#### Mukesh Phanse

#### mukeshphanse1049@gmail.com

#### 571-386-4836

#### PROFESSIONAL SUMMARY

* Seven years of experience in the field of information systems as Business Analyst and worked extensively on various domains in diverse business and technical environments.
* Experience in user requirements gathering, Use Case design and analysis, Use Case specifications, Scenarios, Business processes, Work flow diagrams, process flows and technical documentation, using Unified Modeling Language (UML), MS Office Suite, and Rational Suite.
* Proficient in Creating and Transforming Business Requirements into software requirement specification (SRS) using MS Word and Rational Requisite Pro.
* Prepared Business Requirement Document and then converted business requirements into Functional Requirements Specifications and Technical Specifications using **MS Visio**
* Approve various project deliverables throughout the project life cycle **(PLC)**
* True Agile development process with a solid understanding of the project life cycle.
* Subject matter expert for enhancing existing web project lifecycle and PMO activities.
* Conduct business requirements analysis and project lifecycle improvements.
* Subject matter expert for enhancing existing web **project lifecycles.**
* Involved in analyzing and writing functional and non-functional specification documents using **MS Visio.**
* Extensive experience in the testing environment, which included User Acceptance Testing (UAT), functional testing and system testing and defect tracking using Clear Quest.
* Developed Use Cases, Process Flows using MS Visio.
* Wrote technical requirement documents (TRD) to determine technical requirements
* Created User requirement Specification (URS), Functional Requirement Specification (FRS), business process flow System.
* Sound Proficiency in analyzing and Creating Use cases, Use Case Diagrams, Activity diagrams, Class diagrams, Data Flow Diagrams, Business Flow Diagrams and Navigational flow diagram and Sequence diagrams using MS Visio and Rational Rose.
* Hands full of experience in MS Office Suite, MS Project for Project Plan, MS Visio, Rational Suite Rational Rose, Rational Requisite Pro, Rational Clear Case and Rational Clear Quest.
* Experience in performing Feasibility analysis, Risk analysis and Gap analysis.
* Organized many Joint Application developments (JAD) and Joint Requirement Planning sessions (JRP), Interviews, workshops and requirement Elicitation sessions, sessions with end-user/clients/stake holders and the development group.
* Excellent Experience in Rational Unified Processing (RUP), Unified Modeling Language (UML), and Use Case Specification Documents (USD).
* Involved in **GUI testing,** Functionality Testing, Regression testing, System Testing, Unit Testing, Integration Testing, Performance Testing, and Stress Testing.
* Broad Knowledge in reviewing Test Procedures, creating Test plans and detailed test plans for UAT, Test scenario, defining Test cases, both System & Integration. Test Data reviewing and maintaining and executing detailed Test scripts for UAT, analyzing bugs, interacting with team members in fixing errors and User Acceptance Testing **(UAT)** and also assisted in post –Production support.
* Drove collaboration between teams during various PLC phases to deliver clarity, influenced roadmap, planned execution, provided timely status communicating cross-functionally & to executive leadership as subject matter expert.

**Technical Skills**

**Operating Systems:** Windows NT, Windows 95/98/2000/XP, UNIX/DOS

**Testing Tools:** Quick Test Professional

**RDBMS:** Oracle, SQL Server, MS-Access.

**Other Tools:** MS Office, MS Project, MS Visio, Requisite Pro

**Bug Reporting Tools:** Quality Center, Test Director

**Methodologies:**   RUP, UML, Agile, Waterfall

**Languages:** SQL, Java, C++, VB

**Web Languages:** PhP, HTML, XML, CSS, JavaScript.

**Professional Experience**

###### Tele Pacific Communication, Las Vegas, NV Mar 15-Aug 17

**Business Systems Analyst**

This project dealt with the development of a Customer contact Center system develops in **NORTEL** **Interactive voice response (IVR).** Involve in documenting and testing the functionalities for **Speech recognition application** includes voice dialing and call routing to make the process easy for switch translators. The main purpose for this development is designed an application to match the customer experience of the web interface, service high call volumes, reduce cost and improve the customer experience over this technology.

**Responsibilities**

* Defined and documented the vision and scope of the project.
* Interviewed SME (Subject Matter Experts) and asked detailed questions and carefully recorded the requirements for Interactive voice response (IVR) application which can be review and understood by both Business People and Technical People.
* Work closely with technical analyst and testing analyst to assist in the creation of a Technical Requirements Document (TRD)
* Core member of team that combined separate High Speed data and **Video billing** system into one.
* Served as the lead billing analyst for ISP launches (Excite@home) and switched telephone market launches and conversion of former Excite@home subscribers into Tele Pacific WorldNet platform.
* Contributed in Technical Deep Dives for understanding the Business Processes involved in Clearinghouse System.
* Participated in weekly status meetings to present status and incorporate any digressions from the original scope.
* Involved in the formulation of Business Requirements Document (BRD) for IVR.
* Used SDLC RUP Methodology for the project
* Used MS-Visio to draw Sequence and Activity Diagrams.
* Used Agile testing methodology for achieving deadlines in UAT testing.
* Analyzed the “As is” and “To be” system documents to show the current and proposed functionalities of the system using MS VISIO.
* Wrote the Vision and Scope of the Project
* Performed User Acceptance Testing (UAT) to verify if the entire user requirements are catered by the application or not.
* Performed GAP analysis of as-is and to-be System
* Identified all Business Operations involved in Clearinghouse System
* Documented Business Processes involved in Clearinghouse System
* Created Summary Use Cases for next phase of Forward Engineering
* Reviewing and testing reported defects in the concerned applications in both UAT and Production testing environments
* Extensive used of UML to draw Business Process Flow, Use Cases Modeling, Sequence, Sequential Diagram and Activity Diagrams
* Wrote Test Cases, performed unit testing and integration testing
* Extensively used simple and nested SQL statements for testing purposes
* Worked as a Liaison between Stakeholders and IT department to fill the Gap by Using Simple UML Diagrams.

**Environment**: Windows XP, RUP, UML, SQL, MS Visio and MS Project.

**Alcatel-Lucent, Murray Hill, NJ Oct 13 – Feb 15**

**Business System Analyst**

Alcatel-Lucent is the first truly global communications solutions provider, with the most complete end-to-end portfolio of solutions and services in the industry. At Alcatel Lucent I was involved in gathering requirements, developing Use Cases of the Order Management module and Bill Payment module of the operation support system. I also developed the data flow diagrams. The project was targeted to maximize efficiency through automation, and to achieve excellence in customer care. The order management module was built to organize and track the progress of customer orders, ensuring that all steps in the process are completed on time, in correct sequence.

**Responsibilities**

* Facilitated sessions to gather problems , issues and solution for current system from different businesses during the discovery phase of the application
* Gathered high level requirements and analyzed and validate them with the SME and development team
* Facilitated the session with businesses and Development team to calculate the LOE (Level of Effort) to estimate the timeline for the project.
* Created the Technical Requirements document (TRD) ensuring all the key scenarios are tested.
* Involved in the meeting with Business process owners, SME (subject matter experts), Loss and Prevention, Store operation, Finance, Sales Audit and Marketing Team for Requirements gathering in Definition Stage
* Participated in daily defect meetings with team during UAT testing phase.
* Coordinated and managed UAT (User Acceptance Testing) cycles, and prepared required documentation.
* Conducted a Requirement validation session to validate the requirements form provider and the receiver prospective to find out the feasibility and ambiguity of the requirements.
* Created Use Case for different scenarios and validate them with Business partners and development team.
* Assisted PM to assign, determine scope and diversity of involvement, and resources needed, necessary contacts and required procedural actions.
* Conducted JAD Sessions and discuss the UAT with developers on regular basis and also updated daily status report to the PM.
* Extensively used Requisite Pro to manage the functional, business as well as non-functional requirements and keep track each and every change on requirements.
* Analyzed the different data sets such as credit card, debit card, gift card etc from the RTMS database.
* Coordinated different business partners, development team, and QA team for the calculation of Level effort during the project initiation and determined the scope of the project based on the viability of resources and time line.
* Analyzed and validated the User Interface (UI) of the system with the requirements
* Used Collaboration Processes as BPMN approach for processes and interactions between different entities such as POS, RTMS, and Sales Audit etc.
* Analyzed and gathered the different data set during the Data mapping process from the Provider and other parities database.
* Conducted weekly meeting with the Project Manager and other team members of the project to update the project process.

**Environment:** UML, RUP, SDLC, MS office package, MS Visio, Use Case, MS SharePoint 2007

**Merrill Lynch, Boston, MA Aug 11 - Sept 13**

**Business Analyst**

Merrill Lynch is one of the leading financial management and advisory companies with offices in 35 countries and private client assets of approximately $1.5 trillion. I also had worked as a Business Analyst on the Benefits Online Project. Benefits Online is a web-based application, which helps users manage their assets and funds. After a successful logon, user’s home page would list all the account types they had their funds allocated to. They could transfer or withdraw funds using various different combinations made available to help them manage their funds. User could also calculate the maximum loan amount he or she was eligible for and apply online. All the Customer Information was saved on Oracle databases. Reports are generated for internal and external use. The bank’s general ledger is synchronized with that of the system.

**Responsibilities**

* Worked closely with Business end-users and developer for detailed understanding of the opportunities for improvements of systems in order to Gathered Requirements and prepared a comprehensive set of documents to define the specifications and business value of the system.
* Wrote technical requirement documents (TRD) to determine technical requirements
* Responsible for creation of Collaboration Diagrams, Activity Diagram, Project Flow Diagram in MS Visio.
* Prepared Use cases, Sequential diagrams with detailed screen layouts with regards to various types of corporate actions.
* Implemented Water Fall methodology in terms of disciplines and phases, each consisting of one or more iterations. With the iterative approach, the emphasis of each workflow varies throughout the lifecycle. The iterative approach helps address risk early and continuously, through demonstrable progress and frequent executable releases.
* Used Rational Requisite Pro to manage business and function requirement and performed GAP analysis of the AS-IS system with the TO-BE system.
* Created User Interface (UI) for the web application and validated it with stakeholders and business owner’s requirements.
* Conducted different sessions with the business owners, SMEs to figure out the problems and issues on the current system during the discovery phase.
* Responsible for creating new views as per the requirements. Gathered and defined business rules which allowed for the accurate processing of corporate actions.
* Conducted Backend Testing with testing team using PLSQL Commands on UNIX Platform.

**Environments:** Water Fall, UML, Oracle PL/SQL, UNIX, HTML, JAVA, MS Visio, data warehousing, data mapping

**Best Buy, Minneapolis, MN Jun 10– Jul 11**

**Business Analyst**

I was involved in their Computer based inventory tracking systems which are integrated to their POS system as well as the centralized data base. It provides a callback reminder function to the employees. An automated scheduler uses a rules engine to create and update the callback reminders. The scheduler uses one or more sets of business rules embodied as algorithms in a rules engine to process the inventory tracking process. The business rules are flexible and may be tailored to specific scenarios. The inventory system will be updated each and every time when the sale transaction occurs at the POS system.

**Responsibilities**

* Performed the requirement analysis and documented the requirements.
* Created technical requirement documents (TRD)
* Closely interacted with designers to understand application functionality and navigational flow of the interface
* Successfully conducted JAD sessions to gain important input from various stakeholders.
* Analyzing Software Requirement Specification, Design documents as per RUP.
* Developed process flow diagrams and Sequence diagrams so that developers can understand the process.
* Worked as an Interface between the users and the different teams involved in the application development for the better understanding of the business and IT processes.
* Developed prototype of new information processing application. Facilitated collection of functional requirements from system users and preparation of business requirement documents using Rational Requisite Pro.
* Prepared Functional and Behavioral document that describe the detail design of the application
* Performed the GAP Analysis and Impact Analysis for all business requirements having an impact application.
* Involved in creating functional/technical specifications & communicated requirements to development teams.
* Developed requirement documents and use case scenarios to provide the framework for design documentation and test cases.
* Followed a structured approach to organize requirements into logical groupings of essential business processes, business rules, information needs and insured that critical requirements are not missed
* Created Business rules specifications documents to explain about the attributes updated in Eagle Pace through Check Free up loader
* Created detailed Data Flow Diagrams and Flow Charts to explain the data upload process to Eagle Pace database.
* Ensured all applications were tested for functionality in production.

**Environment:** RUP, SQL Server, Java, Oracle, Visio, Data Warehousing, ETL, MS Project 2000, Microsoft Access, Excel, Word & Power Point