**SUMMARY:**

* Around 6+ **years of Industry experience as a Business Analyst with solid understanding of Business Requirements Gathering, Evaluating Data Sources, Translating Requirements into Specifications, and Application Design.**
* Proficient in Technical and **Business Writing, Business Process Flow, Business Process Modeling**, Business Analysis and testing various methodologies.
* Experienced in testing Client-Server and Web-Based Applications.
* **Financial domain expertise with extensive Credit/Debit Card application experience.**
* **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.
* Worked with **Rational Suite** of tools to create requirements documents (**Requisite Pro**), **visual data models (Rose**), manage and track defects (**Clear Quest**).
* In depth knowledge **Rational Unified Process (RUP)** methodology, **Use Cases, Software Development** Life Cycle (SDLC) processes, Object Oriented Analysis and Design (OOA/D).
* Competent in Creating **Unified Modeling Language (UML)** diagrams such as Use Case Diagrams, Activity Diagrams, Class Diagrams and Sequence Diagrams.
* Extensive experience in developing **Use Cases, creating Screen Mockups, conducting Gap Analysis** and Impact Analysis, SWOT analysis, Cost Benefit Analysis, Risk Analysis.
* Facilitated Change Management across entire process from Project conceptualization to Testing through Project Delivery, Software Development and Implementation Management in diverse Business and Technical Environments.
* Worked on XML Data Structure with several applications when extracting Data.
* Responsible to **Track, Document, Capture, Manage and Communicate** the Requirements using Requirement Traceability Matrix (RTM)which helped in controlling numerous artifacts produced by the teams across the deliverables for a project
* Involved in Test Planning, Test Preparation, Test Execution, Issue Resolution and Report Generation to assure that all aspects of a Project are in Compliance with the Business Requirements.
* Proficient in DMAIC
* Strong experience in conducting User Acceptance Testing (UAT) and documentation of Test Cases. Expertise in designing and developing Test Plans and Test Scripts.
* Interface with clients from **Operations, Marketing, Sales, Technologies, and Outside Vendors and act as their customer interface point as the lead of the Projects.**
* Highly motivated team player with excellent Interpersonal and Customer Relational Skills, Proven Communication, Organizational, Analytical, Presentation Skills, and Leadership Qualities.

**TECHNICAL SKILLS:**

**Programming Languages :** C, C++, C#, .NET, ASP.NET, Java, SQL, PLSQL

**Operating Systems :** UNIX, Windows 95/98/NT/2000/XP, Linux.

**Databases :** MS-Access, MySQL, SQL Server, Oracle,

**Automation Tools :** MS Visio, Rational Rose, Rational ClearCase, RationalRequisitePro, Documentum

**Bug Tracking Tools** **:** Mercury TestDirector, Rational ClearQuest

**Utility Tools :** MS Office Suite, MS Project, TOAD, Adobe Photoshop

Reporting Tools : Crystal Reports, SQL Server Reports (SSRS)

**Testing Tools :** Quick TestPro (QTP), TestDirector, WinRunner, LoadRunner

**PROFESSIONAL EXPERIENCE:**

**Capital One, Dallas, TX Jan 13 – Till Date**

**Business Analyst**

This project involved reengineering of the **credit appraisal system** which is a **Mainframe-COBOL based** application. The aim was to plug all the gaps of the old system, and create better usability and portability. It also involved enhancement of **the application for accommodation of changing business and regulatory requirements**. My responsibility here was to design and develop an **Enterprise Reporting System** to support the portfolio management and performance analysis of the **credit card business** with various reward offerings. I was also involved in designing the end user web-based interface, which involved OLAP reporting system implemented in Business Objects to provide business intelligence capability to Asset Managers.

**Responsibilities:**

* **Established a RUP (Rational Unified Process) centric business analysis methodology**.
* Collaborated in building a **business analysis process model using Rational Rose, RequisitePro, and Visio**.
* Provided key initiatives in working with users in defining project and system requirements.
* Provided inputs in the strategic development of detailed project plans, work assignments, target dates etc.
* Designed and developed **Use Cases, Activity Diagrams, Sequence Diagrams, OOD using UML**
* Performed requirement analysis, went through all the use cases and issue logs.
* Developed strategic partnerships with the business unit to prepare a solid knowledge base of the business line, including the **business plan, products, and process’ and revenue streams aimed towards problem solving.**
* Develop **Logical and Physical data models** that capture current state/future state data elements and data flows using Erwin.
* Initiated test plans, develop and execute test cases and scenarios; worked with users to develop specific acceptance criteria and prepare test exhibits.
* Performed Positive and Negative Testing Manually.
* Created and maintained SQL Scripts to perform back-end testing on the oracle database.
* Work with the Onshore/Offshore team and activities for all assigned projects.
* Worked on Web Services and Tested XML data for validity.
* Worked on **data modelling** and produced **data mapping** and data definition documentation
* Functioned as the primary liaison between the business line, operations, and the technical areas throughout the project cycle. Worked with **ODS and OLAP** system. Worked with Data Extraction, Transformation and Loading. Metadata architecture was also provided, for the purposes of query enhancement and clarification of data relationships. Also built the foundation for process implementation in MS-SQL.
* Partnered with the technical areas in the research and resolution of system and process problems especially related to Power Builder platform.
* Played a key role in the **planning, testing, and implementation of system enhancements and conversions**
* **Performed analysis on enterprise data/report integration & provided functional specification to development team to build Enterprise Reporting Systems.**
* Assisted in presenting reports and analysis to help guide the management.
* Organized cross training of team members and users to become more responsive.
* Assisted in development of training materials for new technology and process improvements

**Environment:** Windows**,** MS Office (MS Word, MS Excel, MS PowerPoint, MS Visio), .NET, Oracle, XML, Crystal reports, IBM Mainframes, RUP, UML, SQL, SWOT analysis, GAP Analysis, Win Runner

**HSBC Bank, NY, NY Oct 11 – Dec 12**

**Business Analyst**

HSBC is one of the **largest banking and financial services organizations** in the world. Through an international network linked by advanced technology, including a rapidly growing e-commerce capability, HSBC provides a comprehensive range of financial services: personal financial services; commercial banking; corporate, investment banking and markets; private banking; and other activities. **The requirement was to develop a system for the credit cards division** to monitor **credit card business**. **Mainframe web based architecture was developed considering the increasing business volume of the credit card division and user-friendliness.**

**Responsibilities:**

* **Analyzed clients systems and business processes. Addressed all aspects of credit card business**.
* Researched the various steps in the lifecycle and then constructed the system in a way that the high risk customers would be easily identified and monitored.
* Streamlined clerical work processes and mapped then into the new system.
* **Developed project plans and managed project scope**.
* Involved in gathering and preparing the requirements documents for replacing the existing commercial lines of businesses from **legacy to web-based system**
* Track the progress of the defect fixes assigned to the Onsite and Offshore team
* Assisted in building a **Business Analysis Process Model using Rational Rose and Visio**.
* Used Castor to create objects from XML documents. Involved in Logical & Physical Data Modeling. Database Schema design and modification of Triggers, Scripts, Stored Procedures in Sybase Database Servers.
* Helped the QA team in writing the Test Plan and conducting the quality assurance phase.
* Prepared **High Level Logical Data Models and BRD’s** (Business Requirement Documents) supporting documents containing the essential business elements, detailed definitions, and descriptions of the relationships between the actors to analyze and document business data requirements
* Collected business requirements to set rules for proper data transfer from Data Source to Data Target in **Data Mapping.**
* Performed extensive Requirement analysis and developed **use cases and workflows**.
* Designed and developed **Use Cases, Activity Diagrams, Sequence Diagrams, and OOD**
* Played a key role in the planning, **User Accepted Testing, and Implementation of system enhancements and conversions.**
* Provided key input in working with users in defining project and system requirements.
* Developed strategic partnerships with the business units to develop a solid knowledge base of the business line; including the business plan, products, and process and revenue streams.
* Documented and delivered **Functional Specification Document to the project team**.
* Conducted JAD sessions for communicating with Stakeholders and Project directors.
* **Developed business requirement specification documents as well as high-level project plan**.

**Environment:** Mainframes, COBOL, JCL, Db2, Oracle, Rose, MS Word, MS Excel, MS Visio**,** LoadRunner, WinRunner

**Master Card Worldwide, MO Feb 10 – Aug 11**

**Business Analyst**

Worked for **MasterCard Billing Services (MCBS)** department as a business analyst/project manager. I was responsible for several projects, which were part of the department’s quarterly releases. These releases included external projects, which came up as part of enhancements or changes in several other feeder systems at MasterCard (like example Global Clearing Management System i.e. GCMS, Authorization, MasterCard Debit System etc.) and the department’s internal project, which were aimed at process improvisation, or solving system related problems from previous releases. I had to learn about several feeder systems, as almost all of them needed to bill their services, and MCBS is the only system that handled billing.

**Responsibilities**

* Experience from **Front to back office**, worked with fund managers, financial advisors and technical team members.
* Extensively performed data modeling
* Wrote SQL statements to extract data from the Tables
* **Assisted with project team in the whole project lifecycle phases including scope analyzing, requirements gatherings, developments and quality assurance**.
* Assisted **project managers with the development of project schedules**. **Developed requirements and preliminary design for client applications.** Performed **analysis and design projects using a systems development methodology**. Worked with all levels of client staff in solution definition
* Conducted interviews with various business users to **collect requirement and business process information** using **MS Visio, Requisite pro.**
* Coordinating with offshore counterparts and ensuring the high quality of the deliverables.
* Documented existing and proposed process flow, analyzed current and target system, and conducted GAP analysis.
* Performed UAT testing with the offshore team.
* Participated in defect review meeting and providing technical expertise on how to resolve the issues related to configuration and/or test scenarios
* Identified, researched, realized, investigated, analyzed, defined and documented business processes and Use Case Scenarios
* Involved in Managing Data modeling project from Logical design and implementation of Sybase Database
* Designed and developed all **Use Cases and UML models using Rational and Visio**
* Assisted project team in preparing Functional Specification Document (FSD), developed non-functional requirements, and documented **Business Requirements Document (BRD).**
* Prepared detailed design documents to translate business process effectively for developers and product managers using **MS Visio.**
* Participated in the logical and physical design sessions and developed design documents.
* Played a key role in the planning, testing, and implementation of system enhancements and conversions
* Assisted in system and User Acceptance Testing, performed client presentations.
* Participated in entering and tracking system defects in Rational ClearQuest.
* **Worked with developers and designers of BPM System to make sure development understands business process and detailed technical requirements.**
* Collaborated with the QA team to ensure adequate testing of software both before and after completion, maintained quality procedures, and ensured that appropriate documentation is in place.

**Environment:** Windows, Oracle, SQL, MS Visio, MS Access, UML, Requisite pro, Rational ClearQuest.

**Bank of America/Fleet Boston Financial Corporation, MA Sep 08 –Dec 09**

**Business Analyst**

**Migration and Conversion Project:**

Bank of America Corporation provides a wide range of financial services. The Group's financial services include consumer and business banking, commercial banking, middle-market lending, asset-based lending, leasing, cash management, trade finance and government banking. Bank of America needed a more responsive IT infrastructure and responsive paradigm that will allow rapid application development, easy to use online access to data and data inconsistencies caused due to the bulky mainframe system**. This is a migration and conversion project for Credit card services**. This project was developed to integrate the various processes into one and get the best of Real-Time processing and enterprise architecture.

**Responsibilities:**

* **Involved in the analysis of the existing credit card processing system,** mapping phase according to functionality and data conversion procedure.
* **Performed Gap Analysis to check the compatibility of the existing system infrastructure with the new business requirements.**
* Followed solely **RUP methodologies** during the course of the project.
* Accumulated system requirements from various departments through surveys and interviews.
* Involved in prioritizing the defects and writing business requirements to resolve them.
* Conducted **JAD sessions** with management, SME, vendors, users and other stakeholders for open and pending issues.
* Worked with the QA team in writing Test Plan and conducting the testing process.
* Wrote SQL queries for database related works such as creating test data, identifying data sources and verifying data integrity.
* **Planned and defined system requirements to Wire Frames with Use Case, Use Case Scenario and Use Case Narrative using the UML (Unified Modeling Language) methodologies.**
* Created Use Case Diagrams, Activity Diagrams, Sequence Diagrams and ER Diagrams in MS Project.
* Assisted in the development, design and implementation of new relational or multi-dimensional databases, including the analysis of user needs.
* **Created and managed project templates, Use Case project templates, requirement types and traceability relationships in Requisite Pro.**
* Conducted User Acceptance Testing (UAT) at each sprint review sessions.
* Developed Systems Specifications document to define the impact of the new requirements on the existing system.
* **Developed and managed creation of product documentation to communicate features, benefits, positioning and impacts to different audiences** and ensured that documentation deliverables from various groups are produced as needed.
* Responsible for gathering requirements from users in operations group and performing data mapping for the application, confirm and vacillating the requirement at time of BA testing
* Involved in performance measurement of ongoing data collection to determine if a program is implementing activities and achieving objectives.

**Environment:** Rational Enterprise Suite (Rose, RequisitePro, ClearCase, ClearQuest), Casewise modeller, IBM Websphere, XML, Java, Unix, C++, J2EE, JSP, Oracle, DB2, Sybase, SQL Server Reports, WinRunner, LoadRunner, Quick TestPro