**JITENDRA**

**Sr. Business Analyst**

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**Summary:**

* **Sr. IT Technical Business Analyst/Technical System Analyst with Masters in Business Administration (MBA) and over 13 years of experience in IT.**
* **12 years of strong Business Analysis, System/Application Analysis, Requirement Analysis, and elicitation of Business/System/Application requirements.**
* Extensive experience in, Business process modelling, process re-engineering, manage, develop, business/functional/non-functional requirements in distributed client-server, large enterprise and heterogeneous environment.
* Strong experience with **project management, planning, execution, monitoring** and resource balancing skills with ability to **support multiple simultaneous** **projects** in a matrix enterprise environment.
* Extensive experience in analyzing **User Stories**, **Business/System Requirements Functional/Non-Functional specifications/Requirements.**
* **Extensive experience with AS-IS and TO-BE business processes, experience in converting the business requirements into technical specifications and to prepare test plans**
* **Strong experience with Agile/SCRUM Initiatives and Projects.**
* **Strong experience with coordinating/leading/Interacting with Scrum Masters Product Owners, Scrum Teams, Stakeholders, Business Leads/Clients/Owners, SMEs.**
* Extensive experience in conducting **GAP Analysis, Joint Application Development (JAD) sessions.**
* **Strong experience with Business Process Modeling, Reengineering / Process Optimization with various projects.**
* **Strong 5 years of experience with HP ALM Tools.**
* **Strong experience in Test Life Cycle (TLC) management, QA, Unit, functional, regression, system, UAT, testing, defects/issue tracking, managing defect logs, resolving defects, and managing test results.**
* **Strong experience with various databases (Oracle, SQL Server), including Data Analysis, Data Profiling, Data Validation, Data mapping and developing PL/SQL queries.**
* Strong experience with all the phases of **Software Development Life Cycle (SDLC**).
* Extensive experience with various **SDLC Methodologies** (**Waterfall, Iterative, Agile, SCRUM)**.
* Strong work ethics, ability to work in fast paced environment, work under pressure, tight deadlines and working on multiple, complex projects simultaneously.
* Strong written and verbal communications skills can be maintaining positive and productive working relationships in internal, external, independent, and team environments.
* Strong experience to manage & organize multiple parallel tasks/streams, problem solving skills, and can work independently without supervision.
* **Expertise in MS office 2013/2010 Tools (Word, Excel, PowerPoint and Access), Microsoft Project, and Visio.**
* Strong interpersonal skills and ability to work with multiple functions to ensure communication, collaboration and agreement.
* Ability to quickly grasp and master new concepts / requirements and related product / functional knowledge and collaborate and come to decisions quickly.
* **Ability to learn/understand most technical implications at each phase of SDLC.**
* **Strong data analysis skills with large amounts of data sets and data feeds with various databases.**
* **Extensive experience with Onsite, Offshore Application/System coordination and support.**

**Areas of Expertise:**

|  |  |  |
| --- | --- | --- |
| **Process Analysis & Redesign** | **Business Process Improvement (BPM)** | **Management of Cross Functional Teams** |
| **Change Control Management** | **Project Estimates (Cost and Resource)** | **Cost, Benefit and Risk Analysis and Management** |
| **System and Workflow Mapping** | **Agile/SCRUM/ITIL/BPMN** | **Project Management and Tracking** |
| **SDLC and Project Life Cycle** | **Web Technologies/UI/UX Design** | **Technical Analysis and Application Development** |

**Education:**

**Master of Software Engineering (M.S.E)**

**Master’s in Business Administration (M.B.A)**

**Bachelor’s degree in Business Management (B.B.M)**

**TECHNICAL SKILLS**

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| --- | --- |
| Process Engineering  /Management Tools | **RUP, UML, Object Oriented Analysis, Rational Rose, Drupal, MS Visio, MS Project, MS Office 2010/2013 (Access, Excel, Outlook, PowerPoint and Word). TFS,** |
| Languages | **Python, Linux, Shell Scripting, JavaScript, ASP, Ajax, jQuery, jQuery Mobile, Linux Shell Scripting, jQuery UI, PHP, AngularJS, DHTML, HTML5, VB Script, CSS3, C, C++, XML, Domino Lotus Script, PL/SQL.** |
| Databases | Oracle, DB2, MS-Access, SQL Server, and Sybase |
| Software Tools | **SharePoint, MicroStrategy, Pencil, Rational ClearQuest, Sketch, Clearcase, DOORS, iRise, Test Manager, Rally, Blueprint, Google Docs, HP Quality Centre**, **JIRA, Azure, HP ALM, Clarity, Mock plus, Balsamiq, Test Manager** |
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**PROFESSIONAL EXPERIENCE:**

**Wall Mart, Wayne, NJ Dec 2015 – Present**

**Role: Sr. Technical Business Analyst**

**Order Management & E-commerce PMO Projects**

**Responsibilities:**

* **Responsible for Business Analysis, elicitation/gathering Business Requirement, Use cases, Epics, User stories, from Business Clients, strategic business partners, Technical Architects, Stakeholders, SMEs and IT Partners to deliver business solutions.**
* **Guided the Development teams & Product Owner to understand and practice the core Scrum Principles, Roles and Values.**
* **Support inventory management accuracy and improvement initiatives to reduce cost and improve results.**
* **Responsible for project the appropriate objectives for meeting the business solutions and supports the process of estimating costs and planning project implementation timelines.**
* **Participation & conducted Sprint Planning, Grooming Sessions, Story Pointing, Daily Stand Ups, Demos, and Retrospectives.**
* **Coordinated with the Product Owner to organize the product backlogs items, writing user stories & walked through the Definition of ready and Definition of Done.**
* **Coordinated and participated in weekly Backlog Refinement meeting to split stories, to improve stories that are poorly written & estimates story using planning poker method.**
* **Worked with the Product Owner to gather insight opinions of multiple stakeholders and helped to ensure all stakeholders agreed with the current scope and roadmap of the product.**
* **Guided the QA to identify the gaps on testing within the sprint, writing test cases, used testing strategies to communicate effectively with Scrum team.**
* **Acted as administrator on Jira to create workflow, assign roles, track productivity and internal documents wiki for high level requirements/stories.**
* **Responsible for reviewing the track, progress/status of various Applications in HP Quality Center/ALM.**
* **Responsible for reporting and measuring, project milestones, and performance using HP Quality Center/ALM**
* **Coordinated all TDD activities in SCRUM team collaborations.**
* **Responsible for conducting various workshops for requirements elicitation process.**
* **Gather business requirements and break them down into relevant, accurate, detailed, and estimable user stories that can be developed within an agile scrum framework.**
* **Interacted with Business Leads, stakeholders, Enterprise and Solutions architects, Business SMEs, to identify/gather various Project Initiatives, Business Requirements, and technology solutions through interview, brainstorm sessions, and scheduled workshops.**
* **Responsible for and facilitate daily scrum meetings; sprint planning, lessons learned, retrospective, backlog grooming, and planning poker sessions with technical team.**
* **Develop, maintain, and organize backlog of epics and stories.**
* **Responsible for escalating impediments, work closely with business and technical team to prioritize and update backlog.**
* **Responsible for developing Request for Evidence (RFE) and Request for Proposal (RFP).**
* **Responsible for data validations, data mapping with various applications and ETL Jobs.**
* **Review and provide feedback on drafted user stories and epics to ensure alignment with general Agile user story standards**.
* **Designed/Developed wireframes, prototypes, screen mock-ups for various Application Modules, and web Interface Pages and Functionalities using Wireframes.**
* **Developed data visualization charts, dashboards, diagrams, Tables and analytical charts.**
* **Responsible for validates, verifies, and manage functional and nonfunctional requirements with all the Development teams, satisfied by the technology solution with Business clients, SMEs, and stakeholders.**
* **Oversee the effective and efficient use of technology to support business process modeling, the development and maintenance of business rules, and documentation as defined by business process, system, and product owners.**
* **Responsible for reviewing the track, progress/status of various Applications in HP Quality Center/ALM.**
* **Responsible for reporting and measuring, project milestones, and performance using HP Quality Center/ALM.**
* **Responsible for validating OLAP data feeds transactions servers in daily basis.**
* **Responsible for data analysis using data visualization tools.**
* **Responsible for retrieving data from OLAP & OLTP Servers.**
* **Prioritize and manage all system requirements based on Business needs.**
* **Responsible for managing team meeting, workshops with various Business Users/IT Teams/Development Teams in each phase of PLC to coordinate, communicate, update Project/Application/System status.**
* **Responsible for handling and coordinating all sprint planning activities, User stories, backlog meeting, and Daily meetings with IT teams.**
* **Coordinate with Business Users to develop acceptance criteria or test cases for the new system**.
* Conducted **GAP Analysis** in all the phases of project Life Cycle (PLC),
* **Developed Requirement Traceability Matrix (RTM) documents for various integrated Systems.**
* **Responsible for various business process reengineering/process optimization project activities.**
* **Worked with the Tech Lead, Applications/Portfolio Architects and other team members to define metrics and performance goals for the applications within their assigned applications.**
* Conducted **Performance Test** & **User Acceptance Test (UAT)** plans using UAT test scripts.
* Conducted **Joint Application Review/Design/Development (JAR/JAD**) sessions to review the business requirement with management, SME, vendors, and business users.
* Initiate and participate in meetings with the different software and business units.
* **Developed & Defined the Issue & Change Management process.**
* **Developed Test Strategy, Test Plans, Test Case using HP Quality Center.**
* Extensively involved in **Test Management/Process** & conducted Unit Testing, System Testing and **User Acceptance test (UAT**) using **HP Quality Center**.
* Responsible for transition of new system to the Business Users, Production Support and Training requirements.
* **Managed all implementation processes including progress tracking, change control, testing, documentation and training processes from system initiation through delivery.**

**Environment: Java, SAP, jQuery, Python, Informatica, TFS, MS Project, Visio, SharePoint, MS Access, Clarity, HTML5, CSS3, Linux, JavaScript, DHTM**L, **Drupal,** **Shell Script,** JSON, **ALM**, **JIRA,** **Sybase, Oracle**, MS Project**, PL/SQL**, **HP Quality Center**

**Macy’s Sept 2011 – Nov 2015**

**Role: Sr. Business Analyst**

**OPM (Offer Planning & Management)**

**Responsibilities:**

* Responsible for **business requirements analysis, elicitations**, and managed the requirements
* Responsible gathering functional/non-functional requirements from various business users, SMEs.
* Responsible for identifying the impact of **change requirements** and business requirements.
* Responsible for developing quality project artifacts such as charters, requirement plans, business requirement documents, models (context diagrams, process maps, use cases), traceability matrices.
* Collaborates with stakeholders to identify, evaluate, and manage changes to project scope and business requirements.
* **Scheduling Agile ceremonies like PI Sessions, Pre-grooming, Grooming Sessions, Sprint Planning, Sprint Review, Daily standup, Sprint Retrospectives.**
* **Responsible for creating artifacts like team task board, Sprint Burn-down charts, Impediments list.**
* **Remove impediments and blockers for team to work as efficiently as possible through constant communication with product owners and operations team.**
* Coordinate with technical core teams, managers, tech leads and other functional leads to identify and unblock issues and resolve cross-team dependencies.
* **Worked closely with other Business Analysts and project managers to define project scope and roadmaps.**
* Interact with business owners, and client to identify Business Requirement Documents, System Requirements, and Use Case Documents.
* Oversaw day-to- day tracking of project issues, risk, dependencies and next steps.
* Tracking team velocity and reducing technical debt.
* **Responsible for coordinating/leading all required Scrum meetings (Daily-standup, Sprint Planning, Product Backlog Grooming, Sprint Review, and Sprint Retrospective)**
* **Facilitates requirements modelling sessions.**
* **Developing mock-ups/wireframes to express functional requirements**.
* **Work with Product Owner to prioritize / maintain the Product backlog.**
* **Responsible for creating Epics and user stories.**
* **Perform user story Grooming with Team.**
* **Responsible for identifying risks and work with Product Owner to optimize success**.
* **Managed various project requirements/documents using TFS.**
* **Responsible for mapping all requirements (Business Requirements, Functional Requirement, to the TFS)**
* **Managed all code repositories and versions in TFS.**
* Ensures that the solution design satisfies project objectives and business requirements.
* Responsible for assisting business owners in determining, how new systems or system enhancements improve business processes and capabilities
* **Responsible for developing BRDs, FRDs, Requirement Traceability Matrix (RTM) and Non-Functional Requirements.**
* **Liaises between business subject matter experts (SMEs) and technology teams throughout the project lifecycle.**
* **Responsible for various business process reengineering/process optimization project activities.**
* Identifies and communicates risks and issues as well as possible solutions.
* Participates in peer reviews of business analysis artifacts.
* Managed day-to-day operations of various **Production Support operations**.
* Developed and **implemented policies and procedures** for the **production support function** which includes **Deployment Plan, Release process, operator training and development, data center scheduling, installation** and restart and **recovery procedures**. Monitors and reports all **production outages.**
* Extensive **Data analysis & Trend analysis** for **Insurance operation data feeds**.
* Lead and coordinated **training efforts** to promote **Risk Management** and **compliance culture** within the **IT Business Units** & ensure gaps are identified and staffs are suitably trained **on operational risk and compliance Procedures**.
* Involved in **corporate IT risk** assessments and **risk identification processes.**
* Executed risk assessments to identify project/vendor-level risks and develop mitigation strategies.
* Responsible for conducting **GAP analysis** across corporate IT compliance activities
* Identified, recommended and implemented **business process improvements**, which resulted in improvement in operational efficiencies.
* Conducted **Joint Application Review/Design/Development (JAR/JAD**) sessions to review the business requirement with management, SME, vendors, and business users.
* Developed **work plan** based on the different **priority** **Deliverables/Tasks** and deadlines
* **Designed & Developed** use case and activity diagrams.
* Prepared the status reports and planned for upcoming project activities
* **Developed Test Strategy, Test Plans, Test Cases using JIRA, HP Quality Center and Test Manager.**
* Extensively involved in **Test Management/Process** & conducted Unit Testing, System Testing and **User Acceptance test (UAT**).

**Environment: Java, Lotus Notes 8.5.6, Excel, JIRA, C#, .NET, TFS, SAP, HTML, JavaScript, C, C++, SQL Server, DHTML, Ajax, jQuery, Sybase, ALM, MS Project, Visio, Oracle, PL/SQL, HP Quality Center**

**T. Rowe Price, Baltimore, MD Oct 2010 – Aug 2011**

**Role: Sr. Business Analyst**

**Responsibilities:**

* **Responsible for identifying client requirements/business needs, capture various system Requirements / business objectives.**
* **Responsible for Business requirement elicitation, analysis, process innovation and modifications/ enhancements for various systems.**
* **Interacting and coordinating with Project Sponsors, IT Partners on new System/Business requirements.**
* **Responsible for developing Business Requirements Documents (BRDs), Functional Specification Documents (FSDs), and other required project artifacts.**
* **Obtaining formal sign-off of business requirements documents (BRDs) explaining requirements to the Development Teams.**
* Worked with the development team to ensure successful implementation of the project.
* Coordinated with Business, stakeholders, third party vendors, client, and SMEs on various MF products, system reviews, workflows, User Interfaces Designs, documentation and business needs/priorities
* **Prepared and analyzed AS IS and TO BE from the existing architecture and performed Gap Analysis**.
* **Conducted JAD sessions for communicating with Stakeholders and Project directors.**
* **Used the guidelines and artifacts of the Agile Process to strategize the Implementation in different sprints of the Software Development Life Cycle.**
* Conducted user workshops, meetings and worked with the business to gather and analyze functional and nonfunctional requirements.
* Acted **liaison** between users and various IT teams involved in the application development for understanding of the Business and IT Processes.
* **Elicit requirements for business process flow and on screen flow for wizards driven products from products SMEs and Business clients.**
* **Responsible for developing user stories for Business Process Flow, System Integration Testing based on the system configuration requirements**.
* Coordinated **with the QA team for designing Test Plan and Test Cases for the User Acceptance Testing (UAT).**
* Worked closely with Tech Leads to create test plans, test scripts, traceability matrices and track defects.
* **Coordinate with various IT team throughout Deployment process and recording review of project milestones and KPIs.**
* **Conducted User Acceptance Testing, gathered and developed User Manuals and Business Rules.**
* Designed and implemented basic SQL queries for reports and data validation.
* Responsible for Test Planning, Test Preparation, Test Execution, Issue Resolution and Report Generation to assure that all aspects of a Project are in Compliance with the Business Requirements.

**Environment: Java, J2EE,** Informatica, **Sybase, DB2**, C, C++, TFS, HP Quality Centre, JIRA, MS Project, Microsoft Visio, HTML, jQuery, CSS3, DHTML, AJAX, **Oracle, PL/SQL**,

**3M, Minneapolis, MN May 2009 – Sep 2010**

**Role: Sr. Business Analyst**

**Responsibilities:**

* Identifies Project needs for product enhancements related to the operations of the business.
* Elicits requirements from operational, and Business Leader, IT Partners, and SMEs.
* Acts as liaison between business and technical teams of the organization, communicating levels of urgency and importance to technical teams and helping manage expectations with business users.
* **Responsible for developing various project requirement documents like BRDs, FRDs, RTM, Test Plan, Use cases, UAT Plans, User Documentation.**
* Responsible for interfacing with the development and QA teams to ensure the product meets business requirements.
* Performs product review before requirement/features are delivered to business users.
* Suggests refinements to product features based on inputs/suggestions with business users**.**

**AT&T Morristown, NJ Nov 2006 – April 2009**

**Role: Business Analyst/ Sr. Programmer Analyst**

**Responsibilities:**

* Responsible for working with the Business Owners, Stakeholders, and SMEs in designing and eliciting various Business requirements, artifacts of business applications and solutions.
* Responsible for conduct Business Analysis across multiple technology projects potentially simultaneously
* **Produce clear documentation to include Functional, Non-functional (FRDs) and Business Requirements (BRDs). Trade flows, Operating models and all supporting process documents.**
* Capture and identify requirements. Work with the key stakeholder to define scope and identify challenges. Own the delivery of identified BA tasks.
* Liaise with, IT Partners, Business Managers, PMO and QA Teams and other areas of the business as required.
* Coordinate, hold and lead requirements gathering and process definition workshops.
* Extensively used HTML, DHTML, and CSS in application for different styles for the web design elements.
* Prepared change documentation including detailed implementation plans, verification instructions, back-out contingencies, and post mortem analysis for changes to the production server environment
* Extensively developed JavaScript functions similar to Notes Client using JavaScript and HTML.
* Responsible for writing Lotus Notes Domino agents in the WebQuerySave event and WebqueryOpen event to display the search results in different frames.
* **Development and** test activities **to ensure the execution of all program deliverables to meet the requirements of target d**omino application**.**
* Used view level and database level and document level security for different documents access ability.
* Involved in exporting data from Lotus Notes/Domino to Excel and Excel to Domino/Lotus Notes.
* Extensively used Lotus formula language.
* **Extensively involved in database integration with DB2 using ODBC, LSX Classes.**
* Written PL/SQL Queries/procedures for data manipulation with different databases.

**Environment:** Lotus Notes 6.5.5/7.0.2, Domino 6.5.5/7.0.2 VB Script, **.NET, VB.NET,** Excel, HTML, JavaScript, Lotus Formula Language, **DB2,** Lotus Notes Scripts, ODBC, LSX, **Java, J2EE**, XML, CSS, Java, Team Studio, PL/SQL DHTML, Windows, SQL Server, Oracle, MS Access, IE

**Allianz, Minneapolis, MN Feb 2006 – Oct 2006**

**Role: Programmer Analyst/Business Analyst**

**Responsibilities:**

* **Responsible for Analysis, elicitation of business requirements and functional/non-functional specifications for new systems and modifications to existing system.**
* **Responsible for translating Business Requirements into Technical Requirements.**
* **Responsible for creating Business Requirement Document(BRDs) and Functional Specification Documents (FSDs)**
* Responsible in researching and fact finding with business/client initiatives, needs,
* Developed notes functions, subroutines and script libraries for different reusable functions in web applications well in Notes applications.
* Extensively used HTML, DHTML, and CSS in application for different styles for the web design elements.
* Prepared change documentation including detailed implementation plans, verification instructions, back-out contingencies, and post mortem analysis for changes to the production server environment
* Extensively developed JavaScript functions similar to Notes Client using JavaScript and HTML.
* Responsible for writing Lotus Notes Domino agents in the WebQuerySave event and

WebqueryOpen event to display the search results in different frames.

* **Development and** test activities **to ensure the execution of all program deliverables to meet the requirements of target d**omino application**.**
* Documenting use-cases for inclusion by QA within formal regression test suite
* Working with user acceptance testing (UAT) staff on user testing
* Used view level and database level and document level security for different documents access ability.

**Environment:** Lotus Notes 8.5, Domino 8.5**, MS Office, Visio, Java, SAP,** Excel, HTML, JavaScript, Lotus Formula Language, **DB2, Test Director, Rational Tools, L**otus Notes Scripts, ODBC, LSX, **Java, J2EE**, XML, CSS, Java, Team Studio, PL/SQL DHTML, SQL Server, Oracle, MS Access, IE.

**Citigroup, Queens, NY Feb 2005 – Jan 2006**

**Role: Programmer Analyst**

**Responsibilities:**

* **Designed and developed various web services for Domino web applications for client interactions**
* **Used JavaScript, DHTML, HTML, Ajax for client validations in various modules.**
* **Developed workflow for the entire application for approvals in different stages with management using Lotus workflow.**
* Developed notes functions, subroutines and script libraries for different reusable functions in web applications well in Notes applications.
* Involved in defining **testing strategy and methodology for testing**.
* Extensively involved in database integration with Oracle, SQL Server/MS Access using ODBC, LSX Classes.
* Implemented unit level, integration and regression testing for all the modules of the application.
* **Communicating the project/modifications status through emails, scheduled meetings and teleconference.**
* **Involved in** maintenance of application **and** supporting **after** deployment**. Reporting to the PL / PM.**
* **Prepared test cases and plans. Reviewed & monitored the progress of the project to meet the schedules.**

**Environment:** Lotus Notes 6.5.5/7.0.2, Domino 6.5.5/7.0.2 VB Script,Excel, HTML, JavaScript, Lotus Formula Language, Sybase, Lotus Notes Scripts, ODBC, LSX, **Java, J2EE**, XML, CSS, Java, Team Studio, PL/SQL DHTML,.