**RUAN CORREA**

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**Professional Summary:**

* Business Systems Analyst with over 8+ years of experience in **Healthcare, Insurance and Financial services**.
* Expertise in understanding and supporting the client with requirement gathering, analysis, design, testing and user training.
* Extensive experience in Business writing skills in writing **Business Requirements Document (BRD), System Requirement Document (SRD), Use Case Specifications, Functional Specifications** across the Deliverables of a project.
* Expertise in all phases of **SDLC (Software Development Life Cycle)**, and methodologies like **RUP (Rational Unified Process) and Agile**.
* Extensive Experience in developing **Use Cases, Use Case Diagrams, Activity Diagrams and Sequence Diagrams**.
* Proficient in gathering business requirements and performing **GAP analysis, Impact Analysis, SWOT Analysis, Cost Benefit Analysis & Risk Analysis and Business Rules**.
* Participated in extensive JAD sessions with the stakeholders and the project managers by conducting personal interviews, Questionnaire, Brainstorming to get a better understanding of client business processes.
* Expertise in **broad range of technologies**, including business process tools such as Microsoft Project, MS Access, MS SharePoint and MS Visio.
* Experience in leading team of Business Analysts and coordinating team efforts. Maintained a close and strong working relationship with teammates and the management.
* Facilitated **User Acceptance Testing (UAT)** with the stakeholders and the business users as well as trained users to use the system configured.
* Excellent skills in **Business Modeling and Use Case Development using UML methodology**.
* Good time management and interpersonal skills, which helps in conducting project meetings, reviews, walkthroughs, and customer interviews according to the varied needs of the people involved.
* Excellent verbal/written communication skills and strong analytical abilities and can perform well both independently and as a team player.

**Technical Skills:**

Requirement Management Tools: Rational Requisite-Pro

Business Modeling Tools: Balsamiq Mockups, Pencil Projects, MS Visio

Project Methodologies: RUP, Waterfall, Agile, Scrum

Utilities: MS Office Suite, Snag IT, Camtasia Studio

Operating Systems: Windows Vista98/XP/2000

Content Management: MS SharePoint

Quality Standards: CMMI, Six Sigma

**Professional Experience:**

**State Farm Insurance Co, Bloomington, IL March 2013 - Present**

**Business Systems Analyst/** **Project Coordinator**

State Farm is a group of insurance and financial services companies in the US. The company also operates in Canada. State Farm is one of the largest insurance companies in the US. Take care of Business Events Management services which include- changing customer profile, ordering auto insurance ID cards and modifying the load provider details. Implemented an integrated RUP solution with complete line of traceability for all the artifacts of web development projects

**Responsibilities:**

* Interact with the stakeholders to get a better understanding of client business processes and gather business requirements.
* Identify**research, investigate, analyze, defined and document** business processes.
* Assist with user testing of systems, developed and maintained quality procedures and ensured that appropriate documentation was in place.
* Responsible for identifying and documenting business rules, created detailed requirement documents and **conducted User Acceptance Testing**.
* Develop the **test plan**, **test conditions and test cases** to be used in testing based on business requirements, technical specifications and/or product knowledge.
* Assist PM in creating, writing, and developing the **Business Case and Use Cases**.
* Gather business requirements from stakeholders and create **Business Case Documents (BCD)**, **Business Decision Documents (BDD)** and **Data Flow Diagrams (DFD)**.
* Interact with users to gather business knowledge and transform them into document requirements, business scenario and business rules.
* Develop and drive the business vision for what **Business Event Management (BEM)** will look like at State Farm.
* Building awareness of **Business Event Management (BEM)** and **marketing** its value to other DCs and business areas.
* Update the **Business Communication Strategy and Tactical Plan for Business Event Management**.
* Work closely with the project manager to create a project charter.
* Act as a **Single Point of Contact (SPOC)** for any new **Development Center (DC)** grouping.
* Work on Solution **Definition Artifact Package (SDAP)** and gathering the deliverables for **Change Advisory Bureau (CAB)**.
* Work closely with the project manager in budget allocation and resource allocation.
* Facilitate meetings **(JAD sessions** or requirements workshops).
* Work closely with the Business Sponsor to prepare a bi-weekly report for business leadership.

**Environment:**MS Project/Visio, Waterfall, Agile, XML, Quality Center, Visual Studio

**J P Morgan Chase, Dallas TX December 2010 – February 2013**

**Business Systems Analyst**

J P Morgan Chase has one of strong base at Dallas, Texas with main focus on mortgage. The projects at JPMC mainly dealt in mortgage initiation process and letter creation & sending automation process. These project involved consolidating multiple mainframe mortgage platforms into a single servicing platform – the new Home Mortgage servicing application called MSP – a COTS product which we customized and implemented working with the vendors such as Lender Live and Venture. Along with this conversion, multiple interfaces beyond the Retail Lending Servicing line of business must be changed to support the new environment, which includes all applications that participate in Enterprise Releases. Also involved in converting all WaMu/EMC Mortgage related loans into the Chase’s MSP system as part of the merger activity.

**Responsibilities:**

* Work with all stakeholders and contributors to identify, prioritize & coordinate continuous process improvement activities.
* **Develop and maintain the Project Schedules, including Deliverables, Milestones and Resource Assignments**
* Provides regular status updates, recommends strategic and tactical direction and investments, and escalates unresolved issues to senior Procurement personnel.
* Created business cases, strategies, communication plan, tracking & reporting variables
* Project life cycle management utilizing PMBOK Methodology and concepts
* Led in implementing/applying standard processes for scope/change management, risk management, issue management, quality assurance and project communications
* **Coordinated action plan, meetings and analysis regarding topics, often including key business stakeholders and senior management**
* Ensured project close effectively through production turnover, documentation of learning and provision of feedback on project resource performance
* Coordinate **Risk Management** (establish monthly risk management reviews, record risks and mitigation strategies, ensure risk management strategies are implemented )
* **Involved in project budgeting, project resource planning, project scheduling, risk analysis and management.**
* Actively participated in task planning, project status reporting, progress meeting coordination, project documentation
* Worked extensively on click stream analysis, on site search, development of repeat customer business, site performance-general stats (i.e. visitor info, sales, etc), customer funnel analysis, category and merchandise performance (top/bottom categories, products, brands, etc.)
* Assessed the status of the organization to determine the scope of the application.
* Developed Process flows, Business rules, Page flow and User Guides.
* Created a vision document to explain user demographics, profiles, environments and requirements.
* Created a Business Glossary that defined the terms used during modeling.
* Designed business models that served to identify requirements and communicate information between teams.
* Defined business use cases and activity diagrams to represent different workflows and associations.
* **Involved in creating Business Flow Diagrams, Dataflow diagrams, UML Activity diagrams, Sequence diagrams, and USE cases diagrams using MS VISIO.**
* Performed **GAP** and **Risk analysis** of existing system and evaluated benefits of new system.
* Utilized RUP to configure and develop process, standards, and procedures.
* **Created documentation for training and Help Desk teams.**
* Implemented and monitored Individual Development Plans focusing on total performance, including both quality and productivity.
* Created reports for business analysis purposes using Crystal Reports and Microsoft Excel.

## Environment:Agile, MS SQL Server, Visio, MS Word, MS Power Point, MS Excel, MS Project, SharePoint, Microsoft Office Suite, Quality center.

**Mercury Insurance - Los Angeles, CA** **April 2009 – November 2010**

**Business Systems Analyst**

Mercury Insurance is one of the largest insurance companies in USA. This project dealt with an application that took care of online account services which included Bill paying, checking the bill history, changing customer profile, ordering auto insurance ID cards and modifying the load provider details. Implemented an integrated RUP solution with complete line of traceability for all the artifacts of web development projects

**Responsibilities:**

* Interacted with the stakeholders to get a better understanding of client business processes and gather business requirements.
* Identified, researched, investigated, analyzed, defined and documented business processes.
* Conducted **GAP Analysis** to derive requirements for existing system enhancements.
* Assisted with user testing of systems, developed and maintained quality procedures and ensured that appropriate documentation was in place.
* Responsible for identifying and documenting business rules, created detailed requirement documents and conducted **User Acceptance Testing**.
* Developed the test plan, test conditions and test cases to be used in testing based on business requirements, technical specifications and/or product knowledge.
* Created used cases using the **UML approach** and validated development using **SDLC Agile with Scrum**, to help the technical team during the development process.
* Part of the regression and **User Acceptance Testing**, worked in training and documentation of the new product release.
* Assisted PM in creating, writing, and developing the Business Case and Use Cases.
* Created business process workflow diagrams (Activity diagrams) in Rational Rose.
* Conducted JAD sessions to resolve issues pertaining to development and testing.
* Created Functional and Technical Design Specifications for different applications.
* Performed and coordinated **Unit Testing, Integration Testing and System Testing**.
* Coordinated and prioritized outstanding defects and enhancement/system requests based on business requirements, allowing sufficient time frame to ensure accuracy and consider deadlines.
* Monitored client expectations and conducted user interviews.
* Actively involved in client meetings to integrate their needs/requests. Execute their requests on questions regarding data issues.

## Environment:Agile, MS SQL Server, Visio, MS Word, MS Power Point, MS Excel, MS Project, SharePoint, Microsoft Office Suite, Quality center.

**Kmart - Troy, MI September 2007 - March 2009**

**Business Systems Analyst**

Kmart is a chain of discount stores; chain acquired Sears in 2005, forming a new corporation under the name Sears Holdings Corporation. It is the third largest discount store chain in the world, behind Wal-Mart and Target. I was responsible for business analysis/ technical supporting Kmart BME & payment technologies. To efficiently cope up with the increasing needs of its customers, Interactive barcodes, On Track, retail tracking labels etc. products and thus relating projects has been planned to achieve an enterprise wide revenue assurance and to better to meet business and individual customer requirements efficiently.

**Responsibilities:**

* Functioned as the **primary liaison** between the business line operations and the technical areas throughout the project cycle
* Excellent working knowledge and understanding of **supply chain management and mailing industry** practices.
* Developed strategic partnerships with the business unit to develop a solid knowledge base of the business line, including the business rules (to-be and as-IS) related to access control, authorization, provisioning etc.
* Played a key role in the planning, requirements gathering & analysis, documentation, testing and implementation of the products.
* Assisted PM in project **planning, WBS and preparation of score cards, roadmaps**, identifying critical path if any and analyzing & working towards resolving the issues.
* Performed extensive **Requirement Analysis, Gap Analysis and risk analysis**.
* During the lifecycle of a project, lead the effort in gathering functional and non-functional requirements, As-Is and To- Be business rules by facilitating JAD sessions.
* Developed business requirement documents, functional/system requirement documents ,use cases, prototypes various presentations detailing the process ,design specifications in each phase of the application, which involved series of meetings with clients,USPS partners and engineers & testing team to verify the testability of the requirements and signed off on requirements
* Actively participated in analyzing the market research to get better knowledge on prevailing advanced products in market and also customer expectations, target customers.
* Assisted the programmers and SME’s (subject matter experts) acting as a liaison between them.
* Assisted in **formulating test cases**, **test plans, test Scenarios** for with the testing team to **streamline the testing process**.

**Environment:**MS Project/Visio, Waterfall, Agile, XML, Quality Center, Visual Studio

**IBM India – Bangalore, Karnataka (India) May 2006 - August 2007**

**Business Analyst**

I worked as a Business Analyst for external clients such as Telstra, Sigma-Aldrich and internal clients such as IBM GBS GD, IBM business transformation executives team.

**Responsibilities:**

* Interacting with key business users and geographically dispersed stakeholders.
* Extract, Analyze and understand business requirements, gap analysis, validate specifications and functional requirements with key users of clients’ ecommerce web and SAP systems (Learnt SAP system on job) and IBMs internal contractor invoice system.
* Build and document global process maps of clients and IBMs internal business process ("as-is" and future business processes).
* Use case modeling, act as a bridge between customer and implementation team, and write functional specifications of systems and interfaces.
* Supporting business and development team throughout implementation.
* Perform functional verification of customer delivery - Review test cases written by test specialists to check and verify if they met functional requirements. Execute functional testing and sign-off implementation of requirements before they were delivered to clients.

## Environment:Agile, MS SQL Server, Visio, MS Word, MS Power Point, MS Excel, MS Project, SharePoint, Microsoft Office Suite, Quality center.

**Reliance Communication Ltd – Mumbai, Maharashtra (India) July 2005 – April 2006**

**Business Systems Analyst**

RCOM is the world's 16th largest mobile phone operator with over 150 million subscribers. Established on 2004, a subsidiary of the Reliance Group. The company has five segments: Wireless segment includes wireless operations of the company; broadband segment includes broadband operations of the company. I was working on online bill generation and bill payment.

**Responsibilities:**

* Involved in writing Test Plans, Test Cases and Test Scripts.
* Worked with batch jobs and validated the reports.
* Worked with SPUFI and QMF to test the DB2 database and File-aid to work with files.
* Participated in System, Regression and Acceptance Testing.
* Worked with all levels of management and resolved the issues found.
* Gathered requirements from end users of all the regional offices and business units and prepared Business Requirements Documents (BRD).
* Analyzed Business Requirements and create Workflow diagrams.
* Developed use cases and activity diagrams to model process

## Environment:MS SQL Server, Visio, MS Word, MS Power Point, MS Excel, MS Project, SharePoint, Microsoft Office Suite, Quality center.

**Education:**

**Bachelors of Commerce (Specialization in Business Management), 2005**

University of Mumbai (Mumbai, India)