**Muhammad Ziaul Hauqe**

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**Professional Summary:**

* Business Analyst with 7+ years of experience in Oil & Gas and Energy industries.
* Proficient in Technical and Business writing, Business Process Flow, Business Process Modeling and Testing.
* Extensive experience in developing Business Requirements Document (BRD), System Requirement Document (SRD), Use Case Specifications, Functional Specifications& Control Matrix across the deliverables of a project.
* Experienced in all phases of SDLC (Software Development Life Cycle), including requirements gathering, analysis, design, implementation, testing and deployment as well as software engineering/project methodologies like RUP (Rational Unified Process), Agile/Scrum and Waterfall.
* Sound proficiency in creating Use Cases, User Stories, Use Case Diagram, Sequence Diagrams, Activity Diagram, Class Diagram, Data Flow Diagrams and Business Flow Diagram using MS Visio and Rational Rose.
* Organized many Joint Application Development sessions (JAD), Joint Requirement Planning sessions (JRP), and Rapid Application Development (RAD) sessions with Customer Groups and Project team members.
* Extensive experience in creating Screen Mockups, conducting GAP Analysis and Impact Analysis, SWOT Analysis, Cost and ROI Analysis.
* Executed database testing by composing SQL and PL/SQL scripts to validate data integrity.
* Worked with Oracle queries to join up to 7 tables containing millions of rows.
* Able to read .NET.
* Tailored databases to interface with SQL Server, Oracle, Teradata, Sybase, and MS Access databases
* Planned, coordinated, and implemented network security measures to protect data, software, and hardware
* Conducted Extensive Backend Testing on distributed databases involving SQL queries
* Skillful in Business Requirement and System Specifications Analysis
* Expert in creating UML Diagrams like Use Case, Activity and data flow diagrams using Rational Rose and MS-Visio
* Manipulated and built compilers to deliver complex relational data to stakeholders
* Facilitated Change Management across entire process from Project conceptualization to Testing through Project Delivery, Software Development and Implementation Management in diverse Business and Technical Environments.
* Expert in Tracking and Managing the Requirements using Requirement Traceability Matrix (RTM) that controls numerous artifacts produced by the teams across the deliverables for a project.
* Strong Experience in conducting User Acceptance Testing (UAT) and documentation of Test Cases.
* Expertise in designing and developing Test Plans and Test Scripts.
* Excellent skills in Business Modeling and Use Case Development using UML methodology.
* Excellent leadership and influencing skills to facilitate cross-functional teamwork in a fluid environment.
* Possess excellent analytical & problem solving skills being a team player with strong interpersonal, planning, problem solving and communication proficiency.

**Technical Skills**

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| **Operating Systems** | Windows 2000/2008/XP/Vista/7/8/NT, Mac OS, UNIX, Linux |
| **UML Diagrams** | Use Cases, ERD, DFD, Package Diagram, Process Flow Diagram, Activity Diagram |
| **Languages** | C++, Java, SAP, .Net |
| **Methodologies** | Rational Unified Process (RUP), Waterfall, Agile/Scrum & Kanban. |
| **Business Tools** | Rational Suite (Requisite Pro, Rose, Clear Case), UML, MS Visio, HP ALM/Quality Center, Rally, Version One, WebEx, GoTo Meeting |
| **Software Packages** | MS Office MS Outlook, MS Project, MS SharePoint, Dream Weaver, MS Visual Studio, Adobe Photoshop |
| **Testing Tools** | Rally, Jira, HP ALM/ Quality Center |
| **Database** | Oracle, SQL Server, MS Access, DB2, MS SQL |

**Professional Experience:**

**Alliant Energy, Madison, WI August 2016- March 2018**

**Sr. Business Analyst**

Alliant Energy Corporation is a public utility holding company headquartered in Madison, Wisconsin. It is a regulated, investor-owned public utility holding company providing regulated electric and natural gas service to approximately 1 million electric and 400,000 natural gas customers in the states of Iowa, Wisconsin and Minnesota. Here, I worked as a Business System Analyst. My major responsibility was to create a Business Requirement Document (BRD), Functional Requirement Specification (FRS)) and Change Request (CR) document for system application development also I had to identify the various test scenarios and prepare test script, execute them, log the defect, assign defects to developers, retest them when the defect are fixed and make sure all the testing are done.  It was a Gas Inspection, Maintenance and Management System (GIMMS) project. The project was mainly focused on changing legacy platform to (Web PHP Based UI**)**. Further GIMMS Project was enhancing a number of functionality which will mitigate several business problems.

**Responsibilities**

* Attended requirements and design meetings, review and analysis of requirements and design documentation.
* Job operated within a very agile environment, employing 2-4 week sprints, daily scrum meetings, burn-down charts, task weighting, pair programming, refactoring, presentations and review.
* Performed manual, automated testing including functional, system and performance testing in all different Internet browsers.
* Checked the data flow through the front end to backend and used SQL queries, to extract the data from the database.
* Conduced effective JAD sessions with the client, project stakeholders, users, SME’s and developing and testing team to better understand the requirements and functionalities of the product.
* Held individual sessions with the SME’s (Subject Matter Experts) to understand, gather and analyze the requirements.
* Created User stories using Rally after having sessions with the SME’S and then discuss those requirements with the developing team.
* Worked with team leads to prioritize the tasks for product deliverables.
* Performed Scrum Master Responsibilities making sure that there are no hurdles or complications that obstruct the team’s path towards the sprint goals.
* Worked closely with PMO to facilitate backlog grooming meetings and release backlog meetings.
* Documented of various deliverables content (Use stories, Business Requirement Document, Project Status Update Report etc.)
* Involved in Writing SQL Queries and UNIX Shell Commands for back end testing.
* Checked the data flow through the frontend to backend and used SQL Queries to extract the data from the database.
* Involved in writing extensive SQL Queries for back end testing oracle database.
* Used HP ALM/Quality Center to test documentation and report/track all issues and defects. Reported and Tracked bugs
* Provided support for Unit and UAT testing as required for the application or any other assigned application.
* Authorized, scheduled, supervised and smoke-tested thin code and data migration from development to test environments.
* Used HP-ALM/ Quality Center for error reporting and communicating between developers, product support and test team members.
* Designed, documented, built user interfaces for, and constructed queries for large-scale databases in both Microsoft Access and SQL Server.

**Center Point Energy, Houston, TX Januray 2015- July 2016**

**Business Analyst**

Center Point Energy is a company operating in businesses like electric transmission and distribution, natural gas distribution, interstate natural gas pipelines, field services and competitive natural gas sales and services. The project was about testing application of the electronic bill pay (E-Pay) system for the natural gas distribution in Houston metropolitan area. The electronic bill pay system was upgraded and the testing on the changes in navigation to various links was carried out. The project was about testing application of the electronic bill pay (E-Pay) system for the natural gas distribution in Huston metropolitan area. The electronic bill pay system was upgraded and the testing on the changes in navigation to various links was carried out.

**Responsibilities**

* Conducted user interviews, gathered requirements, analyzed the requirements using RUP methodology and documented the requirements.
* Worked with the SME’s to define business critical needs and analyze the possible technical solutions.
* Created Business Requirement Document (BRD), Functional Requirement Specification (FRS) document, Master Data Elements (MDE) and Change Request (CR) document for system application development.
* Conducted joint application development (JAD) sessions as a facilitator to gather requirements from the business area and to explore critical success factors of the project like Operational Feasibility Analysis, Technical Feasibility Analysis, Cost Benefit Analysis& etc.
* Developed Use Cases and Activity diagrams, Sequence diagrams and used UML methodology to define the Data Flow Diagrams (DFD).
* Managed Content using SharePoint content management server
* Involved in the creation of the User Interface Specification Document as per project specification with the help of development team. Involved in Walk-through’s for the design team with the requirements.
* Collaborated with the testing team to develop test plans, test cases for various test scenarios and helped them better understand the test scripts and requirements.
* Coordinated various kinds of User Acceptance Testing (UAT) including regression testing, system testing, integration testing, functional testing, alpha & beta testing.
* Created Test Cases by analyzing and compiling data specific to the scope of the test and performed traceability matrix.
* Supported various levels of testing, such as functional, parallel testing, and Regression Testing
* Performed the Backend integration testing to ensure data consistency on front-end by writing and executing SQL queries
* Execution of Test cases in HP Quality Center definite amount of time for different releases
* Analyzed and Researched test results based on the defined specifications to ensure all functionality, requirements, and business values are met.
* Conducted User Acceptance Testing. Interacted with the users to ensure meaningful development of the test scripts and simulated real time business scenarios
* Worked with Project Management to scope the testing effort and provide status and estimates

**Lucas Oil Products Inc., Corona, CA July 2012- December 2014**

**Business Analyst**

Lucas Oil Product is one of the fastest growing additive lines in the consumer automotive industry. A premium line of oils, greases and problem solving additives has helped to firmly establish Lucas as a prominent figure in this marketplace. I was working as a Business Analyst for their Lucas Oil Lube Gift Cards where the customer can Sign up for online Account Center now and Start managing your account. With the card the customer can use it for services like Transmission Fluid, Power Steering, Brake Fluid (Level Check), and Differential-Front, Transfer Case, Differential-Rear, Window Washer Fluid and many more services.

**Responsibilities**

* Worked with the Project Manager on various Project Management activities like keeping track of Project Status, Deadlines, Environment Request, and Compliance Issues.
* 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.
* 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.
* Worked with the development team to make sure that they understood the user requirements and that the system developed met those requirements.
* Involved in analyzing database current structure and utilize data mining queries in SQL to pull relational data sets on command, add new fields per compliance and client requirements.
* Participated in developing test plans and test procedure 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.
* Was involved in Functional System Testing, Integration Testing, Regression Testing, and User Acceptance Test using the test cases given by the client before releasing the application.
* Involved in the development of Test Plans, Test Cases and Expected Results, and coordinated the tests with the QA team to verify implementation of new features and enhancements.
* Work together with the architects and team responsible for supporting rules processing tools during the project to assist with the required support.
* Identify and analyze the various points of integration for the new solution and required integration with other IT components.
* Work closely with the business team, development team and the Quality Assurance team to ensure that desired functionalities have been achieved by the application
* Provide business and technical suggestions and recommendations during the project life cycle.

**Drilling Info Inc., Austin, TX February 2010- June 2012**

**Business System Analyst**

DrillingInfo also been a part of the 50 Fastest Growing Companies in Central Texas four of the past six years. DrillingInfo is leading a thriving organization in today’s fast-paced, highly competitive oil and gas industry demands broader vision, deeper knowledge and more confident decision-making expertise.  I was working on the project where the company gathers information on the various oil and gas exploration rings across the country. The information assimilated is then used by the client companies to make oil and gas decisions related to study, drilling and production.

**Responsibilities**

* Requirement gathering by interacting with Internal/External Client/Consumers.
* Arranging sessions with SMEs and Stakeholders for better understanding of requirements,
* Document Requirement & conducting requirements walk-through with the Business to ensure that all their needs are met and gathered.
* Executed database testing by composing SQL and PL/SQL scripts to validate data integrity
* Loaded, extracted and validated client data via Extract Transfer Load (ETL)
* Querying databases using SQL to map, mine, add-edit-update information per business requirements, create reporting using MS Office suite
* Worked in creating and integrating Micro strategy Reports and objects with the data warehouse.
* Business Signoff to baseline the requirements. Develop Logical and Physical data models that capture current state/future state data elements and data flows.
* Performed GAP analysis of business rules, business and system process flows, user administration to be used for the new migration platform.
* Preparing data mapping & field mapping to assist development teams.
* Validated Screen Technical Specification with technical designs created by IT developers. Implement business modeling using **MS Visio** to develop screens for the application.
* Conducted GAP analysis to identify customer channel usage trends and interactions focusing on likelihood to buy, product recommendations and reduce customer attrition.
* Conducted conference calls with SMEs to gather information.
* Extensively used **Agile Methodology** in the process of the project management based on **SDLC.**
* Working experience in analyzing business requirement at all stages of software development life cycle (SDLC) models such as Agile, Water Fall, and RUP.
* Gathered and documented Business Requirements, created Functional specifications and translated them into Software Requirement Specifications.
* Developed test cases and test scripts and assisted **Quality Assurance activities**, with system integration testing and user acceptance testing (UAT), developing and maintaining quality procedures and ensuring that appropriate documentation is in place.
* Used Waterfall project methodology for the development and deployment of Roadside Assistance and Scheduled Property Projects.
* Created **User stories** using **Rally** as a testing tool and **Jira** as bug reporting tool.
* Developed Cross Tab Reports, Sub Reports and various charts and graphs like Bar chart, line graphs, pie charts.
* Managed the priorities for the developmental activities that are to be carried out.
* Develop documentation on data mapping of the product fields with the appropriate database linked to it.