# Qualification Summary

* Six years of experience in all area of Business Analysis from Requirement Elicitation to defining Functional Specification, developing project charter to tracking project progress and performing Process Management to process reengineering and improvementin the Transportation, Logistics Industries
* Ability to elicit and gather requirements through interview, meetings and As-Is documents. Analyzed information and documented the requirements into various artifacts such as Business Requirement Documents (BRD), Functional Requirement Documents (FRD) and System Requirement Specifications (SRS).
* Extensive experience acting as a liaison between business and technology in phases of Software Development Life Cycle (SDLC) methodologies like Agile, Waterfall, Hybrid.
* Hands on with Toll planning, operational, and engineering principles to solve specific toll-related problems.
* knowledge of Toll Systems, Toll Operations, and relevant Toll related Intelligent Transportation Systems (ITS) technology to the investigation of needs and problems related to transportation planning, engineering and operations, the coordination of Toll project activities, and the preparation of preliminary plans and documents.
* Assisted in the design and development of tolling concepts, including requirement analysis, technology review and selection, development and communication of operational concepts, development of specifications, implementation plans and scopes of work, cost estimates, contract documents, and oversight of system development, field installation and testing.
* Proficient in using Agile Scrum methodologies, participated in sprint/standup sessions, produced user stories, analyzed the Iteration Burn Down charts and reviewed defects.
* Organized Joint Application Developments (JAD), Walkthrough, Interviews, Surveys, Workshopssessions with IT Groups, stakeholders/clients/end-users.
* Hands on experience in developing UML diagrams such as Use Cases, Activity Diagram/Work Flow Diagram, Sequence Diagram, swim lane for requirements elicitation and validation using MS Visio.
* Experience in overseeing the design, development, and implementation of software and hardware solutions, systems, or products provided via third party solution providers.
* Extensive experience working collaboratively with Development and Quality Assurance teams during Application Test Life Cycle and User Acceptance Testing (UAT). Good knowledge of System Testing and System Integration Testing.
* Good Knowledge in writing SQL queries for data retrieval and analysis from various databases.
* Extensive experience in performing GAP analysis between As-Is and To-Be system and preparing Requirements Traceability Matrix (RTM).
* Excellent critical thinking skills, communication and presentation skills, documentation and organization skills with the ability to adapt to new environment.
* Hands on knowledge and experience on Training & Mentoring, Managing Diversity, Organizational Development, Leadership, Change Management, Crisis Management and Conflict Resolution.
* Advance level written, verbal and presentation skill; Adept with Microsoft Office suite, MS Visio, MS Project, Programming tools, multimedia tools. Proficient in MS Excel skills like Pivot tables, Dashboards, macros.

# Technical Skills

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| **Business Modelling Tools** | MS Visio, Rational Rose |
| **Programming Language** | C++, VB script, UNIX script, SQL |
| **Operating System** | Windows, UNIX, Mac OS |
| **Database** | Oracle, MySQL, SQL Server, MS Access |
| **Methodologies** | Agile Scrum, Waterfall, Hybrid (Agile+ Waterfall), RUP |
| **Productive Tools** | MS Office Suite, Adobe Photoshop, Google analytics, Cisco WebEx |
| **Testing Management** | HP ALM, Rally, MTM, TFS |
| **Project Management tool** | MS Visio, SharePoint, MS project, Dashboard, Office 365 |

**Professional Experience**

**Florida Department of Transportation ,**[**Tallahassee, FL**](https://www.google.co.in/search?rlz=1C1NHXL_enIN682IN682&q=Tallahassee+Florida&stick=H4sIAAAAAAAAAOPgE-LUz9U3MCnKKDFQ4gAx00rKqrS0spOt9POL0hPzMqsSSzLz81A4VhmpiSmFpYlFJalFxQB1XpYbQwAAAA&sa=X&ved=0ahUKEwiygqqF87zZAhXITbwKHVnNDf0QmxMIswEoATAR) **Apr 2016- Feb 2018**

**Business Analyst**

The Office of Freight, Logistics and Passenger Operations (FLP) for Florida Department of Transportation, encompasses a level of modal representation and industry engagement unlike any other state DOT organization. FLP acts as a tool to better connect, develop, and implement a freight planning process that maximizes the use of Existing facilities while integrating and coordinating the various modes of transportation, including the combined utilization of both government-owned and privately-owned resources. As a Business Analyst I helped document the processes and develop procedures for Tolling, worked on requirement related to document the vehicles by number of axles and entered into the automated system database.Verified scenarios related to entry and retrieved entry ticket information.

**Responsibilities**

* Worked on documenting the requirement related to Toll Systems, Toll Operations, and relevant Toll related Intelligent Transportation Systems (ITS) technology
* Used effective communication skills to provide info about obtaining EZ tags
* Hands on with tolling concepts like Collect toll money and tickets from motorists change as required stamps receipts, Sell toll tickets book: receives accounts for monies; assesses appropriate toll; records on counter.
* Perform testing and facilitate user-acceptance testing of new application systems and   
  technology.
* Developed and maintained Systematic Cycle Counting/Audit processes for assigned Inventory locations in the warehouse and different locations.
* Authored Business requirements, Use Case, Functional / Technical requirements, UI interface documentation. Updated existing documents after implementing COTS solution on their impact.
* Communicated demand-planning metrics/status/trends to cross-functional teams (marketing, finance, operations).
* Supported management of inbound and outbound inventory to ensure data accuracy, correct product classification, and account mapping in accordance to configuration standards and ownership
* Actively participated in enhancement meetings. Involved in the meeting with Business process owners, SME (subject matter experts) and Marketing Team for Requirements gathering in definition stage.
* Interacted extensively with the client and the management teams to understand the requirements and to report the status of the testing efforts on their applications.
* Led the Business Process Re-engineering and Fit Analysis, Change Leadership Development, Business Transformation, and modification of Supply Chain Applications activities.
* Extensive experiences in Salesforce functional implementation, Strong business knowledge in Salesforce automation, Opportunity management, lead management and customer portal functionalities and also administration, configuration, implementation, testing and support of Salesforce CRM applications leveraging Force.com platform.
* Directly involved in process improvement Plans and implementing business change.
* Involved in development of Time-based Workflow Rules, Validation Rules, and other customizations with Salesforce.com.
* Performed data validation, data correction, data duplication, and data administration.
* Provided recommendations and best practices to resolve data issues and applied those recommendations to data in Salesforce
* Identify GAP area and prepare GAP Analysis in order to complete Future state To-be.
* Involved in various meetings with business user and SME to define Business process.

**Tractor Supply Co, Brentwood, TN March 2014- Feb 2016**

**Business Analyst**

Tractor Supply Company (TSC) is a large retail chain of stores that offers a number of products for home improvement, agriculture, lawn and garden maintenance, and livestock, equine and pet care. It is a leading U.S. retailer in its market. I worked as a Technical Business Analyst on tractorsupply.com, an e-commerce web based application. The website and mobile web facilitates online shopping for various goods using a secure means of payment. The website also allows the customers to schedule the delivery of their orders. Likewise, I also worked on the Order Management System, inventory reservation system, and Warehouse Management System.

**Responsibilities:**

* Gathered requirements from user stories, BR and SR documents in a fast paced Agile Environment and in a test driven development.
* Partnered with ecommerce teams to perform and recommend improvements to site performance and prepare various ad hoc reports for multiple brands and analyze performance.
* Worked with the data architecture and data analyst team in designing the model and in creation of the data mapping documents
* Ensured parity between the functional groups through simple dialogue during scrum meetings.
* Extensive use of Rally tool for ranking backlogs, estimating size, and grooming items for planning and scheduling.
* Managed and documented requirements from project inception through release.
* Extensively used Excel to create weekly, ad-hoc reports for consumer IT usage analysis.
* Worked with brand management team to revise and standardized company’s digital asset with proprietary right such as product logo, imaginary and digital content conceptualization
* Expert in understanding the root cause of the defect and overall impact on validation cycle execution.
* Create and managed SharePoint Lists using SharePoint designer.
* Monitoring test preparation activities and environment readiness.
* Responsible for daily summary email and escalation of defect analysis.
* Supervise and document all interface requirements for functional department and analyze and recommend strategies to enhance projects and coordinate with digital marketing team from conceptualization to implementation
* Responsible for understanding the workings of organization-wide processes to improve and maintain them.
* Gathered analyzed, documented business and technical requirements from both formal and informal sessions and validate the needs of the business stakeholders.
* Documented process information using visual diagrams in the form of business process models (using the Business Process Management Notation or the Flowchart Notation).
* Identify risks and opportunities associated with design decisions to ensure alignment with project goals and/or strategic business plans.
* Conducted Business Process Alignment Workshops with the agencies as a team and were able to identify Gaps, Process Differences, Process Changes and Enhancements.
* Performed Data mapping on the extracted data, logical data modeling, created class diagrams and ER diagrams and used SQL queries to filter data.
* Performed Functional, Negative, Positive, Integration, Regression, End to End and User Acceptance Testing.
* Served as a Peer review member to verify, validate and modify necessary changes made considering technical and business aspects, in the deliverable documents and thereby uploading it on SharePoint. Consolidated individual Statistical Summary from the team deliverables, various reports, jobs, files and Inventory documents to present it in weekly status meetings.
* Lead requirements analysis and inspection, ensuring that requirement statements and business rules are complete, consistent, concise, comprehensible, traceable, feasible, unambiguous, and verifiable, and that they conform to standards.
* Facilitated various brainstorming, requirement gathering sessions, and provided training
* Managed requirements traceability information and tracked requirements status throughout the project. Also managed changes to baseline requirements through effective application of change control processes and change management tools.
* Provided highly complex analytical support through the analysis and interpretation of data in support of cross-functional business operations.

**Mediterranean Shipping Co., New York, NY May 2012- Dec 2013**

**Business System Analyst**

MSC upgraded its container management system to provide increased scalability and performance in addition to greater levels of information detail. I was involved in gathering information relating to tracking module through MSC bill of lading number which is a tracking system and it allowed customer to view the Estimate time arrival (ETA) depending on speed and distance. With the help of B/L digits, the customer could check the status of their delivery and the current position of their shipments. I was also responsible for updating information about detention/demurrage billing under import procedure. I was also responsible for testing the major functionality of the system.

**Responsibilities:**

* Actively Participated in daily scrum stand ups, sprint planning/grooming, tech reviews, story development, business meetings, sprint demos and sprint retrospectives in an Agile environment.
* Responsible for maintaining a focus on the user requirements and what the team needed to achieve in each sprint.
* Created user stories, use cases as well as acceptance criteria in supporting the implementation of each functionality in every sprint, planning the iterations and releases and testing the developed functionality.
* Partner with ecommerce teams to perform and recommend improvements to site performance and prepare various ad hoc reports for multiple brands and analyze performance.
* Utilized corporation developed Agile SDLC methodology.
* Conducted analysis of client business processes and functional or reporting requirements.
* Reviewed and analyzed the effectiveness and efficiency of existing systems and develop strategies for improving or further leveraging the application under test.
* Prepared and delivered solutions, recommendations, or alternatives that addressed existing and potential trouble areas in retail systems across the organization.
* Coordinated projects, activities and resolving issues with third party vendors to ensure that desired results are delivered as per the project schedule.
* Work with the data architecture and data analyst team in designing the model and in creation of the data mapping documents.
* Coordinated and verified successful completion of UAT for the program and provided end user training.
* Participated in meetings with Developers, Project Managers and Quality Analysts to discuss business requirements, test planning, resource utilization, and defect tracking.
* Analyzed Business Requirements and created Use Cases, Use Case Diagrams, for applications and created Activity Diagrams using MS Visio.
* Involved in projects from redesigning a B2B customer portal to reaching out to distributors and dealers as well as B2C direct sales needs.
* Drafted requirement based on Warehouse Management System integration to OMS.
* Coordinated with testers to write test cases for the functional requirements according to acceptance criteria.
* Created and maintains table driven business rules and other ERP application configuration settings.
* Worked with procurement department to work on order management.
* Proactively searched ways to enhance the Retail Divisions performance through enhanced information, system processes and business processes.
* Spearheaded and designed (with solutions providers and internal team members) a complete ERP/CRM.
* Evaluated and tested new or modified software functionality to verify that software functions according to user requirements and conform to establishment guidelines; includes the writing and executing of test plans, test cases, and test scripts.