

**JAINI KAITHWAS**

[jaini.k317@gmail.com](mailto:jaini.k317@gmail.com)

[(860) 650-0019](tel:%28860%29%20650-0019)

***Sr. Business Systems Analyst***

**PROFESSIONAL PROFILE**

* About 8+ years of industry experience as a **Business Analyst/Business Systems Analyst and SCRUM master** with solid understanding of **Business Requirements Gathering, Business Process Flow, Use Case Modelling using UML, Data Modelling, Software Development Methodologies, Business Process Modelling,** and **Business Intelligence.**
* **Interacted** and **coordinated** with end-users, subject matter experts, vendors, development and QA team and suggesting key enhancements and changes to the business architecture.
* Conducted **Joint application design (JAD)** sessions and **interviews, written correspondence, reports, implementation requirements, project status reports, oral presentations and email,** to keep executive staff and team members apprised of goals, project status, and resolving issues and conflicts
* Strong Knowledge of**Business Analysis** and **Software Development Life Cycle methodologies**like **Waterfall, Agile SCRUM, Hybrid Waterfall and agile SCRUM**and **RUP.**
* Adept at creating and transforming **business requirements document (BRD)** into **software requirement specification(SRS)**and **Functional Specification Document (FSD)**
* Good knowledge in designing business models using **use case model, activity diagrams, sequence diagrams** in Rational Rose and MS Visio.
* Excellent **analyticalskills** for understanding and gathering the requirements, business rules/processes and detailed design of the application, generating use case models, analyzing **ER Diagrams** and **Data Flow Diagrams.**
* Strong experience in conducting **User Acceptance Testing (UAT), Regression testing and Functional testing** and documentation of **test cases**. Expertise in designing and developing **test plans** and **test scripts** using **MS Excel**
* Created data flow diagrams, **data mapping** from **Source to stage and Stage to Target mapping documents** indicating the source **tables, columns, data types, transformations** required and business rules to be applied.
* Highly expertized in tracing requirements throughout the development process and verifying adherence to **Requirement Traceability Matrix (RTM)**.
* Expertise in interacting with **the client and the IT Department** and thus acted as a **facilitator** between the client and the IT Department and resolved conflicts and thus possesses **excellent co-ordination, negotiation and interpersonal skills.**
* Extensive experience in using **ALM tools** (**MSSharePoint2007**, **SharePoint 2010, SharePoint 2013, and Rational Suite**).
* Experience in conducting **End-User training** Sessions, creating **Usermanual** and **Trouble-Shooting** Documents.
* Generated models to depict business processes and information flows.
* Experience in working with business users to analyze and **document business requirements** and **system functional specifications**
* Very strong knowledge of **UML, RUP, Rational Rose, RequisitePro, and Clearcase.**
* Well versed with **SOA architecture** with extensiveinvolvementin **Web Services, XML, WSDL, SOAP, Web Methods etc.**
* Well versed with the **.Net** and **Java platforms,** especially with **3 tier architecture** which **involves User Interface, Middle Tier, Data Layer, IIS, Tom Cat, Apache, Application Servers, data layer etc.**
* Excellent communication and presentation skills. Experience working with **business users** as well as **senior management**
* Excellent Team player to work in conjunction with other testers, developers and other team members in validation and testing complex scenarios and projects and in the maintenance of Quality Standards in Projects
* Strong knowledge of **Business Intelligence, Data Warehousing, Metadata** and **Business Architecture.**

**DOMAIN KNOWLEGDE**

|  |  |
| --- | --- |
| **Banking -----------------🡪** | **Insurance, Insurance policies, Claims management Process, Banking Transactions, Mortgage, Credit risk, market risk, Anti-money laundry (AML), asset valuation, stock valuation/projection, Portfolio management, Case management.** |
| **E-commerce ------------🡪** | **Transaction Verification.** |

**ACADEMICS**

**Education------------------🡪Bachelor of Engineering.**

**Certification---------------🡪Scrum Master Certified from international Scrum Institute.**

**TECHNICAL SKILLS**

|  |  |
| --- | --- |
| **Business / Modeling Tools :** | MS Project, TABLEAU, TABLEAU DESKTOP 8.2, MS Visio, MS Excel, MS Word, MS PowerPoint, MS Access, IBM Cognos, OBIEE |
| **Requirements Management :** | Rational Requisite Pro, Door, Dashboards, Microsoft SharePoint 2007/2010/2013. |
| **Change Management Tools :** | Rational Clear Quest, Rational Clear case |
| **Scripting Languages :** | HTML, UML, XML, Java Script, VB Script |
| **Operating Systems :** | MS-DOS, Windows 95/98/2k/NT/XP/07 |
| **Processes/Technologies :** | Rational Unified Process (RUP), Use Cases, Workflow |
| **Test Tools :** | Test Director, HPQC, Mercury Quality Control, Load Runner and Silk Test |
| **ETL Tools :** | Informatica 7, Informatica 9.0.1, IBM Cognos |
| **Project Management :** | SDLC models, RAD, JAD, Project Scheduling, Cost and Time Estimation, Requirement and Business Analysis, Quality Assurance |
| **Databases :** | MS Access, Oracle (ETL), SQL Server, CDI, Teradata, Info Sphere MDM |
| **Data warehousing Concepts :** | Data Mart, Metadata, OLAP, OLTP, Independent and Interconnected Data Warehouses, Slice/Dice, Drill Up/Drill Down. |

**PROFESSIONAL EXPERIENCE**

**Connecticut Insurance Department, East Hartford, CT March 2014-Present**

**Sr. Business Systems Analyst/SCRUM Master**

The objective of this project was to develop and implement a robust fraud management system in property and casualty department of the company which used 3 classifications on the basis of the claim amount.

**DUTIES AND RESPONSIBILITIES:**

* Performed extensive requirement analysis including **data analysis** and **GAP analysis**analyzing **AS-IS** and **TO-BE** state of the system.
* Facilitated**Interviews**, **Brainstorming andJAD**sessions with stakeholders to **elicit requirements.**
* Documented **high level vision document,** and converted it into a low level detailed **System Requirement Specification** (**SRS).**
* Comprehensively**gatheredrequirement**for Enterprise **reporting** system using **RequisitePro.**
* Designed **UML Diagrams** such as **Use Case diagrams, activity diagrams, sequential diagrams and data flow diagrams** using **MS Visio** environment so as to assist development team and other **stakeholders**.
* Created **Mock-Up Screens** for better understanding of **Graphic User Interface**.
* Created **UAT Test Plan and** executed **Test Cases** to test the major functionalities of the system
* Traced requirements throughout the development process and verified adherence to **Requirement Traceability Matrix (RTM)**
* Acted as a **SCRUM Master**, documented **sprint backlogs**, organized and conducted **sprint planning sessions**, **daily SCRUM meetings**. Created **sprint burn down charts** and **release backlogs** for effective Project Management using JIRA.
* Facilitated the **SCRUM process**, enforced **Time-boxing** and managed **impediments**for team members.
* Assisted **Product owner** with technical details of the **Product Backlog Items** so as to reprioritize the **Product Backlog.**
* Converted **Epics** into Smaller implementable **user-stories**and estimated efforts needed in conversion of PBI’s to PSPI’s.
* Conducted workshops to understand requirements for **Data Warehouse design.** Conducted **client side validation**and assisted in **server side validation** to study **ETL** (Extract Transform and Load) operations on database.
* Assisted in creation of skeletal design of the **ODS (OPERATIONAL DATA STORAGE).**
* Involved in testing the ODS platform application with the QA team using HPALM
* Extensive involvement in coming up with business rules in the **Middle Tier layer** involving **SOA architecture**.
* Developing strategic partnerships with the business unit to develop a solid knowledge base of the business line, including the business plan, products, and process and revenue streams.
* Functioned as the primary **liaison** between the **business line, operations**, and the **technical areas** throughout the project cycle.
* Partnered with the technical areas in the research and resolution of system and process problems.
* Worked with several **claims,policies and plans** such as defined contribution/defined benefits like 401(k), 457.

**Environment:** Agile/SCRUM, TFS, Microsoft Office 365 suite, Microsoft SharePoint 13, MS Visio,UML, XMLSpy, HP ALM, SSIS, SSAS, SSRS, Cognos, MySQL, JavaScript, ASP.Net.

**Fidelity Investments, Durham, North CarolinaAug2012-Jan 2014**

**Business Systems Analyst/SCRUM Master**

This project was to develop aStock valuation system for IPO’sbased on latest amount raised, cumulative amount raised and number of investors, using an algorithm which calculated the IPO rating so as to compare stock valuation to different organizations. The algorithm was based on several modules like Growth components, Profitability components, Funding components, Market Components and Activity components.

**DUTIES AND RESPONSIBILITIES:**

* Generated a unique **WBS** for the project by incorporating principles of **Waterfall** (for project planning and requirement gathering phases) as well as **Agile SCRUM** Framework (during design, development and test phases)
* Assisted Project Manager in **managing time, resources, budget** and also **mitigation of risk** using **Project Portfolio Management (PPM)**.
* Involved in regulating **anti-money laundering** systems for clean and precise decisions regarding IPO’s estimation value.
* Provided **Release reports** and **milestones** to the project manager.
* Performed **GAP analysis** between existingsystem and proposed system, by conducting several **JAD** Sessions with business users, system architects and development teams
* Created **BRD** describing high level functionalities of the system. Designed **FSD** document to convert user requirements into
* Conducted user interviews, **gathered requirements** and **analyzed the requirements** using **Requisite Pro**.
* Analyzed the risks involved in upgrading the system through **SWOT** and **Cost-Benefit** Analysis in Microsoft Office Environment
* Acted as a **SCRUM Master**, documented **sprint backlogs**, organized and conducted **sprint planning sessions**, **daily SCRUM meetings**. Created **sprint burn down charts** and **release backlogs** for effective Project Management.
* Developed **Business Flow** diagrams, **Entity Relationship** diagrams and **Sequence** diagrams using **MS Visio** environment so development team and other stakeholders can understand business process.
* Provided the ETL team with the **Data mapping** document and assisted them to create the mappings.
* Involved in **data modelling and building fact and dimension tables**. Used an adaptive approach towards data warehouse design and **Metadata**.
* Used **Metadata** to describe the contents and context of data files.
* Utilized **Share Point 2013** tool for document management and accessibility between chore and ancillary teams.
* Conducted workshops to understand requirements for **Data Warehouse design.** Conducted client side validation to study **ETL** (Extract Transform and Load) operations on database.
* Assisted in developing**Test Scripts** using **Test Director/QualityCenter** and coordinated with developers to quickly resolve the defects associated with them.
* Was responsible for creating and reviewing **business requirements, functional specifications, project schedules, documentation and test plans**.
* Worked with production staff to identify and map detailed current processes, identify gaps and failure points, perform **root cause analysis** and develop functional requirements that supported overall strategy, goals and objectives.
* Acted as liaison between IT and business clients to accomplish credit card application enhancements and production bug fixes in support of company objectives.
* **Conducted workflow, process diagram and gap analyses** to derive requirements for existing systems enhancements.
* Responsible for identifying and documenting business rules, **created detailed Use Cases and conducted User Acceptance Testing**. Developed the test plan, test conditions and test cases to be used in testing based on business requirements, technical specifications and/or product knowledge.
* Using detailed knowledge of application features and functions, assessed scope and impact of business needs throughout analysis and completion of all enhancement specifications.
* Acted as a resource in understanding how IS systems carried out business functions and assisted in ensuring timely and effective implementation.
* Developed **timelines for project delivery, and managed projects and resources** to successful completion.
* Assisted in **development of training materials** for new technology and process improvement.
* Business requirements, including the applications capable of supporting those requirements.
* Collected and documented business processes as well as business rules.

**Environment:** Agile SCRUM, Test Director/QualityCenter,Microsoft PPM, Microsoft Office Suite, MS Visio, Sharepoint,RequisitePro, UML, Jira, HP ALM, Oracle-OBIEE.

**Barclaycard US, Wilmington, DENov 2011–July 2012**

**Business Systems Analyst**

This project was to build an **Enterprise Reporting System (ERS)**by using **Master Data management** to support the portfolio management and performance analysis of the credit card business with various reward offerings. The whole application processes were comprised of **ETL process** for transactional data, Filter process to identify valid transactions, Calculation process for transaction and reward fee calculation, and data integration into the Data Warehousing System. The end user interface was a web **based OLAP reporting system** implemented in **Business Objects** to provide business intelligence capability to asset manager.

**DUTIES AND RESPONSIBILITIES:**

* Was responsible for creating and reviewing business requirements, functional specifications, project schedules, documentation and test plans.
* Worked extensively with **SMEs** in understanding and documenting their requirements pertaining to the Credit Card processes. Worked with all levels of client staff in solution definition.
* Assisted with product evaluation, product customization and system integration. Involved in **GAP** analysis around the identification of business rules, business and system process flows, user administration, requirements and assumptions.
* Co-authored business requirements document with the business users. Extracted, discussed, and refined business requirements from business users and team members.
* Worked on integrating the data on a common platform using Oracle MDM tool so as to extract accurate data when needed.
* Analyzed user problems, including automated and manual business processes and identified, researched, investigated, defined and documented business processes.
* Extensively used **SQL scripts/queries for data verification** at the backend. Worked to regulate flexibility of the application’s features during development to help in customization of the product onsite at the client organization.
* Designed and developed **Use Cases, Use Case Diagrams and Activity Diagrams** using **UML**.
* Coordinated activities between business unit and technical staff, developed new methods, policies, and procedures to meet the business needs, as well as acted as primary trainer in education of the business units as it related to business applications.
* Assisted the project managers with the development of **project schedules**.
* Extensive knowledge working with **Loosely Coupled** and **Tightly Coupled** Architecture in an **SOA** environment
* Performed System Analysis and Design using **UML**. Involved in documentation during various phases of development life cycle.
* Assisted with user testing of system developed and maintained quality procedures and ensured that appropriate documentation was in place.
* **Developed the test plan**, test conditions and test cases to be used in testing based on business requirements, technical specifications and/or product knowledge.

**Environment:** Hybrid Waterfall-Agile SCRUM, Informatica,Oracle Master Data Management(MDM), Cognos, MS Visio,RequisitePro, UML, VersionOne, HPQC, SharePoint 10, JSP, Sprint, Webservices, Tomcat Apache, JavaScript.

**Punjab National Bank, New Delhi, India May2010-Sept 2011**

**BusinessAnalyst**

Developing a System for automation of the transfer of funds between two individuals in within same banking institution or different. The system was also able to transfer funds within same county or even other countries with the help of receivers banking information and SWIFT code of the bank.

**DUTIES AND RESPONSIBILITIES:**

* Conducted user interviews, developed and implemented processes and tools for requirements gathering, analysis and planning using **Rational Requisite pro** – RUP
* Designed and **developed all Use Cases and UML models using RationalRose**
* Identified, researched, investigated, analyzed, defined and documented **business processes** and **Use Case Scenarios**.
* Performed **Gap analysis** by identifying existing technologies, documenting the enhancements to meet the end state requirements.
* Assisted with **User Acceptance Testing,** developing and maintaining **quality procedures**, and ensured that appropriate documentation is in place
* Worked with development and testing teams to accomplish timely release objectives.
* **Developed timelines** for project delivery, and managed projects and resources to successful completion
* Responsible for all project documentations
* Extensively worked on Access, Excel, Word, PowerPoint, SQL, and MS Project.

**Environment:** Waterfall methodology, Windows, Microsoft Office Suite, MS Visio, UML, Oracle. HPQC

**Axis Bank, Mumbai, IndiaJanuary 2009-March 2010**

**Business Analyst**

The project was to develop an automated web based risk management system for the process of recording and maintaining reports from the credit card companies. The system generates Credit reports of individuals based on the data provided by the various agencies. The system also maintains a record of any information obtained to an individual report and updates the database.

**DUTIES AND RESPONSIBILITIES:**

* Facilitated meetings and arranged JAD sessions with business users for requirements gathering
* Primarily involved in gathering requirements for the GUI (Graphical User Interface) screens and designing the same
* Analyzed and created workflow diagrams and presented to developers
* Created use cases and designed use case diagram, class diagrams and sequence diagrams using Rational Rose
* Responsible for preparing Software Requirements Specification (SRS) taking functional requirements specification as a base
* Responsible for the Timeline estimation
* Analyzed and documented non-functional requirements
* Interacted with various cross-functional teams on building business scenarios, and understanding expenses and revenue stream
* Prepared detailed reports of the defects and Comparison Chart
* Interaction with the developers to report and correct defects.
* Created with the project manager the project definition
* Interpreted, evaluated, translated, analyzed and interrelated researched data, and developed integrated business analyses
* Lead meetings, collected and understood process based requirements gathering, and can arranged end-user meetings based on objective facts
* Designed and developed **Use Cases**, **Activity Diagrams, and Sequence Diagrams using UML.**
* Established a business Analysis methodology around the RUP (Rational Unified Process).
* Managed and coordinated one or more large requirements research efforts; performed specified data analyses and studied as requested, and developed and presented reports in support of various initiatives.
* Summarized all of the research gathered and defining the scope of the solution, including what is not in scope
* Work with the project manager and development team to create real cost estimates
* Coordinated and supported the development and implementation of special research initiatives related to specific research goals.
* Provided consultative and technical support, as appropriate, to standing decision-making committees.
* Performed miscellaneous job-related duties as assigned.
* Conducted **User Acceptance Testing**.

**Environment:**Waterfall Methodology, MS Visio, Requisite Pro, MS-Office, Microsoft FrontPage, MS Excel, MS Access**.**

**HDFC Bank, Hyderabad, India July 2007- December 2008**

**Business Analyst**

To develop an online application that automated loan processing system. Where a customer can go online to the company’s website and get the loan approval decision, after giving all required details. The application was basically for residential mortgage loan approval. For a few cases, which required further information, they can also set up an appointment date with company’s staff assistance online.

**DUTIES AND RESPONSIBILITIES:**

* Designed the business requirement collection approach based on the project scope and SDLC methodology.
* Facilitated and managed meeting sessions with committee of SMEs from various business areas including **Loan Monitoring**, **Asset Management**, and **Marketing**.
* Conducted interviews with key business users to collect requirement and business process information.
* Developed **business process models** in RUP to document existing and future business processes.
* Performed extensive requirement analysis including **data analysis** and **gap analysis**.
* Participated in various stages of data and requirement analysis for project needs.
* Identified internal and external system requirements, design, also created **User Documentation** and **conducted training classes**.
* Developed business requirement specification documents as well as high-level project plan.
* Designed and **developed all Use Cases and UML models using Rational**.
* Designed and implemented basic SQL queries for QA testing and report / data validation.
* Developed strategic partnerships with the business units to develop a solid knowledge base of the business line; including the business plan, products, and process and revenue streams.
* Translated the business needs into system requirements, communicating with the business on a broader scale and with an in-depth view too.
* Documented and delivered **Functional Specification Document** to the project team.
* Collaborated with development architect and the business to develop both high-level and detailed application architecture to meet the business needs.
* Participated in the logical and physical design sessions, developed design documents.
* Assist the PM in setting realistic project expectations and in evaluating the impact of changes on the organization and plans accordingly and **conducted project related presentations**.
* Played a key role in the **planning**, **testing**, and **implementation** of system enhancements and conversions.
* **Conducted benchmarking** activities to identify best practices.

**Environment:** RUP, Rational Rose, Requisite Pro, MS-Office, Microsoft FrontPage, MS Excel, MS Access**.**