**Bhaumik Oza**

**Agile Business Systems Analyst | 929-374-4578 |** [**imbhaumikoza@gmail.com**](mailto:imbhaumikoza@gmail.com) **|** **** [**bhaumikoza5**](http://www.linkedin.com/in/bhaumikoza5)

**SUMMARY:**

* Strong experience working in Software Development Life Cycle (SDLC) using various methodologies including Agile, Waterfall/Iterative
* Has been in multiple roles such as a Business Analyst, Systems Analyst, Scrum Master in onsite-offshore project teams, Individual contributor, and has worked across business process areas within Banking Domain
* Experience with grooming and managing user stories, gathering and analyzing requirements, developing functional specifications & functional test strategy, Agile and Waterfall development methodologies, business process improvement to increase productivity and reduce costs
* Develop Requirements Documentation and provided Acceptance criteria’s using JIRA and Confluence.
* Organized JAD sessions to gather requirements at various stages. Good understanding of Project Process and ability to analyze business problems and identify solutions
* Worked extensively with the team to meet business requirement, create prototypes and analyze workflow
* Excellent analytical skills to understand the business process, functionality, requirements and to translate them into System Requirement Specifications
* Defining Test Cases, analyzing bugs, interaction with team members in fixing errors and User Acceptance Testing (UAT)
* Assist QA team in developing Test Scripts, Test Cases and Test Plans for the User Acceptance testing (UAT).
* Expert in creating project artifacts such as Business Requirements Documentation (BRD), Requirements Traceability Matrix (RTM), Functional Requirements Documentation (FRD), Use Cases and re-engineering business process and designing
* Excellent relationship building ability with Client and has helped clients implement major operations and technology initiatives by Process analysis, designing and implementing complex assessments, developing implementation roadmaps, improving application platforms
* Develop Test Plans based on provided Requirements Documentation using Version One
* Actively conducted and participated daily standup meeting with team to know the status and progress of the requirements as a part of Kanban process
* Maintained all the stories and tasks in Jira which was used to know the status of requirements. Implemented JIRA SAFe methodologies in the project
* Document and guide in preparing the release notes during the production and deployment phase of the project
* In-depth understanding and experience in process and systems requirement gathering techniques detailed in the IIBA’s BABOK
* Administer, configure and implement a Data Governance platform, which includes metadata management, data lineage, stewardship and policy management.
* Ensure metadata is gathered with the Business and documented in the metadata central repository for all identified critical data elements.
* Strong hands on experience implementing dashboard, data visualizations, analytics on Tableau desktop.
* Participate in interview sessions with technical and business stakeholders to understand and document business and reporting requirements.
* Work with business process modelers to ensure data artifacts and data flow lineage is captured in business process models and source-to-target mapping specifications.
* Conducted and supported data profiling activities concerning data quality assessment and metadata analysis.
* Collaborated with various stakeholders across the organization to achieve the goals defined in the enterprise data governance strategies.
* Configured user roles and permissions and assisted in the development of the operating model as per business requirements.

**TECHNICAL SKILLS:**

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| **Business Process Modeling Tools:** | MS Visio, Enterprise Architect, Smart Draw |
| **Databases:** | SQL server |
| **Data Governance Software:** | Collibra 4.6,5.x, IBM Information Governance Catalog |
| **Business Intelligence:** | Tableau, Power BI, Qlik sense |
| **Requirements Management Tools:** | JIRA, Confluence, Version One ALM, TFS(Azure), |
| **Version Controlling:** | Microsoft SharePoint |
| **Certifications:** | Agile Scrum Master, Collibra Expert Level 3 |

**EDUCATION:**

M. S. of Information Systems Technology – California Lutheran University, USA **Feb. 2017**

Bachelor of Engineering, Information Technology– Mumbai, University of Mumbai, India **May 2015**

Diploma in Computer Engineering – Mumbai, MSBTE, India **June 2012**

**PROFESSIONAL EXPERIENCE:**

**BMO Harris Bank, Chicago, IL Feb 2019 – Sept 2019**

**Business Systems Analyst**

Responsible to work closely with key IT and business stakeholders in supporting a newly tool developed to open small business customers deposit accounts by integrating all the supporting downstream systems and making sure all the orchestration is done based on banks requirements. Analyze and document data requirements from source data to reporting, associating data attributes to business processes and data quality controls.

* Acted as a Business Analyst and a Data mapping leader to the two collaborating business units.
* Facilitated daily meetings with the development teams to monitor project progress and resolve any issues the unit may be experiencing.
* Proactively removed or escalated impediments and provided team members with all the required support.
* Had a regular meeting with the Banks Core systems teams, Data Governance team and FISGlobal to understand and refine the orchestration and how the breakdown of Features and Stories should be achieved
* Explored the list of the main functional categories of downstream Systems and Metadata Assets in IBM IGC and created mapping specifications.
* Created Data Dictionaries the metadata hierarchy of assets by looking into Schemas, Database, Tables, and Columns in Collibra.
* Explored the types of metadata assets related to the downstream systems that can be viewed and analyzed in the Information Governance Catalog.
* Used Metadata Asset Manager to capture metadata for data resources, logical models and BI report.
* Generated data lineage graphs and created data lineage reports involving extended data assets.
* Displayed the flow of data through the new asset type.
* Provided architectural solutions using impact analysis and lineage graphs. Enhancing lineage through extended mappings.
* Collaborating with Product Managers, Software architects, and UX/UI designers to create project needs and the flow of communication between the systems.
* Facilitated daily meetings with the development teams to monitor project progress and resolve any issues the unit may be experiencing.
* Supported in implementing an Add-on for Auto-Address population using Pitney Bowse services.
* Document Data Flow Mapping between the systems and communicated it to the development team and upper management and stakeholders
* Performed manual testing by executing test cases to check the successful systems orchestration and accurate data flow by providing sample testing values.
* Ensured milestones are reached, and deadlines are met throughout the project lifecycle

**Marsh ClearSight, Chicago, IL. Feb 2018 – Nov 2018**

**Business Systems Analyst / Scrum Master**

Marsh ClearSight is a growing suite of integrated risk management technology solutions with deep industry experience, long history, and global scale with strong integrated risk management capabilities help holistically understand, manage, and control risks.

Worked with core Platform Teams in managing the legacy Enterprise system and developing new functionalities to the

ClearSight App suite

* Acted as a Business Systems Analyst and Scrum Master for 2 teams in Platform Domains.
* Worked as part of a cross-functional geographically distributed team consisting of Developers, Product Owners, Technical Owners, Quality Analysts.
* Responsible to develop solutions to complex business problems. Assisted team with making story selection, sizing and task definition and participated proactively in developing and maintaining team standards, tools and best practices, Risk and Financial Management concepts.
* Provided ongoing support to the framework development and the QA team in a rapidly changing environment driven by business requirements and technology advancements.
* Essential Duties perform were creating Sprint Backlog and User stories, Features summary and managing Release and Production Defects using JIRA.
* Analyzed complex scenarios, researched and translated business needs into technical requirements.
* Performed duties as Scrum Master to Organize and facilitate Scrum Ceremonies like Sprint planning, daily stand-up

meetings, Architecture reviews, Retrospectives, Product Demos and Project wrap meetings for both the platform teams assigned to me.

* Maintained sprint schedules, while taking care of all the product backlog grooming and story estimation and maintaining product quality.
* Translated high-level requirements and functional specifications into user stories during backlog grooming sessions, task board and produced daily burndown charts and associated product releases.
* Detailed out Acceptance criteria for stories &amp; created business workflow documentation for features. Impact analysis of the requirements affecting various areas of the application. Also documenting &amp; maintain functional dependency diagrams/document
* Designed and development various reports and dashboards using Tableau that can be easily accessible using smartphones and Tablets.
* Collaborated with Product Owners, Software Architects, and UX/UI designers to detailed user stories and get technical guideline about the development.
* Helped QA is writing Test cases and Validated multiple test by performing manual testing to help QA in finish the work before deadlines.
* Collaborated with other Business Analyst to make sure everyone understands and Utilizes the framework components developed by the Platform team.
* Deployed Project release documents using confluence and Coordinating with Final Test Team for Pre-Approval on Stage/UAT
* Removed impediments and protected team members from interruptions and distractions to maximize productivity.

**LeadFerret, Woodland Hills, CA Jan 2017 – Jan 2018**

**Business Metadata Analyst / Scrum Master**

The LeadFerret database contains business and social information on 30+ million companies and contacts and can be accessed through our classic cloud-based data management platform, LeadFerret Enterprise, or the new LeadFerret API. Each record connects traditional contact information to social media profiles, making data more accurate and detailed.

* Worked as a Business Analyst and Scrum Master, coordinated product backlog grooming and story estimation
* Collaborated with business owners and stakeholders to identify and prioritize their needs to achieve improvements in profitability, compliance, productivity and data quality
* Collaborated with technical development managers, product owners, and UX/UI designers to document detailed user stories
* Piloted the early adoption of Pivotal Tracker while creating the best practices for Agile teams
* Developed product strategies and continually refine it for optimal product/market fit
* Taught translation of high-level requirements and written system/functional specifications into epics and user stories during backlog grooming sessions
* Maintained sprint schedules and associated product releases
* Lead the effective and efficient delivery of large complex cross-functional projects
* Organized and facilitated sprint planning, daily stand-up meetings, reviews, retrospectives, release planning, demos and other Scrum-related meetings. Maintained task board and produced daily burn down charts
* Removed impediments and protected team members from interruptions and distractions to maximize productivity Encouraged and implemented process improvements, Created team-building opportunities
* Taught the team to create clear and concise epics/stories
* Instructed and modeled core Agile principles of collaboration, prioritization, team accountability and visibility; ensured consistent application of scrum methodologies across the enterprise
* Assisted team with making appropriate commitments through story selection, sizing and task definition and participated proactively in developing and maintaining team standards, tools and best practices reducing development time by 30%
* Collaborated with senior Metadata Consultants and participated in interviewing data leads across the enterprise to understand current state Metadata management.
* Analyzed vendors supporting metadata management requirements and proposed best fitting tool based on needs and market trends. Recommended POC technical roadmap for implementing Metadata Management tools.

**BNP Paribas, NYC, NY Feb 2016 – Dec 2016**

**Agile Business Analyst**

* Created and designed specifications as requested by Business Stakeholders.
* Communicated with consultants and managers to document business processes effectively
* Created and developed functional requirements of systems to improve quality, performances, external interfaces, and constraints
* Developed Release Management Strategies and Test Environments using Confluence
* Manage requirements and ensure they are stored in automated systems
* Managed user stories, tasks, and issues, working with product owner in a Scrum environment
* Supervised requirements traceability information and record requirements status during the project
* Made contributions in the development of Use Cases, Test Plans and Test Scripts, and perform test execution as required
* Ensured that various appropriate infrastructure elements, including documents are kept up to date and are available
* Communicated between business and technical personnel to certify mutual understanding of developments and applications
* Provided input into developing and modifying systems to meet the client’s needs and developed business specifications
* Performed Quality Assurance on the corporate trust clients in order to assure that KYC/AML policies have met
* Participated in the development of data governance architecture. Assigned and tracked roles and responsibilities in Collibra.
* Managed Collibra DGC across the enterprise, driving governance activities for all participating business units and ensuring all work activity is completed on time and to standards; while mitigating risks as needed.
* Set up Collibra Communities, Domains, Types, Attributes, Status, Articulation, Workflow and customized attribution and solution including custom dashboard with metrics, status, workflow initiation, and issue management for each Domain-specific requirement.
* Assigned and track roles and responsibilities in Collibra. Identified Lineage for Data Sources and modeled the Traceability diagram under the Business Terms in Collibra.

**American Express, Mumbai, India April 2013 – June 2015**

**Agile Business Analyst**

Global Customer Acquisition platform (GCAP) focuses on moving from Global New Accounts platform to Pega GCAP platform in International Markets and US.

* Created Product Backlog, Sprint Backlog and managed User stories using JIRA
* Participated in sprint planning, daily scrums, testing, retrospectives and sprint reviews
* Strong Knowledge of AML concepts including KYC and assisted relationship managers and portfolio managers with completing KYC and reaching out to clients regarding their AML docs
* Worked on Credit Risk and Regulatory reporting projects/deliverables
* Facilitated "three amigos" work sessions between developers, product owners and business analysts
* Assigned the project resources to best meet project objectives and release with TFS
* Worked on PMO activities like program charters, top initiatives, reports and budgeting of the years. Comparison analysis of consecutive years. Created presentations and graphical views
* Managed the engagement process and the specific requirements with respect to each team for the Global Customer Acquisition Platform of American Express
* Prepared detailed business Requirements documents and obtain sign off from the relevant stakeholders
* Created visual artifacts such as requirement mockups, wireframes, and design documents.

**Key Bank, Mumbai, India Feb 2011 – Mar 2012**

**Business Analysis Intern**

* Facilitated requirements gathering workshops and individual interviews with stakeholders and subject matter experts (SMEs). Estimation, Designing (High-level and Low-level designing) & Design Review
* Performed the Impact analysis, Unit test plan preparation and Unit test plan review
* Worked on the release of the projects from Offshore
* Presented the Project in the Quality Audits with Sr. Management
* Functional and Technical consultancy
* Prepared UAT (User Acceptance Test) Plans
* Conducted UAT and ensure that Application works as per requirements