**PROFESSIONAL SUMMARY**

* 7+ years of IT experience as a Business Analyst with strong emphasis in Business Analysis and Quality Assurance Analysis with solid understanding of Business Requirements Gathering, Experience in elicitation of high level and low-level requirements.
* Excellent working knowledge of System Development Life Cycle (SDLC) such as Water Fall and Agile.
* Experienced in writing and reviewing Business Requirements Document (BRD), Functional Requirement Document (FRD), and participated in the preparation of System Requirement Document (SRD).
* Assisted in decision analysis when dealing with complex, difficult and uncertain situations.
* Analyzed “AS IS” and “TO BE” scenarios, designed new process flows and documented the business process and various business scenarios for enhancement projects.
* Expertise in managing requirements, by facilitating a formal requirements presentation, review and approval sessions.
* Understanding of SDLC modeling techniques like Waterfall, Agile, SCRUM, Rational Unified Process (RUP).
* Experience with Product demonstration to prospective clients, Responding to Request for Proposals (RFP) from clients, conducting consulting workshops with client for IT strategy and Business Process Re-engineering, Requirements Gathering and Analysis, preparing functional/system specifications, Presenting the documentation to the client, Conducting workshops for transferring the functional knowledge to the technical team, Functional Testing and UAT Support.
* Facilitated JAD sessions, conducted Gap Analysis, and prioritized requirements using interviews, document analysis, and requirements workshops.
* Solid experience in recording meeting minutes.
* Interviewing Subject Matter Experts (SME), asking detailed questions and meticulously recording the requirements in a format that can be reviewed and understood by business and technical stakeholders.
* Possess strong analytical and problem-solving skills with the ability to adapt to a new environment and meet stringent deadlines.
* Responsible to Track, Document, Capture, Manage and Communicate the Requirements using Requirement Traceability Matrix (RTM) which helped in controlling numerous artifacts produced by the teams across the deliverables for a project
* Experienced in gathering and documenting test scenarios and ability to train users to translate technical requirements to a business and have experience in conducting User Acceptance Testing (UAT).
* Ability to excel and succeed in diverse environment and projects with strong determination, dedication, and inclination towards customer satisfaction.
* Creative, fast learner, highly motivated team player, and capable to work independently.

**Skills and Tools**

|  |  |
| --- | --- |
| Business Methodology | Agile, Waterfall |
| Business Modeling Tools | Microsoft Visio and UML |
| Tools | Quality Center, QTP SOAPUI, JIRA, Bugzilla |
| Database | MS Access, SQL-Server, and Oracle |
| Languages | VBScript, XML, and SQL |
| Applications | Standalone, Client/Server and Web Based |
| Platforms | Window and Linux |

**North Texas Toll Authority, Dallas, TXJun 2016– Feb 2018**

**Senior Business Analyst**

The North Texas Tollway Authority (NTTA) is an organization that maintains and operates [toll roads](https://en.wikipedia.org/wiki/Toll_road), bridges and tunnels in the [North Texas](https://en.wikipedia.org/wiki/North_Texas) area.the NTTA is empowered to acquire, construct, maintain, repair and operate turnpike projects; to raise capital for construction projects through the issuance of turnpike revenue bonds; and to collect tolls to operate, maintain and pay debt service on those projects. As a Senior Business Analyst, I worked on **Roadside Toll Collection System Implementation and maintenance Services** project.I served as a liaison between the client, operations and the development teams to ensure the solution is well defined, met the documented and agreed upon business requirements. I defined the requirements for approved system changes and provided the systems engineering analysis necessary for the successful delivery and deployment of the system.

**Responsibilities:**

* Developed business models and use cases to clearly depict process flows relating to specific business requirements to convey business, system and functional requirements to both business and technical staffs.
* Responsible for gathering, defining and communicating business requirements to provide recommendations in the areas of project planning, business management, budget execution and project coordination.
* Developed and delivered the following artifacts as required: Business Requirements Document, Design Documents, Use Cases, Requirements Traceability Matrices, Gap Analyses, and Process Models.
* Worked with Development and Technical teams to efficiently troubleshoot system level problems.
* Served as the initial point of review for all submitted system change requests, and communicates requested system changes to the development team.
* Helped business partners identify and document work flows, and prepare accurate and detailed requirement specification documents. Proactively worked with business partners to help them frame their business needs.
* Responding to Request for Proposals (RFP) and Expression of Interest (EOI) for clients in various verticals (Used Microsoft Visio to draw Business Process Flow diagram, Context Diagram, Governance Model etc.)
* Worked with business clients to define business processes, document, review, revise, and estimate, and prioritize requirements.
* Translated business requests into detailed system and software requirements.
* Worked closely with the Development team to ensure what is being built meets the client’s requirements.
* Resolved requirements and design issues.
* Responded to questions from the Business and Development teams during the development stage of the product life cycle to clarify function and ensure deliverables will meet Client needs.
* Produced process maps to facilitate analysis of proposed changes and support assessment of their scope and impact to the project.
* Worked closely with Test Manager to validate test cases and test results against requirements.
* Prepared the appropriate gap analysis and conducted financial, product, market, operational and related research to support strategic and business/project planning within the organization.
* Understood and articulated business requirements from user interviews, weekly requirement gathering sessions and then converted requirements into technical specifications
* Facilitated requirement elicitation sessions with business partners, and communicated information required to fulfill requirements to partners, business and technical staffs in both oral and written forms
* Identified necessary and probable assumptions and determined when additional information is needed using deductive and inductive arguments.
* Involved in Data mapping, logical data modeling, created Class diagrams and ER diagrams and used SQL queries to filter data within the Oracle database.
* Assisted testing team in System Integration Testing (SIT).
* Designed and implemented SQL queries for reports and data validation.
* Core responsibility involved complete manually testing of the User Acceptance Test (UAT).
* Use Cases and other Process Flow Models were designed using Visio and Rational Rose.
* Designed and created prototypes of reporting tools for data validation and verification initiatives using macros in MS Excel.
* Facilitated meetings among the Change Management, Problem Management and other relevant teams to discuss the impact of the changes, problem tickets and prepare project milestone plans

**Dachser Transport of America, Inc. Atlanta, GA Apr 2014 – May 2016**

**Senior Business Analyst**

Dachser is one of the world's leading global logistics services providers employing more than 21,500 professionals and handling 49.8 million shipments every year. The company delivers intelligent logistics solutions, drawing on years of experience, state-of-the-art information technology and daily cooperation between large numbers of highly motivated people from a variety of countries and cultures. As a Business Analyst I developed Project Charters, led Requirements Gathering efforts, Scope Statement creation, Functional Information Specification document participation and Management of Logistics and Supply Chain based projects.

**Responsibilities:**

* As a business analyst I was responsible to Perform Requirement Analysis by gathering both functional and non-functional requirements based on interactions with the process owners & stakeholders and document analysis, represented them in Requirements Traceability Matrix (RTM).
* I was Responsible for creating artifacts for Rational Unified Process (RUP) - use cases, system architecture document using UML, supplemental requirements document, Design Document, architecture diagrams; verifying technical production infrastructure.
* Lead business requirements facilitating workshops- gathering process by responsibly collecting, analyzing, reviewing, documenting, and communicating business needs to ensure the proposed solutions meet business requirements
* Employ techniques to derive information e.g. business process mapping/modeling (BPMN), Gap Analysis As-Is/To-Be business process analysis, business process reengineering.
* Document work, including change requests and functional specifications, and manage changes to documentation.
* Conduct JAD sessions with business users and key stakeholders.
* Involved in test case development, test case execution, defect reporting and Sprint closure.
* Attended weekly meetings in order to address any new developments.
* Worked with the technical and business staff to produce Test Scripts, Configuration and Management Plan documents.
* Created manuals for UAT testers and external users.
* Analyzed the Business and Technical Documents to understand the Data flow from Front End to Back End.
* 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.
* Participated in meetings with Developers, Project Managers and Quality Analysts to discuss business requirements, test planning, resource utilization, and defect tracking.
* Worked directly with developers, Project Managers and Business contacts to produce Test Scripts and Test Conditions.
* Data mapping, logical data modeling, created class diagrams and ER diagrams and used SQL queries to filter data within the Oracle database
* Followed established formats and procedures, created new formats, as well as researched, created, edited technical and business data documents.
* Used JIRA for version control and Rational Requisite Pro for managing requirements.
* Assisted QA teams in defect management using HP ALM.
* Designed business process models (BPM) using UML diagrams such as use case model, class diagrams, activity diagrams, sequence diagrams and collaboration diagrams in MS Visio.
* Designed and executed end to end and functional test scripts.

**Limco Logistics, Miami, FL Mar 2012 – Mar 2014**

**Business Analyst**

Limco Logistics is based in the USA and has global transportation branches in Europe. The company has developed extensive knowledge of the freight forwarding industry, maritime shipping, land transportation, air freight, rail transportation and logistics; Holding an enviable reputation for getting the job done on time and professionally.  As a senior Business Analyst, I worked with users and technical teams in designing and configuring systems to address the people, process, and technology needs of the organization. I was responsible for improving transport and support operations by implementing scalable, robust, and useful system solutions. Implement projects, collaborate with contract manufacturers and suppliers, and deploy systems integration tools. I lead users and stakeholders through requirements gathering and prioritization to apply systems to satisfy the business needs.

**Responsibilities:**

* Gathered functional business requirements
* Worked with development / technical team members to ensure that the enhancements would meet the defined business requirements.
* Conferred with Business Users to Gather Requirements for the design and development teams.
* Involved in continuous Business Requirement scrubbing to ensure deliverability and clarity of each requirement.
* Assisted in testing associated Sprint Stories for Acceptance Signoff, using Configuration Management System.
* Worked on Mobile Web (MOW) to test the functionality using the web browser.
* Involved in the defect triage meeting with the business and development team to provide vital information for the defect.
* Conducted manual testing on e-commerce mobile sites (Mobile optimize web - MOW) and Apps, and drafts test scripts in accordance with validation testing management tools and defect tracking tools.
* Conduct testing on development project against project specifications.
* Facilitated Joint Application Development (JAD) sessions, as well as conducted interviews of appropriate business/technical stakeholders.
* Analyzed Business Requirements to produce System Requirements for the technical team using MS Visio.
* Identifying and documenting UML Use Cases with Use Case diagrams.
* Work with business users to define Business, Process, and Data Models to understand the overall business.
* Used HP Quality Center for Defect Management.
* Worked with developers to test the iterations of the system under development (SUD) to ensure it met the users’ needs.
* Used UNIX commands to retrieve and verify database information.
* Used SQL Plus to connect to Oracle Database.
* Interacted and assisted the entire team with the testing tools and processes.
* Worked directly with developers, Project Manager and Business contacts to produce Test Scripts and Test Conditions.
* Written and executed Test cases for the application when in (UAT) Environment.
* Involved in evaluation of the user request for new or modified program to determine feasibility, cost and compatibility with current system, and computer capabilities.

**Kroger, Cincinnati, OH Nov2010 – Feb 2012**

**Business Analyst**

The Kroger Company, or simply Kroger, is an American [retailing](https://en.wikipedia.org/wiki/Retail) company founded by [Bernard Kroger](https://en.wikipedia.org/wiki/Bernard_Kroger) in 1883 in [Cincinnati](https://en.wikipedia.org/wiki/Cincinnati), [Ohio](https://en.wikipedia.org/wiki/Ohio). It is the United States’ largest [supermarket](https://en.wikipedia.org/wiki/Supermarket) chain by revenue.As a Business analyst, I worked at various projects to enhance and improve the web based Point of Sale (POS) performance. It focused on inventory tracking, Supply Chain, merchandising and optimal stock maintenance. The application required integration of the centralized database to the point of sales system. As a Business Analyst, I was involved in writing business requirements via JAD sessions, data extraction; user acceptance testing; provided issue research and resolution to business partners, testing teams.

**Responsibilities:**

* Extensively involved in implementation of effective requirements practices, including gathering User Requirements, and analyzing User Requirement Document (URD), and functional specification document (FSD), use and continuous improvement of a requirement gathering processes.
* Contributed to development of problem management process for enterprise systems following ITIL methodology.
* Identified the Requirements by conducting stakeholder interviews, JAD Sessions, workshops and Created Business Requirements and Functional Requirements Document including specific Use cases
* Responsible for identifying potential risks treatments and creating a Risk Management Plan (RMP) with effective security controls for managing the risks
* Responsible for reviewing Functional test case scenarios and documenting test cases
* Responsible for managing User Acceptance Testing (UAT) and maintained release management signoffs from the business users
* Acted as liaison between external clients and SMEs to generate and standardize product requirements specification documents such as URS/FRS/Use Cases.
* Employed UML methodology in creating UML Diagrams such as Use Cases, Sequence Diagrams, State Diagrams, Activity Diagrams and business process and workflows.
* Strong working experience with agile methodologies.
* Prepared documents such as Project Scope, Project Vision, Project Success, Business Requirements, Functional Specification, Data Warehouse Process Flow (SQL queries & Crystal Reports) using MS Office (Word, Excel, Visio) and dashboards
* Involved in Business process modeling.
* Created and submitted project status reports using report testing status for different projects involved using JIRA.
* Interacting with the development and testing teams to improve overall quality of the software.
* Developed Use case, Functional, Object diagrams using Rally.
* Actively worked with developers as needed to isolate the Root Cause Analysis of defects

**Education**

Master’s Degree in Finance