**Dhruv Kumar Patel**

[**dkrpatel27@gmail.com**](mailto:dkrpatel27@gmail.com)

**678-666-5069  Sr. Business Analyst**

**Professional Summary**:

* **7+ years** Solid Experience in **Banking**, **Financial** ,**Pharmacy** and **HealthCare** Domains
* Hands on Expertise on Requirement Gathering, systematic analysis of the requirements, Joint Application Development (JAD) sessions and use of Rational Requisite pro for requirement Management.
* Analysis of Business requirements with **Use Case Diagrams, Class Diagrams, State Diagrams, Sequence and Collaboration diagrams** for Intranet Based Applications Development using backend Oracle, MS Access and MS SQL Server. Writing **Test Scripts** to make sure the end product is actually according to the requirement of the Clients for Web Based Applications as well as Intranet based applications.
* Familiarity with different Financial Markets like **Capital Market**, Derivative Market, FX Market with financial instruments like **Cash Instruments**, Derivative instruments, **Securities Instruments**. Financial Market risk management including **Credit Risk/ Probability of Default Risk, Risk Weighted Assets and Value at Risk**.
* Experience with **Data warehousing** concepts of **Data Extraction (ETL/ELT**), **Table Management, Query Management** and **Data Integrity**. Familiarity with various **Business Intelligence (BI) tools** including Crystal Reports.
* Experience In assisting **Project Management** activities with the help of applications like **MS Project, Visio** and **WebEx** presentations to the **offshore team** including **Effort Estimation, Tasks Assignments and conducting Weekly Status Reviews** of the entire team.
* Review of **Traceability Matrix, Technical Design (TSD) and Risk Assessments**. Creation of **Project Plans** and **Test Plans**. Ensuring timely achievement of Project & Test Plans Milestones. **Information Security (IS), Compliance and Post Project Review (PPR).**
* Good experience in creation of **Business Case, Business Use Case and System Analysis Use Cases** for Functional Requirement Specifications and **System Design Use cases**. Excellent understanding of **Change Management Process** and **Automated Requirement Management application software** and **Project Portfolio Management (PPM)**.
* Experienced on **Underwriting Claims**, **New Business** and **Policy Servicing**.
* Experience and expertise in Designing & Implementing Processes for the entire team like – **Request Management Process, Process to get FRS from Business Requirements** and **Requirement Management Process.**
* Experience with **Trizetto QNXT/Facets System implementation, Claims and Benefits configuration set-up testing, Inbound/Outbound Interfaces** and Extensions, Load and **extraction programs and proprietary format files and Reports development.**
* Experience inconfiguration of **claims adjudication systems**, i.e., **Amisys, Facets, QNXT.**
* Coordination and active participation in **UAT** (User Acceptance Testing) for the application including meetings with business for the **walkthrough of defects rose during UAT**.
* Expertise in the use of **eRooms** for discussions on documented test results, screen shots, test steps and updates comments.
* Analysis of existing data of old system for data mapping and to find **data elements, data segments and transaction sets for Electronic Data Interchange between systems.**

**TECHNICAL SKILLS:**

|  |  |
| --- | --- |
| **Business Analysis Tools** | RUP, Rational Rose, Rational Requisite Pro, MS Visio |
| **Testing Tools** | Test Director/ Clear quest / Clear case / eRooms |
| **Databases** | Oracle 10g/9i/8i,Ms Access2000/2007,MS SQL Server 2008/2005/2000 |
| **Methodologies** | SDLC, RUP, AGILE, UML, SWOT. |
| **Office Tools** | Microsoft Office XP Professional (MS Excel, MS Word, MS Power Point, MS Project, MS Outlook), |
| **Languages** | UML /SQL/PLSQL/ HTML/DHTML/XML/VBScript/ JavaScript |
| **Operating Systems** | Windows NT/2000/ Sco UNIX /Novell Netware. |
| **Requirement Mgmt Tools** | Rational Requisite Pro/ Doors/ Caliber RM |

**Education:**

* Bachelor of Technology in Computer Science from Gujarat Technological University, 2006.

**PROFESSIONAL EXPERIENCE:**

**BNP Paribas NYC, NY April 12 to Till Date**

**Sr. Business Analyst**

BNP Paribas is a European leader in global banking and financial services and one of the six strongest banks in the world according to Standard & Poor's. It has one of the largest international networks with operations in 84 countries and 200,900 employees, including 158,700 in Europe, 15,000 in North America and 10,400 in Asia. The Market Risk Analysis Group of BNP Paribas wanted to enhance the existing RAMS application to better suit the requirements of senior risk managers.

**Responsibilities:**

* Analyzed the Capital Market businesses to understand the architecture of the various processes and participated in a strategic decision making process about what applications needs to be decommissioned to reduce the cost.
* Interacted with the fixed income investment broker officers and understood their need in fixed income trading on behalf of the clients.
* Interacted with Cash Management Division and Compliance Office to review the AML (Anti Money Laundering) requirements and provide Positive Pay service to reduce check fraud
* Responsible for gathering and analyzing Business and system functional requirements and for understanding and translating these needs into Business Requirement Specification (BRS) and System Requirement Specification (SRS) documents.
* Prepared the UML Use Cases using Rational Rose.
* Created use case scenarios and documents work flow and business process.
* Supported IT unit creating functional specification documents for the design, development and implementation of project.
* Conducted and lead JAD sessions to allow different stakeholders to communicate their perspectives, proposed solutions, shared concerns/disagreements, resolved outstanding issues and came to an agreement.
* Prepared the Functional Specifications Documents for the Data Modelers and the ETL Teams.
* Collaborated with analysts to decide the ETL methods and overall data flow architecture.
* Interacted with the Users by interviewing them, preparing questionnaire and getting feedback.
* Supported the assigned project manager with creating detailed project plans and assisted in developing, scheduling and tracking project timelines.
* Worked extensively with the end users team in understanding the business rules and writing requirement specs, technical specs and mapping documents from staging to data mart, cubes and reporting needs to the end user community which includes underwriting, claims, finance, technical accounting, reinsurance and actuarial departments.
* Developed Use Case diagrams, business flow diagrams, Activity/State diagrams and Sequence diagrams using Rational rose to easily convey the projects process and requirements to developers and other stakeholders.
* Developed the test plan, test scenarios and test cases to be used in testing based on business requirements and loaded the test cases to the Quality center.
* Wrote test cases and test scripts for the User Acceptance Testing. Also, performed some parts of testing.

**Environment:**  Rational Rose, Requisite Pro, Windows XP, MS Office, .NET Framework, Microsoft Web Services, SQL Server, Quality Center. MS Visio, Excel, Word, UML

**IMS Health Collegeville, PA Jan 11 to Mar 12**

**Sr. Business Analyst**

IMS Health acquires Semantelli, a U.S. based social media analytics company, extending its marketing and consumer engagement capabilities. With the acquisition of Incential Software, IMS Health extends its SaaS sales performance management capabilities for clients. Incential Software is based in Raleigh, NC.IMS Health advances its cloud-based CRM and closed loop marketing capabilities with the acquisition of 360 Vantage, an Arizona-based provider of SaaS solutions for life sciences and healthcare organizations. Implemented Oracle PPM to streamline its resource on-boarding, PMO, Portfolio Roadmap processes. It has implemented complete PPM solution including Demand Management, Project Management, Time Management, Resource Management and Portfolio Management.

**Responsibilities:**

* Involved in gathering Requirements from stakeholders.
* To prioritize the stakeholders developed a stakeholder list and stakeholder assessment matrix
* Identified and validated business rules and data elements
* Developed and maintained Requirement Work Plan and assessed the Performance metrics of the team members
* Responsible for designing future state processes for HIPAA 4010 transaction processing EDI’s 837 and 835.
* Worked with EDI team, developers and production support team at various stages of the project.
* Conducted Risk Analysis and developed mitigation plans
* Updated System Requirements Document (SRD) and Business Requirements Documents (BRD)
* Designed Functional Specification Documents.
* Developed User Interface prototypes to capture and validate requirements
* Conducted meetings with client team and technical team
* Interacted closely with End users from Underwriting & Claims teams and SMEs to understand and gather the business needs and requirements.
* Proposed strategies to implement HIPAA 5010 in the new MMIS system
* To gather requirements for new MMIS, conducted JAD Sessions
* Created and Maintained Weekly Status Reports for the requirements team and to update the project schedules and deliverable plan
* Interacted with various departments and business groups to update and configure Facets
* Developed UAT test cases associated with functional requirements
* Coordinate with the development team and vendors during the development, test, and reconciliation process and post implementation QNXT and ensure accuracy and consistency.
* Used GAP Analysis to conduct AS-IS and TO-BE Analysis.
* Used Oracle PPM (Project Portfolio Management) to provide industry best practices for utilizing the Oracle product.
* Developed Requirement Traceability Matrix and Change Request Forms
* Used Microsoft SharePoint for managing requirements documents
* Troubleshoot any problems found within QNXT/QMAC and when testing the SQL data database while validating against the business rules.
* Involved in developing test plans, test scenarios and test scripts and participated in System Testing
* Analyzed the EDI X12 data elements in the existing system to validate it against the data elements required in new system.

**Environment:** Mercury Quality Center, Windows, MySQL, Facets, SQL Server, MS Office, MS Visio, MS Project, MS SharePoint, HTML Visio, Oracle PPM, QC, QNXT, QTP, RDBMS, PL SQL.

**Watson Pharmaceuticals, Corona CA Nov 09 to Dec 10**

**Sr. Business Analyst**

Watson Pharmaceuticals, Inc. is a leading specialty pharmaceutical company that uses innovative science and market insight to develop responsive products for a changing world. Watson has pursued a growth strategy combining internal product development, strategic alliances and collaborations, and synergistic acquisitions of products and businesses. Watson is uniquely positioned with its infrastructure and internal research and development capabilities to support its three divisions: U.S. Generic, Brand, and Anda Distribution. The project involved remediation of lab instruments and bringing them into compliance with FDA regulations. It also involved in the integration of the instruments system with the Calibration Manager System.

**Responsibilities:**

* Interfaced with the client as part of the Requirements Engineering team to finalize the project scope.
* Supporting, Assisting and advising Project Director and Program Manager from time to time for Project Management and taking decisions on various aspects of the project like performance metrics and non-functional requirements.
* Conducted one to one interviews with Portfolio Manager to gather Business Requirements and was involved in the documentation of Business Requirement Documents.
* Assisted the Project Manager in setting realistic Project expectations and in evaluating the impact of changes on the organization and plans accordingly and conducted Project related presentations.
* Identified internal and external system Requirements, design and configuration set-up.
* Developed strategic partnerships with the Business units to develop a solid knowledge base of the Business line, including the Business Plan, Products, and Process.
* Translated the Business needs into system Requirements, communicating with the Business on a broader scale and with an in-depth view.
* Designed and developed Project document templates based on SDLC methodology.
* Developed Business Requirement Document as well as High-Level Project Plan.
* Involved in projects including Enterprise Data Warehouse (EDW) infrastructure, Data acquisitions, Data migration, Business Objects executive dashboards, OLAP cubes, Data work flows documentation, Metadata repository management.
* Conducted interviews with end-users to collect requirement and business process information.
* Involved in Metadata meetings to insure one true source for all business rules and definitions are implemented throughout the organization.
* Assisted with user testing of systems, developing and maintaining quality procedures, and ensuring that appropriate documentation is in place.
* Conducted User Acceptance Testing (UAT).
* Conducted review sessions on regular basis with QA and development teams for preparing status, delivery report and client reporting.

**Environment:** Microsoft Office Suite, Process Modeling, Microsoft Visio, Documentum, UML, Windows NT/XP, Oracle, SQL, SQL Server, PL/SQL, UNIX, Quality Center, PL SQL, RDBMS.

**Federal Reserve Bank, NY Sep 08 to Oct 09**

**Business Analyst**

**The Federal Reserve Banks' Fed wire Securities Service is designed to offer a secure, reliable method for fixed income securities for maintaining and transferring U.S. government and certain government agency, government-sponsored enterprises, and international organization book-entry fixed income securities. The goal in offering these services is to foster the integrity, efficiency, and accessibility of U.S. wholesale payments and settlement systems in support of domestic financial stability and economic growth in a global context. Customer registration is done by CRM application that also collects Business Intelligence to act as Decision Support System on critical issues.**

**Responsibilities:**

* Requirement Gathering with the help of Joint Application Development (JAD) sessions with Subject Matter Experts (SME) including business and technology stakeholders for Identity Management Products including Digital Certificate Management System, Identity Gateway Enhancements, Secure Payment Authorization Service and services for Citi’s secure document repository called Citi eVault
* Creating requirements and System analysis for Payment and Cash management product line includes payment wires, ACH, check processing, Direct Debit, FX, cash pooling, settlements, statements, e-banking, billing and account analysis.
* Conducted requirements gathering sessions by facilitating the group of Subject Matter Experts to elicit business requirements to support Product Control team with appropriate accounting and financial reporting requirements along with bookkeeping of trades in the portfolios.
* Spearhead the business requirement gathering effort by multiple requirements elicitation sessions from local and remote locations using video conferencing and other available services.
* Created Request for Proposal (RFP) as per directions from PMO including entire RFP schedule, business requirements, vendor selection process and organizations SDLC process. Reviewed and updated RFP after input from business stakeholders before RFP is floated.
* Supported the Code Extraction effort for Business Rules and Data elements extraction from legacy mainframe applications.
* Creation of Business Requirement Document, Current State Process Flows and Future State Process Flow documentation
* Walkthrough of Business Requirements to technology groups to support the creation of Functional Requirements Specifications and Technical Design Documents.
* Supporting and reviewing Data modeling activity based on the requirements documents.
* Validation of Business Rules, Data Elements and Use Cases documentation from the Code Extraction activity from legacy mainframe application.
* Creating plans for the entire requirements gathering project and track the progress of the project against the established milestones
* Conducted weekly status report to senior management and other stakeholders on the progress of the project as Project Management activity.
* Interaction with other Business Analysts in technology team by giving them input and clarifications at every stage of the requirements phase.
* Validation of Data Model and Technical Specifications for the project with the help of Database Designers and other technology stakeholders based on the business rules and relationships derived from the requirements.
* Validation of mock screens, wire frame and Graphical User Interface for the project created by technology stakeholders based on approved Functional Requirements.
* Expertise in using MS Project, Visio and Web Ex presentations for Project Management activities.
* Effort Estimation, Tasks Assignments and conducting Weekly Status Reviews of the entire team. Review of Traceability Matrix, Technical Design (TSD) and Risk Assessments.
* Creation of Project Plans and Test Plans. Ensuring timely achievement of Project & Test Plans Milestones.
* Conducted Information Security (IS) review, Compliance and Post Project Review (PPR).

**Environment: MS Visio, MS Project, MS Office, Test Director, , RDBMS, PL SQLMS Office, Quality Center, PL SQL.QA.**

**Taurus Micro Systems India June 06 to Aug 08**

**Business Analyst**

**Responsibilities:**

* Work with business owners to detail current processes. Create business process flow diagram utilizing VISO Identify duplication of user effort and data collection; identify gaps in data collection Content management.
* Work with business owners to create entitlements matrix Write business requirements utilizing use case practice and including all process flow diagrams Publish all business requirements on Web in DOORS
* Translate re-engineered business process flow diagram to system delivery diagram Create graphic representation of business information needs; identify data base and data access
* Write functional requirements
* Followed RUP extensively throughout the life cycle of projects.
* Create data dictionary for the project to be used by requirements, testing and development
* Define and establish common directory for buttons and their functions to be used by requirements, testing and development

**Environment:** Erwin, Oracle, VBScript, MS Office MS Project UAT, RDBMS, PL SQL.