**Meless Razdan**

E-mail: [Meless.razdan@outlook.com](mailto:Meless.razdan@outlook.com) | *Sr. Business Analyst | Dallas TX*

**SUMMARY**  
MBA professional with 8+ years of IT experience with an emphasis on Client Business & Reporting Data Analysis. Worked closely with various project managers, stakeholders, SMEs, and a junior project manager to understand and document business requirements, functional requirements, and design for new and/or enhancements to the existing applications. Strong ability to research, train, create, review, and revise requirements documents and use cases as needed on projects. Strong understanding of how to gathering business requirements and how to manage a project deliverables, deadlines. Rendered support to the Project Manager(s) throughout the projects’ life-cycle including: collection and documentation of business requirements, preparation of related process documentation preparation of change control documentation, accounting guidance, control, support and governance for all business units related to reconciliation and coordination of user acceptance testing. Effective team building in developing and maintaining strong customer and team relationships to meet deadlines and reporting expectations.

**PROFESSIONAL EXPERIENCES:**

**July 2018 – Present | Hanger Austin, TX**

**Business Analyst Consultant**

Conduct stakeholder interviews and documents business requirements, future state process and data flow diagrams– template already established. Assist with the review of real estate, equipment, and embedded lease data abstraction. Assist with load transfer to Costar. Establish standard templates for data collection across the enterprise. Analyze As-Is systems, data flows, and integration requirements and identify the process and systems hand-offs (integration requirements). Document high-level. As-Is system architecture and process flow. Review and organize lease documents for conducting comparison analysis of current state and software provider data sets for data mapping. Establish process for collection of incremental data fields across enterprise (input, review & approval). Review Policy document related to changes in ASC 842.

**September 2017 – April 2018 TechBrain/Toyota Financial Services – Plano, TX**

**Sr. Business System Analyst Consultant**

Define the Business requirements document and work with development and other teams to walkthrough the same. Facilitate meetings to ensure scenarios are completed by negotiating with stakeholders to lock-in requirements and make timely decisions. In addition, I participate in key project meetings to present the requirements and provide clarifications for the required approvals for the BRD. Worked as the liaison with the QA, downstream team and business users to create and finalize test plan and case/scenarios. Coordinate with other BTS (IT) teams to deliver required results using Microsoft Office products Excel, Word, PowerPoint, Visio and Citrix/System Architect for BPMN. Intermediate. Excel knowledge, including ability to summarize data via formulas, lookups, Pivot Tables and to provide a PowerPoint summary for senior management etc. Review, create and update various instruction manuals for Bloomberg, ATOM. Prepare meeting minutes and documentation to review with the end user to ensure it matches with what the end user is looking for. Worked closely with the Cash Manage Management and Sales and Trading team users to provide information relating to new storage tool. Work to meet business needs by being proactive, adaptive to changes and sharing knowledge and providing training when applicable.

**August 2016 – November 2016 RCC/MUFG Capital Analytics LLC - Dallas, TX**

**Business Analyst Consultant**

Using Accounting knowledge and experience with SDLC in a Testing Environment for implementation of a new eFront application and Excel 2013 implementation. Working with the business and technology to validate business requirements to test product features to fruition needed to perform regression and UAT/ SIT testing, while using problem solving skills to identify settlements, various exceptions and breaks for reconciliation analytical, and attention to detail, interpersonal skills and documentation skills. Provide hands on Excel support, customer training and consultation for investment professionals across the asset manager, primarily focusing on the fundamental equity teams. Test Data reviewing and maintaining and executing detailed and developed concepts that addressed the usability and best practices. Developed test scripts for User Acceptance Testing (UAT), analyzing bugs, interacting with team members in fixing defects. Prepared asset, liability, and capital account entries by compiling and analyzing account information during testing. Summarizes current financial status by collecting information; preparing balance sheet, profit and loss statement, and other reports to ensure testing criteria were met. Perform application defect investigation and resolution related to transaction processing, cash settlements, and accounting processing within the new application. In addition, to working with management to ensure operational improvement on process improvement. Work as a junior project manager covering project status on weekly bases by conducting status meetings with internal teams. Coordinated and maintained activity log of all actions and the tasks to provide timely feedback using the internal tracking tools to support role for Project Managers and Account Management. The team also managed multiple requests with conflicting priorities under tight deadlines for the testing of various systems. MS Office Proficiency in Excel for project tracking or to provide/present information in PowerPoint and meeting notes in Word doc.

**February 2016 – July 2016 RCG/Alliance Data Systems Plano, TX**

**Business Analyst Consultant**

As a Business Analyst at ADS my daily interface with PMO consisted of working with various Card Services Treasury business units to elicit, organize and document business requirements to ensure that the project team can develop solution ns that meet the customer’s needs; gather, interpret, and translate customer needs into functional and nonfunctional requirements. Experience working with and supporting PMO, project managers and project teams. Also coordinate and participate in operational reviews with high attention to detail, quality and accuracy. I worked closely monitors and coordinates all activities necessary for a successful deployment with the business, development team and the Bank, making trade-offs, allocating resources and notifying impacted parties of any changes. Created and maintained process diagrams and process definition documents. In addition to translating business problems into comprehensive Business Requirements, Test Plan, Test Case and Implementation Blackout Plan that facilitate application development through client interviews, internal interviews, document analysis. In addition to identifying, evaluating, and developing systems and procedures that are cost effective and meet user requirements, writing Business Requirements using the Agile methodology where requirements are written in a user story fashion, creating and documenting acceptance criteria for user stories that have been created integration applications and acceptance testing; creates specifications for processes and/ or systems to meet business requirements and acts as a liaison between the IT development group and business units for the development and implementation of new processes and/or systems, and enhancement of existing processes and/or systems during all Phase of the Bank Transition. In addition to focusing on working as junior project manager and business analyst to facilitate meeting and taking minutes for startup project. determining project objectives by analyzing business functions, gathering technical information, evaluating output requirements and recommending controls by identifying problems. Basic Project Management skills applied as required in my Project Managers absence.

**April 2015 – June 2015 Collabera/Capgemini Southwest Airlines Dallas, TX**

**Business Analyst Consultant**

Liaise between Technology and Operation to maintain a positive relationship with all internal and external customers to ensure that all Integrated Planning activities are adequately informed and are performed in a collaborative manner. Worked with the transformation team to assist with performance improvement of an enterprise or its parts, with respect to people, process and technology. The position required strong consulting skills, demonstrated influence, and executive presence. The Business Analyst played a lead role during using Gap Analysis and Deep Dive Analysis and recommendations by identifying, documenting client business requirements, supporting, and aligning technical teams to meet the requirements, and providing guidance to the client to achieve a successful implementation. In addition to communications and making presentations on process and or system enhancements and/or alternatives, prepare operations analyses including analysis of operational effectiveness, and capacity utilization. Worked in conjunction with the PM to facilitate meetings with product owner for sprint planning, pre-sprint planning sessions and documented user stories with acceptance criteria on JIRA. Involved in the Crew Management system coordinating with the PM to provide requirements clarifications and status reporting for the Crew Planning and Scheduling.

**April 2013 – January 2015 Convergenz/FannieMae Dallas, TX**

**Business/Reporting Analyst**

My role at Fannie Mae as a Business /Reporting analysis is to use knowledge of HAMP Solutions Center procedures and policies to develop and support the reporting needs for the department, including compiling / consolidating and analyzing the results from daily weekly and monthly team performance. Work with the team to review and update procedures, to improve business results. Develop reports in Excel to support team scorecards / metrics. Contribute to special projects as and when required. Extract data, format and run reports using Excel spreadsheets to analyze data and using VLOOKUP’s, PowerPoint to create professional reports for SOX compliance status, remediation planning and management decision is making process. In addition to performing specific analytical functions, using system data created in SAS and SQL. Participated in documenting requirements and assists in clarifying discrepancies in data for reporting by using Excel knowledge, including ability to summarize data via formulas, lookups, Pivot Tables, conditional formatting, as required. Used advanced Excel skills for data analysis and reporting and creating populating dashboards. Collaborate with business and ETL resources to define data migration focused business transformation rules. Develop basic ad hoc reports and perform quality analysis testing to validate project test data Participate in final project quality analysis, reporting and, transferring of reporting knowledge. Provide communication within the organization to senior executive using various dashboards and involved in supporting customer/business needs around user administration, communicating system behaviors, reporting, performance, monitoring, testing, support incoming bugs & defects as well as assist project managers with change requests, small enhancements and contribute to any incoming project initiatives. Types of projects to be delivered include new customer services applications, addition of new data sources or ETL jobs, data quality improvement and other similar efforts. Understand the functional procedures, to create reports or analysis which facilitates the identification of strengths and weaknesses in the procedures. Work with the application teams to develop requirements for data extractions or pre-canned reports. Understand the limitations of data sourced from different applications and the impact on the reports constructed. Use database(s), report tools or specialized applications to generate reports or analyses for operations or management staff, internal and external to HAMP Solutions Center.

**May 2012 – December 2012 Collabera/Capital One, Plano, TX**

**Business System Analyst**

Business Systems Analyst for the Home Loans IT Platform Management team. Responsible for system requirements, process management and end user access management for the Servicing and Originations operations teams for a merger and acquisition between Capital One and ING Direct. My role is to collect data and information required to configure HL Service Manager to initiate the required process along with meeting facilitation. In addition to the responsibility for developing system documentation used for production support, service level management and technology risk management. Also engaged in working closely with internal and Client teams to perform in depth analysis of the current and planned Identify Management systems including people, process, technology and data Manages and Tracks progress in SharePoint as part of a shared project plan for creating new recognition templates by identifying all key data points on an image and associating them to required fields for all application. Also used Track and manage everything with JIRA project and issue tracking software. Took the lead in organizing and assembling resources required to develop a solution/proposal/deliverable during onboarding. Coordinate customer training activities (by phone, email and web conference) with customers and on-site as applicable. Coordinate initial testing of recognition templates. Interfaces with customers and business partners to updates and create templates for ongoing job function. Responsible for the development, maintenance, management, tracking and delivery of technical information or documentation to the appropriate audiences in the appropriate Capital One standard formats (Excel, PowerPoint and Testing Methodology Quality Center) via print and online mediums.

**July 2011 – May 2012 Experis Citi Irving, TX**

**Business Analyst**

Liaise with Corporate regulatory and financial reporting, treasury, finance, mortgage and other affiliate teams to represent the needs of Regulatory Reporting as well as assist in improving company-wide processes related to the Balance sheet Reconciliation process. Interface with BSCG senior management to develop and maintain tracking metrics, presentations and reports in support of the monthly ARC Director & above meeting. Coordinate annual review of reports and annual artifact updates are in order before distribution is updated on SharePoint access. Also ensure the required databases are updated, able to run query, produce reports and analyze data. Conduct customer training sessions for customers using pre-developed material or live system as applicable for the Reconciliation process. Demonstrated handling pressure and Customer engagement in critical/difficult circumstances due to the Reconciliation process roll out across all Lines of Businesses. Work to strengthen controls and transparency by enhancing the quality of the account reconciliation process with strong centralized governance and standardization of the substantiation process, performed in strategic sites, while leveraging best in class automated tools. Creating custom reports in Business Objects for the master database and data analysts, Provide project mentorship and guidance to other resources as needed. Attend meeting to write clear and concise minutes for meeting agenda and follow-up for senior management.

**EDUCATION**  
Dec 2008 - May 2010 Amberton University Garland, Texas MBA Program   
Major: Management   
Jan 2003– Jan 2007 Long Island University Brooklyn, New York   
Bachelor of Science   
Major: Management

**SKILLS**  
Requirements Analysis & Gathering, Documentation, Business Analysis, Process Improvement, Project Management, Agile Methodology, CRM, Financial Reporting Proficiency in MS Project / Microsoft Suite (Microsoft Excel, Access, MS Word, MS PowerPoint and Visio), Citrix/System Architect, Bloomberg, Experience with SunGard's Invest One / Asset Arena Fund accounting software and principals, SEC, FASB, ERISA GAAP, IFRS experience, Business Objects and Caliber application, SharePoint, Recon Plus, TSYS, PAM, Adam, Aladdin and other various customized accounting software applications. Online collaboration, F2Fclassroom, Accounting system design and training development.