**PROFESSIONAL SUMMARY**

* 7+ years of extensive experience in Data Analysis, Business System Analysis, Software Validation and business process re-engineering with proven ability to articulate business values.
* Strong experience in Business and Data Analysis, Data Profiling, Data Migration, Data Conversion, Data Quality, Data Governance, Data Integration, and Metadata Management Services, Business Requirement gathering, Business Process flow, Business Process Modelling, Data Warehouse Design, ETL, OLAP.
* Elicited requirements from the business users using various requirements elicitation techniques and skilled in creation of BRD (Business Requirements Document), FRD (Functional Requirements Document) and SRS (Software Requirements Specification) documents.
* Conducted (JAD) Joint Application Development, (JAR) Joint Application Review sessions to develop a clarity on the business users requirements.
* Extensive Knowledge of Data Quality Analyst with strong understanding of Data Governance principles.
* Facilitated several project kick off meetings, reviewed information from business owners to produce clear and concise agenda for the project.
* Extensive knowledge of annuities, rating, commercial(automobile, BOP, CPP, Property, Liability, Worker’s Compensation) and life insurance products
* Experience creating BI reports using IBM Cognos.
* Experience in creating SSIS packages.
* Experience in testing complex reports generated by reporting tools like Cognos, SSIS.
* Knowledge of policy ratings, investigating claims, negotiating settlements, and authorizing payments
* Worked with Technical Writers to decide manual policy ratings for claims and loss controls.
* Worked for Workers Compensation Lines and Products and various Business Owner Property Products.
* Customized data extractions and loading into micro-sites with different user access and authorization using Microsoft SharePoint.
* Satisfied the end clients with data collection and analysis to provide a comprehensive metric performance reports.
* Seasoned in (UAT) User Acceptance Testing, creation of user acceptance test cases, documenting test results and follow up activities to meet business user’s requirements.
* Ensured project performance in AGILE environment using SCRUM methodologies, worked as a SCRUM Master collaborating in activities which involved sprint/standup meeting, sprint planning, review and retrospective meetings.

**Technical Skills**

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| --- | --- |
| Methodologies | Waterfall, Agile |
| Project Management | MS project |
| Version control | JIRA |
| Change management | Rally, Clear Quest |
| Content Management | Oracle Enterprise Content Management |
| Quality Assurance | ALM |
| Language | Python, C, C++, Java, .Net, UML, XML, HTML |
| Database | SQL Server, Oracle |
| BI Reporting tools | Crystal report, Tableau, Cognos, SSIS |
| Modeling Tools | MS Visio, Rational Rose |

**Professional Experience**

**PROFESSIONAL EXPERIENCE:**

**MetLife Insurance, New York City, NY July 2017 – Present**

**Data Analyst/ Business System Analyst**

The project is about developing a mobile app for MetLife which provides instant access to the user’s retirement plan account on the go via a smart mobile device, anywhere. The project required implementation of several requirements like a feature to view and manage accounts, view transaction history, communications center to adopt paperless documentation. Additional features like Rate of Return, Balances by investment options, Balance by Money Source and Balance Reporting. It also provided cash Rebalance, make transfers or amend changes to allocation of future contributions. As a Senior Data Analyst/ BSA I worked on multiple projects helping Data Warehousing, Business Intelligence (BI) and Data Management. I was involved in business processes analysis and assist stakeholders in navigating "as-is vs. "to-be decisions. I developed various business deliverables such as Process Flow and sequence diagrams, functional designs, user stories, Business Rules documents, real-time scenarios covering rules and functionality, also created requirement matrix and assessment report.

**Responsibilities:**

* Elicited business requirements through interviews, surveys, and artifact digging from process documentation, account managers views and UI (User Interface).
* Worked with MetLife Insurance on their Data Governance Strategic Planning initiatives and developed a Unified Data Model.
* Prepared High Level Logical Data Models and BRD supporting documents containing the essential business elements, detailed definitions, and descriptions of the relationships between the actors to analyze and document business data requirements.
* Coordinate with business units for gathering, elucidation, scoping, phasing, feasibility analysis of requirements on SharePoint platform.
* Conducted JRP sessions with management, SMEs (Subject Matter Expertise), vendors, users and other stakeholders for open and pending issues to develop specifications.
* Designed Use Cases, Use Case diagrams, Class diagrams, Activity diagrams and Sequence diagrams in UML methodology using Rational Rose.
* Executed peer reviews for design and code and elaborate documentation of standards, best practices, and test procedures.
* Used IBM Cognos to generate and manage custom and ad-hoc Business Intelligence reports.
* Understand and articulate business requirements from user interviews and then translate requirements into functional and technical specifications.
* Documentation of Gap Analysis, Workflow Development, Requirements, Governance Policies & Procedures, Roadmaps.
* Extensively used SQL statements to query the Oracle Database for Data Validation and Data Integrity.
* Extensively wrote standard and complex SQL queries to perform data validation to make sure test results matched.
* Cooperated in the development of documentation for the sites and custom SharePoint applications also created and maintain test cases and test script documentation for custom applications.
* Interacted with fixed income business heads to finalize the Business Requirements for the Risk Management process.
* Performed Data mining of the application to determine data properties and structure.
* Created SQL scripts to extract the data from the operational database into simple flat text files.
* Experience using or working knowledge of SharePoint Framework.
* Creation and managing of project artifacts in SharePoint.
* Constructed logical and physical data models and data mapping. Created Data Flow Diagrams to depict ETL processes.
* Involved in all mapping documents from source to target, maintaining field names to comply with internal database administrators, data owners, data governance.
* Performed System and Integration Testing along with testers. Conducted UAT with the business.
* Assisted testing teams in defect management using HP ALM.

**New York Life Insurance, Charlotte, NC Feb 2016 – Jun 2017**

**Data Analyst/Business Data Analyst**

New York Life is one of the largest financial corporation’s dealing in Life Insurance, Annuities and Investments.The project at New York Life was creating an in-house software protocol named I-TELL for calculating Commissions/ rate of Interest earned per Insurance agent, which included separate users database of Clienteles and Insurance instruments for Management follow-ups and updates.

**Responsibilities:**

* Interacted with the SMEs and stakeholders to get a better understanding of client business processes and gather business requirements.
* Modeling the as-Is system and doing the complete Gap Analysis for the existing system in order to map it to the To-Be system.
* Was part of daily Scrum work meetings and weekly project progress meetings
* Identified Use cases from the requirements and wrote Use Case Specifications
* Served as a Peer review member to verify, validate and modify necessary changes made considering technical and business aspects in the deliverable documents and thereby uploading it on SharePoint.
* Worked on SharePoint Insights and create links in site for client access to reports.
* Worked with data quality governance teams to ensure each work-stream and project within the Basel II framework adhered to strict data quality and maintenance standards.
* Conducted JAD sessions for communicating with the all Project directors and stakeholders.
* Assisted with developing algorithms with FX option straddles which offer the opportunity to limit loss, while maintaining the potential of profiting from a favorable move in a currency
* Generated Business Intelligence (BI) reports using Cognos.
* Reviewed client's Data Governance policies, standards, and procedures requirements along with future data management needs and developed the best practices for data management services.
* Data analysis/mapping/modeling reference data repository project to improve quality of credit risk exposure information across business units for a leading fixed income financial guarantor Focus was on designing the RDB, use cases requirements, activity, and class/data models. Follow up included ETL rules modeling, workflow analysis, and SQL queries.
* Used HP ALM for defect management.
* Conducted User Acceptance Testing (UAT) and System Integration Testing (SIT).
* Evaluated and tested new or modified software functionality to verify that software functions according to user requirements and conform to establishment guidelines. Includes the writing and executing of test plans, test cases, and test scripts.
* Used SQL Server Database query for analysis.
* Conducted data analysis and participated in the design of the conceptual model, data warehouse and overall data architecture including evaluation of data management options and data governance.
* Linked business processes to organizational objectives, perform critical path analysis, and identify opportunities for business process improvement
* Communicated extensively with the clients and with different levels of management to identify requirements, use cases and to develop functional specifications.
* Created Use-Cases and Business Use-Case Model after accessing the status and scope of the project and understanding the business processes
* Reporting and updating any issues to SharePoint repository, as necessary.
* Created test plan and test cases for User Acceptance Testing (UAT).

**Franklin Templeton Investments, Fort Lauderdale, FL Mar 2014– Dec2015**

**Data Analyst/ Business System Analyst**

Franklin Templeton Investments is a global investment management organization with offices in 29 countries around the world. With over 50 years of investing experience, the company is a recognized leader for its global growth and value stock investments, and innovative fixed–income products. This project was developed to involved in developing a portfolio management system that provided access to comprehensive information for examining and modeling any aspect of a prospective transaction for immediate execution

**Responsibilities:**

* Gathered and documented requirements for the Master Data Management perspective with the help of various Tools including but not limited to Use Cases, Process Flow Diagrams, Business Rules for Source-To-Target Mapping
* Involved in detailed discussions for End-to-End Process for various business processes like Account level Reporting, Balance Transaction Reporting, Payments and Statements Processing
* Performed Data Profiling of current state of data in the Data Warehouse by doing Data Analysis using advanced SQL Queries and Microsoft Excel, finding Gaps in Data and formulating solutions for the same
* Developed, implemented and managed data governance processes.
* Involved in revamping portions of the Fixed Income trading platform.
* Responsible for Documentation on Fixed Income & Credit Derivatives to understand the business workflow.
* Conducting Daily Stand up Meetings & Creating Meeting Minutes & Update them in SharePoint.
* Ensured that Business, Data Governance and Integration team are deeply involved in critical design issues and decisions.
* Involved in continued development and maintenance of Tableau dashboards and Crystal reports.
* Used SQL Server Database query for analysis.
* Coordinated and verified successful completion of UAT for the program and provided end user training.
* Conducted internal Technology meetings with Data Modelers, Architects and Developers to formulate a design including Data Models and the ETL Process to source the data and to distribute data to downstream partners through XML interface
* Integration between SharePoint and alternative solutions in Microsoft Access, Excel and SharePoint Excel Services to aggregate budget and distribution data for dashboard reporting
* Served as a Subject-Matter-Expert for the Master Data Management’s project to provide Cash Management Services for scoping and analyzing future requirements
* Work with external consultants to define investment functions, data governance, and improvements to the quality and timeliness of data.
* Developed Source-To-Target Mapping for the Data Mart incorporating various Business Rules
* Analyzed and verified the integrity and reliability of the Loss Data, Exposure Data and Risk rating calculations in the Lending Repository
* Collaborated with the QA Team to help build test scenarios and test cases and also do some ad-hoc manual testing using SQL

**United Bank, Reston, VA Jan 2012 – Mar 2014**

**Data Analyst/ Business System Analyst**

The project was about web application of Online banking to ensure that the registered customers have easy access to their online accounts. The website also has a Customer Service Message Center where the customer could report any problems. The web application used extensive security features to safeguard the privacy and interests of customers and to check and verify the information provided by the customers. Processing Automated Clearing House payments that were done with debit cards and recurring charges.

**Responsibilities:**

* Interviewed client employees and application owners from different business lines to gather information, understand the user’s needs, define requirements, and develop specifications.
* Conducted Join Application Development (JAD) and Rapid Application Development (RAD) meetings with the domain and technology specialist to collect and define user requirements.
* Creating technical specification requirement and writing specification document, flow chart diagram and data mapping
* Involved in requirement gathering of the Data Warehouse, ETL testing effort, analyzing business requirements, Data Model Design, Data flow from various Sources to Target.
* Validated the data loading and extraction process.
* Checked the data flow through the frontend to backend and used SQL Queries to extract the data from the MS SQL Server database.
* Assisted in the development of quality assurance activities including Quality Assurance Plan, Product Acceptance Plan, Test Plan, and Test Cases.
* Coordinated work plans between the project manager and clients using Microsoft Project.
* Created activity diagrams, use case diagrams and sequence diagrams using MS Visio to view the system from different perspectives.
* Analyzed test strategies, test cases for UAT.
* Involved reporting and tracking the defects using JIRA.
* Conducted result analysis and interacted with developers to resolve bugs.
* Worked on SharePoint for managing artifacts, version changes, and Capture Meeting minutes, Flowcharts, Activity Diagrams and Use Case Diagrams.
* Conducted detailed study of existing database and worked out a detailed migration plan for transforming disintegrated database from multiple platforms in to single integrated data source.
* Extracted data from different sources like flat file Excel data sheet, access database and SQL & Oracle relational databases and processed data to upload in to the target database.
* Created data model that visually represents the nature of data, business rules governing the data, and how it will be organized in the database.
* Involved in validation of created data model to make sure that all data objects provided by the functional team are completely and accurately represented.

**First Financial Bank, Terre Haute, IN July 2011 – November 2011**

**Data Analyst/Business Analyst**

I was involved in the data/business analysis of an online banking application that enables the bank’s customers to access their accounts through the Internet. Account holders enter their user ID and password to access their personal accounts, which includes checking, savings and money market account. The application provides the accounts lists, account summary, transactions records for various accounts and the ability to transfer funds between the various accounts using wire transfers.

**Responsibilities:**

* Prepared departmental reports, meeting minutes providing analytical framework related to the budget process
* Gathered Business Requirements, analyzed data/workflows, defined the scope, and performed GAP analysis.
* Facilitated and managed meeting sessions with SMEs from various business areas to capture requirements for enhancements in the application.
* Assisted with Business Requirements Document (BRD) and Functional Requirement Document (FRD) for the business and technical sides.
* Checked the data flow through the frontend to backend and used SQL Queries to extract the data from the database.
* Created and maintained SQL Queries for back-end testing from MS SQL Server.
* Followed established formats and procedures, created new formats, as well as researched, created, edited technical and business data documents.
* Designed and executed performance and functional test scripts.
* Worked with the Senior Business Analyst to conduct JAD sessions with business and technical units.
* Managed data conversion methods and results from legacy systems into HRIS.
* Acted as main point of contact for all in-bound HRIS related requests from Managers and HR staff.
* Implemented continuous HRIS process improvements.
* Assisted HRIS Manager in special projects, system enhancements, and project implementations.
* Used UML diagrams to visually express the core functionality of the System under Development.
* Exposed to Security Testing and Regression Testing using Win Runner.
* Used Quality Center to run manual and automated tests, report execution results.
* Interacted with the developers to report and track bugs using HP ALM.
* Followed up with developers on defects status on a daily basis.
* Worked with the BA / QA team to develop test plan and test cases for User Acceptance Testing (UAT)

**Education:**

MS Financial Risk Management from University of Connecticut, CT

Bachelors in Commerce from University of Karachi, Pakistan