**Ritika Arora**

[**ritika.analyst1985@gmail.com**](mailto:ritika.analyst1985@gmail.com)

**940-442-1502**

**Professional Summary:**

* Sr. Business / System Analyst with 7+ years of experience in business process analysis/modeling, business requirements gathering, database design and development of Web Based, and Client/Server applications.
* Proficient in business process modeling, documentation, and testing using Rational Suite (Rational Rose, RequisitePro, SoDA, ClearQuest, Robot) as well as MS Visio and MS Project in combination with UML 2.0 diagramming techniques.
* In-depth knowledge of creating use case, activity, logical, component and deployment views with rational tools to extract business process flows and workflows thereby helping development and quality assurance teams in understanding the requirements.
* Experience in developing, Customizing Interfaces and Data Conversion programs using SQR, Application Engine and Component Interfaces for HR, Benefits, and Payroll modules.
* Proficient in Microsoft systems including: Windows, Project, Word, Excel, PowerPoint, Access, Outlook/Exchange, and FrontPage web design; AS-400 systems (mainframe).
* Expertise in broad range of technologies, including business process tools such as Microsoft Project, Primavera, Promodel, MS Excel, MS Access, MS Visio, technical assessment tools, MicroStrategy Data Warehouse Data Modeling and Design.
* Extensive experience working with vendor e-commerce tools like Microsoft commerce as well as helping construct and integrate in-house ecommerce applications.
* Strong knowledge on the Systems Development Life Cycle (SDLC), Rational Unified Process Methodology (RUP), RAD, SWOT, and CRM.
* Results-oriented Joint Application Development (JAD) Facilitator and meetings coordinator with excellent interpersonal skills
* Strong expertise supporting CRM, HRIS and multiple proprietary business systems
* Analytical, methodical, and resourceful approach to problem solving, identifying and documenting root causes and corrective actions
* Proven success as a business analyst through the years, providing a well-balanced understanding of business relationships, business requirements, and technical solutions.

**Education:**

BS in computer Science

**Software/Hardware:**

OOAD (OOA/OOD), RUP, UML, SDLC, Waterfall, QA, WAP,CVS,TEAMMATE, MS Access, SQL Server, MySQL, PL/SQL, Oracle

DBA, Windows 98/2000/XP, basic UNIX, HTML, basic DHTML, basic XML, MS Office Suite-Excel Macros, Project, Visio, Adobe

Photoshop, Flash, Rational- Rational Rose, Rational XDE, DOORS, RequisitePro, CaliberRM, Crystal Reports, various NIKU

products, C, C++, Sharepoint, Docushare, BASIC, Intermediate level-Visual Basic

**Professional Experience:**

**Capital One, Richmond, VA**

**Jul 2012 - Present**

**Lead Business Analyst**

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.

**Responsibilities**

* Involved in interactions with Subject Matter Expert, Project Manager, Developers, and the end-users in more than one JAD sessions. MS Project proved useful in coordinating activities with project manager and various other teams.
* 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.
* Gathered requirements to upgrade the Time and Attendance system from a client server to a web-based application with three methods of time entry; Time Clocks, Web and Teletime IVR.
* Analyzed UltiPro software features and developed high-level requirements and preliminary scope statement for customization of company UltiPro employee web portal.
* Adjust workforce requirements based on changing/dynamic call volume patterns to manage work shifts.
* Develop complex standard and ad-hoc reports and queries for analysis, controls, and/or reporting using Workday HR/Payroll systems.
* Liaison with all Finance groups, Legal, IT, HR and Store Operation departments to maintain integrity of data and system setup to ensure pay and distribution accuracy.
* Responsible for Accountable for providing statistical information from each call center site to Workforce Manager utilizing historical data and forecasting results.
* The interfaces and the technical aspects of the applications were built on AS/400.
* Work with PeopleSoft/IT and Payroll Staff to ensure PeopleSoft payroll programming meets business requirements and updated as operational and legal needs dictate
* Integrates HRIS information to enhance Talent Management (TALEO).
* Provide expertise in the business processes re-engineering and improvement supported by the Workday application
* Provides innovative methods to offer efficient and effective HRIS information and processes.
* Manages all aspect of HRIS systems, including manual data entry and Manager/Employee SS.
* Project leader for implementation and enhancements for HRIS systems.
* Developed Enable strategy and capabilities including resource and capacity planning to grow the practice with expertise in Workday organically and through other models.
* Manages and engages HRIS team. Provides training and development processes.
* Create a workforce management calendar to track mailings, large scope training events and any significant event that impacts volume or capacity.
* Identifies training needs for HRIS systems and develops training tools
* Conducted periodic audits and testing of PeopleSoft system to ensure payroll calculations meet business and legal requirements
* Lead activities relating to analyzing, testing, PeopleSoft Tax Updates, Bundles and Service Packs to maintain compliance
* Collaborate with functional users and technical resources to develop and redesign business processes that align with the delivered functionality within PeopleSoft
* Participate in discussions and team meetings for improving the efficiency for data conversion and global template solution. Training end users for using the Workday HRIS system through workshops.
* Worked closely with developers to define time calculations for regular overtime and special overtime pays.
* Works with key users and the HRMS Technical Manager to prioritize and schedule issues resolution.
* Reviewed the Functional Requirements of the COTS products and evaluated the integration of COTS with the existing system.
* Ensured information captured in Workday HR was calculating correctly.
* Conducted monthly payroll audits - validating Oracle HR data against ADP Payroll data Liaison with Payroll, Benefits, Stock Administration and HR Business Partners to ensure data integrity and timely reporting of information Compile the statistical information and prepare reports relating to payroll, recruiting, compensation, training, employment etc. utilizing the HRIS systems.
* Reviewed requirements and answered questions from off-shore testing groups to test key functionality changes with the upgrade.
* Attended Workforce Connect training and assisted Timekeeper administrators with their functions such as reporting Genie and automating workflow approvals.
* 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.
* Conducted UAT to confirm that all derivative products can be successfully processed through stages of the trade life cycle
* Extensive knowledge of employee benefit laws and regulatory requirements; experience working with vendors to update SPD’s; experience administering FMLA, disability, and workers’ compensation leaves
* Met with the internal training team to review functional changes for their preparation of web-based training for regular employees and managers approving timesheets.
* Provide functional, testing, and issue management support for the Reporting module of Workday, including review, testing, and training during updates.
* 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/2000, Oracle, PL/SQL, MS-Project, MS-Office Suite, MS Visio, Rational Requisite Pro, Clear Case, Clear Quest, MS Visual Source Safe, Test Director 7.6, Quick Test Pro (QTP)

**Govt. of Georgia, Atlanta, GA (Dept of Education and Human Resource)**

**Nov 2010- Jun 2012**

**Sr. Business Analyst**

Responsible for planning, organizing, directing and tracking of integration projects for the Department of Education and the Department of Human Resources. Publish Project Charters, Statements of Work, Communications Plans, Project Plans, Status Reports, Issues Logs, Business Requirements and Technical Design documents.

**Responsibilities:**

* Designed the business requirement collection approach based on the project scope and SDLC Methodology.
* Used XML for building and parsing of Application Configuration file.
* Conceptualized primary process flow diagrams using Microsoft Visio and CaseWise tool sets.
* Liaison between customer and business as usual team, Project Requests, SOW, business & work flow Analysis, Design, Resource Allocation, Executed project Plan.
* Dedicated to new workforce ideas and employee training strategies.
* Create and approve Functional Design specs incorporating Workday research and proof of concept of reports and calculated fields
* Learned and performed daily Taleo data loads for users.
* Maintained and modify existing Workday integrations.
* Conducted interviews with key business users to collect requirement and business process information.
* Comprehensively work with requirement gathering for Enterprise reporting system using RequisitePro.
* Designed and developed all Use Cases and UML models using Rational.
* Developed Sequence Diagrams, OOD using UML.
* Established a business analysis methodology around the RUP (Rational Unified Process). Helped develop use cases, project plans and manage scope.
* Developed strategic partnerships with the business unit to develop a solid knowledge base of the business line, including the business plan, products, process and revenue streams.
* Created Workday report development and build standards documentation
* Played a key role in the planning, testing, and implementation of system enhancements and conversions.
* Lead multiple project teams of technical professionals through all phases of the SDLC using technologies including Oracle, Erwin, Data Stage, Data Warehousing, Web sphere and Cognos.
* Responsible for quarterly Workday Upgrade testing
* Conducted current state study which included data collection methodologies, data quality and data integration problems, data storage and infrastructure related issues.
* Developed business process flows, Use Cases, and other documentation for the trading model while coordinated with Development Team in translating business requirements into design specifications for expansion of loan securitization business.
* Involved in design of Operational Data Store (ODS) to facilitate ease of data warehouse loading Established documentation regarding data warehouse best-practices in the areas of information requirements gathering and DDW/ETL
* Used Rational Clear Case and Clear Quest as Configuration Management and Change control tools.
* Performed User Acceptance Testing (UAT).
* Full knowledge of most phases of the Systems Development Life Cycle.
* Ability to work with all members of the project team, following the project through the Systems Development Life Cycle and ensuring business objectives are met (extensive Project life cycle experience).

**Environment:** Windows NT 4.0, Erwin, XML, Visual Basic, SQL, Dbase3, DOS and UNIX Sequential Files, MS Office (Word, Excel, Access, Project, PowerPoint, Outlook), .Net, HTML, ERWIN,GIS Tools.

**State of New York, New York, NY**

**Feb 2008- Oct 2010**

**Business Analyst/ System Analyst**

Participated in the design, development and testing of Integrated Human Resource System (HRIS). This HRIS system is developed to automate the maintenance of Human Resources related activities for all the employees working in State of NY. This system integrates all the functions of Human Resource Department and caters to effective management of by regulating all the processes involved. This system comprises of modules like MPR (Manpower Management and Recruitment), PA (Personal Administration), CD (Career Development), Promotion, Appraisal, Training, Compensation, Benefits, JADE Etc. . This system allowed an employee to fill their timesheets online. At the end of the month, the timesheet can be electronically sent to their supervisor for approval and after which it is electronically sent to the university's payroll processing department thus reducing time, paper and make the entire payroll process much more efficient and faster.

**Responsibilities**

* Responsible for understanding the current process and developing potential workflows for distribution of New Issues
* Responsible for identifying various business needs and requirements and presenting them to the user.
* Developed the process for implementation of these requirements.
* To develop test scripts and test cases for various releases of the project.
* Used intermediate staging environment for HRIS analytical reporting needs, and existing data provisions. Used HPW power query to develop reports from new database
* KPI Dashboard application development for transportation and planning executive review, quantifying the cost of inventory/ transit discrepancies.
* Consulted with Workday specialists and HR administrators on need and design.
* Created simplified templates for market analysis using the available data and mapping it to the data elements in the HRIS systems.
* Fulfilled business objectives including implementation, administration, support and documentation for HRIS System
* To Develop Business Requirement Document and Use Cases.
* Participate in discussions and team meetings for improving the efficiency for data conversion and global template solution. Training end users for using the Workday HRIS system through workshops.
* Design and development of major “Dash Board” software application.
* Identified internal and external system requirements, design and configuration set-up, also created User Documentation and conducted training classes.
* Used Visio to develop Use Case diagrams, Activity Diagrams and Sequence Diagrams.
* Analyzed and discussed the business and functional requirements for the application under construction.
* Worked with the quality assurance team so as to test different releases and to develop test plans and test cases.
* Testing platform and the Workforce Management (WFA) system; allowing for the processing of both Local Service Request (LSR) and Access Service Requests (ASR).
* Conducted training sessions for the end users and documented various training manuals.
* Involved in the system workflow analysis and contributed to the overall work flow diagram for the website.

Environment: -Load Runner, ASP.NET, Windows NT /2000, SQL, MS Word, MS Excel, Ms-Visio, Cognos BI, MS Project, Clear-Quest, Rational Test Manager, Lotus Notes R6 client, Notes SAS.

**Amazon.com, Seattle, WA**

**Oct 2006- Dec 2007**

**Business Analyst**

The systems allows merchants to create as many separate web stores as they want — and manage all the stores in one single, integrated account, maintaining one consistent set of operations and greatly improving efficiency. Each store can have its own product set,branding, look and feel, shopping rules, store-specific shopping carts and "my account" areas for customers. Within the different stores, the merchants can sell the same or totally different products, provide country-specific language and currency for each web store, and track and report on sales activities on each web store individually. All the while, the merchant maintain one integrated back office system to efficiently manage cross-store operations and consolidate all ecommerce business activities.

**Responsibilities:**

* Conducted a needs assessment and a Gap Analysis to understand the shortcomings of the existing system and evaluated the benefits of the new system and generated workflows.
* Facilitate risk management workshops, recording risk and assigning risk for mitigation. Research and resolve system issues and perform application testing as necessary. Produce metrics reports from data derived from database as necessary for the project.
* Identified gaps and performed gap analysis with respect to CMS requirements
* Worked in cross-teams with Business and Functional Analysts to identify process improvement opportunities.
* Provide technical expertise as an early engagement to different modules and enhancements to access impacts and define scope.
* Worked with other Functional Analysts to develop standards and establish processes for the creation and on-going maintenance of documentation related to configuration changes.
* Pivotal role in the creation and maintenance of the National Workforce Website and a SharePoint site for the standard operating procedure library for call center sites.
* Updated data dictionary user-defined attribute definitions in the metadata repository.
* Performed Business Process Analysis and documented Process Design Document (PDD) to capture the end-to-end flow of processes in Sales and Distribution.
* Updated tickets with status and sent email notifications timely and accurately.

**Environment:** RUP, Rational Requisite Pro, Rational Soda, Rational Rose, Rational Clear Case, Rational Clear quest, Java, VISIO, Oracle 9 , Sybase , SQL.