# SUMMARY

* 7 plus years of diversified experience in IT Industry working with Databases, SAP and Business analysis in retail domain.
* **Certified SCRUM Master (CSM).**
* Expertise in translating user requirements into System Specifications and mapping the process design, work flows for **SDLC (Software Development Life Cycle)** with documenting and managing business requirements.
* Strong business analysis skills and thorough understanding of full SDLC (Software Development Life Cycle).
* Comprehensive understanding of CRM business processes in Campaign Management, Lead Management, Account Management, Case Management, Forecasting, and Call Center.
* Strong knowledge of SAP implementation cycles in Sales, marketing, Service and Support modules.
* Experience in **SAP** Testing and Administration spanning all facets of package software and SaaS application implementation.
* **Excellent understanding and knowledge of Java/J2EE environment.**
* Used Elicitations, brainstorming and other techniques to collect the data for business requirements.
* Good experience in facilitating Joint Application Development (JAD) sessions to expedite and streamline the requirement gathering process.
* Proficient in writing business use cases and communicate with project manager to derive BPM (Business Process Model).
* Worked on **iDoc/BAPI** messaging concepts.
* Extensive working experience in **XML Compliance, Web Services, Content Management** and other reporting tools such as **JSON.**
* Conducted requirement analysis techniques such as Business Process Automation, Business Process Improvement, and Business Process Re-engineering.
* Expertise in Project Planning, Project Design documents, creating functional specifications and data flow diagrams.
* Organized and facilitated daily scrum meetings, Sprints planning meeting and sprint review meeting using **Agile SDLC Methodology.**
* Proficient in **UML (Unified Modeling Language),** with experience in modeling business process using Use Case, Activity diagrams and Sequence diagrams.
* Experience in conducting Gap Analysis between **“As Is” and “To Be” systems.**
* Conducted User Acceptance Testing (UAT).
* Updated business requirements as per instruction of project manager and technical teams.
* Maintained Project Data Dictionary for the entire project team.
* Helped project manager by volunteering to create risk analysis document, which help in monitoring the risk involved in the project tasks.
* Proficient in **Microsoft Office, MS SQL Server** management studio and Data modeling techniques.
* Possess strong analytical and problem solving skills with the ability to adapt to a new environment and meet stringent deadlines.

**TECHNICAL SKILLS**

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| **Business Methodology** | Agile, Waterfall |
| **Business Modeling Tools** | Microsoft Visio, Rational Rose, UMLet |
| **Project Management Software** | MS Project. |
| **Version Control Systems** | Rational Clear Case, JIRA |
| **Testing tools** | HP ALM/Quality Center, Requisite Pro, QTP, SoapUI, Test Director, Bugzilla and Jira |
| **Database** | MS Access, MS SQL Server 2005/2008/2012. |
| **Other Software** | MS Office Suites, MS Project 2008, Sharepoint |
| **Java** | JBoss, WebSphere, |
| **ERP** | **SAP** |

**PROFESSIONAL EXPERIENCE**

**Bed, Bath & Beyond, Union, NJ**

**March 15– Sep 17**

**Senior SAP Business Analyst**

**Bed, Bath & Beyond upgraded its supply chain and Sales Order Management processes and added a new SAP MM, SD, WMS, IS-Rapplication to facilitate an efficient and seamless flow of data (Merchandising,Warehouse management, Order and Content Management) between its Material Management System (MMS)ware house management system (WHMS) and third party Logistics’ applications. The Preexisting legacy ERP was re-appraised and re-configured to enhance its scalability with the new SAP Hybrisapplications.**

**Responsibilities:**

* Created Use cases and Designed Activity Diagrams.
* Assisted customers in defining the high-level Functional Requirements for **SAP** and needs.
* Responsible for process reengineering, change management, Business case development, project requirements management using **Agile methodology.**
* Facilitated **Joint Application Design (JAD)** sessions to collect requirements from system users and preparing business requirement that provide appropriate scope of work for technical team to develop prototype and overall system.
* Identified processes for developing and documenting detailed business requirements. **Data** was collected from end-users, and analysts.
* Managed product **Master Data Management (MDM)** changes to support the standardization of downstream processes and the migration of multiple enterprise resource planning (ERP) instances to a single global instance.
* Created Requirements documents to document **Supply Order Management, SAPMM, SD, WMS, MMS, IS-R**business needs.
* Participated in **SAP Integration testing**, Interface and **UAT testing.**
* Created user manuals and trained users for **SAP Hybris,SAPMM, SD, WMS, MMS, IS-R**.
* Interacted with other teams through walkthroughs, teleconferences, meetings, etc. to resolve various issues.
* Work closely **SCRUM team** to create test scripts and test cases to ensure coverage of all areas of the product/feature(s)
* Documented, coached, and elicited business requirements from subject matter experts by writing user stories resulting in a clearer, more detailed and more complete understanding of project deliverables.
* Wrote automated functional, regression and integrated test using **Worksoft Certify.**
* Worked with **RestFUL web services** using **SOAP UI.**
* **Conducted Use-Case reviews and Gap Analysis between the “As-Is” and “To-Be” systems leading to improvements and/or enhancements in the same.**
* Involved in testing and **data mapping** and migration of **data** from legacy systems to **SAP Hybris,SAPMM, MMS, SD, WMS, IS-R**Manually performed Back-End Testing of the application for **SQL-Server** database.
* Performed Back End Testing by extensively using **SQL queries** to verify the integrity of the **database.**
* Involved in creating and executing **SQL queries**, using aggregate functions, Group By /Having clause, where clause, Inner/Outer Joins etc.
* Used **SAP Solution Manager** for end-to-end **platform integration.**
* Developed XML schema for data retrieval and processing to improve system flow through metrics
* Validated the **Web services (SOAP)** both Request and Respond Messages.
* Functionally validated Web services delivered in **SOAP XML** format as provided in specification document
* Uploaded documents on company’s SharePoint website.
* Participated as a team member in the **Agile/Scrum** development process, working closely with the other team members to complete the set sprint assignments and meet production goals
* Tested and test scripts for design and deployment the reports, forms and interfaces.
* Tested various **SAP Hybris,SAPMM, SD, WMS, MMS, IS-R** application modules.
* Performed manual testing of the functional items by checking all applicable transactions. Developed Test cases and performed**SAP Integration** testing and System Testing.
* Performed system testing in**Agile/Scrum** or test driven methodology environment.
* Identified, analyzed, and documented defects, errors, and inconsistencies in the application using **HP ALM.**
* Modified previously existing Test Cases that were driven by the manual testing effort so that they are more appropriate for future automation testing.
* Used SharePoint for documentation.
* Conducted result analysis and interacted with developers to resolve bugs.

**Abercrombie & Fitch,New Albany, OH**

**Nov 12 – Feb 15**

**Senior SAP Business Analyst**

As a **SAP BusinessAnalyst** I worked on **SAPMM, SD, WMS, MMS, IS-R** implementation for**SAP HybrisLogistics andRetail systems,Warehouse management System, Inventory Management System and Supply Chain Management.**The aim of the project was to implement **SAP MM, SD, WMS, IS-R** Systems to assist in **SAP**production planning, SAP **Sales Order Management** and scheduling, distribution requirements, materials planning and capacity planning in collaboration with other departments (i.e., **Merchandising**, IT, Demand Planning, Sales, Finance, etc.) to assist in validating **inventory data** and information through the existing corporate reporting tools and sources. I was involved in **SAP Business Analysis,** Requirements Management, QA testing (UAT, Integration testing, Functional testing) as well as defect management.

**Responsibilities:**

* Gathered Business Requirements, analyzed data/workflows & performed **GAP analysis.**
* Met with client groups to determine User Requirements and Goals, thus converting User Requirements into Business.
* Facilitated collection of Functional Requirements from system users, and prepared Business and Technical Requirement Specification documents.
* Led teams of business and technical analysts in the collection and documentation of business and technical requirements gathering for the development of **Master Data Management (MDM),** Data Warehousing and Reporting implementation roadmaps.
* Led development and documentation of **data governance policy** and procedures as well as **inventory** and control set up processes for **Master Data Management (MDM) projects.**
* Analyzed business and technical requirements, thus creating the Business Use Case (BUC) and Application Use Case (AUC) documents.
* Utilized **Agile methodology** to configure and develop processes, standards, and procedures, and to perform System analysis.
* Assisted in **Data File Definitions** and **Data mapping** activities for the data gathered during the process of development and implementation.
* Experience as a **SAP Business Analyst** activities with skills in Business Analysis, Data Analysis, Requirement Analysis, and Business Modeling.
* Responsible for testing of different modules of **SAP Hybris,SAPMM, SD, WMS, MMS IS-R**
* Prepared detailed technical documentation for ecommerce JDA enterprise operations and plans.
* Participated in workshops to discuss technical and functional designs in collaboration with JDA functional consultants.
* Used **SAP Solution Manager** for end-to-end **platform integration.**
* Functionally validated **Web services** delivered in **SOAP XML** format as provided in specification document
* Validated the **Web services (SOAP)** both Request and Respond Messages.
* Tested application under the **Agile, scrum and sprint development and process.**
* Tested and wrote queries on **SAPERP** tools work flow to test the repeatable process to eliminate inefficiencies and enhance productivity.
* Gathered requirements, developed solution, managed application development, and data conversion and initialization across multiple environments (**Master Data Management (MDM) (Product Creation).**
* Defined frameworks for the application development and analyzed the areas of improvement
* Developed Test Plans, Test Cases to test the Screens and workflows for **Quality Center.**
* Generated various reports and graphs from **HP Quality Center** and analyzed the testing process overview.
* Prioritize testing priorities based on business risk, Access testing assets anytime; anywhere via a browser interface using **HP Quality Center.**
* **Used Worksoft Certify for Integration testing.**
* Participated in **SAPIntegration testing, Interface and UAT testing.**
* Reviewed extensive **SQL** Queries with complex multi-table joins and nested queries.
* Designed and execute the test cases to validate the **SAP ERP** reports, interfaces.
* Involved in reviewing complex **SQL queries**, views, functions and stored procedures and spotting issues before/during code migration.
* Used SharePoint for documentation and training.
* Creating of traceability matrix to keep track of changes in requirement and their impact on testing efforts
* Conducted regression testing on new builds/versions.
* Conducted bug review meeting to discuss resolution of issues

**Nordstrom, Seattle, WA**

**July10 – Oct 12**

**Senior SAP Business Analyst**

Nordstrom acquired an enterprise system and needed a third party application to support its core POS functions and other e-commerce applications. The project’s focus was to streamline operations, centralizing key transaction **data,** and closed loop processes with an integrated **SAP ERP Ecommerce platform**. The integration was to provide Service systems with CRM and WHM to achieve Marketing Automation solutions to Support sales and improve customer service and response time. Upon deployment, client achieved 80% improvement in customer retention rating while online sales and in store purchases grew by more than 50%. I facilitated Gap Analysis, Requirment management, defect management and participated in UAT testing for this project.

**Responsibilities**

* Responsible for documenting business specifications from the client, users, and Subject Matter Experts for complete understanding of the business process and application
* Facilitated Joint Application Development (JAD) sessions, as well as conducted interviews with appropriate business/technical stakeholders
* Responsible for tracking, documenting, Managing and communicating the requirements using Requirement Traceability Matrix (RTM).
* Prepared Use cases and Activity flow diagrams and Work flow diagrams, considering the scope of the project with MS VISIO.
* Ensured compliance with policies, procedures and regulatory requirements
* Clarified client requirements, business needs and project objectives, via feedback sessions and client meetings, in collaboration with all stakeholders
* Reviewed business requirements document and recommended sign-off
* Liaised with internal and external parties including technical departments and vendors to ensure accuracy of specifications, updates and configuration of the systems
* Facilitated project meetings, and distributed meeting of minutes utilizing project management tools where necessary
* Developed source to target **data mappings,** documented business and transformation requirements, performed source system **data profiling** and documented findings
* Generated ad-hoc reports, maintained and scheduled Customer Relationship Management (CRM) reports. Notified managers and distributed reports through subscriptions
* Developed manually Test Plans and executed test cases test Scenarios using HP Quality center.
* Worked on various Integration Projects like Case Management (SAP ERP), Role Management, Single Site, Portal, etc
* Work in Agile, scrum, and sprint environment in order to change the requirements and features set.
* Reviewed extensive SQL Queries with complex multi-table joins and nested queries.
* Involved in reviewing complex **SQL** queries, views, functions and stored procedures and spotting issues before/during code migration.
* Performed **Database testing** using **SQL queries**
* Work closely with the SCRUM team to create test scripts and test cases to ensure coverage of all areas of the product/feature(s)
* Supported technical team members for installation and configuration of JDA enterprise architecture.
* Participated in **SAP Integration testing**, Interface and UAT testing.
* Reviewed test plan and test results and walkthrough test results with the Business Analysts and Client.
* Assisted the business partner in preparing UAT plan/scripts and assured project manager has taken steps for alignment of Operational Quality Checklist.
* Used quality Center for Requirement Traceability.
* Used quality center to write maintain test cases, create test sets, schedule test runs and to report bugs.
* Generate various reports and graphs in Quality center to analyze the AUT.

**EDUCATION:**

Bachelor’s

Certified Scrum Master