**Samrat Legha**

**Phone: 234-702-1142 Email: leghasamrat@gmail.com/**

[**leghas@aafes.com**](mailto:leghas@aafes.com)

**Summary:**

MBA-MIS with more than 5 years of diverse experience in functions for complex software projects in distributed Client/Server and Web applications through all stages of the Software Development Life Cycle, Business Analysis and Interaction Design, with emphasis on Business Analysis and Quality Assurance of application software. Have also developed excellent professional skills, by working independently and as a team member in designing, developing, and implementing innovative business process and system solutions using new approaches, technology and training for different applications. Extensive experience in gathering system requirements, defining business processes, identifying risks and Impact analysis, UML modeling, Sequence and Activity diagrams. Exposed to all phases of software development life cycle including in-depth knowledge of Agile and Waterfall.

**Technical Skills:**

**Operating Systems:** Windows, UNIX, Linux, Mac

**Languages:** C, SQL, PL/SQL, PASCAL, JAVA

**Databases:** Oracle 8i/9i/10g/11g, MS-SQL Server 7.0/2010, MS-Access

**Testing:** QTP 9.2, QTP 9.5, QTP 10, QTP 11.0, Manual Testing.

**Bug Tracking Tools:** Jira, Quality Center 9.2, QC 10, Microsoft Test Manager

**Project Management Tool:** MS Project, MS-Office

**Business skills:**

• Requirements Gathering

• Business Processes research, analysis & documentation.

• Use Case Modeling & Analysis

• Functional Requirements gathering

• Project Management

• Gap Analysis & Impact Analysis

• Report Generation.

**Professional Experience:**

**AAFES, Dallas, Texas July 3- Till Date**

**Business Analyst**

Working on creating an online store built on ATG Commerce platform that will make it easy for customers to find what they are looking for, inspire them with creative ideas, and convince them to complete their online transactions. The client wanted a robust ATG commerce platform as the foundation for a scalable Web business.

**Responsibilities:**

* Gathered initial requirements by doing a code walkthrough and studying the existing systems
* Interviewed SME’s (Subject Matter Experts), asking detailed questions and carefully recording the requirements in a format that could be reviewed and understood by both business people and technical people.
* Adopted Iterative waterfall method for the project and started writing and building on Use case and Test cases and building the Traceability Matrix
* Coordinating the design efforts by the off-shore team and reviewing the detail design and overseeing the development initiative.
* Actively involved in walkthroughs and meetings with development team to discuss related issues.
* Interacted with the QA team and set up Test bed for the Project
* Authored progress and completion reports which were then submitted to Project Manager on a weekly basis.
* Used Activity diagrams to identify different use cases in the business flow
* Conducted **risk assessment** meetings with DBAs, developers, QA Analyst and Project Manager to identify **assumptions** based on gathered requirements and business rules
* Scheduled meetings with developers, Architects, Engg Managers and QA Analysts to collaborate resource allocation and project completion
* Coordinated for system, Integration and **Regression testing.**

**CVS Caremark, Richardson, TX Jan 15- June 17**

**Business Analyst**

CVS Caremark is one of the nation's largest retail pharmacy chains, with over 7,000 stores across 41 states. CVS Caremark provides pharmacy services through it’s over 7,000 CVS/pharmacy and Longs Drugs stores. one of the nation's leading pharmacy benefit management (PBM) companies, provides comprehensive prescription benefit management services to over 2,000 health plans, including corporations, managed care organizations, insurance companies, unions and government entities.

**Responsibilities:**

* Integral part of the team assigned the task of carrying out certain project management responsibilities and thus obtained a grasp of the entire project.
* Ensured timely completion of project tasks and deliverables with a high degree of quality by prioritizing tasks appropriately and resolving issues along with the project manager.
* Facilitated questionnaire sessions to identify business rules, requirements and **document** them in a format that can be reviewed and understood by both the business users and technical team.
* Followed a structured approach to organize requirements into logical groupings of essential business processes, business rules, and information needs, and insured that critical requirements are not missed.
* Analyzed Risks involved during the different phases of the project by conducting **SWOT** analysis to increase the breadth of risks considered and presented ways to mitigate the same.
* Did statistics, numerical and **GAP analysis**
* Worked on Business Object Architecture for generating reports.
* Analyzed and redesigned the inventory control system by preparing as-Is workflow and To-Be workflow diagrams.
* Designed preliminary interfaces for **user acceptance.**
* Translating the requirements obtained during the requirements gathering phase to the development team and was responsible for the tradeoff of requirements not feasible for the project.
* Creating **Use Cases** from the list of requirements. Followed the UML methodology to generate Activity Diagrams, Sequence Diagrams, Class Diagrams and Collaboration Diagrams.
* Reporting the bugs in Jira, interacting with the developer for resolving the same and retesting the resolved bug.
* Involved in deploying the software from the testing environment to the live environment
* Thorough **documentation** of the entire testing process along with all its activities. Provided Training to more than 14 service clerks and 23 procurement personnel for the use of e-Form tool.

**Capgemini technology services India limited, Pune June 12- Dec 13**

**Assistant Business Analyst**

Aligned with Quality Assurance, Software Developers, Security, and Business Partners to follow standards and methodologies. Translated business requirements into solutions while considering people, data, process and technology.

**Responsibilities:**

* Elicited requirements for business applications and created Business Requirements Documents (BRD's)
* Documented functional specifications based on requirements and created flow diagrams
* Collaborated with on-site and off-shore developers and other analysts to implement functional specifications until achieving stakeholders' desired end results
* Coordinated and led training sessions to local and global users
* Prepared instruction manuals and developed and maintained operational and technical flow diagrams using Visio and PowerPoint
* Wrote test scenarios and participated in system testing

**VCustomer India Pvt Ltd, Pune Nov 10- May 12**

**Technical Support Engineer**

Provided technical support and customer service for VCustomer clients. As a Technical support engineer I was committed to diagnosing, reproducing, and fixing customer software and hardware issues. Troubleshooting included working with integrated vendor hardware, particularly Cisco. A majority of cases involved resolving LAN/WAN connection or routing issues. If requested, escalate the customer's case to a subject matter expert.

**Responsibilities:**

* Provided help-desk technical support for installation, integration, and maintenance on the Cisco routers, switches, wireless adapter, wireless camera, LAN to internal and external customers
* Resolved issues to meet customer satisfaction by keeping the customer updated on the case status while maintaining an action plan for the investigation and resolution life cycle of the case
* Researched solutions from various sources and applied documented procedures to resolve hardware and software issues for internal and external customers
* Troubleshoot network issues (TCP/IP, HTTP, SSH, DNS) to internal and external customers
* Analyzed key metrics to measure network product effectiveness
* Train new employees and explain protocols clearly and efficiently.
* Assist management with scheduling, service protocol improvements, and quality assurance.

**EDUCATION:**

MBA – MIS & Supply Chain

Ashland University, OH