**Mirdha M Ferdus**

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**PROFESSIONAL SUMMARY:**

* Approximately 7+ years of work experience in **Business System Analysis, Software Design, Development, Implementation and Quality Assurance** of client business applications with knowledge of the Software Development Life Cycle and Quality Assurance Life Cycle.
* Strong analytical, problem solving, decision making and project management skills. Proven success in **Business Requirement gathering, Analysis, Business Process flows (As-Is and To-Be), JAD sessions, UAT, Cost Benefit Analysis and Work breakdown structure (WBS), RACI Matrix.**
* Proficient in understanding the business requirements and developing technology specifications accordingly
* Comprehensive knowledge in Analysis of Banking, Capital Markets, Asset Management, Wealth Management, Risk Management, Control Management, Financial Statements, Financing Structures, Derivatives, Portfolio Analysis and Budgeting.
* Expertise in Business Modeling and UML Diagrams **(Use Case Diagrams, Activity Diagrams, Sequence Diagrams) using MS Visio.**
* Well experienced of **SOA Architecture, Internal and external Web Services (SOAP, WSDL, and UDDI).**
* Experience in creating **Test Plan** and **Test Cases** for Functional and Non-Functional testing.
* Extensive Knowledge of **Financial Analysis, Forecasting, Valuation, Planning and Budgeting**.
* Worked on **System Integration projects** involving source-to-target mapping.
* Expertise in databases such as **Oracle, MS SQL Server, DB2** and in writing **Oracle SQL & PL/SQL queries**.
* Experience with **Data Warehouse (DWH) system** including **OLTP/OLAP concepts, Data warehouse modeling including star and snowflake schemas, concepts around Facts and Dimensional tables** and how ETL and reporting tools work in DWH environment.
* Strong analysis and communication skills with an ability to transform the needs of stakeholders into **Functional/Technical requirem**ents and SME in the functional areas.
* Extensive experience in producing documents like **Business Requirements Documents (BRD), Functional Requirement Specifications (FRS), Software Requirement Specifications (SRS), Creating Request for Proposals (RFP), creating Requirements Traceability Matrix (RTM).**
* Expertise in diverse software engineering practices such as **System Development Life Cycle (SDLC), Waterfall, Rational Unified Process (RUP) and Agile Method (SCRUM)** in delivering artifacts pertaining to requirement analysis.
* Experience in documenting the business requirements that are acquired from end users and stakeholders.
* Experience in **Use Case Analysis, creating Key performance indicators (KPI), Enterprise Risk Management, and Change Management.**
* Extensive experience on **Excel, Word, PowerPoint, MS Project, MS Visio, Rational Suite and SQL**.
* Guided and mentored inexperienced team members and helped them in meeting the target dates for projects.
* Extensive experience in coordinating with offshore testing and production support team.
* Excellent experience working with **HPQC/ALM, TFS as Test Management Tools**.

**BUSINESS DOMAIN KNOWLEDGE:**

* **Investment Banking, Capital Markets, Wealth Management, Risk Management, Corporate Finance**
* **Fixed Income** (Bonds, Repos, Munis, MBS), **Equities**, **Derivatives**, **Loans**, **Security Lending and Collateral**
* **Financial Analysis & Reporting** Trading Platforms, Trading life cycle, Front Office, Middle Office and Back Office Order Management, Trade Settlement & Clearing,
* **Risk Analytics** (Credit Risk, Market Risk), Counterparty Risk, Liquidity Risk
* **BASEL Accord, SOX, Dodd Frank Regulatory& Compliance, AML, KYC**
* Market Data & Market Pricing **Factset & Bloomberg**

**TECHNICAL SKILLSET:**

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| **Modeling Tools** | MS Visio, Rational Rose, Mockup Screens,Requisite pro, Clear Case, Clear quest |
| **Project Management Tools** | MS Project professional, JIRA, Rally |
| **Methodologies** | Waterfall, Agile/Scrum/RUP |
| **Data Warehousing** | Data Marts, OLTP, OLAP, Query/Reporting, Multidimensional Analysis. |
| **BI Reporting Tools** | Tableau 8.3, Crystal Reports, IBM Cognos 10 (report & Query studio), SQL Server Integration Services (SSIS), SQL Server Reporting Services (SSRS). |
| **Database** | MS SQL Server 2012/2008/2005, MS Access. |
| **Software** | Matlab, R, SAP-SD, Citrix, SQL, MS Visio, VB |
| **ETL Tools** | Data stage, Informatica |
| **QA Testing Tools** | HP Quality Center(QC), HPALM, Load Runner, MS Test Manager 2013 |
| **Web Technologies** | HTML, CSS, PHP, JavaScript, XML, Java, ASP.Net, C#, AJAX |
| **Documentation Tools** | MS Office Suite, SharePoint 2010/2013 |

**PROFESSIONAL EXPERIENCE**

**Client: SSGA Financials, Boston, MA July 2016-Feb 2018**

**Senior Business System Analyst**

**Description:** State Street Global Advisors (SSGA) is the division of State Street Corporation. The company services financial clients by creating and managing investment strategies for non-profit foundations, businesses, corporations, associations, governments, educational institutions, and religious organizations. Its services include Asset management, Mutual funds and Exchange-traded funds.

Worked on a Trading application for Capital Markets & Asset Management. The system includes Fixed Income, Equities, and Derivatives – Options, Futures & OTC market. The Trading application was used to create client Accounts, Capture Trades, and Execute Trades for the clients by Portfolio Managers and Traders. It also maintained records of the clients’ portfolio.

**Responsibilities:**

* Analyzed the Capital Market businesses to understand the architecture of the various processes and participated in a strategic decision making process about what applications needs to be decommissioned to reduce the cost.
* Elicited and gathered high-level requirements by conducting stakeholder meetings, interviews and discussions.
* Framed a detailed JAD session agenda and facilitated sessions with the SMEs, process owners & stake holders and collected the meeting minutes from the session and identified various action items.
* Led client facilitation meetings to gather Interface and Business Process Requirements from Subject Matter Experts in Trading shares, Equities and Fixed Incomes like Bonds, and converted them into functional requirements by implementing the RUP methodology, authored the same in Business Requirement Document (BRD).
* Created Business Process Diagrams (BPD) and Business Flow Diagrams using MS Visio.
* Prepared graphical depictions of Textual Use Cases, creating Use Case Diagrams, and Activity Diagrams.
* Performed Fixed Income Analysis (Pricing, Risk, Yield, Duration, Option Greeks, and Recommended Strategy) in Excel to support trading, and reviewed with portfolio manager and traders.
* Assisted Risk Management Group in Financial analysis and Risk analysis on calculation of PV, FV, standard deviation and variance, and other key trade metrics (e.g. Breakeven Rate) to test new Risk Analytic Tool.
* Worked with testing team in developing the test plan, test conditions, test cases based on business requirements and technical specifications.
* Involved in UAT process and coordinated with the UAT team to get the feedback to make change requirements document.
* Conducted data analysis and data validation by writing complex SQL queries and codes using TOAD for ORACLE database.
* Performed System and Integration Testing using Quick Test Pro.
* Directed and managed the Change Control process for the project as a whole by facilitating group meetings, one-on-one interviews and corresponding through emails with work stream owners to discuss the impact of change request on the project.
* Co-ordinated with the plan owners to update the project plans with any impact due to a change request. Verified if the contingency plan will absorb any delay in project due to change request. Track progress on updates in project plans.
* Calculated Market Risk of portfolios for Asset Allocation using Excel Financial Modeling in Excel
* Documented the reports of Capital markets, Asset Management & Wealth Management.
* Applied Agile/Scrum methodology with its various workflows, artifacts, and activities to manage life cycle from Inception to Transition phase.

**Client: Citigroup, Warren, NJ Oct 2014-June 2016**

**Business System Analyst**

**Project: OTC Trading Platform**

**Description:** The Project was to implement over-the-counter (OTC) Derivatives trading platform for various products like equities, commodities, Fixed Income Bond Product, Interest rate derivatives and swaps, credit default swap (CDS), Options and forward FX. An OTC derivatives trade involves multiple stages, each of which requires specific activities to be performed. It is much longer and complex than the equity trade. The platformprovides a comprehensive suite of connectivity solutions designed to meet the complex needs of the global trading community. These solutions not only facilitate trading connectivity between global counterparties, but also provide low latency exchange & liquidity venue access.

**Responsibilities:**

* **Interviewed Subject Matter Experts** and recorded requirements in a format so that management and stake holder can review and understand easily
* Involved in designing business requirement collection approach based on the project scope and SDLC Methodology
* Coordinated and prioritized outstanding risks and enhancement/system requests based on business requirements, allowing sufficient time frame to ensure accuracy and consider deadlines
* Implemented **UML methodologies** to design **Use Case Diagrams, Data Flow Diagrams, Activity Diagrams**, and **Sequence Diagrams**
* Conducted **JAD sessions** with Project’s Stakeholders identifying problems and coming up with best alternative to resolve that. Created targeted Questionnaires for SME’s to gather requirements
* Documented System Requirements and supplementary requirements like complying with Industry regulations of **ISDA (International swaps and derivatives association), (Commodity futures trading commission) and NFA (National Futures Association)**
* Demonstrated strong analytical and project management skills, including a thorough understanding of how to interpret customer business needs and translate them into application and operational requirements
* Gathered all the right requirements to determine key issues and foresee potential show-stoppers that might arise later and in-depth understanding of **OTC derivatives operations**.
* In –depth knowledge of **Interest Rates, Credit** and **Fixed Income Bond products**, **Interest rates swaps** along with the trade flow for each of the instruments
* Interviewed SMEs, stakeholders and asked detailed questions and carefully recorded the requirements in a format that can be reviewed and understood by both business people and technical people
* Working knowledge of **structured products**, **interest rate swaps, Credit Default swaps, covering Forward Rate agreements (FRA)**, **U.S. Treasury &Agency securities**, **Futures, Options on futures, Foreign exchange and Forward FX**
* Worked on Implementation of various risk management tools and concepts; valuing **Bond / Derivative trading portfolios**; accounting guidelines applicable to derivative trading practices
* Worked **on Options & Swaptions** (Caps, Floors, Digital and Bermudan options), **Exotic products** (Range Accruals, Spread Options) designed to **hedge risk**
* Achieved product familiarity early in order to efficiently use consulting resources and Propagated project team knowledge to wider user/support community creating self-sufficiency prior to go-live and reduce dependence on support
* Made sure the client’s project team has a good knowledge of functionality prior to beginning the implementation and trained new staff members: **operational support, application support** etc. and reduced or eliminated key-man dependencies thus increased self-sufficiency
* Performed and coordinated the analysis and **design of business systems**
* Demonstrated excellent verbal and written communication skills and the ability to interact professionally with a diverse group, executives, managers, and subject matter experts.
* Communicated with the stakeholders throughout the lifecycle of the project; constantly updating them of the benefits and risks associated with the project
* Supported project manager while performing User Acceptance Testing to make sure all requirements are developed correctly
* Resolved issues related to requirements during system testing and **User acceptance testing (UAT)**
* Provided estimates of resources required for assigned projects as well as contributing to the development and support of staffing plans and funding requests

**Client**: **Janus Capital Group, Denver, CO Nov 2012- Sept 2014**

**Business System Analyst**

**Project: Investment Management System**

**Description:** The project’s main objective was to create an investment proposal system, a web application which seeks input from individual investor, in the form of answer to a set of dynamic questionnaire, so as to ascertain the investment strategy, ascribe asset classes, quantify risk tolerance, and determine asset allocation and its weightage. It should generate an exclusive, customized investment plan in the form of a report, to be sent to individual investor.

**Responsibilities:**

* Designed, implemented and loaded dynamic questionnaire system onto the database to facilitate customer **quantify their risk tolerance** and determine their **investment strategy**
* Designed and developed dashboard for real-time stock information by embedding AJAX in the java script, as well as access to 10 year stock information, trends & behavior
* Participated actively in the **designing of web pages**
* Developed good knowledge of **Equities, Fixed Income, Bonds and Bond maturity, Bond Pricing,** rate of return, horizon time, stock size, sector, style, and **price to earnings ratio, debt to equity ratio, market risk, and volatility**
* Designed and implemented **Portfolio risk analysis** System to automate hedging of various investment portfolios
* Used statistical mathematical formulae like **standard deviation, variance, co-relation factor, distribution curve**
* Participated as a team member and **Scrum Master** in various agile projects
* Performed **Gap analysis** by identifying existing technologies, documenting the enhancements to meet the end state requirements
* Identified the requirements of the stakeholders and created Business Requirement Document (BRD) and Functional Requirement Document (FRD)
* Facilitated JAD Sessions with users, developers, and database design team to deal with backend synchronization issues
* Created **Use-Case Models** to depict Actors and Use-Cases in various Business Processes
* Responsible for numerous decisions in respect to business policies, procedures, methods for implementation
* Developed EXCEL models for Portfolio Risk and Return Analysis, as a basis for complex trading packages designed by programmers
* Performed **What-if analysis** using Excel as per the requirements of the managers.
* Created various types of reports/sub-reports and drilldown like standard and cross tab reports with bar chart, pie chart and line-chart graph representation reports using **Crystal Reports**
* Involved in implementing **Business Process Management Notation (BPMN)**
* Used **UDDI** to identify relevant web services
* Created **deployment flowchart** in conjunction with the development, infrastructure, and network teams containing instructions for maintaining the Application

**Client: Fifth Third Bank, Cincinnati, Ohio. May 2010 – Oct 2012**

**Role: Business System Analyst**

**Project: Data Migration**

**Description:** Itis a U.S. regional banking corporation, headquartered in Cincinnati, Ohio at Fifth Third Center, and is the principal subsidiary of holding company Fifth Third Bancorp. The company's main businesses include branch banking, commercial banking, consumer lending, payment processing, investment advising, and title insurance.

The scope of the Project involves developing Data warehouse from the various operational functional areas systems like Accounting, Support, Human resource, CRM, ERP, sales, marketing and creating BI reports for predictive modeling and **Ad-hoc querying** for management to visualize Business performance. It also facilitated creation of a **data mart to generate periodic reports like monthly and Quarterly reports**. A **portal with login functionality** was provided to selected users/internal clients from that department to view the detailed reports by incorporating **Business Intelligence tools** to generate necessary dashboards.

**Roles and Responsibilities:**

* Involved in identifying the problem definition as part of continuous process improvement using **define, measure, analyze and** improve to support the business continuity of the organization
* Acted as a liaison between management and Data Warehouse management team. Gathered business requirements and understood the goal of data warehouse.
* Extensively interacted with data analysts during the **ETL operations** in identifying the source files/databases and implementing the transformation logic for achieving data uniformity in operational data store (ODS).
* Facilitated **JAD sessions** with **focus groups, requirements workshops, Interface analysis and prototyping** to effectively understand the analytical reports needed by the internal clients.
* Coordinated with the DW architects and developers to identify appropriate **dimensional modelling (identifying dimensions/facts/referential integrity),** measures (additive/semi-additive/non additive) and sizing (in terms of number of columns, records per dimension and fact table).
* Used **Mockup screens** to convey the look and feel of GUI screens for the end users to developers.
* Established **Requirements Traceability Matrix (RTM)** using Rational Requisite Pro to trace the completeness of requirements
* Established **Key performance indicators (KPI)** for the application performance measurement in specific functional area of the organization.
* Successfully analyzed the **functional/non-functional requirements** of the data warehouse for generating BI reports and communicated the same to architects and developers.
* Involved in identifying and suggesting the different **dimensions (slowly changing dimensions/rapidly changing dimensions)** required for generating the reports and **OLAP cubes** to facilitate the multi-dimensional view of the data to generate slicing/dicing, roll-up/drill-down reports.
* Used various SQL commands like **Create, Delete, Update, and Inner, Outer, Left, and Right Joins** to update the database and retrieve data for **data analysis and validation**. Extensively used **SQL Queries** for data analysis, system verification and validation.
* Used **Unified Modeling Language (UML)** to prepare **Use Cases diagrams, process flow diagrams, sequence diagrams** from the gathered requirements and created diagrams using MS Visio.
* Coordinated with Project Manager to create **WBS**, manage schedules, deadlines, resources and the project tasks using MS Project.
* Extensively interacted with the designers, developers to ensure functional implementation of business requirements and QA Team in executing **Test Plans, Test Scenarios and Test Cases.**
* Involved in Project Management activities like defining / managing project scope, schedule management, creating project plans, tracking and communicating project status and deliverables.
* Coordinated the execution of **Unit Testing, System Integration Testing (SIT), Performance & Service level testing and User Acceptance Testing (UAT).**