# CAREER SUMMARY

* A result oriented professional with 7 plus years of diversified experience. Strong knowledge in Software Development Life Cycle (SDLC). Experienced in full life cycle of system development like Agile (Scrum), Waterfall, and RUP
* Conducted requirement analysis using techniques such as Business Process Automation, Business Process Improvement, and Business Process Re-engineering.
* Conducted Joint Application Development (JAD) sessions and interviewed Subject Matter Experts (SMEs), asking detailed functionality aspects of business process and carefully updating the information to the requirements in an easy and understandable format.
* Written requirement in compliance with Pharmaceuticals Policy, which were written to comply with the rules and regulations of FDA 21 CFR Part 11 and Annex 11.
* Familiar with GAMP standards for validations of automated systerms.
* Experience working with GxP stands Good X Practice (FDA compliance; X can mean: Clinical, Laboratory, Manufacturing, Pharmaceutical, etc.)
* Experience of ITIL implementation, Delivering IT Services Management (ITSM) solutions based on ITIL best practices that focus on the people, process, technology and information perspectives of providing integrated organization wide business solutions within the IT infrastructure.
* Understanding of all aspects of ITSM best practices and methods from analysis, through architecture and design, to planning, implementation, and support. With expertise in technical project planning and implementation, utilizing strong customer service attitude, exceptional organizational ability and communication skills to deliver solutions on time and within budget.
* Knowledge of industry standards governing clinical trials such as CDISC, SDTM and HL7. Knowledge of lab methodology and set lab standards.
* Expertise in translating user requirements into System Specifications, mapping process design, and work flows for SDLC while documenting and managing business requirements.

# TECHNICAL SKILLS

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| **CATEGORY** | **DESCRIPTION** |
| **Operating Systems** | Windows, Unix |
| **Application Software** | MS Office suite, Rational Suite, MS Project |
| **Databases** | SQL Server, Oracle, MS Access, DB2 |
| **Web Technologies** | HTML, XML, XSLT, web services, SOAP, SOA, HTML, .NET |
| **Methodologies** | RUP, OOAD, UML & Business/Data Modeling, ER modeling |
| **Requirements Management Tools** | Requisite Pro, MS Visio |
| **Testing Tools** | Microsoft Test Manager(MTM), Team Foundation Server(TFS), HP ALM/ Quality Center, Quick Test Pro |
| **Process Modeling** | MS Visio, Rational Rose |
| **Programming Languages** | Java, J2EE, SQL, ASP.NET, UML, Visual Basic, C, C++ |
| **Documents & Processes** | Tableau, SRS, Use Cases, UML diagrams, FRS, UAT, Test plans & cases, Business Process Modeling, Project Planning & tracking |

**PROFESSIONAL EXPERIENCE**

**Procter & Gamble, Cincinnati, OH July 2016 to May 2018**

**IT QA Analyst****/Business Analyst**

P&G is made of many individual brands, each serving customers in different ways—but all with a focus on making peoples’ lives a little easier. I was Involved in user requirement specification, Point-of-Care manufactures diagnostic products for blood analysis to provide health care professionals diagnostics information at the point of patient care. I was working as a IT QA/Business Analyst for Point-of-Care. I also validated Functional Requirement Specification and System Requirement Specification in accordance with 21 CFR Part 11 andAnnex 11.

**Responsibilities:**

* Identified and implemented the processes for developing and documenting detailed business requirements. Collected from end-users and analysts.
* Elicited business requirements through interviews, document analysis, design workshops, surveys, use cases, and workflow analysis.
* Performed Requirements Gathering and Analysis, interacted with the SME (Subject Matter Experts), and ensured that contributors and all key stakeholders were motivated to complete assigned tasks.
* Participated and facilitated Joint Application Development (JAD) Sessions for communicating and managing functional requirements and project expectations.
* Coordinated with the Project Manager to set project activities like keeping track of Project Status reports, Deadlines, and Compliance Issues.
* Manage the Requirements (Business as well as System requirements), performed requirements analysis along with the creation of Use Case Scenarios.
* Created Process Work Flows, Functional Specifications, and was responsible for preparing Software Requirement Specifications (SRS) and the Functional Specification Document (FSD).
* Created action filters, parameters and calculated sets for preparing dashboards and worksheets in Tableau. Created requirement for user, user groups, and scheduled instances for reports in Tableau.
* Experience working with GxP stands Good X Practice (FDA compliance; X can mean: Clinical, Laboratory, Manufacturing, Pharmaceutical, etc.)
* Executed and tested Validation and Verification queries and reports before publishing. Converted metric insight reports to tableau reports.
* Imported preexisting Microsoft Word and Excel-based requirements and tests for analysis in Quality Center.
* Developed and wrote test cases for the testing efforts in compliance with Pharmaceuticals Policy, which were written to comply with the rules and regulations of FDA 21 CFR Part 11 and Annex 11.
* Performed Security Testing on the application. Selected test cases based on an  
  analysis of the specification, for functional and non-functional requirement of a component or system without reference to its internal structure for black box testing.
* Extensively used SQL statements to query the Oracle Database for Data Validation and Data Integrity.
* Executed test cases, found errors, reported defects, determined repair priorities, did regression testing
* Monitored the Defect Tracking Process and generated customized graphs and reports for the client using Jira
* Followed the Agile Methodology Process throughout the project and all artifacts are generated for each discipline.
* Extensively used SQL statements to query the Oracle Database for Data Validation and Data Integrity.

**Pamida Pharmacy, Omaha NE August 2014 to April 2016**

**IT Quality Analyst/Business Analyst**

Pamida Pharmacy is a leading specialty pharmaceutical company that uses innovative science and market insight to develop responsive products for a changing world. The project involved remediation of lab instruments and bringing them into compliance with FDA regulations. I analyzed and synthesized documents related to requirements gathered from stakeholder’s meetings to design use case diagrams

**Responsibilities:**

* Gathered business requirements through open-ended discussions, brainstorming sessions and observation of the compliance department and work environment in data mapping.
* Performed Requirements Gathering and Analysis, interacted with the SME (Subject Matter Experts), and ensured that contributors and all key stakeholders were motivated to complete assigned tasks.
* Experience with ITIL incident management.
* Participated and facilitated Joint Application Development (JAD) Sessions for communicating and managing functional requirements and project expectations.
* Coordinated with the Project Manager to set project activities like keeping track of Project Status reports, Deadlines, and Compliance Issues.
* Manage the Requirements (Business as well as System requirements), performed requirements analysis along with the creation of Use Case Scenarios.
* Participated in requirement walkthroughs and creation of test plan
* Performed Requirements traceability and managed changes to requirements for this application.
* Participated in all project stakeholders to verify and validate the business requirements.
* Designed Use case Diagrams, Workflow diagrams, Activity diagrams for most of Use Cases identified using UML/Visio.
* Communicated and maintained strong working relationship with various business groups such as Project development and clients regarding requirements and workflow.
* Wrote complex SQL queries to perform the Back End Testing of the Oracle database using SQL commands.
* Validated User Requirement Specification, Functional Requirement Specification and System Requirement Specification in accordance with 21 CFR Part 11.
* Written test cases relating to hospital management systems and electronic medical records
* Responsible for updating the QA manager on weekly updates regarding the progress of testing efforts and open issues t be resolved.
* Extensively used SQL statements to query the Oracle Database for Data Validation and Data Integrity.
* Actively participated in walkthroughs and enhancement meetings including offshore calls.
* Followed the Agile Methodology Process throughout the project and all artifacts are generated for each discipline.

**Watson Pharmaceuticals, Corona, CA May 2012-July 2014**

**IT Quality Analyst/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. The project involved remediation of lab instruments and bringing them into compliance with FDA regulations. I analyzed and synthesized documents related to requirements gathered from stakeholder’s meetings to design use case diagrams.

**Responsibilities:**

* Helped the Project Manager in creating Project Charter Document to define the scope and purpose of the project.
* Worked in Agile methodology of system development.
* Identified and conducted stakeholder analysis to gather Business Requirements, interacting with stakeholders, gathering requirements and assigning priorities to each of them.
* Prepared Business Requirement Specification Document (BRD) and converted into Functional requirement specifications document (FRD).
* Involvement of overseeing quality assurance process, data integration mapping for exports of data from citation to client records management system and implementation software training for the client.
* Involved in data mapping, field mapping of the data elements responsible for the migration BRD.
* Performed GAP analysis of business rules, business and system process flows, user administration to be used for the new migration platform.
* Conduct complex documentation and user needs analysis. Interface with team and staff to develop HL7 integration. Participated in the application scrum meetings and the sessions.
* Created and maintained a project schedule using MS Project showing all target dates for deliverables.
* Successfully conducted JAD sessions, which helped synchronize the different stakeholders on their objectives and helped the developers to have a clear-cut picture of the project.
* Conducted UAT (User Acceptance Testing) to make sure that all the user requirements are catered by the application
* Prepared test cases, test scripts, test summary reports for overall product, part wise assessment and improvement, report concerns if any to the suppliers
* Extensively used Enterprise Data Management platform Documentum for maintaining validation life cycle documents
* Performed production data analysis and suggested process parameters for process optimization, process control and product development

**First Health Group Corporation, Downers Grove, IL May 2011 – March 2012**

**IT Quality Analyst/Business Analyst**

This web based Server application was developed allowing it’s users to access variety of information on their health benefits, locate health care providers participating in First Health Group Corp network, health aids and planning tools, and other personal information.

**Responsibilities:**

* Worked with business users to gather requirements.
* Worked as a liaison between the Business and Technology Department.
* Updated the existing business process diagrams and created new business process diagram.
* Involved in the testing of web portal of New MMIS system.
* Created wire frames for new screens as per requirements, created wire frames for updates in report layouts.
* Wrote use cases for functionality of new screens and reports, wrote requirements for report enhancements, created templates for new reports, and tested the report for its content and format.
* Conducted JAD sessions frequently.
* Performed impact, gap and business requirement analysis for organization, with a focus on Claims, membership and billing processing.
* Researched issues and coordinated resolution for system defects and deficiencies.
* Identified bugs and assisted in resolution of system or user-generated fixes.
* Writing test cases and defects in Quality Center.
* Performed Systems testing, GUI/Usability Testing, UAT (User Acceptance Testing).

# EDUCATION

Master’s Degree