**Nargis Yeva**

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**PROFESSIONAL SUMMERY:**

* Over six years of diversified experience in Business System Analysis in finance domain in different financial management services such as mortgages, Loan origination systems (LOS), Credit risk tool, portfolio management and public service domain.
* Experienced in analyzing business requirements at all stages of soft development life cycle (SDLC) models such as Agile, Agile SCRUM, and Waterfall.
* Hold solid understanding of Business Requirement elicitation techniques, and experience in envisioning, representing and translating the product vision from the business sector to the software development by making critical contribution in ecommerce domains.
* Experience leading onshore / offshoreteams for project Implementation with daily offshore task assignment, review daily offshore status customize the same to the client expectations.
* Managed requirement gathering through brain storming sessions, interviews, workshops, JAD sessions with clients, developers and QA Analysts and referring to existing system documentation and procedures and Utilized JIRA and Agile RALLY.
* Expertise in preparing and analyzing Business Requirement Documents (BRD), Functional Requirement Document (FRD), Non Functional Document, and propose changes as per various internal and external requirements gathered for process improvement.
* Expertise in translating user requirements (business requirements) to software requirement specifications or basic systems requirements specifications as input to the software developers.
* Worked extensively on performing AS IS and TO BE analysis, GAP analysis and drafted Project Analysis documentations.
* Adept at gathering and transforming business requirements into functional requirements and designed business models using UML Diagrams-Use Cases, Class, Sequence, Activity, Component diagrams in Enterprise Architect, MS Visio.
* Proficient in modeling diagrams and processes including activity diagrams, use case diagrams, sequence diagrams, data flows diagrams and class diagrams by using Draw Oi and MS Visio.
* Experienced in Prototyping by using Axure, Justin mins, Balsamiq, Marvel.
* Extensive experience in Financial Service industry related t - Credit Risk, Market Risk, Market Risk, Credit Risk, Liquidity Risk
* Expertise in preparing artifacts Requirement Traceability Matrix, Business Risk Assessment, and Test Cases.
* Manage and facilitated TFS (Team foundation server) to communication and collaboration of the team throughout the process of designing, building, testing and deploying the software.
* Assisted in creating and documenting test scenarios and test cases, assisted the QA team to conduct usability and user acceptance testing (UAT) on behalf of end users.
* Experienced in all phases of Scrum, including creating product backlog, sprint planning, sprint execution, sprint review and sprint retrospective.
* Experienced in prepare test cases, write test plan and be part of test team. Familiar with different types of testing such as UAT, Black/White box testing, integration testing, unit testing, etc.
* Assist with defining Test Cases, analyzing bugs, interaction with team members in fixing errors and utilized JIRA and HP ALM.
* Experience in understanding Stored Procedures, Stored Functions, Database Triggers, and Packages using PL/SQL.
* Good Data Warehousing concepts including Meta data and Data Marts.
* Strong experience in Business and Data Analysis, Data Profiling, Data Migration, Data Integration and Metadata Management Services.
* Good experience in Data Modeling with expertise in creating Star & Snow-Flake Schemas, FACT and Dimensions Tables, Physical and Logical Data Modeling using Erwin.
* Analytical, methodical and resourceful approach to Problem Solving, Root-Cause Analysis, Conflict Resolution, Negotiation Strategies and providing corrective actions to meet business requirements.

**TOOLS AND TECHNOLOGIES:**

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| **Methodologies:** | Agile, Scrum, RUP, Waterfall |
| **Project management tools:** | MS project, MS Office Tools, SharePoint, AGILE RALLY, Outlook, JIRA |
| **Business Modeling:** | TFS, MS Visio , Balsamiq, Draw io , Bugzilla, HP ALM, HP Quality Center |
| **Web technologies/languages:** | Web-services, HTML, SQL, XLM |
| **Front- End tools:** | Microsoft Office (Excel, Access, Visio, Word, Outlook, project) |
| **Database:** | MS Access, Oracle, MSSQL |

**PROJECTS:**

**Fidelity Investments, Towson, MD**

**January 2017 - Present**

**Sr. Business Analyst**

Fidelity Investments is an international provider of financial services. The firm also provides Mutual Funds, discount brokerage services, retirement services, estate planning, wealth management, securities clearance and execution and life insurance. **Project:** The project involved the enhancement of Credit Risk Tools. In order to reduce loss and increase revenue related to margin loans, the firm needed additional tools to manage risk associated with margin. The legacy process of managing risk was manual and reactive, and in some cases there was no ability to evaluate risk or identify it until it was too late and the loan became unsecured.

**Responsibilities:**

* Reviewed the business case and analyzed the high level scope to create a process map.
* Identified the subject matter experts and project stakeholders before conducting a stakeholder analysis.
* Conducted scope review meeting followed by scope decomposition to be reviewed by the technical project stakeholders.
* Conducted requirements gathering sessions with the stakeholders Business Technical to create the high level requirements document BRD.
* Translated high-level requirements into high-level user stories and epics over two sprints on TFS Team Foundation Server.
* Documented the user stories to create the product backlog with the product owners input.
* Onshore-Offshore co-ordination.
* Used the MoSCoW technique for prioritization of the product backlog items to move onto the appropriate sprints during the sprint planning meetings.
* Assisted developing the project business case and the work breakdown structure, estimating project times and costs, performing the initial risk analysis and developing the Earned Value Management System for the project.
* Managed and performed business requirements gathering, business modeling, system requirement analysis, designed solution architecture, workflow analysis, process modeling, fit-gap analysis, process re-engineering, operational / technology risk analysis, and structured data modeling, etc., for several strategic clients, primarily in the financial services / wealth management arena.
* Translated high-level requirements into high-level user stories and epics over two sprints on TFS Team Foundation Server.
* Prepared Logical Data Models that contained set of Entity Relationship Diagrams and process flow Diagrams using BPMN and supporting documents and descriptions of the Relationships between the data elements to analyze and document the Business Data Requirements.
* Worked directly with stakeholders, development, and QA to coordinate iterations includes managing UAT and communication plan.
* Supported the Quality Assurance Team Utilized Earned Value Methodology to develop Integrated Master Schedule to illustrate project status Current plan to Baseline plan and report program variance index. work completed, cost budget .
* Part of the EVM(Earned Value Management) team responsible for implementing EVM across the organization
* Conducted detailed Requirement gathering, Gap Analysis, Impact Analysis by interacting with internal stake holders, business users in understanding their business processes, in understanding their proposed IT system.
* Acquired a strong understanding of Investment Banking and specific knowledge related to Fixed Income, Corporate Finance, Derivatives (e.g. cash flow analysis, duration, credit risk, Underwriter, Bonds, Debentures, stocks, Exposure at default, credit default swap, Interest rate risk, Exchange Rate Risk, liquidity risk, spot rates, forward rates, Call Options, Put Options, Capital Asset Pricing Model)
* Conduct JAD sessions & produce Gap Analysis & Data Audit Document, create & implement Data Standards & Naming Conventions & Source-to-Target Data mapping document.
* Created specs for the data extraction, cleansing, validation & population using automated Decision Stream scripts.
* Developed activity flow use case diagrams for a module to make the IT team understand the functionality of various scenarios.
* Responsible for obtaining client and IT signoff on business and functional requirements.
* Designed the detailed Data-Models of Conformed Dimensions in the workers compensation subject areas, corresponding to the agent balances & Journal Detail Fact entities.
* Maintained the Production Support Tracking portal SharePoint for current and future production releases and worked on HR Production related issues.
* Used MS Visual Studio & TFS (Team Foundation Server) as test management tool to manage and organize Requirements Coverage, Test Cases, Test Scripts and Defect Management.
* Worked closely with the Solutions Architect to assist in developing the software solution
* Involved in Design mappings, created data flow diagrams and documented the ETL high level and low-level design approach.
* Designed workflows using Informatica Power Center to perform ETL on the data from the staging area to the transaction enrichment data store and to the compensation data marts.
* Developed various transformations like expression, joiner, and aggregator as per the requirements and executed the workflows and verified the data on data mart.
* Gave Demo to Client showing gap development details, Work closely with onshore team for creating stable environment for client training

**Wells Fargo Bank, Charlotte, NC**

**December 2015 – December 2016**

**Business Analyst**

Wells Fargo Bank offers banking, mortgage, trading and financial services like Brokerage Services, Mutual Funds, Fixed income Investments, etc. **Project:** This project provides on-line loan services to customer. Developed project was to offer personal loan for the web customer by evaluating customer’s source of income and credit standing, and to finalize the loan approve, pending, down sell and counter offer. It consists of 7 modules, providing customers and administrators with different service modules such as online transaction, report statement, user profile and so on.

**Responsibilities:**

* Responsible for Requirement gathering, Business Process Flow, Business Process Modeling and Business Analysis with Document and Records Management
* Interacted with multiple business departments and stakeholders to identify issues and opportunities.
* Organized requirements workshop with clients and conducted JAD session with developers and SMEs to understand and articulate requirements in Agile environment.
* Performed Competitor Analysis, Risk Analysis with the business team to determine the best practice and present solutions.
* Comprehensively worked with users for requirements gathering and produced initial requirement data to create user interface and business process requirements.
* Work with Product Owner to define product features and write epic user stories on monitor and track business value delivery. Meet with business and IT stakeholders to solicit requirements and create user stories using the INVEST criteria.
* Breaking down the requirements into Epics and user stories for Agile implementation
* Grooming the user stories with accurate Acceptance criteria and size the stories
* Preparing the traceability matrix connecting High Level Business Needs, Expanded Business Needs, Epics, and user stories
* Gathering requirements to create BRD and User Story Acceptance Criteria refining specifications, business processes, and recommendations for system application solutions
* Working with the users and with different levels of management to identify requirements, use cases and to develop functional specification
* Conducted Usability Testing to do need assessments.
* Created manual Test Cases in HP QC/HP ALM for various User Stories based on Release and Sprint Plan.
* Documented user stories and managing product backlog. Work in Scrum team as Product Owner and
* Write user stories and use cases from requirements
* Captured all the user stories in Rally the agile based tool.
* Using Rally Central to capture all the Business and Technical User stories
* Validate the acceptance criteria for the user story with product owner.
* Facilitate Sprint planning meeting, Spring Review meeting, and participate in Daily Scrum.
* Prioritized user stories into product backlog.
* Gathered requirement changes based on sprint review meeting feedback and manage them into product backlog.
* Coordinated activities between business unit and technical staff, developing new methods, policies and procedures to meet the business needs.
* Worked with compliance department in setting up compliance rules within the application to produce alerts, warnings and data exceptions.
* Working closely with design and development and do make sure they understand the requirements.
* Analyzed business requirements and segregated them into Use Cases. Created Use case diagrams using MS Visio according to UML methodology
* Created workflows in Visio to depict the process flow of the application.
* Documented Screen Mock ups with information and system architecture to add the proposed functionalities to the existed system.
* Verified the functional aspects and validated user interfaces with other system and data conversion from the legacy system.
* Involved in creating Test Plans from the Business Requirements document and design document to cover overall quality assurance.
* Contributed to organization change management by facilitating robust User Acceptance Testing and supporting the training phase of the project.
* Executed test cases and test scripts for manual and automation testing. Defects are raised in the HP Quality Center/HP ALM for logging, tracking and reporting bugs in the application.
* Extensively used MS Excel for functions and formulae for performance check and reported to PM.
* Responsible for managing the documented System Requirements and Requirements Traceability Matrix using MS Excel
* Perform functional, regression and system testing for the Wells Fargo Bank application large transaction broker that collects information from a variety of trading partners for old features, functionality, and enhancements to existing products.
* Involved in creating detailed test plans and testing strategies and ensure these are executed extensively, which includes executing SQL queries to retrieve data and test

**Texas Agency of Education, Austin, TX**

**October 2014 – November 2015**

**Business Analyst**

The Texas Education Agency is the state agency that oversees primary and secondary public education in the state of Texas. It helps deliver education to more than 5 million students and will improve outcomes for all public school students in the state by providing leadership, guidance, and support to school systems. **Project**: The project was with the Texas State to develop an interactive learning system that would enable students to study online rather than studying from the books. The portal would offer students with online access to their study materials using interactive web pages.

**Responsibilities:**

* As a Business Analyst, I was involved in full software development life cycle. The methodology used for this project was Waterfall
* Performed Requirement Analysis**,**prepared Business Requirement DOC and reviewed with Development Team across onshore - offshore, Customer and other Stakeholders.
* The primary responsibility was to gather requirements, documentation, follow-ups and coordination between my business and technical team.
* Assisted Project Manager to identify Project Scope, develop Project Charter and create Project Plan.
* Conducted user interviews with the stakeholders and end user to determine the business requirements and needs. Conducted brainstorming sessions with the SME from my company as well as DoE. Conducted one-on-one interview sessions and surveys with school children to know what and how they would like the website to be.
* Developed BRDs, FRDs, NFRDs and Use Cases using MS Visio and Word. I documented the minutes of meeting details and did follow-ups with the members as discussed in the brainstorming sessions.
* Created workflow diagrams, flowcharts, activity diagrams, and use-case diagrams using MS Visio.
* Documented the Traceability Matrix for tracing the Test Cases and requirements related to them.
* As a part of UAT team, I developed Test Cases and executed them. I summarized the details of UAT, sign-off and forwarded to production.
* Performed Unit Testing and User Acceptance testing and documented detailed results.
* Provided input (scope, goals, risks, constraints, timelines and interfaces) to PM for project planning and control.
* Created, assigned, and maintained tickets in JIRA for bugs and defects.
* Participated in Data Validation process in QAT by developing spreadsheets with data from the reports in QA.

**Bremer Bank, Mankato Minnesota**

**May 2012 – September 2013**

**Business Analyst**

Bremer Bank provides a range of retail and commercial banking services to businesses and individuals. The company’s loan portfolio comprises commercial loans primarily secured by real estate, commercial equipment, vehicles, or other assets of the borrower; commercial real estate loans; residential mortgage loans, including home equity lines of credit. Project: The project was to maintain and improvise the banks mobile banking system by updating features and providing easy banking options as offered by online portfolio system.

**Responsibilities:**

* Analyzed the current systems in place and evaluated their use and scalability in developing this system.
* Created Business Use-Case Model and Business Use-Case specifications after accessing the status and scope of the project and understanding the business processes. Created Use Case Diagrams, State Chart Diagrams and Activity Diagrams to model requirements.
* Used Rational Rose to design and develop Use Cases Scenarios, Use Cases Models, Activity Diagrams, Sequence Diagrams and State chart diagrams.
* Responsible for all the requirement deliverables and Reported Issues and Status throughout Project Life Cycle (PLC)
* Completed logical Data Modeling and Normalized Data Model for RDBMS
* Assisted in developing ER models for database design
* Assisted in formulating testing documents like Test Plans, Test Scripts, Traceability matrix and Test summary report.
* Facilitated JAD session follow-up for Project Plan updates, gained consensus for User Acceptance Testing requirements.
* Participating in discussions using Acceptance Test Driven Development (ATDD) with agile project methodology to develop business/System requirements and process maps.
* Performed User Acceptance testing (UAT) across various platforms to check the compliance of the project with different carriers.
* Designed mock-up User Interfaces to communicate visual data flow to the end users.
* Produced Functional Specifications and led weekly meetings with technical teams to discuss outstanding technical issues and deadlines that had to be met.
* Conducted interviews and questionnaire sessions with the stakeholders for gathering requirements and evaluation/analysis of their data to convert the business requirements into functional specifications and prioritized the requirement as a High, medium and low.
* Created attributes for each requirement like priority, status, cost and difficulty and provided one-to-one, one-to-many parent child relationships between requirements of the same type.
* Collaborated with project manager and business teams in managing the budget, performed variance analysis, financial analysis and managed the cost of the project.
* Worked in data analysis, data mining and data mapping throughout the project.
* Applied Iterative Model technique in every stage of the SDLC
* Used MS Project to schedule and track the activities in the project
* Documented Requirement Traceability Matrix (RTM) in Requisite Pro through test cases.

**Central Bank of Turkmenistan, Ashgabat, Turkmenistan February 2011 – April 2012**

**Business Analyst**

Central Bank of Turkmenistan offers a wide range of banking products and financial services to corporate and retail customers through a variety of delivery channels and through its specialized subsidiaries in the areas of investment banking, life and non-life insurance, venture capital and asset management. **Project:** The project assigned was to work with a team to create a web based trade management system for customers to access their online accounts, trade online, look up real time stock prices, analyze charts and evaluate their investments.

**Responsibilities:**

* Interacted with clients to finalize the Business Requirements for the application.
* Closely interacted with designers and software developers to understand application functionality, navigational flow and updated them about end-user sentiments.
* Provided the detailed inputs to the Scrum Master about the tasks completed and assisted in the creation of the Sprint Burn Down Chart.
* Moderated everyday scrum meetings along with the other senior business analysts to improve the efficiency and productivity of each sprint
* Developed user test cases and validates test results during user acceptance testing (UAT).
* Used various SQL commands like create, delete, update, left joins, right joins and full joins to update the database and retrieve data for analysis
* Defined system requirements to Use Case, Use case scenario and Use Case narrative using the UML Methodologies
* Performed Risk Analysis of the requirements to identify the key business risk areas for the project and prioritized the application development and testing.
* Performed feasibility and adaptability study to identify the business critical areas from User perspective
* Used PowerPoint presentations for conducting walkthroughs with the stakeholders.
* Conducted walkthroughs with the end users and stakeholders to gather the modification requests from the user to upgrade or change the business specifications for the product.
* Followed a structured approach to organize requirements into logical groupings of essential business process, business rules, information needs and insured that critical requirements are not missed.
* Conducted JAD sessions to allow different stakeholders to communicate their perspectives with each other, resolve any issues and come to an agreement quickly.

**EDUCATION:**

Masters of Public Administration - Minnesota State University, Mankato

Bachelors of Science in Economics - Minnesota State University, Mankato