Professional Summary

* Over 5 +years of Data Analyst IT Industry experience in the E-Commerce industry with a focus on Product Management.
* Proficient in understanding various phases of the SLDC such as requirement elicitation, analysis, design, development and testing for the clients in Ecommerce and Retail Industry.
* Experience gathering requirements for enhancing ecommerce websites including search and checkout functionality
* Excellent knowledge of industry standard methodologies like Software Development Life Cycle (SDLC), Iterative Software Development Life Cycle Process (Rational Unified Process -RUP) and implementation of Rational Tools used during various phases of RUP
* Experience in conducting Joint Application Development (JAD) sessions for requirements gathering, analysis and design, to converge efficiently toward a design acceptable to the customer and feasible for the developers within budget and time constraints
* Extensive experience in requirement elicitation techniques like JAD sessions, Document analysis, Prototyping, Reverse Engineering, Brainstorming, Requirement Workshop with Users, Subject Matter Experts (SMEs) and business Stakeholders.
* Extensively worked on Dimensional Modeling, Data Migration, Data Cleansing, and Data staging for operational sources using ETL and data mining features for data warehouses.
* Expertise in working with relational databases like Oracle, MS SQL Server, Teradata, Greenplum and MS Access.
* Experienced in gathering user requirements, analyzing and preparing project deliverables such as Project Charter, Business Requirement Document (BRD) and Functional Requirement Document (FSD)
* Skilled in Feasibility Studies, Scope Documents, Requests for Proposal and preparing end-user support documentation; Experienced in performing GAP analysis
* Expert hands on data loading with SQL\* loader and **external tables**.
* Extensive knowledge on Microsoft SharePoint (2007 and 2010) as document management tool.
* Extensive and effective skills in web-based, n-tier architecture and related technologies
* Excellent in preparing UML diagrams - Use cases, State diagrams, Activity diagrams, Sequence diagrams, Class diagrams, Data Flow diagram, Process Flow diagram, etc. using modeling tools like Erwin and MS Visio
* Determine which claim system to interact with to display data on the UI.
* Extensive experience in visualizing the design of the system using UML diagrams, Activity diagrams, and Web page mock-ups

#### Technical Skills

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| Analysis Methodologies | RUP, UML, Agile methodology, Waterfall methodology, CMM, SWOT, Cost-Benefit Analysis, Risk Analysis, Gap Analysis, Risk Management Plan |
| Operating Systems | Win 95/98/NT/2000/XP |
| Defect Tracking Tools | Rational Clear Quest, Test Director |
| Business Modeling Tools | Rational Rose, Microsoft Visio, Share Point |
| Data Modeling Tools & Data Analysis Tools | Power Designer, CA ERWin 3.5/4.0, ER Studio, Oracle Designer 2000, TOAD, UML |
| DBMS | ORACLE 10G/9i, DB2, SQL Server 2005/2008 |
| Requirement analysis and Mgmt. | Rational Requisite, Test Director |
| Reporting | Crystal Reports, MS Project |
| Project Management | Microsoft Project, Microsoft Office Suite |
| Programming Language | HTML, SQL |
| Testing Tools | Rational Enterprise Suite, Test Director, Quick Test Pro |

Professional Experience

**Integrys Energy Services Green Bay,WI       Nov-2012-Sep- 2014**

**Data Analyst**  
Project: Integrys Energy Services, a subsidiary of Integrys Energy Group is a competitive retail supplier that offers retail and wholesale products, primarily natural gas and electric power, provides expertise, information and solutions to the customer. As a Business Analyst I was involved in modifying and customizing their E-commerce Retail Web-application so that it provides opportunity for customer to explore the options (electric, gas, both) easily and also request a quote regarding the service in the particular area.

Responsibilities:

* Acted as a liaison between the project group and the operations group.
* Helped design scope document and to coordinate with top management for the approval process.
* Interviewed various personnel including broker dealers and traders to understand the current process and the future requirements.
* Worked with Subject Matter Experts (SMEs) to identify high level requirements related to the Claims Process.
* Documented the business requirements following the RUP methodology using rational requisite pro
* Conversion of existing website to ATG software client moved from custom built application to ATGs eCommerce suite
* Custom tools upgrade client had created marketing, merchandising, promotion and product tools to support their custom web application which needed to be re-architected to work with ATGs eCommerce suite
* Used rational tools for version control and defect management
* Authored the Business Requirement Document (BRD).
* Analysis for the Indian health care market and come up with needs assessment document and creation of product requirement documents along with SME.
* Standardized parameter files to define session parameters such as database connection for sources targets, last updated dates for Incremental loads
* Created mock-ups and wireframes using Ms-Visio and presented them to the client business team, stakeholders and design experts for approval.
* Designed the ETL processes using Informatica to load data from DB2, SQL Server and Flat files to the Target Database.
* Created SQL\*Loader control files and External Tables for moving the data from Flat Files to staging area tables.
* Developed Business rules for the equity trading system based on technical chart analysis and fundamental analysis and trends.
* Performed Walkthroughs with the SMEs for requirements approval and baseline business architecture
* Used rational Rose to create use cases for different scenarios and cases.
* Developed some UNIX Shell scripts to automate database operation and database monitoring.
* Developed Business specification diagram so as to understand the whole work flow.
* Created UI Specifications and wire frames.
* Assign work and responsible for providing technical expertise for the design and execution of ETL projects to onshore and offshore developers.
* Involved in uploading of the data from flat files into Databases and validated the data with PL/SQL procedures.
* Developed activity diagrams in Rational Rose software, so as to have a diagrammatic view of the workflow.
* Collaborated with the QA team for developing scenarios for validation and testing.
* Designed the ETL processes using Informatica to load data from Oracle, Flat files and XML files to target Oracle Data warehouse.
* Responsible for end user training and P&Ps
* Got involved in the User acceptance Testing (UAT) and SIT and documented the test scenarios and outcomes.
* Involved in writing Shell scripts for file transfers, file renaming and several other database scripts to be executed from UNIX.

**Environment:** Windows NT/XP/Vista, ASP.NET, VB.NET, UNIX, Informatica, ETL, Database ,DB2, SQL Server and HP quality center.

**Amazon, Seattle,WA Jan-2011-Sep-2012  
Data Analyst**Project:Ecommerce Content Management Initiated a year-long project to create an in-house e-commerce processing web platform to handle orders from different sources and to facilitate the creation of new offers that would all use a shared core to reduce development and testing time

Responsibilities:

* Interacted with agents group to determine user requirements and goals thus defining key challenger, project scope, requirements and project deliverables.
* Utilized Rational Unified Process (RUP) to configure and develop process standards and procedures.
* Interviewed business experts and technical experts by conducting Requirement Gathering Sessions (RGS), Joint Application Development (JAD), asking them detailed questions and carefully recording the requirements in the form that can be reviewed and understood by both business and technical teams across the organization.
* Created detailed Product Backlog Documents, Work Flows and UML diagrams like Activity, State and Class.
* Analyzed and designed current business processes and proposed solution for business process using GAP analysis.
* Organize **JAD** session with the system architect, **SMEs& project sponsor for a faster & effective system development.**
* Managed the Business Object Universes and designed complex SQL Queries to perform Data Mining operations such as and Cluster Analysis to discover the structures and relationships of the sales data and generated Crystal Reports from the Web based Point of Sale (POS) systems.
* Involved in migrating the ETL application from development environment to testing environment
* Performed data analysis to highlight useful information and supported conclusions for the Build vs. Buy decision for the POS system
* Provided training and Assisted new users On-Boarding of the environment to facilitate UAT (User acceptance Testing).
* Proactively tuned SQL queries and performed refinement of the database design leading to significant improvement of system response time and efficiency.
* Extensively worked on Informatica to extract data from Flat files, Excel files, and MS Access database to load the data into the target database.
* Developed various mapping and tuning using Oracle and SQL\*Plus in the ETL process.
* Identified and standardized sales data, which comes from different states.
* Performed Data mapping for given set of requirements.
* Hands on experience using ERWIN for Data modeling and Database design
* Developed Stored Procedures, Functions, Packages and SQL Scripts using PL/SQL.
* Users provide the source data in flat files and loading into stage tables using ETL process.
* Interviewed the key stakeholders, subject matter experts, and decision makers to have a successful collection of requirements from all domains.
* Target flat files generated on the UNIX machines are accessed by Reflection Ftp client tool.
* Conducted and participated in daily stand-up meetings.

**Environment:** MS PowerPoint, Requisite Pro, Micro Strategy, Database ,Oracle, DBA,SQL MS Visio, Adobe Photoshop, MS Excel, MS Access, ETL, Informatica,Oracle,UNIX, Business Objects.

**FedEx, San Diego, CA                        Apr-2009-Dec-2010  
Data Analyst**Description: FedEx developed an ecommerce solution called FedEx Ship Manager designed for companies who want to seamlessly integrate FedEx shipping and tracking functionality into their website, e-commerce environment, intranet or other online systems. The project involved re-engineering of the Web-based application developed using Windows .NET that enabled the customers to trade online with integrated FedEx shipping capabilities

Responsibilities:

* Translate d end user specifications into functional and technical design documentations
* Prepared accurate and detailed requirement specifications documents, user interface guides, and functional specification documents
* Ensured documentation is accurate and meets standards for quality, coverage, format, and style
* Work closely with Developers, System Engineers, and Project Managers to translate functional designs into technical design documents
* Assisted Developers in Data Modeling using Entity Relationship Diagrams (ERD).
* Interact and work directly with network and development teams
* Responsible for weekly status updates showing the progress of the ETL process.
* Developed Reports about daily, weekly and monthly data processed using MS EXCEL
* using functions like lookups, pivot tables.
* Prepared micro and macro level documents for the ETL process and also the operational documents.
* Manage d any change requests related to the working project plans daily to meet the agreed deadlines.
* Facilitated effective communication among business and technology teams
* Created various SQL and PL/SQL scripts for verification of the required functionalities
* Mapped Supply Chain Business Processes and liaised with consultants and users to ensure proper mapping and Seamless Interfacing.
* Used SQL queries to create/modify/delete data.
* Extensively used ETL to load data from Flat files which involved both fixed width as well as Delimited files and also from the relational database, which was Oracle
* Delivered system Use Cases for services and user interfaces
* Extensively involved in UNIX shell scripting for writing Wrapper scripts, SQL Execution scripts in ETL processes
* Developed Reports about daily, weekly and monthly data processed using Microsoft Access
* Proposed and designed Extensible Markup Language (XML) data transfer between the Host Servers and agents
* Interacted with Technical Teams to prioritize Bugs and identify Design and Development Errors.

**Environment:** RequisitePro, Rational Clear Case, Rational Rose, ETL,UNIX,UML, RUP, MS Excel, MS Visio, MS Project, Windows