**Roja Rallabhandy**

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**Summary of skills:**

* Overall 8 plus years of experience with implementation and integration strategies within a team oriented environment, utilizing quantitative and qualitative analytical skills.
* Good Business knowledge of Credit Card services, Insurance, Private Banking, and financial knowledge like **Financial Statement Analysis, Asset Liability Management, Stock and Bond, Equity, Derivatives , Mutual Fund, Portfolio management.**
* Good understanding of Front Office operations, Back Office operations in trading environment.
* Comprehensive knowledge and experience in all facets of Software Development Life Cycle (SDLC) with business process models: **Waterfall, Rational Unified Process (RUP), Agile (SCRUM and XP) methodologies**
* Extensive **experience in gathering and analyzing Requirements, , Business Requirements Document (BRD), Product Requirement Documents (PRD) Functional Specification Requirement (FSR) and Use case Specifications**
* Involved in determining project scope, requirements and maintaining project documentations.
* Adept in creating **Narrative Use Cases, Use Case diagrams, Business Process flows, Sequence Diagrams, Activity Flow Diagrams and other related UML diagrams. Extensive experience in using of MS Visio and Sybase Power Designer.**
* Adept in Developing Wire Frames and Mock up Screens using MS Power Point.
* Maintain Requirement**Traceability Matrix** to ensure that all Functional Requirements are addressed within Project Charter and Business Requirements.
* Involved in conducting **GAP Analysis, Impact Analysis, SWOT analysis and Cost benefit analysis, Return on Investment analysis (ROI).**
* Strong Experience in conducting **User Acceptance Testing (UAT) and documentation of Test Cases**.
* Expertise in designing and developing Test Plans and assisting in Test Scripts.
* Excellent facilitation skills in conducting surveys, questionnaires, interviews, brainstorming and **Joint Application Development (JAD) sessions**.
* Identify issues, managing risks and plan to mitigate the riskswith management team. Ability to formulate and implement recommendations/solutions.
* Ability to **manage (Multiple) project** tasks with changing priorities, preparing project plans and Work breakdown structure. Experience working with MS Project.
* Strong Business acumen, **strategic thinking, communication, interpersonal and presentation skills**.

**Education qualifications:**

Master of Business Administration - Leon Hess Business School, Monmouth University - NJ USA

Master of Science (Microbiology) - Acharya Nagarjuna University - AP INDIA

**Technical Skills:**

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| **Methodologies** | SDLC, Agile, Rational RUP, OOAD, Waterfall, Scrum |
| **Business Modeling Tools** | UML, MS Visio, Power designer, Rational Rose |
| **Databases** | Oracle |
| **Operating System** | Windows 2010, Windows XP/2000 ,Vista, UNIX |
| **OS/Platforms** | Unix (HP, SCO, Solaris 2.0, AIX), Windows 9X/NT/2000/XP |
| **Programming Languages** | C, C++, Java/J2EE, .net, SQL |
| **Applications** | MS Office, MS Excel, MS Word, MS-Project, MS Power Point, Outlook |
| **Project management tools** | Microsoft Project 2007 |
| **Tracking tools** | Caliber RM, HP Quality Center 9.0,10.0, CA Unicenter |
| **Accounting tools** | Quick books, Peachtree |
| **Additional Skills** | XML, Web Server and Middle ware technologies |

**Professional Experience:**

**Barclays Bank, Wilmington DE July 2012-Till Date**

**Business Analyst**

Barclaycard US is a member of Barclay’s group of Barclays Capital, Barclays Wealth, Barclays Commercial, offering world-class solutions to various segment partners. Service partners include many clients like Bank of Hawaii, LL. Bean, B.J’s, Barnes and Nobles, Harvard Master card, Sears. Responsible as a business analyst on multiple projects that included Bank of Hawaii partner launch, Harvard De-conversion and RCI partner launch, Sears Point of Sale Launch, Apple Barcode, William Sonoma File Feeds, along with several simplification projects like Production verification testing account simplification, Campaign Desktop Automation, Awards data Repository simplification. Responsibilities also include working on documenting requirements for production incidents and triage.

**Roles & Responsibilities:**

* Worked as a Primary Business Analyst for Sears Second Look Point of Sale Launch, Production Verification Testing accounts simplification, Apple, Harvard De-conversion project and worked with team of business analysts in Bank of Hawaii partner launch, simplification of Campaign Desktop, Awards Data Repository. Responsibilities include analyzing the Business requirements, performing gap analysis, understanding and documenting the data flows, creating functional requirements and involve in numerous discussions with Business.
* Lead**JAD sessions** to **elicit requirements** from **Business Users** to initiate systems development process**.**
* Create and manage project templates, use case templates and multiple process flows.
* **Prepare** all the **documents** &**facilitate review sessions** as per the in-house Solutions Delivery life cycle (SDLC) methodology and complied with the **corporate**&**regulatory laws**.
* Create & maintain**issues &action items list documents** and follow up with the individual business owners to ensure the timely response/completion of the action items.
* Participate in weekly meetings with the management team and walkthroughs for requirements.
* Maintain a **Traceability Matrix** to ensure that all Functional Requirements are addressed at the Use Case Level as well as the Test Case Level.
* Assist QA team with **Test Plans** and executing **Test Cases.**
* Plan and define system requirements supplementing with Wire Frames, defining Use Cases, Use Case Scenarios and Use Case Narratives using the **UML** (Unified Modeling Language) methodologies.
* Experience in reviewing Test Procedures, defining Test cases, reviewing and maintaining Test scripts, analyzing bugs, interacting with team members in fixing errors and **User Acceptance Testing (UAT).**
* Handle**Change Requests** by capturing them in the Change order/change management process available organizational templates & thoroughly analyzing them for the **impact on the existing requirements.**
* Experience in Agile methodology and creating user stories.
* Review and report the progress of the project during all the phases.
* Use**MS Office Suite** extensively (which included MS Word, MS Excel, MS Power Point, MS Visio, MS project) and HP QC for various documents and reports, facilitating meetings.
* Work extensively on **Problem management issues and production incidents** documenting in CA Unicenter tool.
* Analyze the root cause source, root cause type, severity, customer impacts and triaging of production incidents within Business Technology (BTG) team.
* Work extensively on the creating and maintaining the artifacts from project perspective.

**Environment: Microsoft Office Suite, MS Visio, MS project, Windows XP, SQL, ASP, Agile, HP Quality center, CA Unicenter.**

**Key Bank, NJ January 2011-June 2012**

**Business Analyst**

Key Bank offers a complete line of financial services, including personal banking, business banking, trust services and insurance services.The project **Home Equity Loan** Originating Solution is an end-to-end E-commerce Equity Solution for originating and funding of Loans. The solution is flexible, robust which integrates many components of web interfaces, document generators, workflow, and credit decision instantly and efficiently.

**Roles & Responsibilities:**

* Analyzed “**as-is**” process of the existing system and understood the “**to-be**” process and provided assessment document & created process flows.
* Lead **JAD sessions** to **collect requirements** from **business user** to initiate systems development process.
* Participated in design meetings and contributed towards creating **architecture diagram.**
* Created and managed project templates, use case templates, requirement types and **traceability matrix** in Requisite Pro.
* Performed **data mapping** by executing **SQL scripts** at the backend database level to ensure the correctness of the test results as the output was a combination of data from various databases.
* **Prepared** the project **documents** &**facilitated review sessions** as per the in-house SDLC methodology and complied with the **corporate**&**regulatory laws**.
* Created & maintained **issues & risk documents** and followed up with the individual owners to ensure the timely response/completion of the action items
* Participated in weekly meetings with the management team and walkthroughs
* Maintained a **Traceability Matrix** to ensure that all Functional Requirements are addressed at the Use Case Level as well as the Test Case Level.
* Assisted QA team with **Test Plans** and executing **Test Cases.**
* Planned and defined system requirements to Wire Frames with Use Case, Use Case Scenario and Use Case Narrative using the **UML** (Unified Modeling Language) methodologies.
* Experience in reviewing Test Procedures, defining Test cases, reviewing and maintaining Test scripts, analyzing bugs, interacting with team members in fixing errors and **User Acceptance Testing (UAT).**
* Handled **Change Requests** by capturing them in the available organizational templates & thoroughly analyzing them for the **impact on the existing requirements.**
* Worked on Agile methodology of SDLC with working on user stories.
* Defined and documented **test plans**, **test cases** and facilitated **system**, **functional**, &**UAT tests**.
* Reviewed and reported the progress of the project during all the phases.
* Used **MS Office Suite** extensively (which included MS Word, MS Excel, MS Power Point, MS Visio), & QC for various documents and reports, facilitating meetings.

**Environment: Microsoft Office Suite, MS Visio, Windows XP, SQL, PLSQL, XML, VB, ASP, Agile, Mercury Test Director, Win Runner, Load Runner.**

**Trade and Brokerage, Schwab Corporate Services, NY June 2009–December 2010**

**Business Analyst**

Charles Schwab is one of the nation's largest financial services, providers of securities brokerage, wealth management, and related financial and investment services. The project involved development of online financial bundle trading system. The application supports interaction between the public trader and the market maker. The system also includes a real-time order matching between offers in order to maximize the trader’s market surplus.

**Roles &Responsibilities:**

* Analyzed **requirements model** current business environment and produced cost effective redevelopment options for a system to capture property project details and calculate return on investment.
* Gathered and analyzed the requirements and converted them into **User Requirement Specifications** and **Functional Requirement Specifications (FRS)** for the designers and developers to understand them as per their perspective.
* Worked in Front and Back Office environments in the trading environment.
* Extensively involved in contacting the Executive Management Senior Management Project leads and Project Managers in the process of discussing and resolving technical and functional problems.
* Involved with teams for root cause analysis activities and data collection plans.
* Performed GAP analysis of AS IS and TO BE systems and modeled them for better understanding of the business process.
* Facilitated Joint Application Development **(JAD)** sessions to identify business rules and requirements and documented them in a format that can be reviewed and understood by both business people and technical people.
* Used Rational Requisite Pro for managing **the Requirement Analysis**.
* Used Rational Rose to carry out the Business Use Case Modeling and Business Object Modeling effort to develop the business architecture for rapid and controlled application development.
* Conducted meetings with users and other stakeholders to elicit, organize and document the requirements.
* Interacted with teams for troubleshooting break/fix of existing equipment and software related issues and installation of new equipment.
* Worked with business units to ensure organizational and team effectiveness and to help manage change initiatives.
* Enhanced the Test Cases by analyzing the Specification Documents.
* Created Traceability Matrix to ensure that all the requirements are covered by the test cases using HP Quality Center.
* Worked on on-shore/off-shore model. Coordinated with the off-shore testing team to ensure smooth functioning of the team.

**Environment:Windows, MS Office(MS Word, MS Excel, MS Power point, MS Visio), Front and Back office, HP Quality Center, Agile, SQL, SWOT analysis, GAP Analysis**.

**Liberty Mutual Insurance, NJ October 2008 – May 2009**

**Business Analyst**

Liberty Mutual insurance is a global insurer and provides Private and casualty insurance. Worked on Agent decommissioning,a multiphase project which dealt with different policy Systems like Point of Sale, Policy Management System, Lynx, where all the Agent information is stored.

**Roles &Responsibilities:**

* Performed **Requirement analysis** by gathering both functional and nonfunctional requirements based

on interactions with the Process Owners & Stakeholders, document analysis and represented in **Requirements Traceability Matrix (RTM)**using Quality Center.

* Coordinated JAD sessions to understand the user requirements and also their system’s implementation.
* Involved in **GAP analysis** around the identification of business rules, business and system process flows, user administration, requirements and assumptions.
* Assessed the flaws in the existing as-is system and made clear recommendations of **Business Process Improvements** and incorporated them in the future to-be system design.
* Experience in the Payment Process which  specifically provides support for Deposit systems that manages, plans, organizes, and controls projects which have a significant organizational impact; provides day-to-day support for very complex applications systems
* Coordinated team in bringing about **Business Requirements, Architectural Specifications, project Priorities and Functional Specifications**.
* Developed **Use Case diagrams, Business flow diagrams, Activity/State diagrams** and Sequence diagrams using MS Visio so that developers and other stakeholders can understand the business process.
* Used **MS Project and assisted Project Manager** in making Project Plan with necessary modifications.
* Worked extensively implementing**Agile development methodology** by dividing the application into iterations and working on each iteration through full SDLC.
* Defined testing objectives and verify requirements are testable.
* Designed and **implemented basic SQL queries for QA testing and Report / Data Validation.**
* Participated in User Acceptance Testing on the Business-to-Business Transaction testing.
* Responsible for **organizing the Quality Analyst (QA) walk through** to explain proposed changes.
* Coordinated with the test team to check **the weekly status and report the same to the project manager** and discussed project manager and other teams.

**Environment: MS Office, MS Visio, MS Project, SQL, Quality Center, Test Director, Rational Requisite Pro.**

**Wachovia, Houston, TX June 2007 – Sept 2008**

**Business Analyst**

Wachovia is a financial services company committed to **selling and servicing all the financial products needed by consumers**, small businesses, farmers and ranchers, non-profits, middle market companies, real estate companies and corporations. The current project under development ‘Funds Management Information System’ helps the clients efficiently in providing information about **funds, agents, analysis** and trading.

**Roles &Responsibilities:**

* Involved in various phases of the project which was implemented using the Rational Unified Process (**RUP**) methodology.
* Performed **Gap analysis** to compare the ‘**AS-IS**’ and ‘**TO-BE**’ models.
* Conducted **JAD sessions** and captured business specifications requirements.
* Documented and managed the captured requirements.
* Extensively designed **object diagram, class diagram, use case diagram, activity diagram, sequence diagram, component and deployment diagram.**
* Maintained the **Requirements Traceability Matrix** (**RTM**) for the project.
* Developed and documented Project Plan including **Milestone Plan**, assisted project manager in creating **RACI charts**.
* Used Rational Rose to create business **Use Case diagrams**.
* Involved in documentation of business constraints and assumptions.
* Assisted in **Defining, Validating and Refining procedures** in accordance with Capability Maturity Model (CMM) guidelines.
* Created **presentations** using MS PowerPoint for monthly meetings with upper management.
* Involved in **test strategies** and **test execution**.

**Environment:Microsoft Office Suite, Microsoft Visio, SQL Server, RUP, UML, Quick Test Pro, Test Director.**

**ICICI Bank, India April 2005 –February 2007**

**Business Analyst**

ICICI Bank (formerly Industrial Credit and Investment Corporation of India) is India's largest private sector bank and second largest overall. ICICI Bank offers a wide range of **banking products and financial services** to corporate and retail customers through a variety of delivery channels and through its specialized subsidiaries and affiliates in the **areas of investment banking, life and non-life in**surance, **venture capital and asset management**. To effectively manage the time and resources to serve different business users, project was planned to develop a system to automatically calculate and create a complete **investment management system** to guide and recommend the best possible investment opportunities to a large number of individual clients by carefully **analyzing their needs and measuring the risk** they were ready to take.

**Roles &Responsibilities:**

* Assisted in creation of Business Requirement, conducted **JAD** and **one to one** session with SME and Business Users.
* Analyzed the user/business requirements (**BRD**), functional specs (**FSD**) and Use Case System documents
* Application Development was achieved following **RUP** methodology.
* Served as a liaison between Clients and Technical Staff to resolve any conflicts.
* Conducted the **FRS and URS** reviews and walkthroughs with designers, developers and stakeholders. Also conducted feasibility and adaptability study.
* Involved in preparing **Test Plans** based on User Requirements Document (**URD/ BRD**) and prepared the **Test Cases** and Procedures.
* Utilized Clear Case application to store and track **test plans/cases/scripts**.
* Actively involved in User Acceptance testing (**UAT**) and **Training** to the end users.
* Assisted with change, issue, quality and risk management activities. Generated management reports on weekly and monthly basis.
* Categorized, prioritized and scrubbed requirements to manage project scope. Used customizable attributes such as priority, status and difficulty for each requirement in order to organize and prioritize
* Performed **GAP** analysis during the conversion process.
* **Testing** for checking the **data flow** of the application using **SQL.**
* Facilitated **testing Defect** report meeting**.**
* Performed Functional, Performance, Regression, System &**Integration Testing**.

**Environment:SQL, MS Office Suite, MS-Visio, Windows XP/2000/2003, Rational Requisite Pro**.