**Ponam Bhardwaj**

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**Sr. Business analyst**

**Summary:**

* Over 6+ years of hands-on experience in **Business Process Modeling**, Mapping, Requirements management using various SDLC methodologies such as **Waterfall, Agile and RUP Processes**. Extensively involved in JAD sessions UML Modeling, Prototype design, Rapid prototyping, RAD and Quality Assurance of client server and web-based systems with focus on Finance, Banking industry, **Mortgage,** Insurance**,** and Healthcare.
* Banking professional with 2+ years of experience as a Deposit Operations Representative; with focus in risk mitigation. Knowledgeable in **Bank Secrecy Act** (BSA) **Anti Money Laundering** (AML) and **Large Currency Transactions** and Court Orders. Analytical, detail oriented with ability to meet deadlines.
* Good understanding of Market Risk, Liquidity Risk, and Credit Risk in the **Trade Life Cycle** and Reporting on Positions.
* Solid understanding of the financial Industry with a focus in **Mutual funds, bonds**.
* Strong experience in (**LOS**) originating a loan vary by loan type, various kinds of loan risk and regulator, lender policy and other factors.
* Expertise in mortgage application and approval process with **end-to-end functionality** that is affordable and easy to use **Loan origination system (LOS).**
* In depth knowledge of Software Development Life Cycle process which includes **Waterfall, Rational Unified Process methodology (RUP) and Agile Scrum.**
* Three years of experience in working with multi-currency Interest Rate Swap products, including in-depth practical knowledge of full trade lifecycle from pre - trade credit check and all aspects of post-execution workflows, particularly involving Buy Side clients and FCMs, i.e. **STP**, confirmations, clearing and regulatory reporting via Market Wire and market risk knowledge of all Buy side, Sell side trade execution workflows- Auto Processing-No touch flow, **BBG -MW** interoperability, **VCON**, Trade division and Netting synchronization- **MSERV** and **LCH**
* Developed Terms of Reference, Project scope, program governance and communication plans, and other documents (**addressing the PMO requirements**) negotiated and updated major stakeholders on the progress. Documented, and charted existing controls and mechanisms that ensured accuracy and compliance of trading (trading book) and market risk legacy data supporting Dodd-Frank and market Risk Compliance reporting
* 3 years of experience with **brokerage Bookkeeping/Trades Processing/Settlement/Custody/ACATS** and Register & Ship system.
* Requirements Identification, Documentation and Management **- BRD**
* Functional and Non-Functional Specifications Identification and Documentation - **FRD**, Supplemental Specifications.
* Hands on work experience with **Waterfall, and Agile software development methodology**
* As a Regulatory system analyst used axiom controller view for the reporting
* Systems analyst with 3 years’ experience in UI/UX front end development familiar with wireframes, map stories, user flows and I do have UI experience in HTML,CSS and JavaScript and designing tools experience Adobe suite tools like Adobe Dreamweaver, Adobe fireworks , Adobe flex, flash professional and Photoshop.
* User Stories, Acceptance Criteria, **Scrum Meeting**, Product Backlog, Backlog Grooming, Sprint Planning, Retrospective.
* Knowledge of **PMBOK** (Project Management Body of Knowledge) and PMI (Project Management Institute)
* Extensive experience in translating business requirements and user expectations into detailed specifications by using various Text formats &**Unified Modeling Language** (UML).
* Experienced with all the phases of **SDLC** throughout the project life cycle in **Rational Unified Process** (RUP) environment and the creation of artifacts and management of various roles specified by **RUP**.
* Created Access databases and data mapping document for data stage **ETL** transactions.
* Involved in reviewing test procedures, defining test cases, reviewing and maintaining test scripts, analyzing bugs and **Rational Rose, JIRA, SAGE, User Acceptance Testing** (UAT).
* Team player, **result-oriented**, fast learner, excellent communication skills with strong research capability.
* **New Loan Setup, Payment Application/Remittance, Escrow and Reserve Administration, Collateral Inspection and Monitoring.**
* Strong knowledge of Business Intelligence, **Data Warehousing and Business Architecture**.
* Excellent communication and Presentation skills. Experience working with business users as well as senior management.

**Technical Skills:**

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| **Languages:** | C++, SQL, Java, C, C#, ASP.Net and VB.Net |
| **Operating Systems:** | Win 95/98/NT/2000, XP, UNIX |
| **Internet Technologies:** | HTML, XML, VB script, Java script, Middleware. |
| **Databases:** | MS SQL Server, MS Access, Oracle 8i |
| **Tools:** | MS office, MS Project, Visio, Rational Rose, axiom tool, tableau, RequisitePro, Rational SODA, Clear case, Clear quest, MS Front Page, Agile, SAFe |
| **Reporting Tools**: | Crystal Reports |
| **Quality Management**: | Concept and Tools of Quality Management Test Director and Win Runner, ISO Concepts, Six Sigma Techniques |
| **Web Technologies**: | ASP, JavaScript, HTML, DHTML, IIS, and FrontPage |
| **User Interface:** | HTML, XHTML, CSS, Java Script |

**Professional Experience:**

**Big Lots Inc. – Columbus, OH\_\_ Oct 2014 – Jan 2016**

**Sr. Business Analyst**

Big Lots, Inc. is an American retail company that offers brand-name closeouts and bargains that create a unique, exciting shopping experience for millions of customers. Big Lot offers a broad assortment of merchandise, including consumables, seasonal products, furniture, house wares, toys and gifts.

**Responsibilities:**

* Involved in all phases of the project life cycle including Requirements Gathering, Development, Unit & Integration Testing, UAT, Go Live and Post Production Support
* Identified Gaps in the system, based on user and policy requirements and prioritize the requirements of the users
* Elicited requirements using interviews, document analysis, storyboards, business process descriptions, use cases and workflow analysis.
* Participated in requirement analysis/discovery meetings to ensure provisional requirements matched technical specifications for clients. Process resulted in changes to streamline the Hewitt system to client requirements.
* Participated in solution validation and quality control activities such as walkthroughs, peer reviews, inspections, unit testing, and regression testing.
* Utilized Version One Agile Management Tool for **sprint planning** and tracking project progress from offshore.
* Worked closely with Quality Assurance team to set up technology platforms for extension of client’s services after analysis of client requirements and using SDLC methodologies.
* Involved in all phases of software development life cycle in Agile framework.
* Followed **SAFe Agile environment** with program manager to prioritize Program Backlog.
* Partnered with Lead Systems Analyst to report/review system defects/changes and mitigate participant risk. As part of the process, collaborated with the Lead System Analyst in the execution of systems and acceptance testing by facilitating participation of appropriate staff to ensure project signoff. Increased accuracy by placing quality checks on delivery reports and improved report accuracy and saved peer review time.
* Acted as a subject matter expert in ongoing processes; led training sessions to offshore BAs and Benefit Center Associates to enhance Business knowledge about Hewitt business system and general ongoing procedures.

**Environment**: Rational Rose, Rational Requisite Pro, UML ,RUP,MS Office, Visual Basic, Agile, SAFe, Win Runner, Test Director, Windows 2000,Java,J2EE,Oracle 9i ,Citrix Metaframe Server, c# and asp.net.

**Barnes &Noble College Booksellers, Palo Alto, CA Apr 2013 – Sept 2014**

**Senior Business Analyst**

Barnes and Noble College Booksellers needed an online retail management system for their growing network of 600 university bookstores. The company wanted to build a web system that would be used, customized, and easily maintained by individual bookstore managers. The re-brandable web portals include functionalities such as Shopping cart, Checkout or “get cash for books” in which I was directly involved. Additionally, the new system allows different marketing campaigns according to the type of user.

**Responsibilities:**

* Experience with CRM for managing and enhancing company's interaction with current and future customers.
* Identified GAPs in existing CRM process flow and suggested solutions to increase sales by rewarding loyal customers.
* Scheduled and conducted JAD sessions and open-ended discussions with clients, users and stakeholders to identify requirements and resolve any open items to bring them to a closure.
* Documented functional requirements to into FRD after JAD sessions and updated the requirements through SDLC lifecycle.
* Understood change in requirements, analyzed, discussed with internal team, checked for feasibility and forwarded it to change management team.
* Utilized AGILE, Waterfall methodology for product development and project documentation
* Wrote BRD, FRD and NFR with the help of project manager.
* Used MS Project to develop Gantt charts to create the different modules of the project and track projects progress.
* Helped bridge the gap between IT and Non IT teams by serving as a Liaison through the life of the project.
* Conducted GAP analysis to document the shortcomings of the system in place and the advantages and functionalities of the proposed system
* Member of the **Process Team** that was responsible for defining the company’s software development process based on **UML** and incorporating **Agile** and enforced its adoption on teams.
* Maintained the Requirement Traceability Matrix (RTM) across the deliverables
* Engaging in **SAFe Agile** iteration planning meetings for activity planning and scope finalization for different stories.
* Applied Unified Modeling Language (UML) methodology to create use cases, activity diagrams, process flows using MS Visio for clear understanding of the vision document.
* Experience working with database administrator to retrieve and validate data using SQL select query.
* Drawing UML Entity Relationship Diagrams to understand database entity relationships.
* Conducted weekly meetings with team leads from QA and Development team to discuss new or change in functional requirements and answer any outstanding questions to avoid potential conflict.
* Researched, suggested and implemented a new standardized IT process flow to streamline user requests.
* Assisted in QA Testing with writing Test Cases and confirming all requirements are captured.
* Assisted UAT customers by giving them a walkthrough of the system under User Acceptance Testing (UAT) and ensured the system meets user requirements and get UAT Sign Off from the stakeholders.
* Identified bugs during the UAT phase and reported them using Quality Center.

**Environment:** Java, Oracle 9i, SQL, PEGA PRPC V 5.3, MS Project, Optimal Trace, Agile, SAFe, Clear Quest, Unit Testing, Test Director, Windows 2003, Share Point.

**Fannie Mae - Washington DC Jan 2011 – Mar 2013**

**Business Analyst**

At Fannie Mae, the defining goal is to help more families achieve the American Dream of homeownership, providing financial products and services that make it possible for low, moderate, and middle-income families to buy homes of their own. The application is designed to provide serious borrowers with Information on Home Loans. The application was designed to make easy for the Borrowers to apply for home loan without aid of a loan officer or real estate professional. The application has ability for the users to calculate the amount of mortgage they are eligible for based on their income entered and also the system consists of different modules like Customer details, Benefits and Packages.

**Responsibilities:**

* Responsible for **requirements gathering** and documenting by meeting Users.
* Responsible for analyzing business requirements and development specifications in order to create and execute test plans.
* Imported Functional Requirements into Test Director and perform Regression, Black box, System, End to End, Smoke testing.
* Used Waterfall and **Agile SCRUM** framework for project.
* Developed **Test Plan** and **Test Cases** for all above-mentioned applications using Test Director
* Designed automated scripts and Reusable Generic functions using Test script language.
* Created Data driven tests using Win Runner and executed **SQL Commands** to verify that correct data being displayed on the front end.
* Designed test cases using **Test Director** for each module based on the builds defined in the Module tracking system during the design phase of the applications.
* Performed Compatibility Testing on multiple browsers and supported **User acceptance testing**.
* Reported and tracked defects using Test Director and coordinated Defect management process.

**Environment**: Rational Rose, Clear Case 2002, Rational Clear Quest 2002, MS Visio, Agile, MS Excel, MS Word, MS Power Point, MS Project, SQL Server 2008, TOAD, Oracle.

**Sun Trust Bank, FL** **Nov 2008-Dec 2010**

**Business 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:**

* Worked with the Stakeholders , Project Manager and senior Business & SQA (**Software Quality Assurance**) Analysts in defining, documenting the business needs and **Business Process flows**.
* Analyzed and scope the area of analysis, working with project managers and business sponsors to clarify the level and complexity of the business analysis effort needed for the project. Detail business requirements and Worked with user community and keep updated system documentation
* Accumulated customer requirements from various ends through surveys, interviews, **and RAD** and **JAD sessions** and translated them into system requirements.
* **Worked on Auto insurance and provided required details of insurance and claims maintained customer focused relationship and business stakeholder.**
* Articulated the requirements into **functional** **specification** **documents** demonstrating current process and modified procedures for application entry, manual and auto rating processes for various entities to be insured.
* Hands-on use case creation, flowcharts, sequence diagrams, activity diagrams and user interfaces using **UML**.
* Designed and developed project document templates based on **System Devel opment Life Cycle** Methodology (SDLC).
* Experienced with Prototype development and both iterative and waterfall systems development processes.
* Performed **SWOT** analysis to evaluate internal and external environment of the company.
* Assisted project manager with the scheduling and execution of implementation tasks.
* Involved in developing test strategy and test plans to ensure that test cases reflects user needs for the functional, user interface, performance, usability and security requirements.
* Reviewed Integration Test Plan for integration between modules.
* Performed User Acceptance Testing **(UAT).**
* Used Test Director with QA team for testing.

**Environment**: MS Visio, MS Office Suite, Java, Test Director, VB, Client Server, UML, RUP, Windows XP, Test Director, MS Project, MS Access.