**PROFESSIONAL SUMMARY:**

* A Business Analyst with over 7 years of experience in the field of **Finance, Healthcare**, **Banking**, **Insurance** and **Telecom**.
* Diverse experience in Information Technology with focus on **Business Analysis**, **Business Modeling**, **Requirement Gathering**, **Technical Documentation**, and **Software Validation**.
* Experienced in all phases of Software Development Life Cycle (**SDLC**), quality management systems and project life cycle processes. Highly skilled in **Salesforce.com (SFDC) development and implementation.**
* Extensive knowledge about Salesforce setup menu, Configuration, custom Application Development, Administration, Data Migration and Deployment of applications to Force.com platform.
* Excellent knowledge of industry standard methodologies like Software Development Life Cycle (SDLC), Iterative Software Development Life Cycle Process as per **Rational Unified Process (RUP)**, **CMM (Capability Maturity Models)**, Rational Tools used during various phases of **RUP** and **BPM** Tools
* Proficient in creating **Use Cases**, **Use case diagrams**, **Sequence diagrams**, and **Activity diagrams**.
* Adequate knowledge in **EDI/HIPAA** health information & health care services regulatory environment working knowledge and compliance experience along with proficiency in using **ICD10/ CPT/ANSI/HL7** coding standards.
* Worked closely with the system architect to facilitate the design and development of Business Rule Engines to support **SOA architecture** and defining **web services**, **web methods** and **orchestrations**.
* Experience with building reports-**SSRS**, **Crystal Reports**, **Dashboards** for analytics - Performance Point Services and collaborative team sites (using **Microsoft SharePoint Server 2010**).
* Comfortable with gathering requirements and analysis for a **Service Oriented Architecture**, **Identity Management**, **Legacy Migration**, **COTS Solution** and working with global teams.
* Experience in facilitating **Joint Requirement Planning (JRP)** sessions with Business User Groups, conducting **Joint Application Development (JAD)** sessions with IT Groups and **Conflict Management** with Project team members.
* Competent in Creating **Unified Modeling Language (UML)** diagrams such as **Use Case Diagrams**, **Activity Diagrams**, **Class Diagrams** and **Sequence Diagrams**.
* Involved in **Test Planning**, **Test Preparation**, **Test Execution**, **Issue Resolution** and **Reports**.

**TECHNICAL SKILLS:**

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| --- | --- |
| **Operating Systems** | Microsoft Windows 8/7/2003/2008/XP/NT, Unix, Linux (Ubuntu), Win 9X Win Server 2003 |
| **CRM** | SalesForce.com(SFDC), Force.com Platform, Apex Programming Language and Visual force pages |
| **SDLC Methodologies** | Agile, Waterfall, Spiral, RUP Process and Prototyping |
| **Internet Languages/ Web Applications** | UML, HTML, SQL |
| **Databases and Tools** | SQL Server 2005 and 2008, My SQL, Distributed DB, Oracle 8i/9i/10g, MS Access, MySQL, PL/SQL |
| **Quality Management** | IBM Rational Manual Tester, Quality Center, QTP, Rational Clear Quest, Rational Requisite Pro, Rational Rose, JIRA |
| **Project Management** | Microsoft Project Professional |
| **Change Management** | Rational Clear Quest 7.1, Requisite Pro v7.1 |
| **Languages** | C/C++, Java, Shell Scripting, Python, VB.Net, JavaScript, CSS, VB6, SQL, XML, ASP.NET, C#.NET |
| **Version Control** | Rational Clear Case, Visual Source Safe, Team Foundation Services |
| **Business Intelligence / Reporting** | SQL Server Reporting Services (SSRS), Performance Point Services, MSBI, ETL, Informatica |
| **Content Management System** | Microsoft SharePoint Server 2010 |
| **Others** | MS Office Suite (Word, Excel, PowerPoint) |

**PROFESSIONAL EXPERIENCE:**

**ADVISOR GROUP, Marietta, GA Aug 2013 – till date**

**Lead Business Analyst / Salesforce Business Analyst**

Advisor Group, a subsidiary of American International Group, is the largest network of independent broker-dealers in the U.S.A., with over 6,000 registered representatives, many of whom are also investment advisors

* Responsible for the **business process management** function supporting the technical support team globally
* Manage projects to drive **global alignment** with strategic directives within support organization geared towards improving assisted customer experience
* Manage **short term process improvement/re-engineering** initiatives to increase operational efficiency
* Define and gather business requirements and work with IT to deploy scalable system solutions
* Primarily participated in project to translate gathered business needs to development for seamless integration
* Interacted with the end users and stakeholders, gathered technical requirements from the legacy system
* Participated in **JAD** sessions for requirement gathering, analysis, and design
* Helped draft the **scope document** and suggested improvements
* Customized standard objects to better suit the requirements of the client, adding new fields, relationships, validation rules and Triggers wherever needed
* Worked extensively on the **Opportunities**, **Contracts** and **Solutions standard objects** for customizations
* Created Custom Applications, and developed **Custom Objects** for the same
* Created **Custom Fields**, **Relationships, Field Dependencies**, **Validation Rules**, **Lookup Filters** and **Record Types** for the Applications
* Defined Workflows and set up **Workflow Rules**, Tasks and Alerts and created Approval Processes
* Customized **Page Layouts**, **Standard Related Lists**, **Tabs**, and defined dependent Pick Lists
* Used **Apex classes** and **Visual force pages** to implement highly customized requirements
* Used **Data Loader** for insert, update, insert, and bulk import or export of data from Sales force Objects. Used it to read, extract and load data from comma separated value (**CSV**) files
* Customized **Dashboards** to track project status and performance of business centers
* Integrated the **Web Services** for extracting the data from external systems
* **Extracted the data from salesforce.com application into the external databases (Oracle 10g)** for generating large data reports using the Informatica Power Center
* Created **ETL test data** for all **ETL mapping** rules to test the functionality of the Informatica mappings
* **Administered, configured, maintained Salesforce.com** application user profiles, roles, assigning Permissions, generating security tokens, validation Rule, upgrade installation
* Generated weekly status reports and Ad-hoc reports to monitor the progress and identify critical points to reallocate resources and Decision support for Software Development Life Cycle

**Environment:** Salesforce.com, Force.com Platform(Sandbox and production) including Apex Programming Language and Visual force pages, Data Loader, HTML, JavaScript, SOQL, SOSL, Force.com IDE, Oracle 10g, Informatica

**Access Insurance, Charlotte, NC Mar 2012 – July 2013**

**Sr. Business Analyst**

This Project Involves Requirement analysis, functional analysis and design of new features and enhancements to Marketing & Development Sales CRM. M&D Sales CRM was developed on the Salesforce Cloud Platform and this project involved enhancing the Commercial Lines (CL) and Personal Lines (PL) Agency Plan, Territory Plan and Local State Branch Plan for the 2013 data and forecast.

* Extensive experience with **Business-to-consumer (B2C)** sales of tangible goods/online services and **Business-to-business (B2B)** scenarios, such as e-procurement.
* Excellent business writing skills essential for producing various business documents such as **Business Requirements Document (BRD)**, **Functional Requirements Document (FRD)**, and **Non-Functional Requirements Document (NFRD)**, Business Process Documents, Business Flow Documents, **User Training Manuals**, User Interface Specifications.
* Gather the requirements from the Business and analyze the requirements for any **logical gaps**.
* Conduct the feasibility study of the requirements with respect to **Salesforce.com CRM**.
* Perform the impact analysis of the requirement and suggest the gaps in the requirement.
* Participate in designing the solution for the requirements, taking into consideration the limitations of **Salesforce.com CRM** and suggest alternative solutions to overcome the limitations if any.
* Coordinate with the offshore development team on the progression and development of the requirements within the defined timelines.
* Responsible for testing the implemented solutions in the **IST environment**, to make sure the implemented solution is in alignment with the requested requirement.
* Analyze the defects in **UAT** and Production and categorize them, prioritize them and then assign it to the right resource for fixing the defect.
* Fix the High and Urgent defects on priority and migrate the changes to all the environments.
* Created **UML** Models such as **Use Case Diagrams**, **Activity Diagrams** and **Flow Diagrams** using **MS Visio**.
* Also involved in the Estimation of new enhancements requested in the Access’ **Sales CRM**.
* Worked with **QA team** to create **test Scripts** prior to releases.

**Environment:** MS Office, SQL Server, Agile, Cucumber, SCRUM, Salesforce CRM, Rational Clear Quest, Rational Requisite Pro, Rational Rose, UML,RUP, MS Excel, MS Word, MS Power Point, MS Visio, MS Access.

**Kaiser Permanente, Alpharetta, GA Jan 2011 – March 2012**

**Business Analyst**

Given the importance of generating fair payment for services provided, the primary objective of a Diagnosis Related Group (DRG) grouper is to categorize hospital stays in a way that most accurately predicts relative hospital resource usage for the care provided to each patient. This project was based on the Payment method development process for DRG.

* Managed **Project scope**, **milestones**, **risks** and **user acceptance tests** with internal and external stakeholders.
* Conducted meetings with users and other stakeholders to elicit, organize and document the requirements and also created **project status reports** and **feasibility reports** for **stakeholders**.
* Gathered and analyzed the requirements and converted them into **Business Requirement Specifications (BRS)** and **Functional Requirement Specifications (FRS)** for the designers and developers and QA Team to understand them as per their perspective.
* Designed and developed **use cases**, **activity diagrams**, and **sequence diagrams** using NetBeans.
* Created "**As-Is Business Models**" to understand the existing claim settlement process flow through interacting with **SMEs**, underwriters and Finance department.
* Worked intensively with **Medicare & Medicaid claims** and claims processing for **HIPAA 5010 X12 transactions**.
* Involved in requirements gathering and preparing the technical system design and System Design analysis of the flow of **EDI transaction sets 834, 835, 997**.
* Validated data at the back-end to ensure that all the Claims related data had been loaded to the corresponding Data Sets in the back-end and the pricing for these Claims was completed as per the Standards.
* Analyzed the results, generated reports and tracked the defects using **Quality Center**.
* Created and maintained the **Test and Traceability Matrix**.
* Researched and wrote backlog of user stories, test cases for QA teams, defects and tech debt for **3 SCRUM teams** and maintained backlog in **JIRA** tool.
* Conducted **System, Integrated and Regression testing** to the application using Business, Functional, User Acceptance and Usability testing.
* Prepared test data in **HIPAA compliant X12N format** for both inbound and outbound healthcare **EDI transactions**.

**Environment:**Windows Server 2008, SQL Server 2008, MS Excel, MS Visio, MS Project, .Net 3.5, XML schema, WSDL, Java, JavaScript, JSON, SOAP, UML, SDLC/Agile, Quality Center, JIRA

**Wells Fargo, Charlotte, NC Oct 2008 - Dec 2010**

**Business Analyst**

Wells Fargo purchases and issues single-family and multifamily residential mortgages and mortgage-related securities, which is financed by issuing debt instruments in the capital markets. The project involved developing a risk analysis and modeling system for the mortgages to be pooled. It was intended to help the business users to structure the mortgage pool based on collateral pool characteristics. Credit Risk and Prepayment Risk could be assessed and the system could also determine loss provisions based on the expected range of loss estimated by foreclosure frequencies and loss severity of the mortgages. The rating criteria used by the various Credit Rating Agencies such as Fitch, Moody’s and Standard and Poor's could be applied to calculate the level of Credit Enhancement required for the various trenches of securities.

* Conducted **brainstorming sessions** to extrapolate the requirements that are not stated.
* Worked with business sponsors to elicit business/functional requirements and generated use cases in accordance with **RUP Best Practices**.
* Extensively used **Rational Requisite Pro** to document, review and analyze the requirements.
* Used **UML** and **RUP** methodology to capture, analyze and translate business requirements.
* Developed business **Use Case scenarios**, sequence diagrams and class diagrams.
* Prepared **Rational Suite (Clear Quest and Requisite Pro)** training materials for user and administrators and trained nearly thirty of them in the branch office.
* Structured flexible **test plans**, **test cases** and test scripts to test entire application based on business requirements, technical specifications, and product knowledge and use case scenarios.
* Analyzed the existing system and generated code decomposition specifications from VBA and SQL and defined functional capabilities and business rules utilizing use case analysis to assist the development team in designing the configuration of a C# SOA (Services Oriented Architecture) with .Net and a SQL Server backend application.
* Addressed all aspects of the loan life cycle, starting from identifying a prospective client to the loan closure.
* Identified and validated business rules and data elements. Performed **Data mapping and logical data modeling**.
* Prepared **Business Requirements Documents** to enlist the high-level scope of the project.
* Created **Process Flow diagrams, Data Flow diagrams (DFD), State Diagrams, Activity Diagrams and Entity Relationship diagram (ERD)** in MS Visio using UML for various modules of the project as needed.
* Designed the security, roles and permissions model to replace the pre-existing model giving the users a more secure and flexible security plan.
* Administered and managed user accounts using **Active Directory.**
* Integrated **Web Services** for business process workflows.
* Conducted multiple **JAD sessions** to synchronize different stakeholders on their objectives and gathered requirements.
* Defined security roles, client access for different features for different user groups.
* Conducted and performed **User Acceptance Testing (UAT)**.
* Developed **Test Plan, Test Scenarios and Test cases** based on the Use cases and Functional specifications and also performed **manual testing** of the functionality of the application by inserting varying data on different test runs.
* Contributed in reviewing and editing of the **test scripts.**
* Participated in project review meetings to resolve defect related issues.
* Revised existing documentation comprehensively to enhance the ability of the stakeholders to proceed with the next major phase of developing the application.
* Performed **User Acceptance Testing** on behalf of end-user to ensure that the user requirements are satisfied and properly tested.
* Assisted in implementation and deployment of the best **SCM** processes with seamless integration among various phases of **Software Development Life Cycle (SDLC)** such as **Change Request** and **Product Life Cycle Management** utilizing **UCM** **component of Rational Suite**.

**Environment:**Agile Scrum Methodology, MS Visio, HP Quality Center, ASP.NET, SQL Server 2005, SSRS, Rational Requisite Pro, Rational Clear Quest, Rational Clear Case, UML, VB, .NET, BCC, CSC, Windows 2000, UNIX, Microsoft Office suite

**L-3 Communications, Boonton, NJ Nov 2007 to Oct 2008**

**Business Analyst**

L-3 Communications is a company that supplies communications, intelligence, surveillance and a wide array of other products to its customers. L-3 Portal was implemented to manage the information coming from various departments to help the internal employees find all the information that is needed at one place. The Portal incorporated the functionality of managing electronic records, document repositories, workflows for Solution hosting etc., enterprise wide search and creating backup and recovery solution.

* Managed all aspects of the project life cycle from scope definition and solution development through implementation. Followed solely **Agile** methodologies during the course of the project.
* Identified issues, risks and Gaps, documented descriptions and their impact in order to provide recommendation/alternatives to develop the application. Negotiated with team’s members to decide if **modules** should be implemented independently or in Parallel. Documented the AS-IS and TO-BE processes.
* Facilitated **JAD** sessions with SMEs and business analysis from other feeder systems for a detailed analysis and a better understanding of impact of various projects on each other.
* Analyzed business requirements and segregated them into **Use Case Diagrams**, **Activity Diagrams**, **Sequence Diagrams**, and OOD using Borland Together according to UML methodology thus defining the Data Process Models. Captured **Security, Disaster Recovery** and **Service Level** requirements.
* Implemented the requirements On Salesforce.com Platform and Force.com IDE using Eclipse.
* Worked on various Salesforce standard objects like Accounts, Contacts, Cases, Opportunities, Products, Opportunity Line Items, Leads, Campaigns, Reports and Dashboards.
* **Salesforce.com** configuration experience in creating or **configuring Custom Objects, Custom fields, Dependent Picklist, Custom Tabs, Role based Page layouts, Validation Rules, Email Templates, Workflow Alerts and Actions, Workflow Approval, Approval Processes, Custom Reports** and **Report** folders
* Captured integration points with existing issue tracking system – **HP Quality Center** with **SalesForce.com**, also involved with creating **SSIS package definitions**
* Captured and documented requirements for **Business Intelligence (MSBI)** that included analytics on **product quality, Customer Satisfaction index**, **Performance Matrix including drill downs, reporting and filters.**
* Interacted with the development and the testing teams to improve overall quality of the Application.
* Assisted the development team in designing the GUI of the Application. Responsible for preparing Business Requirement Document (**BRD**), **MSBI** Report builder and then translating into functional specifications and test plans. Closely coordinated with both business users and developers for arriving at a mutually acceptable solution.
* 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. Assisted the QA team in designing the **Test Plan** and **Test Cases** for **User Acceptance testing**.

**Environment:** Agile, UML, MS Visio, SQL, MS Office, HP Quality Center, Rational Requisite Pro, Rational Clear Quest, SalesForce.com (SFDC), MSBI, IVR