**Prajwal Mehra**

**Sr. Business Systems Analyst**

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**PROFESSIONAL SUMMARY:**

* Proven ability to work in an extremely fast paced environment, meet deadlines, and perform at high standards with limited supervision, including an ability to **manage project teams** located across **multiple delivery sites**.
* **Business Systems Analyst** professional with over **8 years** of extensive experience in **Requirements gathering**, **Analysis and Communication with SME’s, Stakeholders (technical, non-technical), business process analysis, Solution Assessment & Validation, documenting project artifacts and Testing/Maintenance operations**.
* Expertise in creating project artifacts such as **Business Requirements Document (BRD)**, **Use Case Documentation, Requirements Traceability Matrix (RTM)**, **Business Rules Spreadsheet**, **Functional Requirements Document (FRD)**, **Data Mapping Document, Systems Requirements Specification (SRS)** and **GUI Mockup Screens.**
* Excellent domain knowledge and experience in **Capital Markets**, **Wealth Management, Share Market, Derivatives Investment Banking,** (**Mortgage, Loan Origination, Commercial Loans).**
* Proficiency in leading/conducting Requirements gathering processes and techniques using different **elicitation methods** such as **Client interviewing**, **Requirements workshops**, **Interface Analysis**, **Prototyping**, **Survey/Questionnaire**, **Focus groups**, **Document analysis, Observations.**
* Conducting **Joint Application Development (JAD) sessions** for deriving **functional/non-functional requirements**.
* Extensive experience in **Business Process Modeling** using **Visual modeling tools** with professional expertise in **MS Visio, IBM Rational Rose, Adobe Photoshop, Adobe Illustrator, Corel Draw 12.**
* Experience in conducting **Cost-benefit analysis, GAP, Risk analysis**, **ROI** analysis tools and techniques.
* Extensive experience in **UML Modeling** like **Activity Diagrams, Sequence Diagrams, Use Case Diagrams, Process Work Flow Diagrams, Interaction Overview Diagrams, Timing Diagrams and Class Diagrams**.
* Experience in conversion of **business process functionality** into **System Requirement Specifications.**
* Professional experience in all phases and methodologies of System Development Life Cycle **(SDLC)** including **Waterfall**, **Agile/Scrum**/**SAFe** with over **5 years** of **work** Experience.
* Professional expertise in working with multiple teams on different levels of **Scaled Agile Frameworks (SAFe model)**
* Facilitation of **Scrum Ceremonies** and adoption of agile related techniques **(MOSCOW technique, Planning Poker, T- shirt sizing, Bucket system, Silent writing, Happiness Histogram).**
* Mastery in the use of **Agile/Scrum** related tools such as **JIRA Greenhopper, VersionOne Rally** to document and visualize stories, tasks, and measure performance through **burn down charts/velocity charts**.
* Sound knowledge on various **Amazon Web services** tools like **EC2, Elastic Bean Stalk, AWS Lambda** and storage file system and databases like **S3, Glacier, Elastic cache** and **RDS, Dynamo DB, Redshift.**
* Comprehensive knowledge of web services related concepts such as **JSON,** **XML, WSDL, WADL, HTML, AJAX, SSL, SSH, AES, DES, 3-DES, SOA, API, SOAP and REST Web Services.**
* Experience in **Client-Side validations, Server side validations, Object oriented** and **web based applications.**
* Extensive implementation Knowledge of **Databases, Data Table Structures, Data Warehousing, Schemas, Data Marts, Data Entity Relationships and OLAP operations** like **rollup**, **drill down**, **slicing/dicing**, using BI tools.
* Knowledge in **SQL Querying** and expertise in generating **DDL, DML and DCL** queries in **SQL**.
* Extensively interacted with the **designers, developers** to ensure **functional implementation** of business requirements and the **QA Team** in executin**g Test Plans & Test Case scenarios, Test Logs, Test Objectives.**
* **Excellent communication, problem-solving, Public Speaking, critical thinking and conflict resolution skills**
* Knowledge and experience in conducting **User Acceptance Testing (UAT)** and the creation of Dummy Data.
* A **Proactive and dedicated team player**, with a proven track record in producing high quality work under **tight deadlines and in multi-tasking to meet business goals.**

**SKILLS:**

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| **Methodologies** | Agile, Hybrid and Waterfall |
| **Framework** | SAFe, Scrum, Kanban, Scrumban, XP, ATDD, TDD, CICD |
| **Diagramming Tools** | MS Visio, Balsamiq |
| **Prototyping Tools** | Balsamiq, Axure, Adobe XD |
| **Modelling Tools** | MS Visio, Lucid charts, Draw.IO |
| **BI Tools** | Tableau, Power BI, Cognos |
| **Agile Tools** | Atlassian JIRA, Rally |
| **Languages** | C, Python, Perl, SQL, PL/SQL |
| **WEB Technologies** | HTML, CSS, JavaScript, XML, JSON, Web Services, API, SOAP, RESTfull webservice,AJAX |
| **Testing Tools** | HP QC, Postman, Selenium web-driver, SOAP UI, TFS |
| **Protocols** | HTTP, HTTPS, FTP, SMTP, IMAP, SOAP |
| **ETL** | INFORMATICA Power center 9, IBM Infosphere |
| **Data Warehousing** | OLTP, OLAP, ROLAP, MOLAP, HOLAP, Query/Reporting, Multidimensional Analysis, Data marts, Slicing/dicing, Drill Down/Roll Up, Pivot tables |
| **Databases** | SQL Server, Postgre, Oracle 11g,12c, MySQL |

**ACADEMICS**

* **Bachelor of Technology** (**B-Tech**) in Electronics and communication
* **Masters** **(MS**) in Digital Science

**CERTIFICATION**

* **SCRUM Master Accredited Certification**
* **Professional Scrum Master 1 Certification**

##### **PROFESSIONAL EXPERIENCE**

**ArvestBank, Lowell, AR Jan 2018 to Till Date**

**Job Title: Sr. Business Systems Analyst**

**Description:** Arvest Bank owns and operates 16 community banks in Arkansas, Oklahoma, Missouri and Kansas offering banking, mortgages, credit cards and investments. The Project included automating the amortization process. The project was developed in compliance with risk analysis and reporting modules in accordance with Basel II and Sarbanes-Oxley norms.

**Responsibilities:**

* Analyzed User Requirement Document, Business Requirement Document (BRD), Technical Requirement Specification and Functional Requirement Specification (FRS).
* Created custom temporary and working tables, procedure to update working tables, and table view for external data fields and reports.
* Understand Internal Rate of Return (IRR) and implicit rate of lease calculations.
* Gathered requirements to prepare reports that can be exported to MS Excel or Word with a single click.
* Created business reports by joining multiple tables from multiples database using complex SQL queries.
* Responsible for providing support to senior QA integration tester in the development and execution of integration test cases.
* Represented the business requirements in various alternative views such as analysis models, process flow diagrams and user stories.
* Prepared for GAP Analysis; identified and documented improving areas to meet capital requirement regulations.
* Translated business requirements into functional requirements and prepared high level requirement document and low level requirement document.
* Coordinated various kinds of testing including regression testing, system testing, and integration testing, functional testing.
* Efficiently communicated to offshore/remote development teams to ensure timely delivery.

**Environment:** MS Visio, MS Project, PL/SQL, Oracle, iRise, MS Suite, SharePoint, JIRA, HP-QC, Regulation Z (Truth in lending)

## Thomson Reuters Corporation, Dallas, TX Sep 2016 to Dec 2017

**Job Title: Sr. Business Systems Analyst**

**Description:** Create and populate Enterprise data warehouse (EDW) for critical analysis and reporting. The data will be pulled together from multiple, disparate systems Using informatica PowerCenter ETL process. The requirement demanded an integrated, unified data pool that was truly subject-oriented, time-variant and nonvolatile.

**Key Responsibilities:**

* **Elicitation** of Functional/Non-Functional requirements and Conducting the **Functional requirements/User requirement specification** reviews and walkthroughs with UI designers, developers, SME’s and stakeholders.
* Created **Use Case Diagrams, Activity Diagrams, Process Flow diagrams and ER Diagrams** using **Microsoft Visio**.
* Worked closely with end-users and stakeholders to develop a detailed understanding of the requirements and prepared comprehensive set of documents to define the specifications and business value of the systems.
* Created **Data Warehouse Architecture** **Mockups and Wireframes** using **MS Visio** for Business stakeholders.
* Facilitated **JAD** sessions with technical/non-technical team, SME’s to clarify business rules & solve Impediments.
* Was responsible for indexing of the tables in that **Data Warehouse**.
* Designed and delivered **Data Mapping Documents, Data Transformation rules** and **maintained Data Dictionary**.
* Functioned as the primary liaison between the business line, operations, and the technical areas throughout the project cycle.
* Responsibilities included source system analysis, data transformation, loading, validation for data marts, operational data store and data warehouse.
* Worked closely with the Enterprise Data Warehouse team and Business Intelligence Architecture team to understand repository objects that support the business requirement and process.
* Developed the ETL Informatica Mappings for importing data from ODS into data warehouse.
* Performed **ETL** for extracting data from heterogeneous source systems, transform and load into the **Data Warehouse**.
* Tested the **ETL** **Informatica mappings** and other **ETL Processes** (Data Warehouse Testing)
* Created **Dimension Table** and **Fact table** for different **Data Mart** Using **Star Schema**.
* Worked closely with the **Enterprise Data Warehouse** team and **Business Intelligence** Architecture team to understand repository objects that support the business requirement and process.
* Used **Data Profiling** to examine the data available in an existing database.
* Provided **estimate** on change request for analysis, development and testing.
* Performed **Data analysis** and **data validation** and wrote **SQL queries** to generate certain requirements and KPI’s.
* **Manual testing** for checking the data flow of the application using **SQL**.
* Actively trained business users involved in **User Acceptance Testing (UAT)** and helped them understand the UAT procedure and train them in using the application.

**Environment:** Agile/SAFe**,** Windows 10, MS Office Suite, OLAP, Tableau, Informatica PowerCenter 9, MS Visio, Confluence, JIRA, Hybrid Firewall, SQL Server Services.

## State Street Bank, Boston, MA Jun 2015 to Aug 2016

**Job Title: Business Systems Analyst**

**Description:** The project was to enhance “**LOPRO”** by adding salient features to streamline their LOB and to increase the efficiency of the mortgage business in dispersing loans to clients. **LOPRO** application enabled the mortgage specialist to view customer applications and verify their status.

**Key Responsibilities:**

* **Elicitation** of Functional/non-functional requirements and Conducting the **functional requirements/user requirement specification** reviews and walkthroughs with designers, developers, SME’s and stakeholders.
* Acted as a liaison between technical team and business users to comply with the business specifications.
* Facilitated **JAD** sessions with technical/non-technical team, SME’s to clarify business rules & solve impediments. Prepared **Cost benefit analysis**, calculated Benefit to cost ratio, and conducted **GAP Analysis**.
* Responsible for identifying gaps in the software between core functionality and user defined requirements. Created **Process Flow diagrams, Use Case Diagrams and Class Diagrams** using **Microsoft Visio** and **Rational Rose**.
* Defined and suggested **SOAP, XML** based **web services** and **application programming interfaces (API’s)** based on languages such as **JAVA** which would be compatible.
* Wrote **SQL** statements using **Joins** and did **Data Mapping** using Excel.
* Created **Stub Data in XML** and provided to UI developers to progress the web page development
* Validated the web service request and response payloads and assisted the developers in API documentation using the Postman tool.
* Aided the back-end team in **data mapping, data mining, data validation** and **data integration**.
* Performed **data analysis** and **data validation** and wrote **SQL queries** to generate certain requirements and KPI’s
* Used **HPALM** for updating the status of all the **Test Cases** & **Test Scripts** that are executed during testing process.
* Manual testing for checking the data flow of the application using SQL.
* Actively trained business users involved in **User Acceptance Testing (UAT)** and helped them understand UAT procedure.
* Implemented and maintained development best practices including creating processes/documents.
* Demonstrated a proactive approach to identify risks to project success; developing effective action plans for resolution. Assisted with the coordination and management of certain aspects of the project under the supervision of the Sr. project manager and develop project schedules and timeline.
* Present solutions in **written** or **oral reports** and prepare and deliver presentations using **Power Point.**
* Manage activities associated with the project and the success of that project. Developed Templates and specifications for the **reports** generated.
* Develop excel tools used to track project progress and developed training orientation of new staff.

**Environment:** Agile/Scrum**,** Windows 8, MS Office Suite, XML, SOAP, JAVA, MS Project, MS Visio, UML, Adobe Photoshop, SharePoint 2013, SQL Server Services, Tableau.

## Fiserv Inc, Alpharetta, GA Feb 2014 to May 2015

**Job Title: Business Analyst**

**Description:** The project was part of the Asset Management Group and its goal was to build a seamless, leading edge portfolio management system which Consolidates modules like Clients, Accounts, Portfolio and Transactions along with incorporating predictive and assessment analysis directly into investment strategies.

**Key Responsibilities**

* Gained insight about the structure, Business model, **and current process workflow** of the organization from existing artifacts.
* Performed **requirements gathering** using both formal and informal sessions through **interviews, questionnaire, video conferencing, JAD sessions and conference calls.**
* Protect development team from outside distractions, impediments or team conflicts, and maintain focus on **Product Backlog** and project timeline.
* Work closely with **Project Owner** in **Backlog Grooming** and continuous delivery of features and maintained **Burn Down Chart** and **Team Velocity**.
* Analyzed existing **trading procedure and incorporate** it into the new system with improved **automation and efficiency**.
* Designed and developed project document templates based on SDLC methodology.
* Adept in designing and developing **Use Cases, Business Process Modelling Notation (BPMN), Activity Diagrams, and State Diagrams based on UML**.
* Helped to prioritize user stories using **MOSCOW** and **Planning Poker** techniques.
* Extensively worked with Portfolio Managers, Experienced Traders, and Compliance Manager to configure the rule-based scenarios for capturing market and credit risk, & general multi-factor sensitivity analyses.
* Creating **different report prototypes for fixed income securities** as well as understood the source of data and how the data is processed.
* Helped in creating a Data Dictionary having the business definition of Data Mapping to map the Logical Data elements in use cases to Physical data elements (record source).
* Assisted Project Management in **developing Scope/ Vision Documentation and Project Plan, tracking project process.**
* Participated in **developing the test conditions and test cases** to be used in testing based **on business requirements, technical specifications and/or product knowledge.**
* Acted as liaison for projects with other corporate departments, including Executive, Legal and Information Services.
* Assisted in development of training materials for new technology and process improvements.
* Conducted walkthrough session with business end users, **Stakeholders**, **Subject Matter Expert**s (**SME**), **Product Owner** to discuss and resolve various issues.
* Extensively worked on **Data Analysis** of different tests for tablets such as Disintegration, Hardness, Friability and Dimensional analysis etc.

**Environment:** Agile/Scrum, Windows /8, MS Office Suite, XML, SOAP, MS Project, MS Visio, JIRA, Confluence, SQL

## Amazon, Bengaluru, India Jul 2012 to Dec 2013

**Job Title: Business Analyst**

**Description:** To enhance a legacy application called “**Andon Cord**” which was intended to assist the end users in taking down the products off the shelf when there is a **quality dip** and based on feedbacks received from various customers

**Key Responsibilities**

* Gathered Business requirements from various SME’s from **Digital & Retail** for better understanding of the business and IT processes of the current system and the infrastructure needs.
* Created and maintained Narrative Use Cases (**Business Use Cases, System Use Cases**) and modeled **Use Case Diagrams, Activity Diagrams, Data Flow Diagrams** using MS Visio.
* Used SQL queries for database Transection and the periodic reports generated by the application at various levels
* Performed **Requirement Analysis** by gathering both **functional and nonfunctional** requirements based on interactions with the process owners & **stakeholders** and document analysis, represented them in **Requirements Traceability Matrix**.
* Conducted **Joint Requirement Planning** (JRP) sessions as a facilitator to gather requirements from the business area and conducted **JAD** sessions.
* Performed **Positive and Negative** **test cases**
* Involved in **UAT, Test plans, documentation** of **Test reports;** Assisted in **QA** and **Integration Testing**
* Conducted Business/Technical Impact analysis for **change requests** and **requirement walkthroughs** and advised concerned Project Managers and Business System Analysts on the impacts of the changes.
* Wrote detailed Test Plans, Test cases, Test Scripts, specifying the step by step navigation, data input, and expected results, for **Load Testing** and other testing types and mechanisms like (regression, stress, and ad-hoc).
* Logged system defects in **Rational Clear Quest** and tracked the issues identified during **Functional Testing**.
* Conducted **User Acceptance testing (UAT)**, **beta testing** and involved in **code review sessions** to ensure that the functionality of system aligned with the business requirements specified in the BRD.

**Environment:** Waterfall, Java, HP ALM, Ubuntu, Azure, SQL, MySQL.

## Catholic Syrian, Kerala, INDIA May 2011 to Jun 2012

**Job Title: Jr. Business Analyst**

**Description:** The project was aimed at designing an online banking application that will help customers assessing their savings account, checking’s account, and credit card account via internet while offering wide range of banking products and financial services to corporate and retail customers through its specializations in investment banking and asset management.

**Key Responsibilities:**

* Gathered requirements using **Elicitation Techniques** like **Interface Analysis, Focused Group study, One-on-One interviews with SME's and Brainstorming**.
* Created **UML** diagrams such as **Activity Diagram, Sequence Diagram, and Use Case Diagram** to depict the various processes flow using **MS Visio**
* Assisted in designing **User Interface** by creating **Static** and **Dynamic Prototypes**.
* Created various artifacts including **RFP**, **BRD**, **SRS**, **FRD**.
* Ensured **Functional, Technical, Upstream and downstream dependencies** were documented and addressed at right time.
* Facilitated **JAD** sessions by **inviting SME's, tech leads and Architects** to make sure that gathered requirements are feasible in doing.
* Facilitated **Internal Walkover** sessions with **developers** to prepare weekly status **reports and update stakeholders.**
* Implemented **API’s** in **REST** web services: Worked on both **XML** & **JSON**
* Facilitated **Daily Defect Triage** calls between the development team and **QA team** for resolving issues.
* Facilitating Demo sessions and **UAT** sessions for end users. Collaborated with the business team to get **UAT sign-off.**

**Environment**: Waterfall, Java, JavaScript, SQL, MS Visio, MS SharePoint, HP ALM, IBM DB2