**Luan Hoang**

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**OBJECTIVE**

I am an assertive professional with over 8+ Years of practical experience and a solid understanding of a diverse range of Business Solutions and their applications in Ecommerce and Retail.

**PROFESSIONAL SUMMARY**

* Strong knowledge in all phases of the Systems Development Life Cycle (SDLC) process.
* Possess in depth knowledge in Software Development Methodologies like Waterfall, Agile, and RUP.
* Strong experience with Scrum methodology and well versed in writing user stories.
* 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.
* Performed OQ/PQ validation of Clinical Trial Management Software (CTMS).
* Experience in customer / client interaction, **and deep understanding of** business systems functionality and technicality.
* Diverse, multi-faceted credentials embrace solid qualifications and experience in Business Intelligence Project Management, and Data Analysis.
* Extensively used **Rational tools** for **Requirement Management;** Elicitation, Analysis, Communication and Validation.
* Participated in brainstorming sessions and walkthroughs with subject matter experts (SME).
* Experience in creating Business, Functional Requirements, and **Systems Requirements documents**, **Traceability Matrix** using **Requisite Pro** and **DOORS**.
* Experience in UML based methods using **Rational Rose** and **MS Visio** to develop **business cases, use case diagrams and activity diagrams**, **sequence diagrams and collaboration diagrams.**
* Facilitated JAD (Joint Application Design) sessions to expedite and streamline the requirement gathering process.
* Experience in collecting, cleansing, validating, analyzing and reporting both structured and unstructured BIG data from various sources, such as relational databases such as DB2, Oracle, SQL Server, MS Access, internal and external websites, leveraging SQL, ETL, data mining and XML tools
* Involved in maintaining Traceability Matrix and performing GAP analysis.
* **Working Knowledge** of **testing tools** like **HP Quality Center,** Experienced in **preparing user instruction** and use cases to conduct **User Acceptance Testing (UAT).**
* **Experience running SQL queries for data validation and comparison to perform back end testing.**
* **Extensive experience in writing complex queries in using inner join, outer join, Sub-queries, and different functions.**
* Extensive experience in designing, developing, and implementing innovative business process and system solutions based on E-commerce application.
* Experienced in ERP Software implementations as Business and Technical Analyst.
* Experience in Quality Assurance Life Cycle (QALC) aspects such as Establishing Project Standards, Writing Test Strategies, Test Plans, Test Cases, Defect Reports and Developing Test Scripts, Traceability Matrices and Test Environments.
* Extensive experience in ETL process consisting of data transformation, sourcing, mapping, conversion and loading.
* Strong knowledge on working E-commerce application, POS system, inventory tracking, and credit card processing.
* Worked on requirements for various modules covered under Retail and Global E-Commerce (POS) apps that include modules include FI (Account Receivable, Account Payable, and General Ledger), SD (Sales Order Process, Order Delivery), etc.
* Web Testing in Retail/E-Commerce with different browsers and O/S.
* Experience across a range of logistics functions including: production planning, inventory management, customer service, forecasting, transportation and distribution with a diverse group of companies, products, and services.
* Excellent team player with strong written, communication, interpersonal and analytical skills.
* Experience leading team to meet deadlines and goals set by clients.

**TECHNICAL SKILLS**

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| --- | --- |
| Methodologies | Agile, Waterfall, RUP |
| Requirements Management | IBM Requisite Pro,IBM DOORS |
| Business Modeling Tools | Microsoft VISIO, Rational Rose |
| Change Management tools | Rational Clear Quest, Rational Clear Case. |
| Testing tools | HP Quality Center, QTP, ALM, JIRA. |
| Databases | Access, Oracle 11c, DB2, MS SQL Server 7.0/2000 |
| Other tools | Toad, Squirrel, DB visualizer, putty, XML, SOAP UI, Informatica. |

**WORK EXPERIENCE**

**Footlocker Chicago, IL, May 2012- Present**

**Sr. Business Analyst**

FL.NET DFS is a web based, three-tiered merchandising and inventory management system developed with .NET technology. The system allows a store to manage the workflow required from creating sales orders to getting them approved, making requests to the warehouse and updating the inventory, to finally making a delivery order. It also allows the company to configure and make dynamic changes to their business rules.

**Responsibilities:**

* Interacted with business heads to finalize the Business Requirements for the application.
* Performed the requirement analysis and documented the requirements using Rational Requisite Pro.
* Managed changes to the POS system
* Used the requirement attributes (priority, effort, and risk) as the basis for negotiating the inclusion of the requirement, to manage the scope of the system efficiently.
* Developed UML Use Cases using Rational Rose and developed a detailed project plan with emphasis on deliverables.
* Successfully conducted JAD sessions, which helped synchronize the different stakeholders on their objectives and helped the developers to have a clear-cut picture of the project.
* Understand the As Is system and develop the To Be system concept and also prepare the System Process Maps.
* Managed changing requirements which included establishing a baseline, keeping track of the history, determining dependencies that are important to trace, tracing relationship between related requirements and maintaining version control.
* Prepared and documented System Requirements and workflows for the Content Management Application tool.
* Checked Business Readiness and determined activities of flow.
* Performed Unit Testing and User Acceptance Testing and documented detailed defects.
* Wrote Procedure Manuals and was responsible for continuity preparedness.
* Managed various tests, stored test information, reviewed and analyzed test results.
* Conducted presentations of the Q/A test results with analysis to the stakeholders and users and documented modifications and requirements.
* Involved in testing the POS system
* Helped in writing Training manuals and helped business with the Training on a one to one sessions.
* Employed Rational Clear Quest for effective Change Management (Requirements Creep) and bug tracking during the testing lifecycle.

**Environment**: Rational Rose and Requisite Pro, MS Visio, MS Project, UML, XML, Windows XP, NT/2000, HTML, Vignette Content management Tool, J2EE (JSP1.2), XML, XSL, XSLT, HTML, SQL, Oracle

**Nordstrom, Seattle, WA June 2011 – May 2012**

**Business Analyst**

The purpose of the project was to enhance user experience on the Nordstrom E-commerce web site by improving navigation and reducing the number of user clicks and also to increase the online sales by providing customers retail level of customer interaction. The application provided website visitors with as much information about the product on the limited real estate on the webpage, without repeated browser refreshes, as they would get when visiting the store.

**Responsibilities:**

* Elicited and gathered user and business requirements through open ended discussions, brainstorming and prototyping.
* Created detail process flow documentation based on the input from system users and understood the system architecture.
* Assisted the Project Manager in managing project resources and project timeline using MS Project and Excel.
* Designed the Functional Specification Document (FSD) based on the project scope and SDLC methodology.
* Performed requirement gathering for integration with the Enterprise Reporting System using Requisite Pro.
* Facilitate issue resolution of defects uncovered through testing. Participated in ad hoc testing of system interfaces with Program Participants.
* Utilized Rational Unified Process (RUP) to configure and develop process, standards and procedures.
* Conducted JAD sessions for communicating with the all Project directors and stakeholders and created Process Workflows and Functional Specifications.
* Involved in Project Planning, Test Planning, Coordinating on all SDLC phases.
* Involved in preparation of Test Scenarios and Test Cases as per the Business Requirements and Use Cases
* Worked closely with the Project Manager in handling the scope creep and analyzing its effects.
* Developed Business Requirement Document and Use Cases Specification for various Use Cases.
* Involved in updating use-cases, use-case diagrams, and workflows in First Assist to incorporate changes to existing functionalities for version enhancements using Rational Rose and Visio.
* Assisted quality assurance team in testing different releases and in designing test plans and test cases. Performed User Acceptance Testing (UAT)

**Environment**: Windows 2000/XP, Microsoft Office SharePoint 2007, Cognos, MS Office (Word, Excel and PowerPoint), SQL Server, MS Project, MS FrontPage 2003, MS Access, EDI, Documentum 2.0, UML, Java, .Net Framework

**Target Corporation, Minneapolis, MN Jan 2010 – May 2011**

**Business Analyst**

Target Corporation has over 1400 stores in 47 states and is among the biggest players in the retail sector in the US. The client needed a secure, robust, and flexible platform to support all of their POS devices. The solution was required to result in cost savings, improved sales tools, easy integration with mobile devices, smooth integration between disparate systems, and electronic audit trails.

**Responsibilities:**

* Gather requirements by conducting meetings and brainstorming sessions with end users and SME and document them using Requisite Pro - the documentation tool offered by Rational.
* Extensively involved in data modeling
* Data mapping, logical data modeling, created class diagrams and ER diagrams and used SQL queries to filter data within the Oracle database
* Defined charter, scope, schedule, and resources for projects productizing R&D programs, managing (and often defining and delivering) customer needs via marketing requirement documents (MRD) and product requirement documents (PRD) with program milestones, user documentation and QA, increasing profitability while building a best practices organization.
* Developed and provided formal training and presentations/lectures to all DWH users ensuring an understanding of the dimensional model, metadata, and effective usage.
* Gathered requirements and modeled the data warehouse and the underlying transactional database
* Perform Gap Analysis of the processes to identify and validate requirements.
* Identified/documented data sources and transformation rules required populating and maintaining data warehouse content.
* Using Shared Containers and creating reusable components for local and shared use in the ETL process.
* Produced Sales force reports monitoring group progress.
* Interacted with the business users in knowing the business views and gathered the reporting requirements to design the universes and business objects.
* Involved in full life cycle of Business Objects reporting Application.
* Involved in Data Modeling of both Logical Design and Physical design of data warehouse and data marts in Star Schema and Snow Flake Schema methodology.
* Designed and Developed the Business Objects Universes which suit the standard, analytical and ad-hoc reporting requirements of the Business Objects users.
* Created dashboards using Crystal Xcelsius and Application Foundation (Dashboard Manager) with metrics.
* Created reports from SAP modules using Business Objects / Crystal Reports based upon business requirements.
* Generated Statements of Work for the Design and Implementation of CRM solutions based on Salesforce.com Methodology.
* Generated XML documents using the XML Output Stage.
* Loaded an EDI file in convert-to-xml.
* Used a converter to open a flat file as an XML document.
* Design, development, implementation and roll-out of Micro strategy Business Intelligence applications
* Organize requirements into high level Use Cases and low level Use Case Specifications and modeled them into UC, Activity and Sequence Diagrams using Rational Rose and MS Visio.
* Apply UML notations and methodology in developing models that accurately represent the business process and workflows and clearly communicate them to the stakeholders.
* Facilitate JAD sessions involving the management, development and user teams for clarifying requirements and facilitating better communication.
* Coordinate and prioritized outstanding defects and enhancement/system requests based on business requirements, allowing sufficient time frame to ensure accuracy and consider deadlines
* Established traceability matrix using Rational Requisite Pro to trace completeness of requirements in different SDLC stages.
* Designed and developed Project document templates based on SDLC methodology
* Assure that all Artifacts are in compliance with corporate SDLC Policies and guidelines.
* Review the Test Plan developed by the testing team for testing the application.
* Assist the QA personnel in the creation of Test Cases using Rational Test Manager.
* Involved in performing version control and defect tracking activities using Rational Clear Case and Rational Clear Quest.

**Environment:** Business Objects 6.5.1,XI R2 (CMC, CMS, CCM), Designer, Desk I, WebI XI R2/6x, Supervisor, Crystal Reports XI/XI R2, Oracle 10g, PL/SQL, SQL Server, XML, Windows 95/98/2000, ODBC, Internet Explorer and Netscape, Web Logic, UNIX, Rational Req. pro, clear case, Rational Rose, Clear Quest, UML, Ms Visio, Ms Project.

**Banana republic, San Francisco, CA Dec 2008 - Jan 2010 Business Analyst**

As a BA, I was basically working on the **banana republic** website and Point of Sale (POS) system. The improvement focused on Point of Sale (POS) systems which include budget planning, purchasing, implementation planning, testing, and go-live support for POS systems.

**Responsibilities:**

* Assumed project lead role in Point of Sale (POS) credit system conversion after unexpected staffing changes.  Conversion involved moving from an outdated legacy system to a new system which contained multiple redundant layers of service to ensure maximum uptime.
* **Implemented a successful supply chain management process within the POS group**.
* Worked with multiple vendors nationwide for POS consumable purchases as well as for hardware & equipment for 39 locations nationwide.
* Created version control documents for history tracking purposes in order to notify current or future requirement users of the work status, promoting a good working environment and at the same time avoiding having conflicting information.
* Tracked documents through various stages of lifecycle.
* Created ETL test data for all ETL mapping rules to test the functionality of the Informatica Mapping.
* Responsible for data validation testing using SQL and executing testing on data Warehousing projects.
* Tested the ETL Informatica Mappings and other ETL Processes (Data Warehouse Testing).
* Performed validation testing on the application for various scenarios and reported the errors.
* Refined the requirements (use-cases) and Business Process Models to detailed level appropriate for technical analysis and system design.
* Worked with the client architecture team in defining tools, processes and technologies to be leveraged on the data warehouse.
* Collaborated with QA team in creation of System Integrations test plans, creating test cases based on the business requirements and also collaborating with the business partners to provide their inputs to the test cases that are being defined.
* Acquired strong visual modeling and business process modeling skills by frequently attending on-site training.
* Reviewed and Validated Business Intelligence requirements for all process areas. Gathered user and business requirements through open-ended discussions, brainstorming sessions and role-playing.
* Proficient in Functional Testing and GUI Testing of web and mobile applications to meet the business requirements.
* Executed SQL statements to check if the data integrity has been maintained by performing back-end testing.
* Followed up with reviewers, and approvers to promote document flow through the system
* Wrote test cases in ALM, derived from the Design documents and generated a Traceability Matrix for testing purposes.
* Provided management of Business Intelligence gathering by eliciting requirements from stakeholders in projects.
* Provided assistance in other concurrent projects, especially in Regression Testing, in order for the team to gain time, before the clients could proceed to the system’s User Acceptance Testing (UAT)
* Effectively logged and managed defects found during project system testing, and successfully interacted with the offshore development team to provide input for system fixes.

**Environment:** ALM, MS Office Suite, Windows, Linux, SQL, XML, Web sphere, TOAD, SOAP UI, Informatica, MS Share point, C++, Oracle.

**Dollar General Corporation, Goodlettsville, TN Dec 2006 – Nov 2008 Business Analyst**

Dollar General Corporation is a customer-driven distributor of consumable basics with more than 7,000 stores in 30 states. Stores are served by seven distribution centers. Dollar General operates 6,653 stores in 27 states and generated 2002 sales of $6.1 billion. Company decided to change its old POS system. **This new POS system integrated various functionalities like Credit Card Processing, Inventory control, Accounting.**

**Responsibilities:**

* Identified and implemented processes for developing and documenting detailed business requirements. Data was collected from end-users and analysts.
* Elicited business requirements through interviews, document analysis, design workshops, surveys, use cases, and workflow analysis.
* Performed Requirements Gathering and Analysis, interacted with the SME (Subject Matter Experts), and ensured that contributors and all key stakeholders were motivated to complete assigned tasks.
* Worked to standardize development of computerized **POS systems** and simplify interconnecting **POS devices.**
* Management of **POS** to facilitate the customers.
* Practically worked on **POS** to observe customer’s problems and concerns.
* Collected and managed requirements to develop efficient **POS**.
* Translated high-level business and user requirements into functional requirements and specified in an appropriate level of detail and documented user requirements and business processes.
* Prepared Business Workflow models that covered business processes. Prepared Workflow diagrams to analyze “AS IS” and “TO BE” scenarios, and designed new process flows.
* Created Use-Cases, User Interface documents and functional/requirements specification documents to document business needs.
* Requirements were gathered through interactions and meetings and periodic walkthroughs with potential users of the application.
* Demonstrated track record of successfully working as part of team to implement and streamline business intelligence tools company-wide.
* Participated and Facilitated Joint Application Development (JAD) Sessions for communicating and managing functional requirements and project expectations.
* Manage the Requirements (Business as well as System requirements), performed requirements analysis along with the creation of Use Case Scenarios.
* Created Process Work Flows, Functional Specifications, and responsible for preparing Software Requirement Specifications (SRS), Functional Specification Document (FSD)
* Worked with the development team to make sure that they understood the user requirements and that the system developed met those requirements.
* Participated in preparing templates and guidelines to be used by the project team with detailed screen layouts with regards to various types of corporate actions.
* Defined and promulgated test cases based on the requirements outlined in the test plan as part of the development cycle.
* Involved and coordinated the tests with the QA team to verify implementation of new features and enhancements.

**Environment**: Windows XP, MS Visio, SQL Server, MS Access, MS Project, QC, Doors.

**Education:** Master of Commerce, 2011