**Purushottam Bhusal**

**PROFESSIONAL SUMMARY:**

* 6+ years of consistent experience in Insurance, Retail, E-Commerce IT and a seasoned Business analyst with an added advantage of development background.
* Well-developed business and supply chain understanding attained through diverse assignments in logistics, sales, and business analysis at both staff and manufacturing locations.
* Hands-on experience across a range of logistics functions including: production planning, inventory management, customer service, forecasting, transportation and distribution with a diverse group of companies, products, and services
* Extensive experience in gathering system requirements, defining business processes, competent in creating Unified Modeling Language (UML) diagrams such as Use Case Diagrams, Activity Diagrams, Class Diagrams and Sequence Diagrams.
* Proficient in creating and analyzing Business Requirements Document (BRD), Functional Specifications Document (FSD) ,Systems Requirements Specifications (SRS) and Use Case scenarios.
* Hands on experience with solid understanding of Business Requirement gathering, Business Process flow, Business Process Modeling and database/data warehouse experience.
* Strong understanding of Software Development Life Cycle (SDLC) methodologies including RUP, Waterfall and Agile.
* Strong understanding of financial valuation concepts and various capital market instruments and processes including Equities, Fixed Income, Foreign Exchange, Derivative (OTC) & Back-Office operations.
* Experience in developing Business Analysis experience includes conducting JAD sessions, elicitation, requirement gathering, documentation like Project Charter, BRD, FRD, Traceability Matrix, and diagramming data and process mapping using use cases and diagrams, compiling project plans to include resources, deliverables, and milestones.
* Experienced in complete AGILE, RUP, Client /server architecture providing a well-balanced understanding of business relationships, business requirements, worked for technical solutions and help the team at all levels until final product release.
* Expert in retrieving database information writing SQL Queries and transforming data to information as needed.
* Excellent analytical skills for understanding the business requirements, business rules, business process and detailed design of the application.
* Performed extensive Backend Testing of the applications using SQL Queries.
* Excellent skills in Business Analysis, Requirement analysis, Business modeling and Use Case development using UML Methodology.
* Facilitated UAT(User Acceptance Testing) with the stakeholders and the business users
* Highly motivated, organized and results and detail oriented with excellent interpersonal, communication and presentation skills. Proven capability of adapting to new and fast changing technologies.

**TECHNICAL SKILLS:**

**Project Methodologies:** Waterfall, RUP, **Agile** (Scrum)

**Programming Skills:** C, C++,Java, CSS, HTML, SAP

**Business Modeling Tools:** MS Visio, Rational Rose, Axure

**Requirement Management Tools:** Rational Requisite Pro, SharePoint

**Defect Tracking Tools:** Quality Center, Rational Clear Quest

**Business Applications:** Microsoft Office Suite – MS Word, Excel, PowerPoint, Outlook

**Project Management Tools:** MS Project, Microsoft SharePoint

**Management Process:** Traceability Matrix, RACI Matrix

**RDBMS:** MS Access, SQL Server

**Operating Systems:** Windows, UNIX

**PROFESSIONAL EXPERIENCE:**

**Hudson Insurance Group, NY**

**Jul 2016 – Present**

**Business Analyst**

**Project 1:** Hudson Insurance Group identified a need to develop a consistent, standardized technical billing approach and systems-based tool to support improved assessment, selection, and billing of policies which they write. Need for a web service BIS (Billing Integration Service) was essential that allowed business to:

* Automatically process bulk insurance policies to third party billing at each month’s end.
* Allow full control of the web service to users for manual processing in small batches.

**Responsibilities regarding Billing Integration System**

* Worked in design, implementation and deployment of Billing Integration web service including a client tool, Billing Integration Service Console.
* Responsible for creating, editing and maintaining Source to Target mapping document as per requirement/requirement changes.
* Created schema document for billing, rating and policy data to generate XML for consumption by downstream services.
* Perform requirement analysis and coordinate with finance secretary and VP to prepare functional/technical specifications.
* Requirements walk through to the technical team and play back to business team.
* Create sequence diagrams, class diagrams and use-case diagrams for system using MS Visio.
* Gather enhancement requests/change requests post discussions/meeting with users.
* Created reports using Microsoft SQL Server 2012
* Regression and Integration testing in DEV, QA and UAT and smoke test on production deployments.

**Project 2:** Worked on incremental enhancement of existing SAILS web application (.NET) which included features such as

* Creating Guidance page for external Producers/Brokers/Agents.
* Allow renewal of expiring policies without having to expire and rewrite.
* Allow adding or removing of Line of Business (LOB) during endorsements.
* Facilitating both external and internal users to drag and drop supportive documents in an insurance policy.

**Responsibilities regarding SAILS**

* Perform the role of Scrum Master, by chairing daily Scrum Meetings with team members.
* Extensively use JIRA to plan, track and open/close sprints for each release.
* Managed JIRA/Kanban board(s) and project related documents in Confluence.
* Assisted product owner with release planning and prioritizing product backlog items.
* Assist in removing impediments as a top priority to ensure each Sprint is a success.
* Created burndown charts to assist product owner during Sprint Reviews.
* Facilitated and led sprint retrospective and sprint planning meetings.
* Request deployments using ITSM tickets in ServiceNow and coordinate with ITSM team during prod deployments.
* Co-ordinated with the offshore development team to properly follow SDLC in agile methodology.
* Used in-house ETL tool to migrate data from dev environments to higher environments.
* Followed Agile methodology to manage requirement gather, development, and executing test plans efforts.

EBay, San Jose, CA **July 2015 – July 2016**

**Business Analyst**

### Retail and Global E-Commerce (POS)

Company is into Online Auctions, Email, and E-commerce with the Internet. The Internet serves as a platform for e-commerce transactions and Multimedia Advertising. eBay online application, with many other partners like PayPal, Rent.com, etc., enables trade on a local, national and international basis.

**Responsibilities:**

* Facilitated meetings among the Change Management, Problem Management and other relevant teams to discuss the impact of the changes, problem tickets and prepare project milestone plans.
* Worked on requirements for various modules covered under Retail and Global E-Commerce (POS) apps that include modules include FI (Account Receivable, Account Payable, and General Ledger), SD (Sales Order Process, Order Delivery), etc.
* Conducted weekly meetings to provide Supply chain activities and status for problem resolution
* Met with various groups, including business owners, SMEs (subject matter experts) and marketing team, for requirements gathering in definition Stage
* Gathered requirements, developed Process Model and detailed Business Policies.
* Involved in business analysis and project management, coordinating between the team members according to the business requirements.
* Created and maintained procedures and documentation.
* Organized and conducted meetings, briefings, demonstrations, conducted JAD sessions, and wrote minutes of project meetings.
* Assisted PM and other stakeholders to implement SAP APO in supply chain management.
* Assisted in the creation of deployment flow chart in conjunction with development, infrastructure, and network teams containing information for maintaining Application.
* Also, participated with Network Administrator and Technical Team in network security design using various network protocols for E-Commerce online application.
* Configured and created OTC (order to cash), consignments, credit management, delivery, and invoicing, inter-company sales.
* Worked closely with Demand to Supply (D2S) Business Process Owner in developing project roadmaps, business case development and approval.
* Worked with e-marketing team for online advertising and marketing of various products of the company.
* 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.
* Managed scope and deadlines.
* Managed the project using the MS project extensively.
* Involved in all major cycles and phases of the project from scope definition risk analysis to user acceptance testing and monitoring the release of the product.
* Gauged project risk and identified gaps between Business Requirements and Functional Specification Documents (FSDs).
* Actively resolved day-to-day technology needs of the business unit with a focus on the analysis of processes.
* Worked with the project manager to estimate best/worst case scenarios, track progress with weekly estimates of remaining work to do, conducting informal meetings ad hoc and as needed.
* Followed the RUP methodology for the entire SDLC.
* Involved in project planning and coordination.
* Prepared the Business Workflow using MS-Visio with input, output, Pre and Post conditions
* Worked with the clients on the final signing process in the User Acceptance stages.
* Developed recommendations and designed solutions for process improvements.
* Responsible for submitting status reports to management summarizing completed projects/tasks.

**Project - Dollar General Corporation, Goodlettsville, TN**  **August 2013 – July 2015**

**Business Analyst**

**Project Description:** Dollar General Corporation is a customer-driven distributor of consumable basics with more than 7,000 stores in 30 states. Stores are served by seven distribution centers. Company decided to change its old E- commerce, POS system, supply chain management and Merchandise activities.

I worked as a business analyst on an Order Management System and Point of Sale that was part of the supply chain and Merchandise which plans, implements and controls the efficient, effective forward and reverse flow and storage of goods, services and related information between the point of origin and the point of consumption in order to meet customers' requirements.

**Responsibilities:**

* Involved in gathering, documenting and verifying business requirements.
* Interacted with stakeholders as well as with SME’s for requirements gathering and specifying the user requirements into functional requirements.
* Worked under Agile/Scrum methodology with Sprint Based Goals.
* Any Functional Requirements, Story Mapping, Mock Ups, Action Items were stored in User Stories.
* Assisted Business Architects improve the Requirements and User Story Process.
* Translated user requirements into business requirements that are testable and traceable through business and functional requirements and/or workflow changes.
* Logistics Execution, shipping/delivery configuration, defined shipping conditions, loading groups and assigned shipping points to our conditions.
* Responsible for making UML diagrams (ERD, Flow Chart, and Activity Diagram) on Microsoft Visio.
* Identified end to end requirements for all systems and business units that may be impacted by the project
* Defined the timeline for gathering business requirements.
* Management of E-commerce POS to facilitate the customers.
* Using Shared Containers and creating reusable components for local and shared use in the ETL process.
* Handled and configured reverse logistics (handling customer returns) including Debit/Credit notes.
* Practically worked on E-commerce POS to observe customer’s problems and concerns.
* Collected and managed requirements to develop efficient E-commerce POS.
* Facilitated JAD sessions to collect requirements from system users and prepared business requirement that provided appropriate scope of work for technical team to develop prototype and overall system
* Developed requirements integrating ER diagrams and designed the testing process flows.
* Established and maintained traceability matrix until business requirements were signed off.
* Conducted walkthrough and lead work sessions.
* Wrote various SQL queries to validate data inserted, deleted and updated in the Oracle database.
* Created re-usable components using shared containers for local use or shared use.
* Ensured Use-Cases were consistent and covered all aspects of the Requirements documents.
* Involved in project status meetings and Coordinated and facilitated the execution of User Acceptance Testing.