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**Professional Summary:**

* Over **6** years of experience working as a **Business Systems Analyst/ Business Analyst** in diversified industries such as **Transportation, Banking, Healthcare, Insurance, Retail** etc.
* 6 years of experience working in various Software Development Life Cycle (**SDLC**), project life cycle such as **Waterfall, Rational Unified Process (RUP),** and **Agile Methodology in Scrum, Kanban**, and **Extreme Programming (XP).**
* Proficient in creating various documents starting from **Statement of Work (SOW), Project Charter to Business Requirements Document (BRD), Functional Requirements Document (FRD), Use Case Document.**
* Well Experienced with creating **Use Case Diagrams, Activity Diagrams, Swim Lane Diagrams, Process Flow Charts** in **MS Visio.**
* Facilitated **Joint Application Development (JAD)** Sessions involving Subject Matter Experts (**SME**), Business Users, and Technical People.
* Very well experienced in gathering Requirements through **JAD** sessions, one on one interviews, Brainstorming sessions and creating meeting minutes notes for Business Requirements Document.
* Experienced in conducting **GAP** Analysis between **As -Is and To-Be** state of the current system and created **GAP** document.
* Experience in conducting **SWOT Analysis, Risk Analysis, Root Cause Analysis** and Also performed **Key Performance Indicators** (**KPI**) metrics.
* Created and Owned **Requirements Traceability Matrix** (**RTM**) using Rational Requisite Pro for managing the requirements and tracing them.
* Created various **ad-hoc queries** for the team to pull the data from SQL database.
* Proficient in creating **Test Plan Document** including writing **Test case, test scenario and test conditions**.
* Excellent Knowledge in **MS Excel** –**Pivot tables**, graphs and MS Power Point.
* Extensive use of **BABOK** guidelines and practices.
* Ability to review and analyze existing accounting processes that have been coded **in excels macros**.
* Proficient with breaking down of epics into **User Stories** in **INVEST** format and handling the Requirements Churn. Efficiently performed prioritization and estimation techniques such as Planning Poker, T-shirt sizing, Moscow and Kano Analysis.
* Well versed in facilitating Sprint Ceremonies like **Sprint Planning, Daily Scrum, Story Grooming, Sprint, Review/Demo, Sprint Retrospective and PI planning.**
* Strong understanding on various Data warehousing Concepts like **Data mapping, ETL**, and other skills.
* Performed Data mapping from source to target using **SQL** and Informatica Power center.
* Excellent Understanding on Various Business Analysis Tools like **MS Visio, Rational Requisite Pro, Rational Rose, Clear Quest, Excel, MS Word, Ms project and Ms outlook.**
* Extensive understanding in Corporate Finance, **Investment Banking, Asset Management**, **Wealth** **Management**, Derivative products such as Options and Futures, Swaps and Swap options involving credit and interest rate and other OTC derivatives, Fixed Income, Trade Life Cycle, OMS ( Order Management Systems), Fix Protocol, **Mortgage**, Bonds, Section 508, Sarbanes Oxley Act (SOX), GAAP.
* Knowledge in **capital market**, bank loans, fixed income, asset management, derivatives, equity and real assets.
* Clear understanding on **loan originating System (LOS)** and syndicated loans, including closing and maintenance of loans as well as inter relationship with agent banks.
* Experienced in creating **wireframes**, **mock** **ups** using **balsamiq**, **Ms Visio**.
* Experience in conducting **User Acceptance Testing (UAT)** with business users to make sure that the requirements are met and tested.
* Actively participated in the performance testing, UAT transition, retested UAT defects and updated comments in JIRA
* Clear understanding on API, XML and .net framework including MVC, ASP.NET and SOA architecture.
* Sound Knowledge on various **Health Insurance Plans (Medicare Part A, B, C, D), managed care concepts (Medicaid and Medicare**) and experienced in determining the membership eligibility, billing experience within life and disability health plans.
* Thorough knowledge on **HIPPA, HL7, EDI** transactions **837, 835,277, 270,271** (both inbound and outbound) transactions, and **ICD 9, ICD 10** and strong knowledge on **Medicaid Management Information System (MMIS).**
* Excellent Communication skills with easily adaptive nature and strong team player and very detail oriented business analyst.

**Education:**

Master of Science in Technology, Pittsburg State University, Kansas

Bachelor of Technology in Engineering – Electronics and Instrumentation, JNTU, India

**Certification:**

Scrum Master Accredited Certification (SMAC) - 2017

**Technical Overview:**

**Work Experience:**

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| **Requirement Management Tools** | Team Foundation Server (TFS), Agile JIRA, Rally, Confluence, Version One |
| **Modeling Tools** | MS Visio (BPMN Standards), Enterprise Architect, Rational Rose |
| **Databases** | MS SQL Server, MYSQL, MS Access, Oracle DB2, PL SQL |
| **Languages** | HTML, XML, C#, JAVA/J2EE, .Net Framework |
| **Reporting Tools** | SQL server reports(SSRS),Crystal Reports, OBIEE, Business objects, Informatica |
| **Testing** | HPQC, Clear Quest, Selenium, Cucumber, Jenkins, Jasmine, Feature file |
| **Tools/Misc** | MS Word, MS Excel, MS Power point, MS Project, MS Share point, Salesforce, TDD, BDD, Ms Access, Gherkins |

**Idaho Department of Transportation, Boise, Idaho August 2016 – Present**

**Role: Business Process Analyst**

**Responsibilities:**

* Worked as a Business Analyst on the modernization project of their **DMV** legacy system.
* Acted as a primary liaison between business team and development team.
* Facilitated **Joint Application Development (JAD)** session by involving business stakeholders, product owner, sr. developer and Tester.
* Gathered Requirements in the **JAD** session and brainstorming sessions and created a requirements document.
* Based on the Requirements document, I assisted product owner in prioritizing the high level business requirements.
* Created user stories in **Team Foundation Server (TFS)** and also assisted product owner in creating epics.
* Wrote **Acceptance criteria** for all the user stories.
* Created various **use case diagrams** and use case template for various requirements for better understanding of the requirement.
* Created business process model using **Business Process Modeling Notation (BPMN)** in MS Visio.
* Created various **use case diagrams, activity diagrams, swim lane diagrams, process flow charts** using **MS** **Visio**.
* Created ER diagrams outlining the data flow in to the datawarehouse and integrating Cognos reporting to it.
* Participated and Assisted Scrum Master, Product owner in **PI (Program Increment)** **Planning** session.
* Acted as a Scrum Master in conducting Daily Stand up Meeting with the project team members.
* Worked on writing use cases for placard online shopping and assisted developers in making them understand the functionality of the system.
* Created **ad-hoc queries** to pull the data from the reports using **SQL** database.
* Defined the report layout and created, parameterized and drill through reports using SSRS
* Created **Requirements Traceability Matrix (RTM)** to make sure that all requirements are met and tested.
* Lead Business Intelligence reports development efforts by working closely with Teradata and ETL teams.
* Clear Understanding on **AAMVA, SSOLV, SAVE, PDPS** and **CDLIS/SPEXS** and used them while gathering requirements for Drivers Issuance.
* Assisted QA team in writing test plan document with **Test plan, Test cases and test scenarios**.
* Assisted Scrum Master in **Sprint Planning, Story grooming, Sprint Retrospective, and Sprint Review** sessions.
* Assisted Scrum Master in preparing sprint burn down charts for sprint session.
* Assisted with **UAT** (User Acceptance Testing), developing and maintaining quality procedures, and ensuring that appropriate documentation is in place
* Also assisted Developers in Demo session by checking the projector and doing the demo session before the business users.
* Worked closely with **UAT** Lead to validate and provide signoff on the test cases that had been created in co-ordination.

**Environment:** Team Foundation Server (TFS), Agile, Scrum, Sprint, UAT, RTM, Placard, DMV, Program Increment, MS Word, MS Excel, SQL, ad-hoc queries

**Levis, SFO, CA March 2015 – July 2016**

**Role: Business Systems Analyst**

**Responsibilities:**

* Worked as a Business Analyst dealing with all point of sale and supporting business environment **point of sale (point of sale)** application.
* Acted as a liaison between business team and development team in **Agile-Scrum** Environment throughout the project life cycle.
* Conducted Requirement analysis like **GAP** analysis, evaluating **AS-IS & TO-BE** state of the system and resolved gaps between business processes.
* Facilitated interview sessions, Brainstorming, **JAD** sessions with subject matter experts (SME’s) and stake holders for requirements elicitation and converting them into Business requirements and Functional requirements by assisting them communicate their perspectives, resolution of issues & reaching consensual agreements.
* Clear Understanding of Product Life Cycle Management (PLM) and worked with product release team and understood the product information management (PIM).
* Understanding the existing **POS** system and gathering customization requirement
* Gathered and Documented Business Requirement Document (**BRD**) and Functional Requirements Document (**FRD**) reviewed and sign off by SME’s.
* Created Business Flow Diagram for designing the Test cases for Point of sale (**POS**) systems.
* Developed **Requirement Traceability Matrix** to record the relationship of the requirements to the design, development, testing and releasing of the software.
* Business Process Modeling of user requirements in different levels, high, mid and low detailed level following **BPMN (Business Process Modeling Notation)** format.
* Assisting business users in defining UAT test cases and plans; Established and maintained test cases and test data in Quality Center
* Conduct testing on modified specifications with regard to point of sale (**POS**) check verification and PIN Pad requirements with signature capture.
* Created scenarios for User Acceptance Testing and conducted **UAT**.
* Developed several reports in **Business Objects X1R2**, **Crystal Reports, Oracle Reports** for the users and management for effective decision making.
* Created documentation for Verification of transactions at POS. **End to End testing** of daily operations at which involve store opening and closing procedure testing, etc.
* Interacted with the developers to resolve the technical and implementing issues.
* Assisted technical team to develop **Test Plan.**
* Involved in loading data from **oracle** and **SQL** Server and performing maintenance on the database servers for optimum performance that helped the firm with better customer service to the users.
* Performed Functional, GUI, **Regression**, System Integration, User Acceptance, Configuration and content testing of various POS functions: Sales Transaction Set including Purchases, Purchases with Cash, Check Authorizations, Merchandise Returns, etc.
* Conducted performance testing to ensure system reliability and scalability.
* Created **UAT** Project Plans, deliverables dates, test plans as well as hosted   
  defect status calls during UAT.
* Worked with testers in testing individual test modules of the application.
* Documented **UAT** test scenarios, test cases, test results and log defects in   
  Quality Center and ALM.
* Knowledge and experience with **Business Intelligence, MS Power BI** and Tableau
* Created various documentations including **Project Charter, Scope Document, Requirements document, test document, data quality mapping document** and also worked with training materials.

**Environment:** Point of Sale (POS), GAP, Business Requirement Document (BRD), Functional Requirement Document (FRD), UAT, Test cases, Test plan, Test Scenario, Requirements Traceability Matrix (RTM), Regression testing, Project Charter, Scope Document.

**BB&T, Raleigh, NC June 2014 - February 2015**

**Role: Business Systems Analyst**

**Responsibilities:**

* Worked as a business analyst for banking application and acted as a liaison between business and development team.
* Created **GAP analysis and Root Cause Analysis** to understand the shortcomings of the existing systems and in the identification of business rules, business system process flows, creating **AS-IS/TO BE model.**
* Assisted project manager in conducting **Cost-benefit analysis**, **ROI analysis** and **Risk analysis**.
* Worked closely with key business, trading, compliance, supervisory, and operations stakeholders to obtain comprehensive business requirements for active projects and tasks.
* Conducted **JAD sessions** (with all the business owners, Project stakeholders including Tech Leads and SME’s), direct **interview sessions**, **Surveys/Questionnaires** to gather business requirements.
* Gathered, analyzed, documented high level business requirements and produced corresponding technical requirement artifacts such as **Business Requirement Documents** (BRD), **System Requirement Specification** (SRS).
* Assisted the project manager in determining the goals and the **Work Breakdown Structure (WBS)** of the project.
* Have a thorough knowledge of the investment banking/wealth management business, finance domain and enhance the same.
* Used **MS Visio** to create **Use case diagrams, Activity diagrams** and **Sequence diagrams** as well as designed **Mock-ups and wireframes** using **mock up screens** to get feedback from **UI/UX** team about the web form designed.
* Was responsible for identifying and documenting business rules and creating detailed diagrams including **Business Flow diagram, Creating process models** and **Data flow diagrams.**
* Assisted the Product Owner in prioritizing the **Product Backlog Items** and created **User Stories** from **EPICS** using the **INVEST (Independent, Negotiable, Valuable, Estimable, Small, Testable)** format.
* Facilitated **Sprint ceremonies** (**Sprint Planning, Daily Scrum, Sprint Review, Sprint Retrospective and Backlog Grooming**) for each sprint in Agile Scrum Methodology as Scrum Master.
* Created and maintained the Sprint **Burndown chart and Release Burndown chart** to know the progress of sprint.
* Resolved the **external/internal impediments** to shield the **SCRUM Development team**.
* Managed and tracked requirements using **HP ALM** through Application Life-Cycle.
* Assisted the developers in performing **unit testing** by writing down **test cases, test plans, test scenarios** and mapping them with the requirements to meet the expectations.
* Assisted in **Data modeling**, D**ata** **Staging** and **Data Integration** process**.** Helped in performing **ETL** from current **OLTP** to the target **data** **warehouse**.
* Utilized **SQL** to query tables in retrieving sample data from mortgage customer profiles stored in the system.
* Knowledge on custody and capital market, Bank Loans and DWH skills
* Generated ad hoc SQL queries using **joins and DB2 tables** and transformation rules to fetch data from the SQL Server database
* Assisted with the data analyst in performing **Data Mining** to find correlation and pattern and trends in the existing historical data by using **Classification, Regression** and **Clustering** applications of mining.
* Created JIRA workflows (with conditions, validators, and post functions), screen schemes, permission schemes, and notification schemes
* Was involved in using **Informatica Power center Designer** for the mapping data from the source database to the target database.
* Constructed **Requirements Traceability Matrix** to determine the source of the requirement, ensure all requirements are met and locate affected system components when there is a requirements change. Maintained the traceability matrix until business requirements were signed off.

**Environment:** Requirements Traceability Matrix, JAD, Data mapping, Banking, Sprint, Agile Scrum, INVEST, BRD, FRD, SQL, Ad-hoc queries, Testing, Documentation

**IMS Health, Pune, India January 2013 – May 2014**

**Business Process Analyst**

**Responsibilities:**

* Worked as liaison between business team and development team for transforming requirements into user stories and converting them into features.
* Gathered and documented requirements in the form of backlogs using JIRA
* Conducted extensive Requirements Analysis like **GAP** Analysis, evaluating **AS-IS & TO-BE** state of the system and resolved gaps between the business processes.
* Facilitated Interviews, Brainstorming, **JAD** sessions, Face-to-Face & conference meetings with SMEs & stakeholders to elicit requirements and converting them into user stories by assisting them communicate their perspectives, resolution of issues & reaching consensual agreements.
* Participated in designing and developing business specifications for **HIPAA** Compliance for different **HIPAA** Transactions.
* Designed **UML** Diagrams such as Activity diagrams, Use Case Diagrams, Process Flow Diagrams, Sequential diagrams, State Diagrams, Swim Lane Charts using MS Visio for better visualization of the agile development team.
* Conducted requirement gathering sessions for **MMIS Mainframe Claim processing** screens.
* Business Process Modeling of user requirements in different levels, high, mid and low detailed level following **BPMN** (Business Process Modeling Notation) format.
* Completed system documentation, researched system requirements, participated in system testing and verification for **HIPAA** implementation.
* Worked in collaboration with CRM Manager to develop CRM system enhancements via deployment of additional system modules/features or reporting.
* Assisted Scrum Master in various Scrum sessions like sprint planning, story grooming, story boarding, sprint demo, sprint retro etc.
* Prepared wireframes and prototypes of the features using Visio to help the technical team to understand requirements.
* Experience in healthcare applications like FACETS data model and FACETS online claim processing.
* Assisted Scrum master in developing the Task Sheet and **Burn down Charts**
* Developed Schemas of **EDI x12 Claims** (837) and Eligibility forms in **XML**.
* Actively involved in designing **EDI** transactions using the new **HIPAA 5010** version and **ICD -10** codes and analyzing **HIPAA** compliance and EDI transactions.
* Utilized SQL to extract various patient data from claims, EMR for analysis and understanding of data.
* Worked with testing team on Business Specific Case Management to make sure the business requirements are met in the Agile development environment.
* Uploading the documents to the project **SharePoint** site for maintaining records, for future changes and for easy traceability for the team members.
* Performed small enhancements like data cleansing/data quality and changed the internal schema for performance in the existing data warehouse.
* Created various documentations including **Project Charter, Scope Document, Requirements document, test document, data quality mapping document in** Share point and also worked with training materials.
* Analyzed legacy system documentation, file and record formats, system flow charts and other   
  information to develop a comprehensive depiction of the existing environment as it relates to **HIPAA** rulings
* Communicated with CRM and .NET developers about the functional requirements.
* Involved in defining the source to target data mappings, business rules and data definitions.
* Worked with Scrum QA team to go over the various test cases and test scenarios for different type’s user scenarios and Business Rules.
* Responsible for maintaining traceability matrix to ensure all requirements are met and tested.

**Environment:** Joint Application Development, GAP Analysis, Project Charter, Scope document, Requirements document, Share point, HIPAA, Agile Scrum, BPMN,XML, .NET framework, EDI transactions, Burn down charts

**State Farm Insurance, Hyderabad, India June 2011 – December 2012**

**Business Process Analyst**

**Responsibilities:**

* Interfaced between Business Users and the different teams involved in the application development for better understanding of the business and IT processes.
* Conducted **JAD** sessions for requirement gathering, and analysis.
* Conducted **GAP** Analysis and formulated the **TO-BE** features based on the business requirements.
* Responsible for the delivery of Business Requirements Documents (**BRD**) and Functional Requirements Documents (**FRD**).
* Managed the Life Claims related business requirements into solution requirements for modernizing the Life Health Claims system for a large rollout as part of the Integrated Customer Platform enterprise wide initiative.
* Extensively worked on **P&C Insurance** Commercial Insurance (Farm and Ranch, General Liability, Commercial Auto & Property) and Personal Insurance (Homeowner, & Auto Policy Admin System including Rating) project.
* Actively Lead Project Management role in creating project charter, project schedule, staffing plan, risk assessment.
* Worked and delivered BA deliverables such as Requirement Inventory package, Testing acceptance criteria, and Traceability matrices.
* Fixed defects, conducted user acceptance testing for all projects in Life Tax, Life Claims, Life Customer communications teams.
* Analyzed system requirements and created **Use Case Diagrams, Activity Diagrams** using Rational Rose.
* Responsible for continuous process improvement and for identifying and maintaining a clear and measurable Development Process that is deployable throughout the enterprise.
* Created scenarios for **User** **Acceptance Testing** and conducted **UAT**.
* Involved in documenting defects and responding to IT in defect clarifications and resolution.
* Designed and implemented test scenarios for the application.
* Extensively used SQL scripts/queries for data verification and validation.
* Gathered user requirements and directed developers for practical deliverables.
* Worked with the full SDLC, elicit, analyze and define requirements.
* Conducted **JAD** sessions with the clients to identify the requirements.
* Worked with the software architects / developers to ensure that the applications conform to customer requirements.
* Used Rational Unified Process (**RUP**) for streamlining the team’s development activities.
* Followed the UML based methods using Rational Rose to create: Use Cases, Activity Diagrams/State Chart Diagrams, Sequence Diagrams, and Collaboration Diagrams.
* Participated Testing and Evaluation of projects at established integration points to assess progress and identify key functionality issues.
* Tracked UAT issues/bugs and prepared reports.

**Environment:** JAD, UAT, SDLC, RUP, SQL, Use Case Diagrams, Property and Casual Insurance, GAP Analysis, Documentation, Activity Diagrams, MS Visio.