Name: Mandeep Singh Bhangoo  
Call: 669-225-3725  
Email: [Bhangoo.Mandeep@gmail.com](mailto:Bhangoo.Mandeep@gmail.com)

**SUMMARY:**

* HR Business analyst/HRIS analyst/with 7 years industry experience in business data modeling, software requirement analysis, process modeling, process flow and quality assurance skills using different methodologies, mainly OOA, OOAD and UML.
* Extensive knowledge of all phases of the software development life cycle (SDLC) and the iterative Rational Unified Process (RUP).
* Experience in developing, Customizing Interfaces and Data Conversion programs using SQR, Application Engine and Component Interfaces for HR, Benefits, and Payroll modules.
* Strong experience in conducting User Acceptance Testing (UAT) and documentation of Test Cases. Expertise in designing and developing Test Plans and Test Scripts.
* Design and review of various documents including the Software Requirement Specifications (SRS), Business requirements document (BRD), Use Case Specifications, Functional Specifications (FSD), Systems Design Specification (SDS), Requirement Traceability Matrix (RTM) and testing documents.
* Proficient in creating Risk Analysis documents, Risk Management Plan, User Requirement Specification, Functional Requirement Specification and Business Process Flows.
* Proficient in using UML in behavioral, structural and architectural modeling – in creating Use Case, State, Activity, Class and Sequence diagrams using Rational Rose.
* Used Microsoft Visio for Business Process Modeling and Data flow diagrams.
* Used ERwin to capture data by creating Entity-Relationship and Use Case diagrams.
* Experience in testing Business Intelligence reports generated by various BI Tools like Cognos and Business Objects.
* Worked with Rational Suite of tools to create requirements documents (Requisite Pro), visual data models (Rose), manage and track defects (Clear Quest).
* In-depth knowledge and experience SQL Server integration Services (SSIS), SQL Server Reporting Server (SSRS) and Crystal Reports.
* Well-versed in project management tool (MS Project) for status reporting, planning and resource allocation.
* Successful as a team player to work in conjunction with other DBA’s, testers, developers and other team members in validation and testing complex scenarios and projects and in the maintenance of Quality Standards in Projects especially with Test Director.
* Expertise in Analysis of Problem Severity, Defect tracking and reporting system.

**TECHNICAL SKILLS:**

* **Business Tools:** Rational Suite (Requisite Pro, Rose, Clear Quest, Clear Case)**,** MS Visio,MS Project, MS Access, MS Office Suite, Visual Paradigm, DoorsErwin Data Modeler 4x, Business Object (Crystal Reports)
* **Business Skills:** Business Definition Requirements, Business Process Analysis, Gap Analysis, Use Case Modeling & Analysis, Business Environment and Market Research Analysis
* **Methodologies:** RUP, OOAD, UML & Business/Data Modeling
* **Testing Tools:** Win Runner, Load Runner, Test Director, Quick Test Pro, PR Tracker
* **Operating Systems:**  Windows XP/95/98/NT/2000, Mac OS X, DOS, UNIX, Linux
* **Databases:** Oracle 8i/9i; SQL Server 7.0 & 2000; Access , MS SQL Server, DB2
* **Languages:** UML**,** C, C++, HTML, Java, SQL, PL/SQL, ASP.NET
* **Business Intelligence:**Cognos Framework Manager, Cognos Connection, Report Studio, Query

**EXPERIENCE:**

**Broader Healthcare, New York, NY Jul-2012-Nov-2014**

**Sr.Business Analyst**

WMS is a new implementation at Broader Healthcare targeted towards improvising the company’s Work Force Management Solution. The project scope included identifying BH’s needs and evaluation of various Workforce management systems on basis of adherence, agent preferences, analysis and reporting, performance management, scheduling etc. Cognos creates a true self-service reporting environment against a number of information systems.

**Responsibilities:**

* Conducted user interviews, gathered requirements, analyzed the requirements using RUP methodology and documented the requirements using Rational Requisite Pro.
* Worked with the SME’s to define business critical needs and analyze the possible technical solutions.
* Designed and developed the reports as per the requirements in Cognos
* Participate in the creation and maintenance of HRIS documentation including: processes and procedures, user guides, audit evidence, training/operating manuals and SOPs and UAT scripts when required documentation
* Created Business Requirement Document (BRD), Functional Requirement Specification (FRS) document, User Requirement Specification (URS) and Change Request (CR) document for system application development.
* Conducted joint requirements planning (JRP) sessions as a facilitator to gather requirements from the business area and to discuss different critical success factors of the project like Operational Feasibility Analysis, Technical Feasibility Analysis, Cost Benefit Analysis & etc.
* Developed budget planning report & timelines of the project by conducting walk-through sessions and meetings involving various leads from Development, QA and Technical Support teams.
* Authored various Use Cases and Activity diagrams, Sequence diagrams using Rational Requisite Pro and used UML methodology to define the Data Flow Diagrams (DFD).
* Participate in the creation and maintenance of HRIS documentation including: processes and procedures, user guides, audit evidence, training/operating manuals and SOPs and UAT scripts when required documentation
* Highly experienced in developing decision support applications with Cognos and other Business Intelligence, ETL and database tool suites
* Performed GAP analysis for the modules in production, conducted feasibility study and performed impact analysis for proposed enhancements.
* Coordinated JAD session with system analysts, development team, project manager for application development and Pre-validation specifications.
* Developed and managed project plans, schedules, issues log created and business-technical conflicts.
* Coordinated various kinds of User Acceptance Testing (UAT) including regression testing, system testing, integration testing, functional testing, alpha & beta testing.
* Responsible writing Test Plans, Test Cases and Test Scripts using manual and automated testing tools from Rational and Mercury Interactive such as test Director, Winrunner.
* Authored test plans, test cases for various test scenarios and helped testing team to better understand the test scripts.
* Used Test Director which is a Mercury tool to help manage defects and issues log during the testing phase.
* Involved in the creating the User Interface Specification Document and User Training Manual as per project specification with the help of development team
* Broad Understanding of Cognos BI tools and ability to translate user requirements into Framework Manager Models and reports.
* Worked as a User/Customer advocate and negotiated with user as well as the technical team and management staff to resolve any outstanding requirement conflict during the whole SDLC process.

**Environment:** Rational Suite (Rose, Requisite Pro), Windows XP/ SQL, XML, HTTP, MS-Project, MS-Office Suite, MS Visio, Win Runner, Load Runner, Cognos, ETL, Report Studio Test Director (Mercury Interactive), Java, Oracle

**Clients: Capital One, Richmond, VA Nov--2010-May-2012**

**Business Analyst**

The project involved in integration of third party Workforce Management System and Capital one Peoplesoft HR for the Capital One HR Services division. The integrated System allowed cap 1 to outsource majority of their HR responsibilities including time and attendance scheduling, recruitment and vendor management, human resource management , taxation and payroll and customer service. Data warehouse and IBM Cognos reporting application to replace a legacy source system and reporting application (GQL/ BI Query) are critical parts of this initiative,

**Responsibilities:**

* Support requirements triage in MQC to select release specific requirements – identify relationships and dependencies between requirements, estimate technical effort and perform Impact Analysis.
* Facilitated JAD sessions and design meetings with the Stakeholders, SME’s and Leads of Interfaces.
* Performed requirements modeling and develop analysis diagrams, activity diagrams, sequence diagrams, state diagrams, data models, and use-case realizations using RUP tools in Agile.
* Manage changes to requirements through change control -clear case, MQC, Documentum.
* Responsible for developing, implementing, validating, maintaining, and supporting HRIS applications in order to support business operations while complying with internal procedures and meeting established timeframes
* Designing complex reports including sub reports and formulas with complex logic using Crystal Reports on SQL Server.
* Project involved working with HR-related information including employment history, performance, and organization information using UltiPro.
* Well-versed in developing reporting applications using Cognos Business Intelligence components like Report Studio, Framework Manager, Query Studio, Analysis Studio, Metric Studio and Cognos Connection.
* Designed and Developed Reports using Crystal Reports
* Responsible for developing, implementing, validating, maintaining, and supporting HRIS applications in order to support business operations while complying with internal procedures and meeting established timeframes
* Defined requirements to automate the daily imports from PeopleSoft into the Phoenix system.
* Worked with Peoplesoft administrators to define the different security groups needed for different roles.
* Reviewed requirements and answered questions from off-shore testing groups to test key functionality changes with the upgrade.
* Used Cognos Connection for organizing, security, scheduling and distributing reports.
* Attended Workforce Connect training and assisted Timekeeper administrators with their functions such as reporting Genie and automating workflow approvals.
* Responsible for developing, implementing, validating, maintaining, and supporting HRIS applications in order to support business operations while complying with internal procedures and meeting established timeframes
* Worked closely with the vendor to define work rules for different types of exempt and non-exempt employees.
* Gathered requirements to build an interface that loads employee demographic and Peoplesoft specific data directly from the HR system. Employee data appears in the Workforce Timekeeper application within 20 minutes.
* Prepared Test plans which includes an introduction, various test strategies, test schedules, QA teams role, test deliverables, etc.
* Used Test Director and Mercury Quality Center for updating the status of all the Test Cases & Test Scripts that are executed during testing process.
* Installed and configured Cognos BI and worked with Cognos BI modeling, Report Studio.
* Developed automated Test Scripts in Win Runner using Test Script Language (TSL) for Functional Testing, Regression Testing, Data Driven Testing, Usability Testing, and Verifying Specific content through using Checkpoints.
* Participate in the creation and maintenance of HRIS documentation including: processes and procedures, user guides, audit evidence, training/operating manuals and SOPs and UAT scripts when required documentation
* Met with the internal training team to review functional changes for their preparation of web-based training for regular employees and managers approving timesheets.
* Was a part of human capital management project and used UltiPro all through the project.
* Created end-to-end solutions using Ultipro that provides comprehensive features and serious business benefits
* Produced metrics, which provide management insight into the requirements process, to include, status, size, volatility, quality, effort, etc.- Visio, Rational Tools, Traceability Matrixes.
* Performed after Action/Post Milestone Reviews and quality reviews to ensure that developed software products met the business needs and are in compliance with RUP and CMMi 3

**Environment:** Windows XP/, Oracle, PL/SQL, MS-Project, MS-Office Suite, MS Visio, Rational Requisite Pro, Clear Case, Clear Quest, Business Objects, Business Intelligence,Congos , Crystal Reports MS Visual Source Safe, Test Director , Quick Test Pro (QTP)

**Universal Health Services (UHS**), **Las Vegas, NV Jan-2009-Sep-2010**

**Business Analyst**

The goal of this project was to assist UHS in the integration of their unemployment customer web portal and their in- house management portal that would provide a customized front to gain access to employers response notice of actions, limitations, application for benefits, register for work management tools, data exchange, online report tools, and real-time statistics.

**Responsibilities:**

* Liaison between the client and development team to support the client’s data analysis and reporting needs.
* Assisted HRIS team members in completing various data processing tasks by utilizing a variety of automated HR application systems and tools in compliance with defined deadlines and practices.
* Proficient in discussing and defining project, Gap Analysis with the clients from both a business and technical perspective.
* Provide current market, economic and technical information and updates as well as external changes impacting trading activities to customers.
* Gather requirements for the listed options risk management system, specifically for index options risk management spreadsheet. Defining requirements for product control and risk management end of day feeds.
* Wrote functional requirements and non-functional requirements based upon the approved business requirements by following UML processes and standard procedures for developing use cases, use case diagrams, and other supporting documentation.
* Developed various reports using Crystal reports and modified functionality of reports and formatted them to match exactly with the predefined styles.
* Engaged in analyzing requirements, identifying various individual logical components, expressing the system design through UML diagrams.
* Worked on Rational Rose to develop the use cases, class diagrams and sequence diagrams.
* Worked on Requirement Change Management System in Rational Requisite Pro.
* Setting up document hierarchy and standards to define different level of requirement using Rational Requisite Pro.
* Team lead representative for the HRIS group manpower issues and procedures
* Manage Scope and change throughout the SDLC process of the product.
* Created and delivered data driven Reports using crystal reports.
* Analyzed existing data and used tools available to successfully forecast the pricing models.
* Responsible for addressing, diagnosing, and resolving issues that arise on a day to day basis for the team. Also responsible for documenting the causes, analysis and final resolution to the issues/errors.
* HRIS report request delegation to HRIS staff
* Identified areas of risk exposure and loss techniques adopted.
* Developed detailed auditing and reporting of the current status and history of all components related to a product.
* Translated customer/clients needs into new features and new services.
* Develop process improvement projects by gathering and analyzing data.
* Define Key Process Areas for different Projects.

**Environment:** Rational Suite (Rose, Requisite Pro), Rational Unified Process (RUP), Windows XP/, Oracle, PL/SQL, MS-Project, MS-Office Suite, Crystal Reports ,MS Visio, MS Word, MS Excel

**Symantec, Mountain View CA Mar-2007-Dec-2008**

**Business Analyst**

E-Store is a customer facing ecommerce offers high quality sanitary products focusing on for male, female and baby. The goal of the project was to develop Web Based E-commerce site for purchasing healthcare, baby, and sanitary products. This application was developed for online buying transaction. It provides utilities for selecting products, payment modes and membership login for the discounts. The project was developed in ASP and the system is fully web enabled when a customer login and orders items by selecting from e catalogue, the data is transmitted to the application server, which in turn transmit to the process server and to the database server, accountabilities included procuring requirements for order management system.

**Responsibilities:**

* Performed requirement gathering & analysis by actively soliciting, analyzing and negotiating customer requirements and prepared the requirements specification document for the application using MS Word.
* Identified opportunities for business process improvement through various meetings with business users and developers and initiated efforts to make improvements.
* Developed the project plan with assistance from the management, and included provisions for project scope changes and issues and initiated efforts to make improvements.
* Conducted project kick off meetings with team members to explain roles / responsibilities, relationships with other groups, deliverables, timelines, assignments and status reporting.
* Created RUP activity diagrams and sequence diagrams to analyze the requirements and recommend solutions.
* Prepared scenarios, Use Cases & UML State Diagram for scenarios using Rational Rose.
* Prepare presentation slides in MS Project, which was extensively used in different JAD sessions and to track progress.
* Assisted the technical team in translating application functionality into application architecture.
* Participated in the bug review meetings, updated requirement document as per business user feedback and changes in the functionality of the application.
* Wrote Test Plans in MS Word for Manual Testing, System Testing, Integration Testing, Performance Testing, Regression Testing & reviewed their consistency with the business requirements.
* Clarified QA team issues and reviewed test plans and test scripts developed by QA team to make sure that all requirements will be covered in scripts and tested properly.
* Organized meetings to discuss outstanding issues with QA and developers.
* Wrote test scripts for User Acceptance Testing (UAT).

**Environment:** Rational Suite (Rose, Requisite Pro), Rational Unified Process (RUP), Windows NT/XP/, UML, UNIX, MS-Project, MS-Office Suite, MS Visio, Mercury, WinRunner, Test Director