, JAD& RAD sessions and documented the Business requirement Document (BRD).**
* Coordinated with system analysts& Tech lead to create **Software Requirements Specifications Document (SRS) and** prepared the **Functional requirement Document (FRD)**.
* Responsible for project management functions including preparing **project charters / plans**, **project timelines** and **cost analysis, R.O.I analysis.**
* Extensively done **GAP analysis** in the project as there were numerous **'As-Is'** and **'To-Be'** conditions.
* Followed the **OOAD** based methods using **Rational rose** to create **use cases**, **activity diagram, sequence diagram**, **collaboration diagram** that include **non-functional specifications** to hand off to development teams through Rational Rose
* Designed the **Mock up screens** of the applications for prototype of front end application by using**Axure**
* Interpreting new and **changing business requirements** to determine the impact on **Data Warehouse** design and proposing creative enhancements and changes to meet these new requirements
* Maintained and kept track of stake holder’s **requests for enhancements** and **changes** using **Rational Clear Quest**
* **Worked on the client –server model and also performed the client side validations for the data through html5 to enhance the data integrity and data migration.**
* Written **SQL scripts** to extract the data from the existing database based on the business rules.
* Assisted in creating banking data model, created **SQL** to access customer information and implementing corresponding data access objects.
* Conducted **regular status meetings** with projects stakeholders, analyst team members, program manager and management team to identify and **resolve issues by Team Found Server**.
* Created **monthly/weekly status reports, WBS** to update the project schedules & deliverable plan
* Extensively assisted involved in **Data migration, Data Integration** and **Data Extraction** for the **Data Ware House** using **SSIS.**
* **Assisted the team in generating the comprehensive reports using SSRS.**
* Assessed business priorities, and advised business units on **risks** and **Cost-Benefit** analysis.
* Created Test plans, **test case summary**, **pre-conditions, steps to execute** and **expected outcomes** for **Test Cases** and performed **User Acceptance Test (UAT).**
* Used **HP Quality Center Tool** to maintain **Requirement Traceability Matrix** (**RTM)**.
* Co-ordinate in working with the quality control team in performing the **system Integration testing (SIT)**
* Assisted the **Release Management team** to release the right version of the software to the market.
* Prepared artifacts relating to the **project status, resource utilization and estimate level** of effort for development
* Prepared the documentation for user **guide** and **agenda to give support the end users in the post implementation through confluence**.

**Environment:** Scale Agile, Rational clear quest, java, Microsoft SQL, Rational Rose, Use case Documentation, Axure, SSRS, SSIS, Team Foundation server, MS-Project, Visual Studio, HPQC, Confluence.

**Company: JK Securities Pvt LTD, Ahmadabad, India Nov 2008-Jan 2010**

**Designation: Business Analyst**

**Project Description:**

**JK Securities is a private broking firm and a member of Multi Commodity Exchange of INDIA; having their clientele located in all over India. The goal of the project was to avoid all manual/physical transaction and create web based application so their spread clientele can login online and receive their Position file, Transaction details, Statements and Confirms, Margin details, Market Watch for their selected Portfolio, Brokerage Statements and Tax information online.**

**Responsibilities:**

**• Facilitated collection of requirements from system users and preparation of Business/Functional requirement documents utilizing UML & RUP methodology to provide appropriate scope of work for technical team to develop prototype and overall system.**

**• Analyze and prioritize requirements and use them to outline timeline for completion of goals.**

**• Performed GAP Analysis with system functionality and existing Business Processes.**

**• UML and RUP process for productivity in communicating specifications to design & development team. Analyzed and designed Use Case Diagrams using UML/Visio.**

**• Managed scope and requirements throughout the project life cycle.**

**• Discuss and propose conversion / interface solutions with the clients and users.**

**• Performed Functional Testing, Integration Testing, System testing and Regression testing.**

**• Wrote Test cases, test scripts and test plans for UAT.**

**Environment:** RUP, Rational requisite pro, Java ,Rational clear quest, crystal reports, xml, MYSQL, Rational Rose, Load runner,Informatica,HTML5,xml,MS-Project,MS-Visio.

**Company: Prudential Insurance, Chennai, India June 2007-Oct 2008**

**Designation: Business Analyst**

**Project description:** This crux of the project involves developing and upgrading PruLife Universal Protector which is a web application to help customers to choose a policy after gathering the details of the customers like the age, habits etc. and then offers a suitable policy with the required and the duration of the premium years to be paid. The customer has the choice to select the amount he wants to be insured and the duration based on his business and personal needs. In addition to the above features, the customer can receive periodic statements listing information such as policy’s cash value, accumulated net payments, interest-crediting rates, notice of any changes, and automated alert messages about the payments and renewals by emails, and any transactions as per the business needs to the existing system.

**Responsibilities:**

* Acted as **Liaison** between business and technology partners to produce **technical system specifications, capture metadata information, and bring resolution to systems development**.
* Gathered **business requirements** and formalized them via **requirements walk through sessions**.
* Planned and conducted the requirements gathering **brainstorming** and **interview sessions**, **JAD sessions** with the stake holders.
* Base lined the **business requirements**, **data requirements,** and **user interface** requirements through **Business requirement Document and Functional Specification Document** and **Use Cases**.
* Assisted the project manager **in planning, Prioritization, Work break down structure** of the resources
* Managed Issues list and **meeting minutes** to ensure transparency and consistency.
* Closely **monitored & report project status**, **Change Requests** and **Scope creep by rational clear quest**.
* Developed **UML diagrams** like **Process Flow Diagrams, Work Flow Diagrams**, **and Use Cases** using **MS Visio**.
* Conduct work stream meetings to eliminate redundancies and duplication of efforts.
* Assisted in verified in the data integrity for the **client side** and **server side validations** and performed **data analysis** using **SQL queries** in the data ware house by using **Informatica**.
* Created various types of **reports/sub-reports** and drilldown like standard and cross tab reports with **bar chart**, **pie chart** and **line-chart** graph representation reports using **Crystal Reports**. Provided walkthroughs of the **Reporting feature**.
* Prepared project charters / plans and identified the major **milestones of the project**.
* Owned several artifacts including Requirement **Traceability Matrix**, **UAT Test Plan**, **and Test cases** and assisted in performing the Quality control against the load by using **load runner**.
* Effectively conducted **Defect Management and Reporting** using HP Quality Center.
* Managed **UAT** testing effort with business users and offshore technology teams and delegated issues.

**Environment:** Waterfall and agile ,Rational requisite pro, Java ,Rational clear quest, crystal reports, xml ,Oracle, Load runner,Informatica,HTML5,xml,MS-Project,MS-Visio,HP QC.