A Business System Analyst with 6+years of experience in Retail and Financial Domains with emphasis on Quality Business Modelling, Business and Systems Requirement gathering, client/server architecture and web-based applications.

**PROFESSIONAL SUMMARY**

* In-depth understanding of software development life cycle (SDLC), requirement analysis, database management and maintenance, root cause analysis and strong documentation skills.
* Adapt knowledge in requirement gathering with techniques such as sessions such as brainstorming , one-on-one interviews, focus group, questionnaires, with business users, SME’s and stakeholders.
* Worked extensively on Business Process Modelling to manage, synchronize, and coordinate user interactions across channels.
* Excellent scripting skills in developing UML diagrams and use cases
* Drafted Requirements Traceability Matrix (RTM) to check the project requirements and to track the documentation and project tasks.
* Experience with Implementation of Vendor Delegation Model and making sure the business rules and policies are met.
* Appraised the AS-IS and TO-BE business processes (GAP analysis) and experienced in converting these requirements into technical specifications for preparing Test plans.
* Profound documentation skills in scripting Business Requirements Documents (BRD), Functional Requirements Documents (FRD), System Requirements Documents (SRD), data dictionaries, test strategies as well as other project deliverables
* Strong elicitation skills in producing detail deliverables analyzing critical problems and listing low level descriptions of possible solutions
* Strong knowledge in Relational Database Management System, Data warehousing and Business Intelligence (BI)
* Exceptional in creating Source to Target Mapping Document (STM) and integrating the data inputs/outputs from the legacy to a new system.
* Ability to work under pressure. Excellent communication, presentation and reporting skills at all levels within an organization.

**TECHNICAL EXPERTISE:**

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| **Operating Systems** | Windows XP/Vista/7/8, Mac OS X, Unix |
| **Methodologies** | RUP,Agile**,** Waterfall |
| **Data Modeling Tools** | MS Visio, AMT.NET, |
| **Project Management Tools** | MS Office (Word, PowerPoint, Excel, Access, Outlook), MS Project |
| **Network Management Tools** | MapInfo Professional, Path loss 4.0, AMT.NET, WiPS, WNMS. |

**Education:**

**Masters in Business Administration**

**WORK EXPERIENCE:**

**Target Corporation, Minneapolis, MN Nov 2014 – July 2016**

**Business System Analyst**

The Target Corporation operated 37 distribution centers and 1,763 stores. It operates general merchandise stores and Super Target stores with a line of food and general merchandise items. The project was to analyze the market research data by identifying the market trends and potentials, user biases and preference.

**Responsibilities:**

* Acted as liaison across business units primarily between the Project Manager, developers, Administrators and testers and the stakeholders.
* Having PM skills to understand the project scope, objectives, and timelines with MS Project and help explain them to various teams and prepared the “As is” and “Will be” document to help identify the benefits and project requirements.
* Used warehouse management system (WMS) to track inventory accurately, efficient logistics, optimizing the container packaging system and increase customer satisfaction
* Functionality of the WMS system included receiving order transmissions from customer systems, processing of the orders, paperwork printing, compliance labeling, producing shipping labels
* Work closely with application developers to convey and interpret requirements, analyze and evaluate data needed to meet these requirements, and provide QA services as well
* Accumulate data from Sales, Marketing and Finance for performing data analysis to prepare reports for Marketing VP
* Identified actors and use cases from the requirements and prepared Use Cases Diagrams, Business process flow, Activity Diagrams and Data Flow Diagram to understand the interaction between actor and the system using MS Visio.
* Used SQL queries to filter data within MS SQL server
* Streamlined and optimized all spreadsheets and processes associated with market analytics.
* Conducted ad-hoc reports and analysis to assist VP of Marketing in determining future catalog and e-commerce strategies.
* Prepared Business Process Models that includes modeling of all the activities of the Supply Chain business from the conceptual to procedural level. Followed top down, leveled technique for building Business Process Models.
* Facilitated and conducted (JAD) Joint Application Design Sessions to determine business requirements by bringing the stake holders and IT team on a common platform and created target questionnaires for both of them.

**Environment:**UML, Microsoft Windows, SQL Server, MS Word, MS Excel, MS Visio, Agile, Rational Rose, Waterfall

**Ebay Enterprise, Campbell, CA Sep 2013- Nov 2014**

**Business System Analyst**

EBay enterprise is engaged in delivering rich commerce experience to their clients from desktop to mobile. Their robust platform and my role in the project involves enhancement of the digital experience across websites, mobile, tablet as well as Omni-channel support that ultimately provides an end to end ecommerce solution for eBay enterprise's major retail customers.

**Responsibilities:**

* Develop plans and capital request details on projects and savings generated through continuous project requests for system improvement.
* Build plans for development in B2B and B2C ecommerce platforms.
* Analyzed new technology-based POS best-selling devices, including mobile devices and ecommerce software. Identified weaknesses and strengths of each device and reported findings to product manager, significantly impacting marketing strategy.
* Analyze and recommend improvements to all sites and prepare reports for productivity programs and coordinate with team to design effective test strategies to increase site productivity for all ecommerce procedures.
* Extensive usage of analytical, collaborative and operational customer relationship management (CRM) like Siebel, Salesforce, and Sugar.
* Create WebSphere documentation for web based applications.
* Worked on B2B platform to integrate with products from other companies. Such integration enables the creation of forecasts about customer behavior based on their buying history, bills, business success, etc.
* Worked on ecommerce inventory management system so that it would be able to connect to your ecommerce platform, marketplaces like eBay and Amazon.
* Proactively an online payment system supporting credit cards and enabling secure payments through bank accounts, account balances and PayPal Smart Connect web credit line.
* Used Customer Relationship Management (CRM) to manage the company's interactions with current and future customers.
* Coordinating all the testing activities between offshore and onsite as well as with development team.
* Review all Requirement specification docs, Functional design docs for completeness and testability.
* Conducted user interviews, attended JAD (Joint Application Development) sessions, created agendas and documented analysis in requirement gathering.
* Responsible for post development peer reviews and deployment of packages.
* Identified the use cases from the gathered requirements and prepared a comprehensive Use Case Specifications document.

**Environment:** Quality Center, HTML, SQL/PLSQL, MS Visio, Agile and Windows XP/2000, MS Office Suite (Word, Excel, Access, PowerPoint and Outlook)

**Sony Pictures Television, Culver City, Ca Feb 2012 – July 2013**

**Business System Analyst**

Sony Pictures Entertainment (SPE) is a subsidiary of Sony Corporation of America, a subsidiary of Tokyo-based Sony Corporation. Sony’s global operations encompass motion picture production and distribution; television production and distribution; home entertainment acquisition and distribution; a global channel network; digital content creation and distribution; operation of studio facilities; development of new entertainment products, services and technologies; and distribution of entertainment in more than 142 countries. The project I worked on was to Consolidate the domestic and international B2B applications for television shows information produced by Sony Pictures Television.

**Responsibilities:**

* Conducted JAD sessions with IT Risk, Compliance and Business Users to identify vital business process and align project.
* Conducted walk-through sessions with SMEs, Developers and QA leads to help with requirement clarifications and verification.
* Worked on Impact Analysis Documents to capture changes expected and Cost Benefit Analysis to understand feasibility
* Drafted Analytic Functions, Data Relations within Data Warehouse to translate business rules into transformation logic.
* Drafted diverse BRDs and FRDs with dense cross-functional processes within the domain.
* Gathered requirements to configure and optimize the customization of the digital asset manager (DAM).
* Helped the QA team in creating test plans, statuses, defects, reports, matrices, strategies.
* Worked with 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.
* Drafted Release Schedule with stakeholders to sync project timelines. Executed acceptance criteria for both mobile and web platforms.
* Conducted user interviews, gathered requirements and analyzed the requirements using Requisite Pro.
* Conducted weekly milestone meetings with stakeholders and developers to assess progress and direction of project.
* Extensively used Free Hand SQL in order to retrieve the detailed information of Database management system in order to generate different reports.
* Designed workflow, process diagram and participated in gap analyses to derive requirements for existing system enhancements.
* Identified, researched, investigated, analyzed, defined and documented business processes.
* Was responsible for all project documentations and served as a liaison between the business team and the project team by *assisting* in identifying, understanding, and documenting their business needs.
* Assisted the Project Manager in setting realistic project expectations, in evaluating the impact of changes in the organization and plans accordingly, and conducted project related presentations.
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**Environment:**HP Quality Center, QTP, Oracle 11g, PL/SQL, Oracle SQL Developer, Microsoft TFS, Microsoft Project, MS Office Suite

**Carver Federal Savings Bank, Brooklyn, NY** **April 2009 – Dec 2011**

**Business Analyst**

This project is to create a new investment opportunity for Carver bank customers, and at the same time increase stream of income for the bank. Prior to now the customers of Carver bank have had various ways of investing funds and making profits through the Carver bank online banking platform and making good returns on investment but there are a lot of issues associated with the investment platforms, some are relative to the kind of account and some are relative to the preferences of the online banking customers, but with Carver unique FX online banking customers would have the flexibility of preferences, and account could vary as well as investment.

**Responsibilities:**

* Conducted aJAD Sessions to develop an architectural solution that the application meets the business requirements, resolve open issues and elicited information.
* Apart from the requirement gathering, I simultaneously worked on implementing the Vendor Delegation Model making sure the requirements and the proper communication had gone through vendors.
* Assisted the Business users in creating the Pricing model as part of the Vendor Delegation Model.
* Documented the Pricing model for pricing edits, Claim edits and communicated with the vendors and had Walkthroughs regarding the Pricing model.
* Participated in project plan development, implementation and monitoring and evaluation activities for transitioning business to external vendors, including vendors for ancillary products and delegated bodies.
* Identified Use cases from the requirements. Created UML Diagrams including Use case diagrams, Activity diagrams, Sequence diagrams, user-flow wire frames and designed complete and detailed documents such as Business Requirement Documents (BRD), Functional Requirement Documents (FSD).
* Performed the Impact Analysis by identifying the functional business areas and supporting information technology that will be impacted by the trading application.
* Provided trace-ability across the project life-cycle, tracking requirements status, managing changes to requirements and versions of requirement specifications and tracing individual requirements to other project phases and work products.
* Facilitated User Acceptance Testing (UAT) with the stakeholders and the business users.

**Environment:** Rational Suite (Rose, Requisite Pro)SQL, XML, HTTP, MS-Project, MS-Office Suite, MS Visio, SharePoint.