**NANU SHERPA**

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**SUMMARY**

* Business Analyst with experience of 7+ years in the IT industry.
* Document findings and prepare recommendations for implementation of to-be systems, procedures, or organizational changes. Experienced in creating BRD, SRS, etc.
* Excellent analytical, communication, problem solving, decision-making, presentation and organization skills also design, evaluate, recommend, and approve change.
* Acted as a liaison between the technology and business areas of Organizations.
* Knowledge and expertise in facilitating mind mapping, JAD session, Delphi and other focus group techniques
* Understanding of SDLC’s modeling techniques like Waterfall, Agile, Rational Unified Process (RUP), SCRUM, and Spiral).
* Proven skills in gathering, analyzing and creating Business Requirement Document (BRD) and Functional Requirement Document (FRD).
* Ability to adapt to the changing scope of the project in an Agile environment and address it through Change Control Board, prioritize tasks in a sprint.
* Experience in various domains including travel/hospitality.
* Hands on experience with Writing User stories in Agile Environment.
* Interview personnel and conduct on-site observation to make sure work performed, and methods, equipment, and personnel used are in track with the planning.
* Experience in documenting requirements around various services offered as part of GDS that includes airline booking, cruises, hotels and rental cars etc.
* Extensively worked with SABRE to verify the RM Validation, Pricing, Tax & PNR details.
* Ability to collaborate with peers in both, business and technical areas to deliver optimal business solutions, in line with corporate priorities and possess vast knowledge and experience in Requirement gathering and documenting requirements, eliciting them by extensively interviewing Product Owners.
* Use-case development, UML modeling with Rational Rose and Microsoft Visio. Tracing requirements throughout the development phases and verifying adherence by using case tools.
* Extensive experience with process modeling using UML, Flow charts, sequence diagrams, activity diagrams and Use Cases.
* Experienced in conducting Joint Application Development (JAD) sessions with end-users, expert and quality assurance teams for project meetings.
* Experienced in using Share Point, Microsoft Office and various Agile Sprint Tracking tools.

**TECHNICAL SKILLS**

Project Methodologies: SDLC, Waterfall, Agile/Scrum, RUP

Business Modeling Tools: Microsoft Visio, Rational Rose

Defect Tracking Tools: Quality Center

Scheduling tools: MS Project, Primavera

Change Management Tools: Rational Clear Quest

Office Tools: MS Project, MS Project Server, MS SharePoint and other MS Suites.

**PROFESSIONAL EXPERIENCE**

**SPIRIT AIRLINES, MIRAMAR, FL May 2015- Present**

**Sr. Business Analyst**

Spirit Airlines, Inc. (NASDAQ: SAVE) is an American Ultra Low Cost Carrier, headquartered in Miramar, Florida. Spirit operates scheduled flights throughout the United States and in the Caribbean, Mexico, Latin America, and South America.

* Facilitated Requirement gathering with stakeholders of all the participating airlines by conducting sessions such as one-on-one and one-on-many depending on the type of requirements.
* Elicited and captured business requirements and technical requirements and documented them in Business Requirement Document (BRD) and Software Requirements Specification (SRS) document using elicitation techniques like JAD sessions, interviews, questionnaire, among others using waterfall-scrum hybrid methodology.
* Promoted a successful coordination between the stakeholders, who work on common grounds.
* Consistently promoting business value to the team and promoting the best practices available.
* Conducted weekly meetings with the airlines and maintained common timings to assemble the team working in different time zones such as Tokyo and Austria.
* Worked on to continuously improve and coach software delivery processes and practice support the coordination among the team members from the past lessons learnt
* Worked on building the project timelines, based on the approved product build times from the stakeholders.
* Document project related artifacts like BRD and FSD
* Proactively participated in developing, maintaining team standards, tools and best suited practices for the organization.
* Identified and eliminated the blockers and impediments and shielded the teams from distractions and interferences.
* Facilitated individual interaction for promoting transparency and conflicts among teams.
* Worked on analyzing the product and summarize the entire business process involved in Joint Venture, documented in the form of diagrammatic and charts illustration. In the process of analyzing, there were many downgrades, upgrades and improvements that involved were also documented.
* Managed the priorities for the developmental activities that are to be carried out.
* Had travelled for various business meetings across the country in order to promote team building.
* Business meeting minutes were noted and distributed across the team members to maintain a record of the entire process, so that team may identify the impediments and come up with the solution
* Regression testing – test scripts were documented and checked across all the airlines and validated for UAT

**Environment:** MS SharePoint, MS Project, Cognos Oracle access  to Airline’s Database, MS PowerPoint, MS Visio, MS Word, MS Excel

**American Airlines, Fort Worth, TX Aug 2013- March 2015**

**Sr. Business Analyst**

I was involved in multiple projects' requirements; design, testing and 3rd party vendor. Specifically worked the Sky Priority Preferred Seats-Economy Comfort Seating-International" projects for the Loyalty department. Heavy interaction with other airlines to ensure accurate mapping of 'as flown' information into the Loyalty system applications to include addition of new fields for tracking of adherence to new rules implemented for preferred passengers.

**Responsibilities:**

* Conducted user interviews, gathered and analyzed requirements using agile methodology.
* Evaluated business needs and document business requirements for Airline Systems
* Conducted business analysis, acted as a liaison between project manager, business users and IT team, and used MS Office for documentation.
* Created all necessary test documentation and test plans for implementation of complex multi-server multi-domain software enhancements to GDS.
* Business/Functional Requirement gathering for all interfaces such as Business Requirement Document (BRD), FSD (Functional Specification Document) and Functional requirement documents (FRD)
* Created Business Requirement Document (BRD), Functional Requirement Specification (FRS) document, Master Data Elements (MDE) and Change Request (CR) document for system application development.
* Facilitated stakeholder meetings to identify business processes and requirements.
* Developed and managed Project Plans, schedules, issues logs and business-technical conflicts.
* Worked with SME’s (Financial Analysts, Risk Managers, and Project Managers) to define business critical needs and analyze possible technical solutions.
* Extensively worked on creating customer information, low fare search for one way, two way and multi segments and generating the PNRs, modifying, and deleting the itineraries and PNRs and also importing PNR from NGTS application.
* Perform user acceptance and production release testing process for Central Reservation System, GDS Interface, Reservation Delivery Systems and Cognos system, eliminating interruptions in production upon release of system development upgrades
* Developed a comprehensive automated test base for the entire Sabre host systems. Engage a vendor to provide the scripts for Sabre.
* Write, monitor, maintain, and test all e-commerce RT tickets in our ticket system for the e-commerce department and maintain the log of tickets by providing status updates on the QA and testing of each ticket to the entire cross-departmental team during weekly status meetings.
* Interacted with database developers for formulating ER Diagrams and Data Flow Diagrams.
* Translated requirements into Functional Design Documents.
* Facilitated Joint Application Development (JAD) sessions.
* Conducted Joint Requirements Planning (JRP) sessions as a facilitator to gather requirements from the business area and to discuss different critical success factors of the project.
* Other activities included development of Project Plan and timeline, Project Status Reporting, and managing Project Scope, issues and risks on an ongoing basis.
* Designed and created prototypes of reporting tools for data validation and verification initiatives using macros in MS Excel.
* Created Process Work Flows with Supply Chain perspective, Functional Specifications, and responsible for preparing Software Requirement Specifications (SRS), Functional Specification Document (FSD).
* Involved in the creation of User Interface Specification Document and User Training Manual as per project specification with the help of development team.
* Followed UML based methods using Microsoft Visio to create Use Cases Diagrams, Activity Diagrams, State Chart Diagrams, Sequence Diagrams and Collaboration Diagrams.
* Core responsibility involved complete manually testing of the User Acceptance Test (UAT).

**Environment:** Quality Center, MS Visio, MS Word, MS PowerPoint, MS Excel, Mainframe, TOAD, Manual Testing

**SwitchflyInc, San Francisco, CA March 2011– July 2013**

**Business Analyst**

Switchfly is a SaaS technology company that powers travel commerce & loyalty point redemption solutions for the biggest names in travel, ecommerce & financial services. World-class products delivered via a flexible software-as-a-service platform let clients easily launch and maintain a complete Omni channel travel and loyalty experience.

**Responsibilities:**

* Lead the discovery process by working with technology partner, conducting interviews, research, and any other step necessary to define business requirements
* Work with air ancillaries in flight booking system, create a new platform for ancillary product with flight booking system
* Translate requirements into User Stories and functional design specification documents for engineering consumption.
* Gathered functional and non-functional requirements and involved in development and documentation of Business Requirement Document (BRD), and Software Requirements Specification (SRS) using agile methodology.
* Manage the Product Development Lifecycle (PDLC) from planning to tactical activities for your assigned features.
* Lead project teams in a SCRUM/AGILE product delivery cycle.
* Manage the product backlog, prioritization and leverage a strong understanding of product requirements to drive build priority
* Monitoring product development processes to ensure they come in on time, on scope, on quality and on budget
* Act as a key contributor to Business Implementation project delivery
* Create and maintain internal and external documentation of your assigned software features
* Work with internal teams to resolve technology partner support issues quickly and accurately
* Writing requirements documents with various methods including, but not limited to User Stories and Functional Design documents.
* Working knowledge of e-commerce standards and best practices.
* Create translation for developer in NTS.
* Created BRD and coordinated with the development team members to make FRD and SRS documents
* Collaborate with enterprise clients and product team members to design new features.
* Conduct market research and competitive analysis that identifies areas to improve product
* Documented detailed business and user interface requirements, including logic diagrams, system flow charts, use cases, and static mockups.
* Created BRD and FSD based on business requirement of the stakeholders. Prepared workflow diagrams, designed process flows. Performed Data analysis and validation of BI reports using SAS.
* Create different use cases for different page flow and modularity.
* Provided the management with test metrics, reports, and schedules as necessary using MS Project and participated in the design walkthroughs and meetings.
* Analyzed the “As is” and “To be” system documents to show the current and proposed functionalities of the system using MS VISIO.

**Environment:** SQL Server, HTML, XML, MS Access, MS Visio, BPMN (Visio), MS Office, MS Project, GEMs, IBM Rational Tools (Requisite Pro, ClearCase& Data Modeler).

**Client: Delta Airlines. Eagan, MN Feb 2010- Dec 2010**

**Business Analyst**

Worked on the scheduling system where the schedules did not affect the inventory system. This system maintained and distributed the flight schedules, generated online and interline connection routings, etc.

Responsibilities.

**Responsibilities:**

* Separated the schedules and inventory in T form.
* Wrote business rules to dress flights with schedules and inventory information.
* Performed business rule and requirements gathering
* Facilitator of System Process Workshops and JAD sessions.
* Mentored 4 JR. Business Analyst for Requirement gathering and for UAT Test Execution.
* Promoted a successful coordination between the stakeholders
* Responsible for documenting and tracking the business needs and requirements.
* Facilitated and participated in internal work sessions as well as stakeholder interviews, analyzing requirements, creating functional specifications, user scenarios, and process flow diagrams.
* Acted as primary requirements go-to person during the design and build phase.
* Analyze the impacts of any new releases going into effect to minimize effects on corresponding systems
* Participated in testing.
* Created conceptual Data models and ER diagrams showing relationships between various data entities using Erwin. Also created BRDs, FRDs, FRSs, SRSs and use cases.
* Defined and Documented business process and system problems - managed user expectation to define scope & requirements, analyzed systems & designed solutions to the requirements, created technical specification documents & test logs.
* Developed, tested, conducted, and reviewed system & integration testing.
* Create knowledge sharing & training for the customer service personnel.
* Analysis of the Existing Source Databases, Requirements and identification of dimension and fact tables for the Database.
* Interfaced with customers to understand requirements and provided estimates.
* Created and maintain technical specifications and support documentation.
* Involved in the creation, configuration and support of project environment.
* Worked with Business Analysis team to prepare a detailed Business Requirement document (BRD) and System Requirement Document (SRS).
* Developed SQL Queries and PL/SQL Procedures for Data Analysis and Data Validation.
* Analyzed and profiled the source data coming from different sources
* Used Business objects to generate Business reports for the end users.
* Define and document functional requirements (some utilizing VISIO diagrams)
* Translate business requirements into Use Case documentation.
* Provide mock-up designs and/or enhancements to systems' User Interface (UI)
* Creation/execution of testing documentation (test scenarios, test cases) - utilizing Test Manager
* Interaction with SMEs, and internal Customers (Inflight and Flight Ops).

**Environment:** MS SharePoint, MS Project, Cognos Oracle access  to Airline’s Database, MS PowerPoint, MS Visio, MS Word, MS Excel