**Apurva**

**Business System Analyst/Scrum Master**



Business System analyst and Certified Scrum Master with 8+ years ofexperience in Finance as well as Telecom Industries. Worked closely with Project Manager, SME and other related staff to understand Business Process Flows, Case Tools, Business/Requirement Analysis, Quality Assurance, Content Management, Development, Database design and administration, Report Writing and finally Support and Installation. Practice in the Development of Client-Server, Web-Based Applications and also in Data Warehousing projects. To take a challenging post for understanding business needs, assessing the impact of those changes, capturing, analyzing and documenting requirements and then supporting the communication and delivery of those requirements with relevant parties.

**Professional Profile**

* Imaginative person capable of forming, maintaining positive and **productive team environments** and integrative thinking skills. Exceptional ability to learn and adapt to new industries and business processes quickly.
* Proficient in requirement gathering, performing appropriate analysis and business processes management with a strong knowledge of **System Development Life Cycle (SDLC)** using **Waterfall, Agile** methodologies.
* Extensive experience in creating **As-Is** and **To-Be** process models, conducting **Gap Analysis** to understand areas of improvement and analyzing the risks involved through **SWOT**, **Value Stream Mapping**, **Feasibility Analysis** and **Impact Analysis**, and eventually proposing an appropriate mitigation plan to overcome those risks.
* Experience in conducting Joint Application Requirement (**JAR**) sessions, with**SMEs** and stakeholders.
* Highly experienced in creating the **requirements Artifacts**, Business Requirement Document (**BRD**), System Requirements Specifications Document (**SRS**), **Use-cases**and appropriate use-case diagrams, Functional Requirements Document **(FRD)**, Technical Requirements Document **(TRD)** and Change Requests Planning **(CRP).**
* Experience in creating Key performance indicators **(KPI)**, Enterprise Risk Management, Business Continuity Planning **(BCP)**,**Change Management**, and dealing with changes in an assertive manner or with **due diligence**.
* Excellent knowledge in Microsoft systems like **SQL Server**, **SSIS** and Data Analytical tools like **Informatica, Tableau, R studio,**SQLqueries. Created reports through **SSRS** and **Crystal Reports** like Canned reports and Ad-Hoc reports.
* Worked closely on **Data Modelling** activities and **ETL** processes for various Data warehousing projects.
* Strong knowledge of system, **network security**, log analysis, and intrusion detection technologies,superior knowledge of **TCP/IP**, firewalls, routers, and **network protocols** and technologies,excellent communication, organization, and troubleshooting skills
* Efficient with **Stored Procedures**, **Cursors**, **Views** and Triggers in **SQL**, for various Data warehouse Projects.
* Highly expertized in tracing requirements throughout the development process and verifying adherence to **Requirement Traceability Matrix (RTM).** Extensively used tools such **IBM Web Sphere**, **JIRA** and **Rally**.
* Significant experience in reviewing **Test Procedures** and creating **Test Cases**, **Test Scripts** and **Test plans** for Manual as well as Automated Tests, to test several dependencies among the automated modules of the projects
* Extensive knowledge in **data collection**, **analysis** and **evaluation**, analytical problem solving, decision making and interpersonal skill with ability to interactand understand among different individuals at all levels of the project.
* Involved in scripting **business logic** in the **web methods** of **Web Services** and documenting the Web Service Level Agreement (**WSLA**) document through **XML** into the business engine rule of the application.
* Strong Business Process Management skills and experience including Process Mapping & Modeling, Process Visualization, Business Process Analysis, Business Process Frameworks & Methods, Business Rules, and Business Process Standards such as **BPMN, BPEL, BPDM**, **BPR**
* Acted asa interface between business and IT Support team and facilitated**requirement analysis** with business for any enhancement /release or upgrade review for operational performance of the support team.
* Experience on Ecommerce application development with **Oracle Endeca Experience Manager**

**Technical Skills:**

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| **Tools** | MS-Project, MSOffice, MS Visio, MS Office, SharePoint, JIRA, Version One, TFS (Team Foundation Server), BluePrint, Oracle ATG Commerce, , IBM Doors, Balsamiq, Version One, Axure, Adobe CQ5, Omniture, Seibel CRM, TOAD, Crystal Reports, Oracle Endeca |
| **RDBMS/DBMS** | SQL server, DTS, SSIS, MySQL, Oracle 7.x/8.x/9.x, Oracle 10g, Big Data. |
| **Rational tools** | Rational Clear Quest, Rational Rose, Rational Clear Case, Rational Requisite Pro |
| **Known Scripts/Languages** | HTML, XML, PHP, JavaScript, C, C++, Java, VB, Dot net, JSP, J2EE. |
| **Application/Web servers/OS** | Apache 2.0.52, WebLogic8.1.6, Windows 7,8,8.1, MAC OS, Oracle ATG. |
| **QA Tools** | Roadrunner, Win Runner, HP QTP/UFT, HP QC/ALM, Selenium. |
| **BI/ETL Tools** | Informatica, Microsoft - SSIS, IBM – Cognos, Oracle Data integrator, @RISK, Stattools, Solver (Excel), R studio, Tableau. |
| **Business Skills** | Business Definition Requirements, Business Process Analysis & Research, Use Case Modeling , JAD/RAD Sessions,  Requirements Gathering, Gap Analysis and Impact analysis, Finance, Banking, Mortgage. |
| **Methodologies& Environment** | Waterfall, UML, CMM, Six Sigma, Agile&DevOps, Safe |

**PROFESSIONAL EXPERIENCE:**

**Day & Zimmermann, Philadelphia, Pennsylvania Project Budget: $1.5 Million**

**Crystal Reports Business Analyst Dec 2016 – Till Date**

**Project Description:** Day & Zimmermann is a major Betterment Company founded over a century ago. They specialize in construction & Engineering, staffing and defense – helping leading corporations and governments make the world a better place. Project involved in automating the process of parsing the data from SAP into Crystal Reports. Previously the user had to manually parse the data from SAP into excel. One of the major task was to identify the possible roadblocks and obstacles and propose new solutions for the same.

**Role & Responsibilities:**

* Provide support to the end-users in **designing** and **troubleshooting** problems with **Business Intelligence** deliverables and data extractions from an Oracle data warehouse to generate the **Fringe data.**
* Create **data models** for universes and data mapping documents from source to target system, and with the **Crystal Reports Enterprise 2016** making the entire process of report generation to get **automated**.
* Gather and analyze requirements and specifications for **Fringe Data** and **Credit unions reports.**
* Provide support to end-users in designing and modifying reports, depending upon the requirement of the data.
* Conduct meetings and training with team members while providing a broad range of subject matter expertise relating to the **data conversion** of all the **Fringe Reports** and **Credit Union Report** releases on weekly basis.
* Collaborated with higher level management to provide the proper training to understand and translate business requirements of the artifacts for use in a major **ERP** implementation.
* Trained the team members on designing as well as mapping the data from source to target in **Crystal Reports**
* Modify the existing reports by adding new logic and deleting existing logic as the line of Business changes periodically. Migrate reports from **Dev**regulator **Production** to send out the reports to appropriate credit unions
* Generate reports with parameters, sub reports, cross tabs, charts using **Crystal Reports**
* Scheduled the report using **Schedule Manager** in **Crystal Management Console** to run on a periodic basis.
* Developed **database connections, SQL joins, loops, views, aggregates** on the fringe data of credit unions.
* Drive **pricing process** excellence within department (productivity, consistent methodologies and skill development) through the implementation of continuous improvements which improved efficiency by 25%.
* Streamlined the entire proposal process resulting in a 95% on time delivery of proposals to the customer.
* Conduct JAD sessions to finalize the **Billing system design**, scoping of functionality to be implemented per release and design changes needed in Middleware services for **Billing and Retail systems**.
* Identifying the Support tasks that would be needed for each release from **Billing and CRM systems**perspective. Tuning the SQL statements provided by development and deploying the data fix
* Developing **User Requirements Specifications** (URS, Functional Requirements Specifications (FRS), **Role Based Access Control (RBAC)** and **Business Owned Application Manual** (BOA).

**Project Environment:**Agile methodology, Kanban, Lean, Microsoft Office Suite, Microsoft Visio, Microsoft Project, SQL, JAVA development, DB2 database, AEM, endeca

**Orion Systems, New Brunswick, New Jersey Project Budget: $1.35 Million**

**Sr. Business Systems Analyst April 2015 – Dec 2016**

**Project Description:**Orion Systems is one of themajor IT firm in providing Data analytics and Business Intelligence solutions. Project involved development of a Web based application which was a part of the financial services to provide Financial Advisors with an asset/portfolio analysis system/tool. The user could log in and add or manage his/her financial assets and conduct analysis on the assets creating scenarios in the application. The application supported financial instruments and also integration of different analytical tools.

**Role &Responsibilities:**

* Interacted with **business owners** to identify business system needs, **evaluated solutions** for business problems and **proposed alternate methods** to increase efficiency and provide feasible solution to the project.
* Accumulated customer requirements from various end through **JAD session, interviews** and translated them into system requirements, for the developers about the requirement specification with respect to the project.
* Migrated data from various databases like **MS Access, Informix to SQL server** by applying transformation, lookups, indexes concepts.
* Developed **Use Case diagrams, Activity flow charts and Class / object diagrams, Sequence Diagrams** using **Rational Rose** to help better explain the business process flow to various stakeholders of the project.
* Developed **data flow diagrams**, illustrating the flow of data from the **legacy systems** into the Application **database tables,** along with checkpoints for testing / verification for several modules.
* Recognized various **web services** with the help of **UDDI** and implemented a **complete web orchestration,** including both the **internal** as well as **external** web service to the organization and worked on associated SLA.
* Worked closely on **Data Modelling** and using various **Linear models, Forecasting, Simulations** for iterations, **Regression** for various variables and their relations with**dimensional tables** and **fact tables** within the project.
* Experience in development of procurement related documents including **RFP and evaluation criteria**.
* Worked closely with the development and testing team in a **Test Driven Development environment (TDD)**.
* Used **HP Quick Control**for **Automation, Regression,** and **System Integration Testing** for the project.
* Modified old and created new reports and subreports using **Crystal Reports** XI and **Crystal Reports** 2008.
* Created a "**current state**" business process model in ARIS analyzing the pain points within the current system coupon creation and coupon management processes
* Constantly decreased or removed downtime during **troubleshooting** and well-timed repairs, ensured authorized access to files by revoking access, investigating unauthorized access, and reporting violations
* Create Functional and Technical Requirements to implement Fringe Data in **Credit Union Billing**, Oracle Service Bus, IVR, and Product Catalog.

**Project Environment:**Agile methodology, Kanban, Lean, Adobe AEM, Microsoft Office Suite, Microsoft Visio, Microsoft Project, SQL, JAVA development, DB2 database, SAfe

**Farm Credit Bank of Texas, Austin, TX Project Budget: $2.4 Million**

**Sr. Business System Analyst/Scrum Master Nov 2013 – Mar 2015**

**Project Description:**The project was created to serve the Non- Commodity Trade Finance business. The web application handles the credit workflow process of the bank. In addition, the application is used for risk management purposes. The application monitors and manages client limit, group limit and country limit values along with bank’s exposure to different set of clients. The application is used by all set of users- Front Office, Middle Office and Back Office.

**Roles & Responsibilities:**

* Gathered **Analyzed, validated, Managed** and **documented** the stated Requirements by conducting **one on one interviews** and **JRP sessions** with the stakeholders for current as well as future references of the project.
* Conducted **market analysis, Impact Analysis**and **feasibility studies**& developed the **project Initiation plan.**
* Created functional requirement specification documents such as **UML diagram, use case diagram, scenarios and activity flow diagrams** to help better understand the business flow of the project.
* Integrated with stakeholders for verifying the requirements, managing **change control process**, **updating existing documentation**& Project Tracking with respect to user stories using project management tool **JIRA**.
* Organized and facilitated **sprint planning, daily stand-up meetings, reviews, retrospectives, release planning, demonstration** and other Scrum-related meetings, leading to enhancement of application development.
* Worked intensively on the **Crystal Management Console** and produced monthly report.
* Engaged in multinational Agile **AEM** WCM implementation leading stakeholders on and offsite in technical requirements gathering, technical project management, road mapping, documentation, website design site development, deployment monitoring, and operational support.
* Developed and conducted a two-day accelerated **business process modeling** training session for the local business analysis t**eam**
* Adhered to and enforced corporate policies regarding network **security**, data, and software usage
* Process re-engineered **business protocols** to meet the high demand of a changing business environment
* Created several **crystal commands** the produced reports containing collateral and assessment information based on shared variables. These reports also displayed a pie chart containing repossession summaries.
* Created manual Test Cases in **HP QC/HP ALM**for various User Stories based on Release and Sprint Plan.
* The iterative and incremental development practice gave rise to **Continuous Integration (CI)** – the practice of checking-in code often, with each “chunk” tested and integrated into a shared “trunk” several times a day.
* Further making the entire software available for release with**Continuous Delivery (CD)**implementing the software in a DevOps environment.
* Used **JIRA** project management software for developing the **sprint burn down** and **burn up charts**, **velocity charts** throughout the sprints to track **velocity** as well as determine **capacity** of the development team and update the **user stories** and **tasks** that are completed in various **sprints** into the **product backlog** artifact.
* Created **UAT/QA test plans**, **strong manual, functional, system Integration** and **regression** testing in an agile development environment for different business users and product owner within the organization.
* Executed test cases and test scripts for manual and automation testing. Defects are raised in the **HP Quality Center/HP ALM** for logging, tracking and reporting bugs in the application.

**Environment:**Microsoft Office Suite, MS Visio, MS Project, Windows XP, Adobe AEM/ CQ5 Dreamweaver, SQL, PLSQL, XML, VB, ASP.Net, Crystal Reports, Adobe Photoshop, Mercury Test Director, Win Runner, Safe, Endeca

**Disney, Orlando, FL Project Budget: $2.69 Million**

**Sr. Business System Analyst Nov 2012 to Oct 2013**

**Project Description:**Disney has diverse capabilities across products and distribution channels. Disney was in need of a centralized data storage system that would store data routed from multiple operational systems, from within the organization as well as external source systems. Disney was required to develop an enterprise-wide data warehouse that would convert the client’s heterogeneous corporate data, derived from legacy systems, into an integrated, user-friendly information system beneficial for strategic decision-making.

**Role &Responsibilities:**

* Identified the requirements from the stakeholder’s keeping in mind their need for the application and prepared the**Business Requirements Document and Functional Specifications Document** for the project.
* Instructed core **Agile principles** of collaboration, **prioritization**, **team accountability and visibility;** ensured consistent application of scrum methodologies across the team and also the organization.
* Worked with the engineering managers to **identify cross-team dependencies and manage inter-team tasks,** also worked 24\*7 with the production and support system team during releases of the project.
* Involved in designing and developing **Data Marts**from disparate data sources that support the **Business Intelligence Data Warehouse** pertaining to different databases within the project using **ETL Informatica**.
* Worked closely with the development team on **transformation logics**and data validations in the staging area for the several data collected from different sources of the **operational databases** of legacy applications.
* Performed **Data mapping** and **logical data modeling** also prepared **ER diagrams** for the system.
* Widely used **SQL (Stored procedures, Triggers, Views, Cursor)** toextract data from different sources.
* Conducted **ETL testing process** for **data quality, data integrity, data transformations** and **data validations.**
* Conducted requirements gathering sessions to capture requirements for migration from existing Digital Asset Management solution to **AEM** Requirements to capture include asset metadata definition, user roles/groups/permissions, workflow definitions to account for various manual processes
* Worked closely with the QA team for draftingtesting **requirements, test plans** andworked on documenting **RTM (Requirement Traceability Matrix)** to map every test case to an appropriate use case.
* Create high level and detailed system designs for Enhancements.Working on Oracle **Endeca** configuration for products and pricing in Experience Manager
* Primary role involved analyzing and evaluating enterprise e-commerce solutions provided by leading software vendors like SAP, oracle, **endeca** and analyzing the feasibility of porting these solutions on different mobile phone platforms including iPhone OS X, linux mobile (LiMo), symbian, windows mobile, android.
* Performed market surveys of security related products and evaluated their suitability for integration with security architecture.Developed standard **security-related** device configurations, **intrusion detection system**.
* Provided integration solution architectures focused on CMS/Portals, **Adobe CQ5/AEM**, and Sitecore.
* Experience working with different SAP modules like **SAP SD, SAP QM** for certain modules of the application.
* Responsible for tracking and analyzing all **digital marketing** and advertising activities – click-through rates, conversion rates, cost-per-click, and cost per acquisition.

**Project Environment:**MS SQL Server 2012, SQL server Reporting Services 2012, SQL Integration Services 2012,

Microsoft Visual Studio 2010, SQL Server Management Studio 2010, MS Excel, T-SQL.endeca

**Birla Sun Life Mutual Financial, Bangalore, India Project Budget: $2.54 Million**

**Business Financial Analyst Feb 2011 – Oct 2012**

**Project Description:** Data on fixed income, stock securities were not being replicated properly and this resulted in a loss of business for the client. The project consisted of analyzing the current situation and purposes a solution to the problem. The result was increase in functionality of the system to a workable level and an increase in efficiency by 80% which resulted in profit for the company.

**Role &Responsibilities:**

* Gathered requirements and prepared **business requirement documents (BRD)**, **System Requirement Specification (SRS)** by interviewing Brokers, users and **SME’s,** stakeholders.
* Conducted **GAP analysis** to understand the shortcomings of the existing system and evaluated the benefits of the new system with respect to the **enhancements** in the new system being developed.
* Used the guidelines and artifacts of the **Rational Unified Process (RUP)** to strategize the Implementation in different iterations and phases of the **Software Development Life Cycle**.
* Transformed requirements into high-level and low-level **use case diagrams**, **activity diagrams / state chart diagrams, class diagrams** using **MS Visio** thus defining the data process models
* Developed **High Level Business Flows** using **Microsoft Project Visio** to understand the project.
* Used **SQL scripts** to pull the data and depending on that also verify the integrity of the **database**.
* Monitored client expectations and conducted **user interviews** to improve quality of the Application.

**Project Environment:**Agile methodology, Kanban, Lean, Microsoft Office Suite, Microsoft Visio, Microsoft Project, SQL, JAVA development, DB2 databases.

**HDFC Bank, Mumbai, India Project Budget: $1.75 Million**

**Business Analyst Sept 2009 – Jan 2011**

**Project Description:**The Business need for this project was to develop an automated web based system for the process of recording and maintenance of reports from the credit card companies. The system generates Credit reports of individuals based on the data provided by the various agencies. The system also maintains a record of any information obtained to an individuals report and updates the database.

**Role &Responsibilities:**

* Participated in gathering **user requirements**, developed**functional** and **non-functional** requirements.
* Developed **use cases/diagrams**, **conceptual model**, **behavior diagrams** (**sequence, collaboration, state chart, Activity**), using **MS Visio**in order to get a clear picture of the process.
* Responsible for working with the manager and other users and creating **Work flow diagrams**.
* Responsible for the delivery of **Business Requirements Documents (BRD)** within project timelines.
* Performed **unit testing, functional testing, integration testing, stress testing, system integration testing** and **code inspection review** to make sure the deliverables are match with **business requirement.**
* Delivered Proof-Of-Concept POC based on testing, configuration, and implementation of various portal Integration Platform technologies against detailed requirements including: ECM, Liferay 6.1 EE, **Adobe CQ** 5.6/**AEM**, WebSphere Portal 8, and eXo Enterprise Platform 4.

**Project Environment:**Agile methodology, Kanban, Lean, Microsoft Office Suite, Microsoft Visio, Microsoft Project, SQL, JAVA development, DB2 database

**Axis Bank, Mumbai, India Project Budget: $1.2 Million**

**QA – Functional / Automation Tester Jun 2008 – Aug 2009**

**Project Description:**The project was building an CRM application using Siebel CRM. The tool had main functionality of working on company’s database and to pull out data responding to various customer details. The CRM software was to be used in multiple company office around the globe and was released sequentially with integration and preference to location specific data. Functional testing involved cross browser, Black-box, Component, Integration, System, Regression and Smoke testing activities.

**Role &Responsibilities:**

* Performed **Quality Assurance** activities for CRM tool on **Seibel CRM** framework.
* Created **Complex Test Cases, Test Case Review** and **Defect Review**.
* Tracked defects in **JIRA** found at various software release phases and **develop negative test data** as well as **updating regression test suite** to check the impact of new changes on the previous data.
* Planned and executed regression test suite and automated regression test scripts in **HP QTP**.
* Produce, maintain and communicate project **status report** and **testing deliverables** with teams.
* Handled **Responsive website testing** on different mobile devices and different OS/browsers.
* Handled **content migration testing** of the CRM tool and database.

**Project Environment:** Agile methodology, Kanban, Lean, Microsoft Office Suite, Microsoft Visio, Microsoft Project, SQL, JAVA development, DB2 databases.

**EDUCATION CERTIFICATIONS**

* Bachelor Engineering in Information Technology Scrum Master Accredited Certification