**PROFESSIONAL SUMMARY**

* 7+ years of working experience as Business Analyst with hand on experience in Project Management in Pharma, E-Commerce / Retail industry.
* Comprehensive knowledge and experience acting as a liaison between business and technology in phases of Software Development Life Cycle (SDLC) methodologies like Agile and Waterfall.
* Supported Business Partners in a matrix environment and managed the activities of third party software vendors.
* Experience in overseeing the design, development, and implementation of software and hardware solutions, systems, or products provided via third party solution providers.
* Sound knowledge of E-Commerce and the POS system.
* Expertise in Supply chain management systems, Content Management Systems and Order Management Systems.
* Well-developed business and supply chain understanding attained through diverse assignments in logistics, sales, and business analysis at both staff and manufacturing locations.
* Prepared detailed reports analyzing the supply chain practices and offered suggestions for improvement.
* Experience with Enterprise Architecture.
* Expertise in defining and developing analysis of Business Requirement Documents, Functional Specification Documents, Test Plans and reports.
* Organized Joint Application Developments (JAD), Interviews, workshops and requirement elicitation sessions with end-user/clients/stake holders.
* Proficient in using UML in behavioral, structural and architectural modeling – in creating Use Case and Activity diagrams using Microsoft Visio.

**Technical Skills**

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| --- | --- |
| Methodologies | Waterfall, Agile |
| Project Management | MS Project, MS SharePoint |
| Version control | JIRA |
| Change management | Rally |
| Testing/Defect Tracking | HP ALM |
| 3rd Party software | SaaS |
| Document Management | Documentum |
| Language | C, C++, Java, .Net, UML, XML, HTML |
| Database | SQL Server, Oracle, DB2 |
| Reporting tools | Crystal report |
| Modeling Tools | MS Visio, MS Excel |
| Business Process Tool | BusinessOptix |

**Professional Experience**

**Kroger, Cincinnati, OH**

**February 2017-April 2018**

**Senior Business Analyst**

The Kroger Co. operates nearly 2,200 retail Pharmacies in 37 states, each staffed with caring professionals dedicated to helping people lead healthier lives. Worked on the project to develop “My Prescriptions” application that provides convenient services to customers such as refill prescription, setting up automatic refills, update notification preferences, manage family prescriptions (including pets), view and print detailed prescription information, prescription history and expense report.As a Business Analyst I worked in Agile and created specifications for on premise SaaS (Software as a Service) system and helped developers integrate the SaaS system with other legacy applications.

**Responsibilities:**

* Actively Participated in daily scrum stand ups, sprint planning/grooming, tech reviews, story development, business meetings, sprint demos and sprint retrospectives in an agile environment.
* Responsible for maintaining a focus on the user requirements and what the team needed to achieve in each sprint.
* Attended weekly meetings in order to address any new developments.
* Created user stories, use cases, conducted document management as well as acceptance criteria in supporting the implementation of functionality in every sprint, planning the iterations and releases and testing the developed functionality.
* Used Website Wireframes for graphic presentations.
* Analyze “AS IS” and “TO BE” scenarios, designed new process flows and documented the business process and various business scenarios
* Interact with business partners to perform the Initial Project Analysis define new and document retail sales reporting requirements and Change Requests (CRs).
* Performed the Back-End Testing to ensure data consistency and accuracy by writing and executing SQL statements on Oracle Database
* Extensively used SQL statements to query the Oracle Database for Data Validation and Data Integrity.
* Use SQL and MS Excel using macros for all Data validation based on the Business Rules.
* Extensively wrote standard and complex SQL queries to perform data validation to make sure test results matched.
* Coordinated projects and acted as a liaison between the teams for entire Enterprise Architecture process.
* Resolved issues with third party vendors to ensure that desired results are delivered as per the project schedule.
* Used BusinessOptix to create regulatory and compliance policies.
* Created BPMN and operating models, processes and models using BusinessOptix.
* Participated in meetings with Developers, Project Managers and Quality Analysts to discuss business requirements, test planning, resource utilization, and defect tracking (using JIRA).
* Analyzed Business Requirements and created Business Process Modeling Notation (BPMN) models, Use Cases, Use Case Diagrams, for applications and created Activity Diagrams using MS Visio.
* Coordinated with testers to write test cases for the functional requirements according to acceptance criteria.
* Conducted User Acceptance Testing (UAT) and System Integration Testing (SIT).
* Proactively searched ways to enhance the E-commerce Divisions performance through enhanced information, system processes and business processes.
* Led portion of JAD meetings for large enterprise-wide BI projects and addressed gaps during requirements
* 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.
* Coordinated and verified successful completion of UAT for the program and provided end user training.

**Pfizer, New York City, NY**

**September 2014- December2016**

**SeniorBusiness Analyst**

Pfizer Inc. is an American pharmaceutical corporation headquartered in New York City, with its research headquarters in Groton, Connecticut. It is among the world's largest pharmaceutical companies.

The project was designed on Enterprise Architecture and integrating it with existing Pharma projects.

**Responsibilities:**

* Discovery session for gathering and updating requirements.
* Worked with the clients on the final signing process in the User Acceptance stages.
* Facilitated JAD sessions to collect requirements from system users and prepared business requirement that provided appropriate scope of work for technical team to develop prototype and overall system.
* Participated in Daily Agile Scrum “Stand-up”, Biweekly Sprint Planning and Retrospective Sessions and update the team on status of upcoming User Stories.
* Participated in SAAS system design and integration.
* Initiated and crafted project charter by collaborating with senior business executives and technical architects; facilitated document through the global enterprise dispatch process resulting in an expedited approval of project time lines, resources and scope.
* Use Agile systems and strategies to provide quick and feasible solutions, based on Agile system, to the organization.
* Created extensive SharePoint documentation for end users, business owners and site collection administrators.
* Conducted SharePoint training sessions for site collection administrators, site owners and high-end power users.
* Developed various how-to’s on using complex features of SharePoint as needed.
* Used BusinessOptix for creating BPMN models
* Involved in writing complex SQL queries to extract the data from Oracle database
* Work in Agile, scrum, and sprint environment in order to change the requirements and features set.
* Work closely SCRUM team to create test scripts and test cases to ensure coverage of all areas of the product/feature(s)
* Used SQL Queries in Oracle to pull out data from the databases for the data validation and routine report generation.
* Conducted business analysis, acted as a liaison between project manager (project management), business users, & IT team, and used MS Office for the documentation.
* Worked with the SME’s (Financial Analysts, Risk Managers, and Project Managers) to define business critical needs and analyze the possible technical solutions.
* Interacted with database developers for formulating the ER diagrams and data flow diagrams.
* Prepared Use cases and Activity flow diagrams and Work flow diagrams, considering the scope of the project with MS VISIO.
* Worked on Content Management. Worked with website wireframes to visually support the business rules and interaction requirements for a screen transform.
* Analyzed and translated business requirements into system specifications utilizing AGILE methodology
* Documented, coached, and elicited business requirements from subject matter experts by writing user stories resulting in a clearer, more detailed and more complete understanding of project deliverables.
* Prepare and update internal status reports to inform leadership of regulatory events and status.  .
* Monitoring the support request queue in Remedy trouble ticketing system.
* Used JIRA for Defect Management.
* Conducted walkthrough and lead work sessions to the end users.

**Nordstrom, Seattle, WA**

**June 2012 – August 2014**

**E-commerce Business Analyst**

Nordstrom, Inc. is an upscale fashion [retailer](https://en.wikipedia.org/wiki/Retail) that sells eyewear, clothing, accessories, handbags, jewelry, cosmetics, and [fragrances](https://en.wikipedia.org/wiki/Fragrance). The project was to enhance and improve the Supply Chain application for official web portal www.nordstrom.com. It focused on inventory tracking and optimal stock maintenance. The application required integration of the centralized database to the e-commerce application.

**Responsibilities:**

* Extracted the Business Requirements from the Business Users and documented it for the developers conducting JAD sessions and Interviews.
* Interacted with client and the Technical Team for requirement gathering and translation of Business Requirement to Technical specifications.
* Conducted Web Meetings with Off-Shore team members to ensure that everybody is on the same page.
* Collected weekly status reports to ensure that all deliverables are met on time and on schedule.
* Created Use Cases from the list of requirements and prepared use case diagrams
* Involved in integration testing with added features like color and size.
* Wrote detailed requirements for enhancement of certain features on E-Commerce Application
* Created manuals for UAT testers and external users to explain the features of E-commerce application.
* Transfer Excel audit reports to a more automated solution. Use established pivots as the basis for creating parameterized reports and data-driven subscriptions
* Implemented SDLC for the development life cycle and followed the standard process in the application development through agile methodology.
* Attended in daily standup status meeting for outlining goals for the day and discussion of current or potential blockers, enhancement and modification.
* Created project plans, detailing projects Scope, process flow, timelines, and requirement documents and analyze risks.
* Used wireframes to visually support the business rules and interaction requirements for a screen transform.
* Analysis of business requirements for SharePoint based projects.
* Developed the business and functional requirements specification describing and prioritizing of the requirements in detail.
* Participated with QA team to conduct major functionality testing of the different module such as enrollment, report etc. manually.
* Designed and implemented SQL queries for reports and data validation.
* Analyzed “AS IS” and “TO BE” scenarios, designed new process flows and documented the business process and various business scenarios.
* Wrote use cases and relevant UML diagrams such as Use Cases, Activity and Sequence diagrams.
* Worked on requirements for various modules covered under Retail and Global E-Commerce and POS apps.
* Assisted testing teams in defect management using Quality Center.
* Participated in meetings with other developers and testers on a regular basis to overcome the communication gap.
* Created SQL scripts to extract the data from the operational database into simple flat text files.
* Performed regression tests on each module and collectively to check for functionality.

**Sears, Chicago, IL**

**March 2011 – May 2012**

**Business Analyst**

As a business analyst I worked on different project which included Supply Chain Management. It involved re-structuring the whole business model and customer experience for Sears E-commerce website.

**Responsibilities:**

* Performed special assignments (e.g., worked with Business Partners on framing-out a new business concept for the company).
* Served as a liaison between various stakeholders and departments across the region and in the corporate office.
* Provide SharePoint support for any content migration issues.
* Provide SharePoint and MS Office training to end users and site admins.
* Analysis of business requirements for SharePoint based projects.
* Analyzed data from various reports and tools, identify issues, and develop recommendations
* Assisted and supported the Project Manager in their daily duties.
* Ensured that relevant management information is captured and analyzed.
* Consulted the Subject Matter.
* Configured Salesforce.com as per client business requirements, customize/set: role hierarchy, users, sharing/access rules, standard/custom fields, page layouts, letterhead/email templates, lead/case assignment/escalation rules, auto-response, reports/dashboards, and custom objects. Also responsible for exporting/scrubbing data from existing/legacy systems and importing into Salesforce.com.  
  Experts (SME) and carefully recorded the descriptions by asking detail questions and documented them so that both business and technical teams could understand them.
* Conducted JAD sessions with the developer and the QA team to facilitate the requirement understanding process, data collection, data analysis.
* Worked with engineering and clients in the analysis of business rules, information input/output requirements, process flows, report format and content.
* Reviewed development plans, quality assurance test plans and user documentation to ensure correct interpretation of original specifications.

**Education**

* Master’sdegree