**PROFESSIONAL SUMMARY**

* Over 11 years of IT experience as a Technical **Business Analyst** and **Scrum Master** with Expertise in Retail, Finance, healthcare, Insurance, legal and Automobile industry.
* Comprehensive knowledge of **Software Development Life Cycle (SDLC)** including Requirements, Analysis/Design, Development, and Testing.
* Expertise in **waterfall** and **Agile-Scrum Methodologies as Business analyst and Scrum Master.**
* Knowledge on other **Agile methodologies** like Kanban , Extreme Programming (XP),Crystal, Dynamic Systems Development Method (DSDM), Lean Development, and Feature-Driven Development (FDD).
* Knowledge of **Web Portal, DSS,** and **System documentation.**
* Expertise in **Requirements gathering** by conducting **Joint Application Development (JAD)** sessions and **Interviews** with end users and translating those requirements to Functional/System requirement specification documents.
* Extensive design experiences in **UML**, using **MS Visio** focusing on Use Case diagrams.
* Proficient in creating UML Diagrams including **User Stories, Product Backlogs**, **Use Cases Diagrams,** using **Rational Rose** and **MS Visio**.
* Experience in Testing and defining **Test Cases**, creating **Test Scripts**, analyzing bugs, interacting with QA / dev teams in fixing errors and **User Acceptance Testing (UAT).**
* Hands on experience working with agile tools **JIRA** and **RALLY.**
* Strong Project Management and change management experience.
* Experience writing **SQL queries** and optimizing SQL queries.
* Good conceptual understanding of **Data Warehousing.** Proven experience in complete project life cycle - Design, Development, Maintenance and Documentation of Enterprise Data Warehouse, Data Marts, and Operational Data Stores(ODS)
* Experience in black box, regression, integration, User Acceptance testing (UAT), load and performance testing, 2D to 3D image conversion tools for cross-browsers, multi-platform, multi-operating system environment.
* Proficient with web technologies viz HTML, XML, Web Services, SOA, Ektron and Alfresco.

**PROFESSIONAL SUMMARY**

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| **Operating Systems** | Windows XP, Win7 (32/64bit), UNIX |
| **Agile tools** | Rally Dev, JIRA Agile, TFS, Confluence |
| **UML Tools** | MS Visio, Rational Rose |
| **Test Management Tools** | HP Quality Center, Mercury Test Director, ALM, Jira, Caliber RM, Postman Script |
| **Databases** | Oracle, SQL Server, My SQL, Access, Toad, DB2 |
| **Web development** | XML, HTML, Mule Soft, .Net, JavaScript, Drupal, Ektron, Share Point |
| **Applications** | IBM Info Sphere MDM-RDM, Iguana HL7 Interface Engine, IBM Lotus Note ,VMware |
| **BI** | SSRS, SSAS, Tableau, Congas |

**PROFESSIONAL EXPERIENCE**

**McDonald's Corporation – Oak Brook, IL –Business Technical Analyst Oct 2017 – Present**

**Project:** McDonald's is the world's leading global foodservice retailer with over 36,000 locations in over 100 countries. Working on the enhancement of the McDonald’s mobile application. This project is an initiative to improve the existing mobile app based on an independent assessment of GMA capabilities and analysis with regards to emerging trends in Mobile applications, micro services, domains and Layered Middleware. The goal is to provide channel/market agnostic granular, secure, scalable, lightweight, configurable APIs and SDK for IOS and Android. The scope for configuration, QA, deployment, hyper care support phases is limited to include only mobile channel for USA market.

**Responsibilities**

* Engaged in project planning, controlling and writing technical documentation
* Part of all the sprint rituals such as daily stand-up calls, requirements gathering meetings, sprint planning sessions, story grooming sessions, sprint demos, mid-sprint reviews and sprint retrospective meetings.
* Works closely with functional teams and business users gathering and defining user requirements, validate requirements, did proof of concept, documented and delivered functional requirements.
* Documented all the design documents in confluence.
* Translated and simplified requirements for review by both business and technical teams.
* Modeled Use Cases, Flowcharts, Activity, Sequence and other related diagrams in MS Visio
* Critically analyzed, negotiated and actively contributed to decisions on requirements.
* Partnered with subject matter experts to work on enhancements and change requests for End-to-End technology solution.
* CREATE, MAINTAIN, PRIORITIZE and SEQUENCE the Product Backlog as indicated by the Customer/ stakeholder needs, in coordination Project Manager.
* Expertise in using Jira & Confluence, writing requirements, tracking errors and bug reporting. Identifying & determining solutions to business problems for complex business and software projects.
* Expertise in using Agile tool Jira for creating user stories and maintaining them with well-groomed descriptions.
* Maintain sprint backlog in coordination Project Manager.
* Analyze, plan, create and allocate user stories to the team members and acclimate them with the requirements during Team Sizing and Sprint Planning meetings
* Maintain a well-groomed product backlog prior the sprint planning meetings.
* Overhauled the implementation of two-week sprint within the team
* Liaise with stakeholders, developers, and testers regarding Requirements.
* Create Prototypes for stakeholders to get the look and feel of the Reports or the widgets on the Portal.
* Performed API Testing using postman script.
* Provided support during testing like user testing. Worked with all facets of User Acceptance Test.
* Perform Smoke Testing with QA Team after Deployments are completed
* Author Stakeholders Release Notes by the end of every sprint. Create documents for Hot-fix after the release
* Day-to-day activities might include individual or team assignments related but not limited to documentation, requirements review, design reviews, unit testing, system testing, defect review, data set up, installation results analysis, troubleshooting, and cross-functional team collaboration.

**Environment:** Agile, Java, MS Visio, Jira, Mule Soft, API , Confluence, Postman Script, RAML, Offshore/Onshore teams, Microsoft Office (MS Excel, MS Power point, MS word).

**Fidelity Investments - Boston, MA – Sr. Business Analyst – Scrum Master Aug 2014 –Sept 2017**

**Project1: Wealth Management** Working on web based wealth management tool, which provides the client to monitor their investments, stay informed on the financial markets by providing research on the investments and plans, and explore potential investment planning strategies. Also process 1099 tax forms for the client for their holdings and the same will be available for the client to download from turbo tax. Also provides the holdings information in Quicken, money management tool that helps the client to know their market value of investment and provides how the client is financially doing and what to do to strengthen their financial position. It also provides the comprehensive accounting formation, easy account statements, convenient cash management (like bill pay,etc), online trading etc.

**Project 2: NICE Actimize – AML Solution**

The scope of the project was to implement AML solution to prevent acts of Money Laundering by Identifying Customers, Transaction Patterns and Fraud Risk by creating a Real Time Risk Assessment system for the Bank.

**Responsibilities**

* **Gathered requirements** through a series of **interview sessions** and **group meetings** with the identified users and developers to design, build and release the Wealth management portal.
* Conducted **Joint Application Development (JAD)** sessions with stakeholders throughout the Project to resolve open issues.
* Conducted Demos and walkthroughs for Confirming Business requirements for the graphical User Interface built.
* Designed User Interface Documents using MS Visio.
* Conducted sprint rituals such as daily stand-up calls, requirements gathering meetings, sprint **planning sessions**, **story grooming sessions**, sprint **demos,** mid-sprint reviews and sprint retrospective meetings.
* Coordinated and participated in estimation meetings to provide high-level estimates (Story Points) for backlog items.
* Removed team impediments on a daily basis to allow the team to deliver the sprint goals and deliverables.
* Developed **EPIC’s** from the Themes and Documented the Product Backlog for the release.
* Presented and Detailed Product Backlog Items to the Scrum Team in the Sprint Planning Sessions and assisted them in arriving at the Story Points for the User Stories.
* Analyzing the sprint with current flow with Product Owners.
* Prepared chart and report on current scrum status.
* Helped with Coordinating, supporting and implementing data acquisition related activities also develop current state business process models for account transitions from the current system to AML system
* NICE Actimize system knowledge with strong knowledge on data acquisition, sourcing and integration
* Documented all the sources of customer Data and created mapping documents.
* Validated the Customer records to ensure Data Quality and correctness.
* Validated Customer Records using **IBM Inspector** in the process of identifying the Golden Record of Customer.
* Used **JIRA** for requirement tracking, issues and management.
* Created and Managed the **Release Planning Documents** in the **JIRA Agile** and **Share Point** Repository.
* Worked with **SQL** queries for data manipulations.
* Developed the Task Sheet and **Burn down Charts**.
* Facilitated Demos of the software output of each Sprint and assisted Business in making Decisions on the release during the **Sprint Review Meetings.**
* Conducted Analytics and Assessments to derive the **Team Velocity** based on the various Sprint Outputs.
* Provided support during **testing** like user testing , system testing and Worked with all facets of **User Acceptance Test**: UAT scheduling, walkthrough sessions, UAT test plan and cases, creating data set, user manual, rollout plan, release note, smoke test etc.

**Environment:** Agile, Quality Center /ALM, SQL, MS Visio, Jira, Share Point, IBM Inspector, AML, Nice Actimize, and Offshore/Onshore teams, Microsoft Office (MS Excel, MS Power point, MS word).

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| **New York City Health and Hospitals– Sr. Scrum BA** | **July2012–May 2014** |

NYC Hospitals is a renowned health care provider and insurer with a comprehensive network of Hospitals and other health care facilities. They provide services through a network of 80 hospitals and over 200 outpatient centers. Tenet also provides insurance services to more than 1.8 million members through Insurance Services Division constituted by 6 Health Plans.

**Project1: Enterprise DWH**

The project is to develop an Enterprise DWH meant for managing all the patient data from all the hospital networks of the corporation and also to have single source of truth for the Decision Support System. The Oracle based Data warehouse was layered with four essential layers of structures viz; Normalized tables, Domain Data Structures, User Layer and Report Layer. The DSS is supported by Oracle Discoverer. The data was received from Emdeon EMR systems from individual networks and aggregated in the DWH for reporting.

**Project 2: Enterprise Patient Index**

The Project involved arriving at a unique identifier for each patient across all the hospitals and outpatient care units of the corporation. This will provide ease of Federal and State Reporting, Internal Audit and Report management and also improve patient care.

**Responsibilities:**

* Analyzed Business Requirements and segregated them into high and low-level Use Cases and Activity Diagrams using MS Visio.
* Performed GAP analysis involving the current state and proposed state.
* Worked closely with other BAs and ETL Leads/Managers and was responsible to perform detailed data requirements analysis and create design specifications and operational documentation.
* Provided the ETL team with the Data mapping document and assisted them to create the mappings.
* Worked closely with the architects, database administrators and technical team during Data Mapping and Data Integration
* Analyzed and presented the Business with information on data anomalies, issues, input errors, field value ranges, data patterns, referential integrity and the level of record incompleteness that is in the source systems.
* Prepared Business Process Models that includes modeling of all the activities of the business from the conceptual to procedural level. Followed top down, leveled technique for building Business Process Models.
* Wrote clear, concise detailed system requirements specification (SRS) documents and user documentation.
* Organized meetings with the SMEs and Data Owners to walk through the findings and determine the cleansing process.
* Developed the Epics and Themes for the Scrum Project.
* Assisted the Scrum Master in Creating and Managing the Release Planning Documents in the JIRA Agile and Share Point Repository.
* Devised and prioritized the Product Backlog by conducting requirement churning sessions with various Business / Product Teams.
* Used AGILE - Scrum methodology and worked in short SPRINTS to achieve goals.
* Mentored various teams on SCRUM methodology and helped the company transformation in to an Agile Development Shoppe.
* Participated in Scrums & Scrum of Scrums and discussed the open issues and statues.
* Participated in Agile Planning Sessions and assumed the Product Owner role for the agile initiative.
* Created and explained the User Stories to the Scrum Team and helped them design the Tasks.
* Designed acceptance criteria for validating the output of each Sprint.
* Reviewed Team Velocity on a frequent basis and advised Scrum Master at various stages.
* Participated in Sprint Planning and Sprint review meetings for Finalizing the Sprint Backlogs and Verifying the sprint outputs respectively.
* Participated in Business Demonstrations and Decisions for the Release of the Sprint Output to Production.
* Developed User acceptance testing (UAT) strategy, UAT Plan and facilitated UAT.
* Analyzed test results and submitted the bugs using Bug Tracking Tool Quality Centre (QC) & Team Foundation Server (TFS).
* Responsible for Data Manipulation and Data Validation using SQL queries in a MS SQL Server 2008 environment.
* Executed SQL queries on relational databases to create daily reports.

**Environment:** Utilized Agile/Scrum, ETL, TFS, Jira, Visio, Windows XP, Windows 7, Oracle SQL, ALM QC, Developer, Microsoft Office (MS Excel , MS Power point, MS word, MS outlook ),Share Point, DB2.

**General Motors – On Star, Atlanta, GA – Scrum Analyst Oct 2009 – Jun 2012**

**Project 1: On Star Remote Link Project**

The Project involved design and development of On Star Enhancement requests for the On Star Website.

**Project 2: On Star Remote Link App**

The Project involved design and development of On Star Remote Link App for IOS, Android, Blackberry and Windows Devices.

**Responsibilities:**

* Developed **EPIC’s** from the **Themes** and Documented the **Product Backlog** for the release.
* Developed Activity Diagrams, Use Case Diagrams, and Workflow Diagrams using Microsoft Visio.
* Produced Visuals for the application using **Azure tool** and created Use Cases, State diagrams, Sequence Diagrams and Activity Diagrams.
* Presented and Detailed Product Backlog Items to the Scrum Team in the **Sprint Planning Sessions** and assisted them in arriving at the **Story Points** for the **User Stories.**
* Reviewed **user Stories** and **Acceptance Criteria** with **the team**
* Lead sprint planning meetings – resource capacity planning, manage user stories and tasks in **Rally**
* Created and Managed the **Release Planning Documents** in the **Version One** and **Documentum** Repository.
* Developed the Task Sheet and **Burn down Charts**.
* Facilitated Demos of the software output of each Sprint and assisted Business in making Decisions on the release during the **Sprint Review Meetings.**
* Conducted **requirements Churns** between Sprints to update the product backlog.
* Conducted Analytics and Assessments to derive the **Team Velocity** based on the various Sprint Outputs.
* Created UI mock ups and Po C’s for the Public facing user interface and the adverse event Reporting form.
* Maintained proper communication with the Scrum Teams ensuring that the Done Criteria and requirements were addressed appropriately.
* Responsible for the overall execution within the **Change Management** process as well as review and decision (approval or denial) of any production Request for Change.
* Maintain oversight and tracking of all change requests and ensure that all required documentation and approvals are completed prior to a giving final approval for implementation to a controlled environment.

**Environment:** Utilized Agile/Scrum, JIRA, MS Visio, Version One, Windows XP, Windows 7, Rally, Azure Tool, Control M, Microsoft Office (MS Excel , MS Power point, MS word, MS outlook )

**Client: AXA Equitable - Business analyst May 2006– Sep 2009**

The Investment Management Information System (IMIS), an Oracle-based Data warehouse system with a front-end reporting tool OBIEE for investment reconciliation, reporting and analysis of a number of different assets (mortgages, real estate, agriculture, policy loans, fixed maturities, etc.). The main goal of this project is to consolidate all assets into a single system for accounting and reporting which is easy to load and reconcile, contains all asset detail at the same level, and will serve as the source for accurate and flexible reporting for all users within the Investment Accounting Group.

**Responsibilities:**

* Documented Business Workflow for reports.
* Worked closely with the architects, database administrators and technical team during Data Mapping Data Integration, Data Flow & Structure Modeling.
* Involved with Analysis of reference data from Accounting Systems and Investment Accounting Groups and performed structured analysis.
* Worked with the core team to gather business requirements from multiple stakeholders, Business Teams and management groups - and reconciled conflicts by conducting Joint Application Development (JAD) sessions based on the project scope.
* Created Functional Specifications Document and designed high and low level Use Cases and Process / Activity Diagrams using MS Visio.
* Performed GAP analysis and Impact Analysis involving the current state and proposed state.
* Worked Closely with Application Architects and Business teams to converge on requirements for the Enterprise Consumer Matching Web Services.
* Worked closely with Data Architects and ETL Leads/Managers and was responsible to perform detailed data requirements analysis and create design specifications and operational documentation.
* Provided the ETL team with the Data mapping document and assisted them to create the mappings.
* Worked closely with the architects, database administrators and technical team during Data Mapping, Data Integration, Data Flow & Structure Modeling.
* Involved in data modeling and building fact and dimension tables.
* Analyzed and presented the Business with information on data anomalies, issues, input errors, field value ranges, data patterns, referential integrity gaps and the level of record incompleteness that is in the source systems.
* Organized meetings with the SMEs and Data Owners to walk through the findings and determine the cleansing process.
* Participated in various sessions with Business to understand the business rules and to come up with naming conventions to standardize the data.
* Played a key role in the user acceptance testing (UAT), and implementation of system.
* Involved with the testing team in Hardware Platform Manual Testing, Troubleshot and expeditious resolution of network/test environment issues.
* Analyzed the existing reports of the reporting system in the database. Checked the consistency of the data after ETL process using SQL queries.

**Environment:** Utilized Agile/Scrum, Microsoft Office, ETL, DB2, SQL Server DTS, OBIEE, Data Stage, MS Visio, Version One, Windows XP, Windows 7 and Oracle SQL Developer.

**EDUCATION**

* Bachelor’s in Computer Science and Engineering –Jawaharlal Nehru Technological University Hyderabad, India
* Scrum Study Certified Scrum Master – 2010