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| WORK SUMMARY |

* Well versed in Agile/Scrum Environment.
* Worked on defining use cases.
* Performed work as Subject Matter Expert (SME).
* Performed requirement analysis and documentation.
* Reviewed test cases.
* Provided Requirement Traceability Matrix (RTM).
* Documented test results
* Experience working with LoanIQ.
* Participated in daily Scrum Meetings.
* Proficient in Business Process Modeling Notation (BPMN).
* Worked on integrating multiple systems into one to increase efficiency.
* Worked on upgrading mortgage application software.
* Developed new software application for employee accessibility and data storage.
* Worked on developing new loan application software.

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| TECHNICAL SKILLS |

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| Requirement Management Tools: | JIRA, Rally,TFS, IBM Doors |
| UML & Modeling Tools: | MS Visio, Balsamiq, Erwin, Enterprise Architecture |
| Test Tools: | HP ALM (Quality Center), IBM ClearQuest, Bugzilla, MTM, SOAP UI |
| Database: | MS SQL Server, Oracle |
| Other Tools& languages: | LoanIQ, MS Project, Notepad++, Win Scp, FileZilla, Synchrony, AutoSys, XML, .NET |

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| PROFESSIONAL EXPERIENCE |

**Citizens Bank, Providence, RI May 2016- May 2018**

**Senior Business System Analyst**

**Project Description:**

As a Business System Analyst, I was involved in working on multiple projects which focused on the business side of Citizens Bank with Multi-family mortgage loans. This project dealt with automation of various tasks performed by the decentralized accounting units. Other project involved implementing various upgrades and integrating LoanIQwith existing Loan Origination System projects.

**Responsibilities:**

* Interacted on a daily basis with the business users of the application being developed
* Worked independently to gather, analyze and document the requirements.
* Chaired brainstorming session: talked with various SME’s and users and the project managers.
* Analyzed system specifications, business requirements for full understanding of the project.
* Worked on Agile Environment: conducted grooming sessions, participated in planning session, and Daily Scrum Standups.
* Coordinated with end users to discuss the functionality of the tool and also to discuss detected defects.
* Coached and developed a distributed team of business executives and technical professionals regarding Agile roles, routines and responsibilities resulting in a more thorough understanding of Scrum and a faster start up time to developing software.
* Used Rally as Requirement Management tool.
* Created Mock-up forms in MS word for better visualization and understanding of the software solution.  
  Participated in Daily Agile Scrum “Stand-up”, Biweekly Sprint Planning and Retrospective Sessions and update the team on status of upcoming User Stories.
* Initiated and crafted project charter by collaborating with senior business executives and technical architects; facilitated document through the global enterprise dispatch process resulting in an expedited approval of project time lines, resources and scope.
* Maintained user stories in JIRA and updated them accordingly.
* Documented XML standards, technical specifications, mapping rules, business requirements, functional specifications
* Worked with QA team on Web Services testing using SOAP UI.
* Assisted QA lead and Test Manager in developing Test plans, and analyzed Test results; involved in Defect tracking using TFS.
* Assisted testing team in validation and verification of test scenarios and test cases for manual testing on LoanIQ.
* Conducted “AS-IS” and “TO-BE” Gap Analyses and Identified problems that were related to the conversion of LoanIQ.
* Groomed stories effectively using OneNote as an effective tool and gathered business requirements through discussions and brainstorming sessions and conducted specification reviews and walkthroughs with the designers, developers and stakeholder.
* Conducted Business Process Modeling using MS Visio.
* Co-ordinated JAD sessions with Multiple Stakeholders (Customer Marketing, Security, Fraud, Sales and UX), SME's and the end users for feasibility studies and to discuss the functionality of the flows.
* Performed GAP Analysis to identify the deficiencies in the system by comparing the actual objectives with the system objectives.
* Involved in reviewing complex SQL queries, views, functions and stored procedures and spotting issues before/during code migration.
* Performed Backend testing using SQL queries against Oracle database to perform data validation, to check data integrity etc.
* Conducted Defect Management using Team Foundation Server (TFS).
* Interviewed areas experts; asking detailed questions and carefully noting the requirements in a format that can be reviewed and understood by both business people and technical people.
* Involved in converting user requirements into business requirements, functional requirements and technical requirements. Also created business process models from the requirements specs.
* Verified the business scenarios on new builds for testing by QA team.
* Helped the testing team to port the non-critical data from the production database to the test environment and contributing in overall testing effort by identifying the key testing areas.
* Worked closely with the Quality Assurance team and developed test cases, test scripts using the developed use cases as the platform, and conducted User Acceptance Testing (UAT).

**SunTrust Mortgage, Richmond, VA June 2014 – April 2016**

**Business System Analyst**

**Project Description:**

As a Business System Analyst, I worked on developing and testing Loan Origination applications used by the agents to process mortgage loansand select qualified customers.

**Responsibilities:**

* Created use case templates about how credit check process happened.
* Wrote business scenarios for how the credit scores can be validated for each customer from the three credit bureaus (Equifax, TransUnion and Experian).
* Created UML diagrams to differentiate and break down the processes involved in pre-qualification, pre-approval and final loan approval.
* Use Agile systems and strategies to provide quick and feasible solutions, based on Agile system, to the organization.
* Work in Agile, scrum, and sprint environment in order to change the requirements and features set.
* Work closely SCRUM team to create test scripts and test cases to ensure coverage of all areas of the product/feature(s).
* Documented, coached, and elicited business requirements from subject matter experts by writing user stories resulting in a clearer, more detailed and more complete understanding of project deliverables.
* Created Business Process Modeling Notation (BPMN) Diagrams using MS Visio.
* Responsible for documenting business specifications from the client, users, developers, designers and Subject Matter Experts for complete understanding of the business process and application so as to transform them into meaningful technical specifications and functional specification for the software development.
* Analyze business requirements and segregate them into high level and low level Use Cases, Activity Diagram.
* Responsible for writing Functional Requirement Specifications (FRS) and User Requirement Specifications (URS). Conducted JAD sessions with various stakeholders to develop design and architecture of the application based on the business requirements, discuss and resolve open issues, discuss change requests and document them in orderly fashion.
* Documented XML standards, technical specifications, mapping rules, business requirements, functional specifications
* Tested various versions of handheld devices to perform Cross platform and Browser compatibility testing.
* Used HP ALM bug tracking tool to analyze & capture bugs, track and manage dashboard any type of updates for project release.
* Created various test sets for different test cycles within Test Lab module of HP ALM and perform the test case assignment within HP ALM for offshore QA testers.
* Testing performed on a data warehouse platform, including data integrity and data validation.
* Performed Database testing using SQL queries
* Performed backend testing for data validation using SQL Queries.
* Performed negative and positive testing using SQL Queries
* Performed Smoke, Functional, Regression, System and User Acceptance Testing (UAT) in Web application.
* Defect tracking, assigning, getting defects resolved, submission, documentation and change requests.
* Involved in preparing Test Plans based on User Requirements Document and prepared the Test cases. Interacted with the developers to resolve the technical and implementing issues. Involved in User Acceptance Testing with the users

**Hawthorne Capital Corp, Brooklyn, NY             September 2013 – April 2014**

**Business System Analyst**

**Project Description:**

The project involved working with several teams to develop an enterprise Web-based interface system supporting primarily the mortgage loan origination and processing for Multi-family applications. This application facilitated loan officers and underwriters to maintain loan origination and Loan processing.

**Responsibilities:**

* Extensively worked with Risk Management, Mortgage Loan Servicing, Commercial and Residential Mortgage.
* Facilitated and managed meeting with from various business areas including mortgage servicing, loan monitoring and asset management.
* Obtained business requirements in form of user’s stories from users and stakeholders using JAD sessions, brain storming sessions, focus groups and personal interviews.
* Analyzed the as-is and to-be state of the project and performed Gap analysis, Impact analysis and SWOT analysis.
* Performed Business Process Modeling, conducted the Functional Requirements and User Requirements Specification reviews and walkthroughs with designers, developers and stakeholders.
* Created Detailed Test Plan, Test Approach, Test Matrix, Test Strategy documents based on the information gathered through business requirements and design/application walkthroughs.
* Gathered and organized from the business side requirements and business rules, created Manuals, on-line content, diagrams and graphics for a variety of clients.
* Performed Regression Testing by generating scripts based on the business process.
* Conducted user interviews, gathered requirements, analyzed and documented the high level requirements and converted it to detail level requirement and managed changes.
* Performed extensive Cost benefit analysis, Requirement Analysis including data analysis and gap analysis.
* Identified and managed data requirements scope, risks and issues.
* Prioritized requirements and performed feasibility analysis and risk analysis on the application
* Documented XML standards, technical specifications, mapping rules, business requirements, functional specifications
* Designed and developed Use Cases, Activity and data flow Diagrams, Sequence Diagrams and flow charts using UML
* Conducted Web Services testing using SOAP UI.
* Logged defects using HP Quality Center.
* Documented and delivered Functional and Non Functional Specification Document to the project team.
* Conducted User Acceptance Testing (UAT).

**Bank of America - Charlotte, NC June 2012 – August 2013**

**Business System Analyst**

**Project Description**:

As a Business system analyst, I was involved in Loan Origination project developing amortgage application that would allow employees to access loan information and manage portfolio while maintaining a huge database to store all this information.

**Responsibilities:**

* Wrote requirements about creating and maintaining database indexes.
* Prepared use cases for index defragmentation.
* Wrote test cases for integrity checks.
* Worked in Agile Testing and participated meetings every day in iterative environment Created and maintained detailed test cases to perform various types of testing.
* Using Agile methodology and engage in an iterative workflow and incremental delivery of working.
* Prepared, scheduled and lead meetings between enterprise business and technical resources and multiple vendors in preparation for demonstrations and site visits resulting in more efficient and productive meetings with fewer follow up questions and communications.
* Documented XML standards, technical specifications, mapping rules, business requirements, functional specifications
* Assisted in closing gaps for associated Stories in each individual Sprint.
* Assisted in entering and updating Issues (Epics, Stories, and Tasks) onto JIRA Agile application.
* Responsible for process reengineering, change management, Business case development, project requirements management using Agile methodology.
* Extracted, discussed, and refined business requirements from business users and team members and conducted Business Process Modeling.
* Developed and implemented processes and tools for requirements gathering, analyzing, planning, tracking and delivery using JIRA.
* Used SOAP UI for Web Services testing.
* Conducted functional, regression, backend testing manually and using automated tools such as QTP.
* Used HP Quality Center for defect management.
* Designed and developed Use Cases, Use Case Diagram, Activity Diagrams, and Sequence Diagrams
* Assisted with users during User Acceptance Testing (UAT), developing and maintaining quality procedures, and ensuring that appropriate documentation is in place

**Education:**

Master’s in Technology Management