**Krishna Diwakar**

**Business Analyst**

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**Summary:**

* 8 years of experience working as a Business Analyst on various projects with different management and operational settings. experience working with the business users and with the senior management for web based environment, client server applications and different domains.
* Gained valuable skills in the areas of business analysis/reporting and operations, industry research and analysis, financial sales. Industry experience in internal and management consulting.
* Proficient in all phases of requirement gathering that includes **BRD, FRD, WBS, System Requirement Specification (SRS)** and sound knowledge on**SDLC models: Waterfall, Agile,** and **Iterative** models.
* Played a key role in executing the challenging tasks with good understanding of **Business Requirement Elicitation, Business Process ModelingFlow, Data Analysis** and Mappingand **Business Intelligence**.
* Expertise in requirements gathering, **Business Process Reengineering**/**GAP** Analysis for compatibility new business requirements. Analyzed and successfully implemented projectand operations management techniques andutilized strategic alternatives in the **agile framework**.
* Comprehensive knowledge on the current research and trends in the Business Analysis, **Project** and **Operations Management**. Strong experience with Scrum methodology and writing user stories.
* Experience at understanding the AS-IS system, analyzing the shortcomings and improving the design of the TO-BE system.
* Proficient in using **Agile Scrum methodologies**, performed roles of Scrum Master following sprint/standup sessions and used Excel extensively to write **user stories, analyzed the Iteration Burn Down charts** and reviewed defects.
* Experience as a Functional and technical requirements gathering, fit-gap analysis, configuration, testing, deployment and support. Comprehensive knowledge of e-commerce business processes and e-commerce concepts and terminologies
* Strong experience in conducting **User Acceptance Testing (UAT),** Expertise in designing and developing **test strategy, test plan and test scripts** and Unit tests, SWOT and Risk Analysis, Cost Benefit and ROI Analysis,
* Created **functional & technical specifications**, process diagrams & flow charts, all aspects of the **System Development Life Cycle (SDLC)**using Waterfall, Agile/Scrum, RUP (Rational Unified Process) and Software Testing Life Cycle (STLC). Operations procedures and user documentation. Experience in handling Change Requests by the Clients.
* Conducted Feasibility, Adaptability study and Risk Analysis to identify the business critical high-risk areas and recommending solutions to management. Adept at facilitating walkthrough and training sessions and providing training to business users.
* Demonstrated ability to combine information from multiple sources and produced a coherent narrative. Delivered quality and maintainable solutions meeting stakeholder expectations, within cost & budgets.
* Excellent analytical and resourceful approach to problem solving, identifying and documenting root causes and corrective actions to meet short and long term business and system requirements.
* Analyzed and measured the data from various complex databases, presented the findings to support the decision systems. Working knowledge in**ERP**.Knowledge on **Rational Clear Case** for Version Control of requirement documents and **Rational Clear Quest** for tracking and prioritizing defects.
* Expert in writing detail system use cases, developing business test cases and working with QA teams.
* Bestowed with **COMPETENT COMMUNICATOR (CC)**and **ADVANCED LEADER BRONZE (ALB)certifications** from Toastmasters International (TMI). Served as President and Area governor at TMI club.

**Areas of Expertise:**

Agile and Waterfall Methodology, Iterative Methodology, Project Management, Operations management, QFD Quality Management, Email analytics, Framework Test Tool, Resource Management, Product Research, Application Development, SDLC model, Spiral Model, Use Cases, Test plans and strategy, Joint Application Development (JAD), SWOT Analysis, Strategic Management, Data and Decision Analysis.

**Technical Skills:**

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| **Tracking and Collaboration Tools** | Jira, Confluence, TFS, Smart sheet |
| **Data Bases** | Microsoft Access, MS SQL Server and Oracle. |
| **Operating Systems** | Windows, Mac OS X, Linux Ubuntu 14.04 |
| **Business Modeling Tools** | MS Visio, StarUML v2. Draw.io |
| **Testing Tools** | HP Quick Test Professional, HP ALM/Quality Center, Toad, QTP |
| **Environments** | C, HTML/HTML5, JSON, CSS, ASP.NET |
| **Standards & Methodologies** | SDLC and RUP, Agile Scrum, Waterfall |
| **Applications** | Microsoft Office Suite 2013 (Word, Excel, PowerPoint, Project and Outlook), Smart sheets, Adobe Creative Suite (Acrobat, Dream viewer, Photoshop and Flash), Microsoft SQL, MS SharePoint, Microsoft WebMatrix 3, Team Foundation Server (TFS), AML, FATCA, Rational Requisite Pro |

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**Education:**

Bachelors in Engineering from Visvesvaraya Technological University, Bangalore, India Aug 2008.

**Certifications:**

Competent Communicator (CC)& Advanced Leader Bronze (ALB) certifications from Toastmasters International.

**Professional Experience:**

**Client: Randstad USA, Atlanta Oct 2015– Present**

**Role: Agile Business Analyst**

**Project:SendGrid Email Integration, Randstad USA corporate office**

The project involved integration of the SendGrid email functionality for the emails sent out from the RFO, Elastic Search and Randstad USA Website. The email deliverability data is parsed in XML format & sent to ATS servers using API calls in turn the email status data is stored in the database.SendGrid functionality helps in tracking various email status and delivery management. Emails categorized into marketing and transactional are treated separately while tracking the email events for errors.

**Responsibilities:**

* Interfaced with the stakeholders as part of the Requirements Engineering team to finalize the project scope.
* Involved in brainstorming sessions towards the SendGrid email Integration for the various email channels. Facilitated the meetings with the product owners (Marketing and OpCo’s) towards the designs, process flows and its feasibility.
* Successfully used Agile/Scrum Method for gathering requirements and facilitated user stories workshop. Documented User Stories and facilitated Story Point discussions to analyze the level of effort on project specifications.
* Performed Requirement Elicitation and Analysis and conducted JAD sessions for communicating with Internal stakeholders and SendGrid team. Ensured effective implementation of agile process
* Prioritized project efforts, developed project plans, process flows, UML Model and Use Cases. Identified and prepared business requirements- gap analysis.
* Created UML diagrams and developed numerous workflows (automated email notifications) within the applications, performed various enhancements for the prototypes and worked with UI/UX team in designing the mockups for the email flows process and the integration using Microsoft Visio.
* Documented Business Requirement Documents **(BRD)** and Functional Requirement Documents **(FRD)** for the RFO, elastic search and Web. Created and managed **project templates, use case** templates, requirement types and **traceability matrix** to map all requirements with their functional steps.
* Worked extensively through Agile development methodology by dividing the application into iterations
* Oversaw the design, development, and testing of applications and its integration with SendGrid. Warm up sessions for the new IP’s and domains.
* Conducted the daily scrum meetings and tracked the teams progress towards the sprint completion.
* Worked with the team in executing the **SQL queries** for generating reports for users.
* Managed workload, schedules and coordinated status review meetings with project managers, business managers, **cross block BAs** and team members.
* Developed **weekly reports** that were used by management to assess the percentage of progress being made by the project team and compared it with hours burnt.
* Carried out **UAT** by developing **test plans, test scenarios, test cases**, and **Test data** to be used in testing based on business and user requirements, technical specifications of the product.
* Helped in **creating end user manuals** and **procedure manuals** for the OpCo’s. Trained users during various application rollouts

**Project: Enterprise Recruiting Platform (ERP)**

Enterprise Recruiting Platform (ERP) is a centralized application tracking platform for all the Randstad OpCo’s. Currently Randstad operating companies use differentapplication tracking systems. ERP is implemented with an objective to make all the available tracking systems and the corresponding databases across the OpCo’s into one single centralized database (CDB). The current application tools range from Front office application, Bullhorn, Spherion etc. This project is divided into two parallel tracks Central Database and UI web application.

**Responsibilities:**

* Worked with the innovation team while initiating the project, extensive brainstorming sessions with the marketing team and captured the needs accordingly.
* Worked with the stakeholders across the OpCo’s in understanding the business processes and created recruiting process flow diagrams, **Use Case Diagrams and Class Diagrams** across all the OpCo's using MS Visio, reviewed the flows with the product owners from the functional and business perspective.
* Created the requirement tractability matric for all the ATS and acted as a liaison between business users and developers, further clarifying questions and business issues.
* Performed **risk analysis** of the requirements to identify the key business risk areas for the project and prioritized the application development and testing.
* Facilitated the daily scrum meetings and updated the task schedules on TFS. Facilitated the sprint planning and retrospectives.
* End to end assertions and validations were performed **using** SOAPUI and rest client.
* Addressed the impediments and team conflicts, and maintain focus on product backlog and project timeline.
* Provide user interface design for Web-based ATS applications, including dashboards, widgets, and products.
* Worked with Legal compliance team to facilitate System Level Agreement (SLA) for enrolling external web services and was involved in negotiating salient features of ERP systems.
* Work closely with project owner in backlog management and continuous delivery of features and also maintained **burn down chart and team velocity**.
* Prepared weekly status reports and brainstorming sessions with the innovation team and OpCo managers.
* Prepared detailed reports and documentations while facilitating the developers across all the tracks.
* Testing interfaces written as part of conversion project. Designed detailed logical class, test scripts, Recorded the **bug-defects** on TFS and prioritize defect fix with the developers.

**Environment:** MicrosoftVisio&MS Office Suite, Agile/Scrum, TFS, RFO**,** MS Test manager, UML, Adobe Photoshop, SharePoint 2013, JIRA.

**Client: Deutsche bank, Raleigh Sep 2014– Sep 2015**

**Role: Senior Business Analyst**

**Project: Financial services company**

Deutsche bank is a diversified financial services company, providing banking, insurance, investments mortgage and consumer finance across North America and elsewhere internationally. I worked on Deutsche Bank’s Financial Subsystem including modules such as Requisition module, Accounts Payable, Accounts Receivables, Invoice and Payment module. I also worked on consolidation of the GL Accounts as well as various report validation and analysis for the accounting sub-system.

**Responsibilities:**

* Analyzed Project Folders and the documents for full understanding of the business and gain basic knowledge of various applications/systems internal and external to the Deutsche bank.
* Documented Business Requirements Document, Technical Specifications Documents, and data mapping documents.
* Involved in documenting scope and objectives of end to end testing, integration testing and project implementation.
* Interacted with client groups to determine user requirements and goals.
* Utilized **Rational Unified Process (RUP)** to configure and develop process, standards, and procedures and created a Business Requirement Document.
* Closely interacted with designers and software developers to understand application functionality and navigational flow and keep them updated about Business users.
* Analyzed business requirements and segregated them into high level and low level Use Cases and designed Activity and Sequence diagrams using Rational Rose.
* Derived **Functional Specifications** document based on the User Requirement Specification.
* Used **Rational Requisite Pro for requirements management** and to follow configuration management processes.
* Documented Requirement **Traceability Matrix** in Requisite Pro for traceability of requirements through test cases.
* Extensively used **Rapid SQL to write validation queries** and to work on data analysis.
* Involved in walkthroughs and meetings with development team to discuss related issues.
* Used **MS Visio** to visually determine the proper structure, key elements and optimal design for the database and to aid efficient creation of tables.
* Created **Entity Relation diagrams** to represent the relationships existing between designing the internal schema of a database and the relationships between the tables.
* Aided management in standardizing web applications by preparing **GUI** standards and recommending alternatives for incorporation in a phased, iterative manner.
* Assisted in performing Smoke Testing to ensure that the compiled software components of the application adhere to Project Standards, Performance Criteria and Functional specifications to ensure feasibility of testing effort.
* Conducted highly interactive **JAD sessions** with projects stakeholders such as users, QA analysts, and project management team, identifying and resolving issues.
* Facilitated **User Acceptance Testing (UAT)** with the stakeholders and the business users, and the errors discovered were fixed and then verified via regression testing.
* Frequently updated the requirement and defect status as per the current status of the project in **Rational Clear Quest**.
* Used **Rational Clear Case** as Version Control System for any changes to common documents related to project.
* **MS Project** was used to manage the project and deliver it on time as planned.

**Environment:** AgileScrum**,** Windows, MS Office Suite, UML, UAT, RUP, Adobe Photoshop, Rest Client, use cases, SharePoint 2013, MS Visio, HTML.

**Client: Georgia power, Atlanta Nov 2013– Aug 2014**

**Role: Business Analyst**

**Project: Billing system and migration upgrade**

Georgia Power implemented the billing system upgrade and migration project was initiated to move customers from the existing billing system to a new OTC billing system, which is more robust, user friendly and flexible to handle the growing customer base. This new billing system enables DE to provide accurate and user friendly service to the business team and external customer in generating the real time invoices, usage processing and on demand transaction management.

**Responsibilities:**

* Involved in the requirements gathering and analysis phase of the **System Development Life Cycle** (SDLC) from understanding business needs to creating Business and Data requirement documentation.
* Gained a comprehensive understanding of utility market, on demand supply, energy mix and analytics.
* Reviewed the **AS-IS** current processes and conducted Gap Analysis before creating **TO-BE documentation.**
* Worked with the Subject Matter Experts, Business stake-holders, Utilities and Developers to ensure requirements are accurately captured in a timely manner.
* Used Excel Spreadsheets to analyze the utilities data while comparing two methods of gathering and retrieval of document. Analyzed the utility usage/peak load data through advanced **pivot tables, V-Lookup,** graphs and charts towards the decision making.
* Documented user requirements using **UML diagrams, use cases** using MS Visio.
* Used the **swim lanes and flow charts** in MS Visio to demonstrate and explain complex process system workflow.
* Prepared the **BusinessRequirement Document (BRD)** and **Functional requirement document (FRD)** for the enhancement of the existing services.
* Executed **SQL queries**, performed Data Analysis of existing data through SQL and MS Access. Retrieved the data from different databases, for data validation, errors & analysis and generated the reports.
* Gathered specs from the line of business for report development and acted as a liaison between the line of business and technical analyst for report development focusing on transaction management.
* Created several **dashboards in Excel** to provide at-a-glance views of KPIs (key performance indicators) relevant to invoices, forecasts and data representation.
* Support Customer Facing Web and Mobile Applications that will promote interactions with customers and provide easy methods for customer to view and pay bills
* Set up customized alert and notification systems including automatic generation of service requests and billing requests.
* Developed requirements specific test cases to validate the requirements from BRD and also the codes implemented by developers.
* Updated stakeholders with project status and new developments to ensure contingency plans are set in place.

**Client: Macy’s, San Francisco Oct 2012– Oct 2013**

**Role: Business Analyst**

Macy's Systems & Technology (MST) is the information technology division of Macy's Inc. Macy's Inc. is the nation's largest operator of department stores with over 800 department store locations in 46 states.

The project implementation dealt with enhancements to the Store Systems. Analysis of the merchandise mix and related product performance, reporting the activities on key analytics. Partnered effectively with Sales and planning team while updating the distribution, pricing rules, promotions, payment, logistic, merchandize and others.

**Responsibilities:**

* Developed documentation while understanding the E-Commerce side of the Macy’s store website.
* Supported the business processes ranging from order management and procurement, to material management, Supply Chain Management, transportation and distribution.
* Facilitated the execution and implementation of key business initiatives involving technology components.
* Evaluated information gathered from multiple sources, reconcile conflicts, decompose high-level information into details, abstract up from low-level information to a general understanding.
* Led all reporting and analysis of web related initiatives for several North American brands.
* Successfully pursued different phases in the **Software Development Life Cycle.**
* Reviewed and processed existing implementation and outlined current business challenges.
* Integrated the new features of buying process and offers into the existing application according to **Inventory and order management**. Developed stories and documented alternate scenarios for bringing the catalog and pricing online.
* Conducted user interviews, workshops and **documented business and functional requirements**. Wrote the **user stories** for the ordering and product catalog workflow models with the help of **wireframes**.
* Prepared BRDs and FRDs to freeze business requirements and provide deliverables based on MPS and MDS.
* Performed Requirement Analysis and developed **Use Cases, Activity Diagrams using Rational Rose**
* Created and managed Project Templates, Use Case Project Templates, Requirement Types and Traceability Relationships in **RequisitePro**.
* Involved in creating **automated Test Scripts** representing various Transactions, Documenting the Load Testing Process and Methodology. Created meaningful reports for analysis and integrated the Performance Testing in the SDLC.
* Conducted Functional Walkthroughs, **User Acceptance Testing (UAT**), and supervised the development of User Manuals for customers.
* Various versions of the documents generated during the project were maintained and managed using **Rational ClearCase** and performed defect tracking using **Rational ClearQuest**.
* Tested the final application for Usability Testing to verify whether all the User Requirements were catered to by the application.

**Environment:** Windows XP Professional, XML, Oracle SCM, MS Access, MDS, MS Excel, MS Project, RUP, UML, Rational Rose, Requisite Pro, Clear Case, Rational Clear Quest, SQL server, VBA, MS Office suite, MS Visio.

**Client: SLK Soft, Bangalore Oct 2010– Aug 2012**

**Role: Business Analyst**

The project was on the Intranet Credit risk management enhancement, which will help Deutsche bank to make centralize lending information, for the businesses, including: approval data; financial statements analysis; credit risk grading, mortgages; balance and debts information and reporting in a single intranet platform. The use of credit risk models offered a framework for examining credit risk in a timely manner, centralizing data on global exposures and analyzing marginal and absolute contributions to risk. The single intranet platform model helps in improving Deutsche bank’soverall ability to identify, measure and manage risk.

**Responsibilities:**

* Involved in the interactions with Subject Matter Expert, Product Manager, Developers, and the end-users in more than one **JAD** sessions. **MS Project** proved useful in coordinating activities with project manager and various other teams.
* Analyzed business processes to identify areas of reducing operating costs and improving efficiencies; recommended and implemented new technology solutions.
* Facilitated **Scrum meeting** with technical/non-technical team, Accounts updating, data analysis and sharing with XML patterns, SME’s to clarify business rules & solve impediments, rectifying the regulatory issues with SME’s and **translated Functional requirements into User stories using JIRA.**
* Got in depth understanding of the processes of the credit risk management and related underwriting systems.
* Thoroughly understand the scope of all the projects and prepare a first draft of tasks & teams needed to accomplish the project.
* Implemented numerous business optimization projects and reporting tools that improved efficiency. Worked with the teams on the centralize lending analytics, regulations and information, including: approval data; financial statements analysis and regulatory aspects.
* Managed current and prospective client information using data tools and researched on the commercial lending and risk areas affecting businesses.
* Monitored and reported key parameters including investments, flow of data, modelling and forecasting.
* Protect development team from outside distractions, impediments or team conflicts, and maintain focus on product backlog and project timeline.
* Provide user interface design for Web-based projects, including dashboards, widgets, and products.
* Work closely with project owner in backlog management and continuous delivery of features and also maintained **burn down chart and team velocity**.
* Worked with Legal compliance team to facilitate System Level Agreement (SLA) for enrolling external web services and was involved in negotiating salient features of SLA terms.
* Record any **bug-defects** and prioritize defect fix. Manual testing for checking the data flow of the application using SQL.
* Actively trained business users involved in **User Acceptance Testing (UAT)** and helped them understand UAT procedure.

**Environment:**Agile Scrum**,** Windows, XML, MS Office Suite, Visio, MS Test manager, UML, UAT, RUP, Oracle, SharePoint 2013, HTML.

**Client: Metro AG, Bangalore Dec 2009– Sept 2010**

**Role: Business Analyst**

Metro AG is the largest retail store in India. The store operates in a large megastores operating in larger facilities. The project was to re-design all the pages of Metro AG including Home page, Cart, Checkout, Payment, Family registration, corporate offers etc. The project was to build and enhance the commerce Suite for e-Commerce web portal, pricing rules, promotions and store merchandize.

**Responsibilities:**

* Gather requirements by conducting meetings and brainstorming sessions with senior management of the Research Group and **SMEs** and document them.
* Prepared user training manual for merchandising team on managing commerce assets through **Business Control Centre.**
* Generated Use Case diagrams using MS Visio to depict process flows, timelines and cost-benefit models.
* Provided insights about the enterprise e-commerce systems and new implementations. Conducted **JAD** sessions, initiated scope and discovery meetings.
* Participated in daily **SCRUM** meetings in an **agile environment**, **retrospective meetings** for issues, incorporate suggestions and decision making.
* Involved in designing and developing **Data Models and Data Marts** that support the Business Intelligence matrices.
* Introduced **Agile** and **RUP** methodologies to reflect liquid nature of front-office improving time-to-market
* Performed extensive requirement analysis including Data analysis and **GAP** analysis.
* Worked as a liaison between the Business and Technology Department.
* Responsible for managing the migration of the department’s website using Web Builder and ensuring that there are no broken links on the intranet.

**Environment**: MS-Office Suite (Word, Excel, PowerPoint, Visio, MS Project), RUP, UML, MS Visio, Center, Load Runner, Rational Rose.

**Client:Enerparc, Bangalore Apr 2009– Nov 2009**

**Role:Jr. Business Development Associate**

### Enerparc Energy specialize in engineering, procurement and construction (EPC) for solar PV projects. They work in partnership with the community of developers.

### Responsibilities:

* As a Business development associate, my role was to act as a liaison between **internal** &**external stakeholders** and with the management while ensuring effective day to day business needs towards the achievement of feasible solutions.
* Strengthened the business relationship with **channel partners** and **external stakeholders** (Banks, financial entities, Contractors) and **Third Party Administrators** (TPAs) through effective communication and coordination on regular basis.
* My roles were entrepreneurial and combined strategy focusing on external needs and strategic alternatives.
* Performed planning and strategy as a team for all the activities to be carried in the company.
* Interacted with stakeholders at zonal level to provide update on the product information and market.
* Ensured collection of new & renewal business commissions and worked in **organizing the database**.
* Reviewed the tracking of business- channel partners, employees.
* Supported in preparation of the budget and tracked the actual performance against set targets.
* Helped in preparing the management reports and analyzed daily, weekly, and monthly MIS to understand the position of the business.
* Identified the areas of concern and reported to the management about deviations.
* Analyzed and reviewed the requirements and resources. Helped the clients in implementing plan for energy solutions. Built and sustained strong relationships with clients.