***Professional Summary***

* 6 years of Professional Experience in requirement gathering, analysis, detailing, documenting and implementation of business systems.
* Strong knowledge of Visio and MS Office.
* Ability to create and design information architectures, wireframes, using users-centric design techniques.
* Full understanding and hands on experience with Agile/Scrum methodology.
* Experience creating user Stories and manage product backlogs.
* Excellent knowledge of MS Office especially MS Excel, Power Point, Word etc.
* Highly skilled in the use of UML, Waterfall, Agile/Scrum.
* Generate model to depict business processes and information flows.
* Expertise in conducting requirement gathering sessions, feasibility studies and Impact Analysis, Cost/Benefit analysis and Risk analysis, Basel lining acceptance criteria.
* Experience with a wide range of content-oriented products/artifacts deployed via channels including Web Applications.
* Solid understanding of Use Cases, Sequence Diagrams, Collaboration Diagrams, Activity Diagrams, and Class Diagrams.
* Hands on experience working on cloud based Magento eCommerce platform.
* Experience in writing Test Plan, Test Strategy, Test Cases, and Traceability Matrix.
* Experience in E-Commerce/Retail industry.
* Excellent communication and presentation skills. Experience in working with business users as well as computer professionals.
* Extensive experience in the development, implementation, and integration strategies within a team-oriented environment, utilizing quantitative and qualitative analytical skills.
* Excellent communication and presentation skills. Experience working with business users as well as computer professionals.
* Worked as PM and technical team leads to ensure project deliverables are completed.
* Creative and aggressive self-starter with integrate thinking skills, capable of forming and maintaining positive and productive working relationships with clients, vendors, user groups and cross functional teams.
* Quick learner and excellent team player, ability to meet deadlines, execute and deliver critical projects on time.
* Proficient in understanding and absorbing technology concepts.

***Technical Summary***

*Agile/Scrum, Waterfall, Hybrid, MS Visio, JIRA, UML, Use Case, Business Process Models, MS SharePoint, MS Project, MS Office Suite (MS Excel, MS Access, MS Word, MS Outlook, MS PowerPoint), Office 365, MS Dynamics AX, Magento eCommerce, Point of Sale, MS Visio, HP ALM, RDBMS, SQL, Project Management, Rally, Java/J2EE, Microsoft ASP.NET, Google Chrome, Native Mobile Applications, ERP, CRM, Web Applications, QA testing, Defect Management, Test Plan, Test Cases, Test Scenarios, Stakeholder management, Customer facing projects, Business Intelligence (BI), Reporting*

***Professional Projects***

**Meijer, Grand Rapids, MI**

**November 2016-August 2018**

**E-Commerce Business Analyst**

As aE-commerce Business Analyst I worked on checkout Redesign project for the Meijer E-commerce website which is based on Magento eCommerce platform.  Meijer redesigned its checkout for meijer.com, the online shopping application to enhance its user experience (UX) and increase its performance.Meijer.com was also redesigned to include Softlines to its discount shopping options. This project was to include functionalities such as Gift Registry. I was also involved in development and testing of two different Mobile applications (Meijer Cloud Drive, and Meijer Mobile App).

***Responsibilities:***

* As a Business Analyst I worked in hybrid environment of Waterfall & Agile/Scrum.
* Worked closely with Product Owner, Scrum Master, Testing team and developers in a fast paced Agile/Scrum environment.
* Gathered requirements from the business and technical end to develop the mainframe and the web portal backend.
* Designing team was involved to develop product catalog.
* Actively participated during the Production releases of the products and provided go-live support during Production deployments.
* Provided best practice recommendations in the areas of Order Management System and CRM.
* Implemented and supported Order Management System.
* Used Magento eCommerce to integrate data from datacenter and various web applications.
* Conducted JAD sessions with management, SME, vendors and other stakeholders for open, pending and critical issues. Sessions focusing on IT strategies.
* Gap analysis and structured walk through of work flow with Actuaries and Underwriters to identify and fill the gap after the merger.
* Problem solving skills and building a liaison between business and technical ends of the project.
* Resolved system issues as they relate to production processing, report applications and system output.
* Researched in determining the reporting tool, and the allocation of direct access to backend tables for real-time Ad hoc Reporting and analysis.
* Played a major role in documenting functional and technical specifications.
* Assigned problems to appropriate software development team for fixes.
* Performed meetings and discussions to implement technology concepts.
* Created and managed project templates, use case project templates, requirement types and traceability relationships.
* Performed document management using Microsoft SharePoint.
* Developing Use Cases, Sequence Diagrams, Collaboration Diagrams, Activity Diagrams, and Class Diagrams.
* Designed SQL queries for Backend Testing and Report Generation accordingly based on the specifications.
* Prepared Test Reports and submitted the Bug Findings to the Bug Tracking system using Quality Center and its modules (Requirements, Test Plan, Test lab and Defects).
* Communicated to Magento eCommerce team when business requirements changed.
* Assisted project leader for project management and delivering projects.
* As a member of production support team, I have provided on-call support to all enhancements done on production servers.
* Performed Functionality, Integration, GUI, Regression, Usability and System testing for Magento eCommerce.
* Performed script import and synchronized web-based applications with client website.
* Used JIRA to log all the test cases/scripts and generate a daily status report.
* Tested the Applications compatibility on different browser versions of IE, Firefox and Safari.
* Involved in creating a detailed System Test Plans, Test Cases and Test Scripts for different modules in the Application according to the Business Requirement Documentation.
* Conducted meetings with the Business representatives to review products.

**DSW, Columbus, OH**

**August 2014- October 2016**

**E-commerceBusiness Analyst**

As a Business Analyst I helped document the processes and develop procedures for Mgaento eCommerce implementation for DSW’s enterprise level system, Order Management System, Inventory Management System and Supply Chain Management.

***Responsibilities***

* Worked with the Project Manager on various Project Management activities like keeping track of Project Status, Deadlines, Environment Request, and Compliance Issues for Magento eCommerce implimentation.
* Defined and validated requirements relating to Order Management System (OMS) and develop process flows to define functionality across the systems.
* Performed Requirements Gathering and Analysis, interviewed the SME (Subject Matter Experts), and ensured that contributors and all key stakeholders were motivated to complete assigned tasks.
* Facilitated Joint Application Development (JAD) Sessions for communicating and managing expectations.
* Worked in Agile Testing and participated meetings every day in iterative environment Created and maintained detailed test cases to perform various types of testing.
* Extracted data from the database using SAS/Access, SAS SQL procedures and create SAS data sets.
* Using Agile methodology and engage in an iterative workflow and incremental delivery of working.
* Prepared, scheduled and lead meetings between enterprise business and technical resources and multiple vendors in preparation for demonstrations and site visits resulting in more efficient and productive meetings with fewer follow up questions and communications.
* Transfer Excel audit reports to a more automated solution. Use established pivots as the basis for creating parameterized reports and data-driven subscriptions
* Assisted in closing gaps for associated Stories in each individual Sprint.
* Assisted in entering and updating Issues (Epics, Stories, and Tasks) onto JIRA Agile application.
* Responsible for process reengineering, change management, Business case development, project requirements management using Agile methodology.
* Worked with the Data analyst to migrate data into DWH & involved in data modeling.
* Work on business process reengineering, GAP analysis for department interoperability.
* Identified functional and non-functional requirement for POS application.
* Manage the Requirements (Business as well as System requirements), performed requirements analysis along with the creation of Use Case Scenarios.
* Modeling of the business and application using Unified Modeling Language (UML).
* Created Process Work Flows, Functional Specifications, and responsible for preparing Software Requirement Specifications (SRS), Functional Specification Document (FSD).
* Support Internal and external auditors for department audit.
* Performed Change Control Procedures, Configuration Management and Version Control using JIRA.

**Chico’s, Fort Myers, FL**

**May 2012 – June 2014**

**Business Analyst**

The project was based on implementing new retail software that focused on integrating the IBM **POS** system to assist the Chico’s streamline its process, integrate channels and maximize profitability. Its main functionality included integrating the Retail POS system to promote Order Management System, inventory management, operations management, Supply Chain Management and merchandise/assortment planning and customer relationship management.

***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
* Worked with development team, research and customer relations to develop prototype for User Interface to enhance the user experience with the website
* Interacted with subject matter experts in marketing, finance, merchandizing, fulfillment, business development, customer service and technology departments to elicit business requirements
* Worked on requirements for various modules covered under Retail and Global E-Commerce applications that include modules for Account Receivable, Account Payable, Sales Order Process, Order Delivery and others.
* Used JIRA for requirement management.
* Interface with product stakeholder’s groups to define clear user stories, assisting Product owner prioritize user stories in Product backlog
* Coordinating agile based planning/review activities and meetings, followed Iterative Software Development Life Cycle Process, Agile using Scrum
* Understood and articulated business requirements from user interviews, weekly requirement gathering sessions and then converted requirements into technical specifications
* Decomposed and documented high level ideas into detailed 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.
* Extracted data from the database using SAS/Access, SAS SQL procedures and created SAS data sets.
* 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.
* Conducted Joint Requirements Planning (JRP) sessions as a facilitator to gather requirements from the business area and to discuss different critical success factors of the project like Operational Feasibility Analysis, Technical Feasibility Analysis, Cost Benefit Analysis & etc.
* Developed and managed project plans, schedules, issues log created and business-technical conflicts.
* 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
* Participated with Network Administrator and Technical Team in network security design using various network protocols for E-Commerce online applications
* Worked with e-marketing team for online advertising and marketing of various products of the company

***Education Qualification***

Bachelors in Business Administration from Pokhara University Nepal ,2011

Certified Scrum Master (CSM)