**Pranita Kumar**

**Business Systems Analyst**

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**Professional Summary**

Over 8 years of diverse progressive experience in Information Technology and Finance, with emphasis on Business Analysis and Software Development. Expertise in working with Business Analysis, Business Processes, Business Process Models, Quality assurance, Agile and Scrum.

* Expertise in Business Systems Analysis and Requirements Management.
* Extensive experience in gathering, managing, documenting functional and non-functional requirements
* Strong background in Software Development Life Cycle methodologies such as the Traditional Waterfall Model as well as iterative approach to software development.
* Skilled in Agile methodologies i.e. Scrum
* Skilled in creating User Stories and maintaining Product Backlog
* Ability to be an effective team player to work in conjunction with other BA, testers, developers and other team members
* Experience in creating business process flow diagrams.
* Excellent understanding in Agile Methodology- Daily Standup/Scrum, Iteration planning, lessons learned in meetings, Sprint Planning and Review Meeting allocation to stand up multiple Agile Release Trains and Scrum teams.
* Well versed in different management scenarios like Quality Assurance, Defect Tracking, System Integration Scheduling and Release Management
* Experience in developing and writing functional business requirements and process flows.
* Experience in participating JAD sessions for project definition involving analyzing requirements, creating prototypes, user interface.
* Experience in creating test cases.
* Experience in Business Process definition, Gap Analysis, and Use case
* Ability to prioritize, schedule multiple tasks on a day-to-day basis and meet the deadlines
* Experience with User Acceptance Testing (UAT) & System testing.
* Skilled in creating use case diagrams, activity diagrams, swim lane diagram and wireframes using UML to make users and developers understand the system.
* Demonstrated ability to work in independent and team-oriented environments with well-developed organizational skills, excellent interpersonal and communication skills.

**Technical Skills:**

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| **Banking Software** | Hogan, people soft, Sap, oracle |
| **Project Management Tools** | Rally, MS Project, Jira |
| **Modeling Tools** | MS Visio |
| **QA tools** | Ready API, Selenium Java |
| **Others** | MS Office, SQL, UML, Lotus Notes, Outlook |

**Education:**

BA in Business Accounting, University of the South Pacific

**Professional Experience:**

**Capital One Financial, Richmond, VA April 2014 – Present Business Systems Analyst**

**Integrated E-Commerce Banking portal**

**Project:**   
The project is on Integrated Online Portfolio Management System, which includes individuals Bank Accounts, Credit Cards, Loan Accounts, Investments and Real Estate, spending, income and asset planning and financial goals all at one place. The Portfolio management system has integrated personal financial planning tools also. This Online Portfolio system helps the users to access all his financial accounts (Associated and non-Associated) on one page and get real time balances for each account.

**Responsibilities:**

* Gather system requirements in order to describe the business needs in terms of the main deliverables or products that are created.
* Create User Stories that has good acceptance criteria and ensures it follows INVEST principle.
* Maintain and manage Product Backlog and Sprint Backlog
* Work with Product Owner and Development Team for Backlog grooming sessions
* Involved in Sprint ceremonies i.e. Daily Scrum, Sprint Planning, Sprint Review and Sprint Retrospective
* Skilled in Rally for managing requirements and reporting i.e. Burn Down Chart, Velocity Chart, Project Summary report etc
* Attend Scrum training and Workshops (Agile training)
* Interact with Business users and documented requirements and involved in discussions with design and development team to explain system requirements.
* Interact with Subject Matter Experts, Project Managers, Developers, and participated in JAD sessions.
* Partner with QA team to create Test scenarios and Test Cases based on user stories
* Work closely with QA and Developers to clarify/understand functionality, resolve issues and provide feedback to nail down bugs.

**Wells Fargo, Richmond, VA Dec 2013 - March 2014**

**Business Systems Analyst / Quality Analyst**

**Online Banking**

**Project:**

The scope of this project was to enhance the online banking portal using Agile methodology, where upon a customer can view online banking demo, choose to receive alerts when bills are due, view and save up to seven years of online statements.

**Responsibilities:**

* Involved in gathering and documenting business requirements and translating them into functional requirements while working closely with SME’s, Business Users and developers
* Involved in creating functional specification documents for the design, development and implementation of the project.
* Created Use Case specifications, business flow diagrams, Activity diagrams using MS Visio, so the developers and other stake holders can understand the business process according to their perspective with all possible alternate scenarios.
* Conducted JAD sessions with users, developers, and other stakeholders to understand requirements and resolve open issue
* Partnered with QA team to create and Test scenarios, Test Cases based on user requirements and functional specifications.
* Held weekly meeting with the development and testing team to relay any changed requirements
* Documented as-is and to-be business process for the stakeholder review.
* Conducted Review meetings with the managers and responsible for documenting plans and meetings minutes.
* Involved in system and user acceptance testing and scenarios.

**AT&T, San Francisco Aug 2011 – Nov 2013**

**Business Systems Analyst / Quality Analyst**

**Integrated Credit Decisioning**

Integrated Credit Decisioning (ICD) is the core IT group within AT&T which supports the business with executing credit decision activities. The group carries out core IT functions like, account acquisition, credit decision, credit fulfillment for all lines of businesses (LOB).

**Project:**   
Worked on multiple projects to build new functionality, enhance current functionality. Involved in requirements sustainability & management and process flow improvement. Created a baseline of capabilities within the ICD using Agile methodology for maximum value realization in software development process.

**Responsibilities:**

* Analyzed requirements to ensure that they are consistent, complete, feasible, accurate and traceable to the business rules and requirements.
* Gathered requirements, analyzed credit card processing life cycle workflow and documented Business requirement specifications and user requirements specifications
* Conducted JRP sessions with stakeholders and business and IT groups
* Performed GAP analysis for new functionality requirements as well as prioritized them based on actual business needs.
* Involved in discussions pertaining to the application and incorporated business related data into the system
* Defined and managed requirements, milestones, project plans, requirements documents (BRD & FSD) and schedules for the project
* Conducted review and sign off meetings with the IT and business groups
* Incorporated the best practice methodologies as advocated by Agile methodology and Involved in Standup meetings for project status
* Created Use cases to communicate requirements to the project stakeholders using Visio.
* Worked closely with the User Interface Team to model the screens to meet user defined requirements
* Wrote test plan and executed various levels of User Acceptance testing using test cases to prove that the system conformed to specifications of business and quality requirements
* Assisted in continuous process improvement efforts, including data collection, analysis, and communication of recommendations to management
* Participated in the bug review meetings, updated requirements document as per business user feedback and change in functionality of the application
* Managed risks through the development and maintenance of risk assessment documentation; also initiated best practices documentation

**INTEC BILLING, Dallas, TX May 2008-July 2011**

**Business Systems Analyst**

**Telecom**

**Project:**

Intec Billing is a global provider business and operations support systems (BSS/OSS) products, solutions and services. My role was that of a SR Business Analyst for developing the billing systems, which also included E-Commerce enhancements to customers billing systems of several telecom service providers worldwide. My client base included Embarq/Sprint, Centennial, Telecom de Brazil, Telecom de Mexico, Uruguay Telecom, Telecom South Africa and several others.

**Responsibilities:**

* Extensive interaction with business unit, stakeholders, end users and upper management.
* Lead Facilitator in requirement gathering and weekly validation sessions and worked alongside Users/SME’s to recommend and gather low-level business processes and convert them into technical requirements for the development team, at various stages of the SDLC.
* Lead team to implement and customize web based billing systems for clients to access data customer billing data through inter/intranet domains.
* Responsible for the documentation of SRS, BRD and Traceability Matrix documents.
* Collect, interpret, analyze, confirm and document new CR’s.
* Advise and educate sales and pre-sales teams on industry trends, developments and complementary technology that will integrate with Intec product offerings to provide a comprehensive solution to client business requirements.
* Provide business solution, value-based benefits, product, people and processes proposals.
* Demonstrate product/solution advantages to a technical and business audience, e.g. users, architects.
* Advise and educate sales and other pre-sales team members on industry trends, developments and complementary technologies that will integrate with Intec product offerings to provide a comprehensive solution to client business requirements.