**Nazeer Shaik**

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**Summary**

Business Analyst with 6+ years of experience in Retail, Banking and Finance domains with expertise in retail applications, POS Systems and Order Management System. Strong expertise and experience in Business Intelligence. Experienced in leading in a cross-functional environment with Project Managers, SMEs, Business Users and offshore technical teams.

**Expertise**

* Experienced in conducting requirement gathering sessions like feasibility studies, Cost-Benefit analysis, Stakeholder Analysis, GAP and Impact Analysis in organizing the software requirements in a structured environment.
* Expertise in data mapping, case analysis, object modeling and work flow analysis for POS and Order Management systems.
* Solid experience with ERP Systems, order management, and handling customer service issues.
* Experienced in conducting Joint Application Development (JAD) sessions and Discovery Workshops for requirements gathering, analysis and design.
* Drafted Requirements Traceability Matrix (RTM) to check the project requirements, relate the requirements on a Parent-Child basis and to track the documentation and project tasks using Rational Requisite Pro.
* Expert in creating process mappings, system target mapping, querying the source and target database, and analyzing data dictionaries of data elements to perform process integration between independent systems
* Skilled in facilitating interaction with modelers, developers and business and data analysts including requirement evaluations, analysis and development of business models, process flow as well as Source-to-Target Mappings.
* Experienced in working with project managers, business users, and interviewing clients to analyze and document an evaluating business requirements and mapping them to high-level functional, non-functional specifications
* Worked in Waterfall and Agile Scrum environment
* Experienced in creating UML diagrams like Activity, Use case and Sequence diagrams using tools such as Rational Rose and Microsoft Visio
* Involved in writing Test plans, Test strategies and Test cases with QA teams using Business, Functional and non-Functional Requirements.
* Facilitated User Acceptance Testing (UAT) with the stakeholders and the business users
* Work individually, as well as in team environment, to achieve project goals in a timely fashion

**Tools**

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| **Data Processing** | SQL, SAS JMP, MS Excel, Tableau |
| **Presentation & Business Modeling** | MS Visio, MS PowerPoint, Mock Flow, UML, Balsamiq |
| **Requirement Management** | Jira, Rational Req. Pro, HP-QC, MS Projects, MS Word |
| **Diagrams** | Data Flow, Activity, Sequence, Use Case |

**Professional Experience**

**Target Data, Chicago, IL March 2017 - Present**

**Business Analyst**

Worked as a Business Analyst to support operations in building Campaign Profiles and executing Digital/Mailing campaign. Provide marketing intelligence to the clients for a 360 Degree view of their marketing strategies, campaigns and customers. I lead the efforts to onboard new clients and deliver Marketing Intelligence Platform product.

* Worked in a fast-paced project environment to deliver project releases in a short period.
* Created detailed report specification document that included KPI descriptions and data mappings.
* Interviewed the stakeholders and project sponsors for mapping requirements and analyzing structured & normalized data sets.
* Assisted in offering support to clients who were unable to access data and information in production support role.
* Responsible for gathering system data requirement from business, Requirement Analysis, Functional Point Analysis and Client Interactions.
* Efficient work allocation to the team members in accordance to focus factor
* Worked closely with database development teams to help them transform the data from flat files, excel sheets, and other databases using ETL (Extract Transform Load).
* Supported large sets of Data Analysis in Data Requirement Analysis and Data Mapping in preparation for data transfer.
* Created Source to Target Mapping (STM) documents for Data Migration and used SQL for enhancements where old processes were replaced for automation.
* Built effective queries for high-performance reporting and rendered them to HTML, PDF and Excel formats using Tableau.
* Extracted, compiled, tracked data and analyzed data to generate reports on Tableau.
* Managed Star Schema in De-normalized, one-dimensional form for quick execution.
* Wrote SQL queries for data analysis to meet the business requirement.
* Worked closely with development teams to create new reports and migrate old reports to new system.
* Owning and managing requirements traceability matrix (RTM), gap analysis and change impact to enable business processes
* Conducted/Part of Release Readiness reviews, Milestone Reviews, and Business Go/No-Go reviews
* Identified various Key Performance Indicators (KPI) for daily, weekly and monthly reporting.

**Foot Locker, Chicago, IL October 2015 - February 2017**

**Business Analyst**

Worked as a Business Analyst of Store/E-Commerce Systems for a multi-channel retailer. Involved in system enhancements for in-store systems, including POS system, merchandising reports, inventory management and price file database Managed and implemented system enhancements

**Responsibilities**

* Lead the definition and documentation of business and functional requirements.
* Conduct user/stakeholder interviews and planning sessions.
* Implementing enhancements and supporting Sterling Order Management System.
* Analyze operations procedures, processes, and problems to identify areas for improved workflow.
* Create requirement documentation; reviews with user representatives, recommend priorities and obtain user signoff.
* Present need assessments/recommendations and provide assistance in preparing and presenting Return on Investments, business case proposals and cost benefit analysis.
* Manage the use of requirements throughout the development process and participate in Quality Assurance reviews.
* Talk with Managers and identify the business and technical needs of the organization.
* Configure application/data for specific customer implementations.
* Educate managers and staff on application as necessary.
* Enhanced enterprise e-commerce order and transaction processing system and payment processing system
* Identifying potential errors and problems in purchase orders, receipts and invoice systems.
* Responsible for conducting JAD workshop sessions
* Reviewing and developing data models and database designs with development teams, entity relationship models are used with relational databases, normalizing, indexing and defining views.
* Facilitating sharing of common data by overseeing proper key management and data dictionary maintenance.
* Validated system design and architecture against business requirements.
* Created and reviewed prototypes, created required documentation, tests and de-bugs, and corrected program-related problems
* Involved in project planning by conducting interviews, feasibility studies to identify and eliminate high-risk areas of the application.
* Facilitated JAD sessions involving the management, development and user teams for clarifying requirements and facilitating better communication
* Interacting with the SMEs and stakeholders to get a better understanding of client business processes and gather business requirements.
* Identified Use cases from the Functional requirements and wrote Use Case Specifications and created business process workflow diagrams (Activity diagrams, Sequence diagrams, Collaboration diagrams) in MS Visio.
* Applied UML notations and methodology in developing models that accurately represent the business process and workflows and clearly communicate them to the stakeholders.
* Implemented the Agile Scrum methodology of iterative software development with its various workflows, artifacts and activities.
* Created data mapping documents between the current database for the product and all the client side database and identified all the extra data variables needed for the project.
* Analyzed, modified and maintained the planning systems including developing, testing and documenting programs.
* Developed and Analyzed test reports and test plans.
* Facilitated User Acceptance Testing (UAT) with the stakeholders and the business users.

**Safeway, Pleasanton, CA October 2013 - September 2015**

**Business Analyst**

Due to its vast quantity of inventory, it needed to manage inventory loss, pilferage, and thefts. This project was designed to enhance OMS and create a loss prevention management system as well as a centralized and structured data repository for report generation.

**Responsibilities**

Conducted JAD sessions with management, SME’s, users and other stakeholders to determine customization requirements of the entire data warehousing and business intelligent solutions.

* Worked with Business users to determine the requirements for centralized data repository using dimensional modeling for:
  + Ability to measure metrics and key performance indicators to prevent shoplifting, inventory loss, pilferage, theft, sales and audit mismatch and coupons misuse.
  + Ability to track and manage losses at the store and stock keeping unit (SKU) level.
* Developed technical specifications with Business Analyst team alert based reporting capabilities which uses consolidates data from sources including POS data, stock ledger data, store data, master data.
* Worked closely with Project Managers by creating a Gantt chart to track progress and milestones of the entire project.
* Worked as a liaison between Business Users and the Technical team to submit requirements and changes, clarify questions and issues that could arise.
* Utilized MS Visio to create UML diagrams which included Use Cases, information flow and activity flow diagrams to extract business Process Flows and Workflows, thereby assisting development and QA teams in understanding the requirements.
* Worked extensively on organizing and documenting use cases, business, functional and non-functional requirements, and creating reports in Pre-testing phase.
* Assisted in developing a UAT (user acceptance test) plan, ETL test plans, and test case scenarios with the testing team to guide a select group of key end users in testing the user interface and functionality of the application for validation of the application.

**Chase, Cincinnati, OH                                       January 2012 – August 2013**

**Business Analyst**

Chase designed a project improve customer experience by reducing credit card processing time through the creation of a new administration system. The new system provided user-friendly experience and a better understanding of the work process for employees. The project involved data migration from legacy systems, and system integration of new systems with external systems such as credit assessment.

**Responsibilities**

* Worked as a liaison between Business Users and the Technical team to submit requirements and changes, clarify questions and issues that might arise in the sprint zero meetings.
* Worked with Product Owner in gathering user stories from end users using work flow and informational flow diagrams during user story mapping workshops.
* Supported Product Owner in product backlog grooming.
* Performed the role of Scrum Master following sprint/standup sessions, analyzing the Sprint Burn Down charts and reviewing defects.
* Organized and contributed in Daily Scrums, Sprint review meetings, Sprint Retrospective meetings and Backlog Refinement Meeting.
* Provided on-demand analysis to scrum team during daily scrum meetings.
* Performed technical and business writing, business process flow, business process modeling and testing requirements for scrum team.
* Prepared and documented the User Acceptance Test (UAT) plan during sprint review meetings and obtained necessary signoffs from the concerned business units.
* Trained end-users and developed end-user manuals.

**Education**

Master in Industrial and Systems Engineering, NC State University