**Pemba Gurung**

**225-384-0098**

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**Summary of Qualifications:**

* Over 7 years of experience as a Business Analyst in all phases of Software Development Life Cycle (SDLC), including Requirement gathering and Documentation, Use Casing, Functional specification, Business Case analysis, Quality Assurance and Testing.
* Extensive experience in Finance and Banking domain.
* Extensive knowledge of Object Oriented Analysis and Design using Unified Modeling Language (UML), Rational Unified Process (RUP), Agile, Waterfall cycle, Rational Rose, Requisite Pro, Rational Clear Case and MS Visio.
* Excellent knowledge of Capital Markets, Fixed Income Securities, Equities, FX, Derivatives, Mutual Funds, Over The Counter (OTC) Trading, Mortgage products, Collateralized Assets (MBS, ABS & CMO),Trading floor applications and Portfolio Management.
* Expertise in Financial Planning, Forecasting, Budgeting and utilization of variance analysis to manage project to completion on time and within budget.
* Extensive understanding of Business Intelligence reporting tools for Risk Management, Revenue Management, Social Media, Sales, Marketing and Planning etc.
* Excellent experience in developing project scope statement, Work Breakdown structure (WBS), project management plan, communication management plan, cost management plan and project resource management.
* Extensive experience in business analysis, gap analysis, cost/benefit analysis, risk analysis, testing, development of functional specifications and project planning.
* Experience in facilitating Change Management across entire process from Project conceptualization to Testing through Project Delivery, Software Development and Implementation Management in diverse Business and Technical Environments.
* Designed conversion strategy for conversion of Fixed Assets from legacy system into Oracle Assets, carried out conversion, verified the asset balances, maintained the books for a number of periods and transitioned the books to the users for maintenance.
* Expertise in Data Modeling, Data Analysis, Requirement Analysis, Business Modeling, Data Migration, Data Profiling, Data mapping, and ETL testing.
* Extensive experience in conducting Joint application development (JAD) session, Rapid application development (RAD) and requirements work-sessions.
* Exceptional problem solving and sound decision making capabilities, recognized by alternative solutions, and confident, accurate, decision-making coupled with excellent communication and interpersonal skills.
* Excellent track record for meeting deadlines and submitting deliverables on time.
* Effective in working with business stakeholders, VP’s, MD’s, Support Managers off-site and on-site, Senior Project Managers, Project Managers, Solution Architects.

**Educational Qualifications:**

* Bachelor's in Business Administration (Finance concentration)

**Technical Skills:**

**Business Modeling Tools** Rational Enterprise Suite, Rational Requisite Pro, Rational Rose, Clear Case, Visio, UML, SharePoint, Microsoft Office

**Project Management Tools** MS Project, Clarity

**Financial Systems** Reuters 3000 Xtra, Bloomberg, Capital IQ

**Financial Databases** Hoover’s, Factiva, Business Source Premier, Mergent Online, Standard & Poor’s NetAdvantage

**Project Methodologies** SDLC, Rational Unified Process (RUP), Agile, Waterfall

**Operating System** Windows 95/2000/XP

**Databases** SQL Server, MS Access, MySQL

**Reporting Tools**  Business Objects, Crystal Reports

**Test Tools** Test Director, Win Runner, Load R

**Professional Experiences:**

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| |  | | --- | | **Sun Trust Bank, FL**  **Oct 2015- Present**  **Sr.Business System Analyst**  Sun Trust is engaged in providing banking, asset management, health spending solutions and related financial services to both individual and business customers’ nationwide. Sun Trust is a multi-bank holding company, Finance, Fixed Income banking mortgage payment card industry credit cards are processed credit card related rules. Single-purpose companies that deal with brokerage services and insurance and registered investment advisors for proprietary mutual funds. Application involve authenticate customer and helps customer to access Investment account, liquidity account and liability account. It also helps customer for e –banking activities and gives financial information.  **Responsibilities:**   * Lead the Business Analysis and requirement gathering process. * Conducted requirement gathering session with Business Users. * Reevaluated the access requirements for users/groups, to perform security cleanup. * Created the Business requirement document (BRD). * Mentored the team members with the Single sign on knowledge. * Managed the team deliverables consisting of use cases, user interface design. * Translated the business objective into Functional specifications and presented it to the development team. * Provided clear and concise documentation regarding requirements management plans, functional requirements. * Created and maintained Use Case diagrams, Business flow diagrams in UML using MS-Visio. * Responsible and accountable for managing all Analysis phase deliverables at the Program, Project such as; traceability matrix, requirement sign off, functional specification documentation, reviewing test scenarios to ensure complete coverage of release contents, management of change controls and integration into existing work items in flight. * Conducted regular presentations to the senior management and responsible for reporting the progress of the project and escalation of any critical issues. * Responsible for requirement knowledge transfer to the development teams. * Managed the project scope, work allocation, team deliverables and timelines. * Conducted JAD sessions with business users, project managers, developers. * Coordinated UAT and Functional Testing. * Tracked defects in Mercury Quality Center. * Created functional test scenario and deliver it to testing team to create detail test cases. * Reviewed the test results to ensure that all the Business requirements are met.   **Environment:**MS-Visio, Agile, UML, MS-Project, MS-Excel, Quality Center,  MS-Word, XML, Java. | |
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**ING, Atlanta, GA**

**Nov 2014 – Aug 2015**

**Sr. Business System Analyst**

ING Group N.V. (ING) is a global financial institution offering banking, investments, life insurance and retirement services to meet the needs of the customers. In preparation for the separation of ING US companies from ING Group for an IPO, project is based on readiness of Financial Risk Applications required to manage capital and risk. This project was to implement Moody’s Risk Frontier(a credit risk portfolio management modeling tool) -- instead of replacing ING Group’s credit risk data warehouse with a new credit risk data warehouse for Insurance US’ Enterprise Risk Management function.

**Responsibilities:**

* Worked closely with the users in defining the scope, analyzing business requirements and segregating them into high level and low level requirements for Financial Risk Applications.
* Worked with Data warehouse team and source systems in preparing Data mapping documents and data models to procure the required data feeds into the Moody’s Risk Frontier Application.
* Conducted JAD sessions with users to identify the requirements and outline business rules.
* DevelopedUser Requirements Specifications (URS, Functional Requirements Specifications (FRS), Role Based Access Control (RBAC) and Business Owned Application Manual (BOA).
* Worked with Application Architect and Network Administrators to help design and administer the architecture around the needs of the Risk Frontier Application.
* Enhanced and reengineered Business Processes and created Business Process Flows using UML/ MS Visio.
* Worked with the project manager for planning and organizing the project activities, and in communicating with other business center mangers and stakeholders of the project.
* Developed requirements document for Data Extraction, Data Analysis and Loading process.
* Actively involved in walkthroughs and meetings with Project Team to discuss related business and project issues.
* Worked with the QA team for requirements clarification and analyzed the test results of the application.
* Conductedfunctional walkthroughs, User Acceptance Testing (UAT) sessions, and assisted the development of User Manuals.
* Assisted the project manager in other financial risk projects such as Adaptive Counterparty Risk (ACR), Economic Capital (ECAPS) and Global Market Database (GMDB).
* Createdfunctional and technical presentations for management and conducted training workshop for end users.
* Worked with ING Investment Management (IIM), Corporate Insurance Risk Management (CIRM), counterparty risk policies and procedures, credit risk exposures in investment portfolios, reinsurance portfolios and in the financial derivative portfolios.

**Environment:**Microsoft Visio, Microsoft Access, Microsoft Excel, Microsoft PowerPoint, SQL Server 2008, HPQC, JIRA and Bloomberg.

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| **Arvest Bank, Fayetteville, AR**  **March 2013 – Oct 2014**  **Sr. Business System Analyst**  Investors Bank provides full real estate life-cycle, integrated solution to investors, asset managers and brokers worldwide. The project was to implement a comprehensive trading system for asset management business. The system handles the trading of equity, fixed income and derivative for listed and OTC market. It enables its users to simultaneously trade a comprehensive set of securities, track live P&L values and examine exposure to shifting market prices, interest rates, volatility, yield-curve assumptions and other risks.  **Responsibilities:**   * Prepared and analyzed AS IS and TO BE in the existing architecture and performed Gap Analysis and created workflow scenarios, designed new process flows and documented the Business Process and various Business scenarios and activities of the business from the conceptual to procedural level. * Gathered business requirements from traders, portfolio managers, hedge fund managers, and risk management group to identify and map detailed current processes and develop functional requirements that supported overall strategy, goals and objectives, and develop and document the BRD and FSD. * Worked with Financial Analysts on Fixed Income Analysis (Pricing, Risk, Yield, Duration, and Recommended Strategy) with Excel to support trading, and reviewed with portfolio manager and traders. * 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. * Prepared Logical Data Models that contains set of diagrams and supporting documents containing the essential business elements, detailed definitions, and descriptions of the relationships between the data elements to analyze and document business data requirements. * Conducted analysis on Trading Lifecycle in front-office to back office systems and documented with diagrams. * Facilitated daily Scrum meetings for each team. Conducted bi-weekly sprint planning and facilitated sprint review/retrospective meetings. * Represented teams in weekly status meetings and daily Scrum of Scrums with Scrum Masters. Provided bi-weekly Sprint Review Report to executive management. Surfaced and removed impediments to team progress on a daily basis. * Worked with developers to develop and document technical specifications of system document. * Worked with end users to define business requirements and needs, performed data validation, drafted procedures for steering committee approval, overseeing the implementation of approved projects and ensured that the project goals are achieved. * Acted as liaison between management and development team for Requirements and QA testing during the User Acceptance Testing (UAT) phase and involved in user interfaces, requirements and data modeling sessions. * Created user manuals and provided training to business users as part of the change management process.   **Environment:** Microsoft Visio, Microsoft Excel, Microsoft PowerPoint, Microsoft Word, Mercury Quality Center, Requisite Pro, JIRA, Bloomberg, and HTML. |
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**Delaware Investments, Philadelphia, PA**

**Aug 2011 – Jan 2013**

**Business System Analyst**

Delaware Investments is US based asset management firm.

The scope of the project was to update the US Equity Online Brokerage Application which allows the customer to view the account status, asset allocation chart, order status, account holdings and current market indices.

**Responsibilities:**

* Involved in all phases of software development life cycle in Waterfall framework.
* Analyzed and collected business requirements identified system interfaces and created the requirements specification document.
* Performed Requirement Analysis to Develop Use Cases, Activity Diagrams and Sequence Diagrams. Hence developed and documented conceptual design of Application in System Specification Document.
* Performed requirement analysis by gathering both functional and nonfunctional requirements based on interactions with the process owners. Performed user interviews, JAD sessions.
* Extensively interacted with both user group and development team in coming up with charts, sequence diagrams.
* Consolidate Trade Date and reconcile from across multiple settlement platforms like equity, bond market, derivatives and commodity market.
* Managed and tracked change control process of requirements and design changes using Requisite Pro. Documented the changes, issues and their impact on the system design and delivery.
* Prepared the Project Plan/Charter and the Business Requirement Document after analyzing the requirement.
* Provided documentation such as requirements management plans, operational risk management plans, functional requirements, test plans and test cases.
* Incorporated the best practice methodologies as advocated by the RUP.
* Designed and analyzed Use Case model and test procedures based on RUP methodology.
* Crystal Reports was used to generate reports from different databases of different asset classes like equities, bonds, derivatives, commodities, for all business needs.
* Wrote Functional requirements specification (FRS) documents as per the Business requirements and process flow.
* Supported the assigned project manager with creating detailed project plans and assisting in developing, scheduling and tracking project timelines.
* Designed and developed project templates based on SDLC Methodology.
* Acted as User Acceptance Testing coordinator and monitored business testing and interfaced with the development team regarding defect status and fixes on daily basis.

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| **Discover Financial Services,**  **Riverwoods, Illinois**  **Jan 10- July 11**  **Business System Analyst**  Discover Financial Services (DFS) is a direct banking and payment services, best known for issuing Discover-brand credit cards, which are used by some 50 million members at more than 4 million retail and cash outlets. The project involved enhancing an online access system for Discover credit cards, wherein customers can login and view their account information, and view and monitor spend analyzer and cash back bonus rewards on their purchases.  **Responsibilities:**   * Interacted with the stakeholders by interviewing them, by preparing questionnaire and getting feedback * Communicated Project Requirements, Business issues , Solution and made recommendation * Responsible for defining scope of the project , gathering business requirements , doing gap analysis and documenting them textually or within models * Supported the assigned project manager with creating detailed project plans and assisting in developing , scheduling and tracking project timelines * Identified KPI aligning with business rules * Conducted JAD sessions to allow different stakeholders to communicate their perspectives with each other * Used Rational Requisite –Pro to prepare BRD, use cases, process flow diagrams * Created Use case models and Process flow diagrams using MS Visio * Created use case scenarios and documented work flow and business process * Conducted functional walkthroughs , user Acceptance Testing * Developed and managed project plans and schedules. Managed resolution of project issues and conflicts. * Managed (UAT) sessions and processes to review user feedback. * Interviewed, investigated and analyzed the current system.   **Environment:** RUP, Rational Requisite – Pro, Rational Rose, Microsoft Visio, UML, Test Director, Quality Control |