Analytical, talented, focused, self-starter and accomplished **Business Analyst** with about **6+ years** of strong experience in the IT industry is seeking a Business Analyst position which will utilize and incorporate my current skills and experience, as well as expand them to assist the organization in being successful.

* Skilled in all phases of software development life cycle **(SDLC)** including requirements gathering, change control and management, analysis and design, development and testing
* Experience in Understanding User requirement specifications and converting them into system requirements, preparing Requirement Analysis, Functional Specifications design documents and **Software Requirements Specifications**
* Emphasis on requirements gathering through research, interviews, formal- informal **joint application development (JAD) sessions**, workshops and survey method with end users, SMEs, stakeholders, developers and software vendors
* Highly skilled in preparing **use cases, sequence diagrams, collaboration diagrams, activity diagrams, class diagrams, entity relationship diagrams using UML,** create **RFP**, **BRD, SRS, SOW, Scope and other related documents.**
* Skilled in **gap analysis**, process/system optimization and integration analysis, data analysis,**Feasibility Analysis, Risk Analysis, Business Process Flow, Workflow Processes, Project Delivery Management, Documentation, Cost Benefit Analysis**
* Good experience with **Information and Content Management** that includes planning, controlling and reporting of information activities in order to meet client objectives and to enable the delivery of information.
* Extensive experience in system/business requirements documentation, preparing software requirements and specifications, developing detailed technical and user manuals
* Experienced in preparing detailed project plans, identifying key milestones/tasks, managing the progress and leading the project to successful completion
* Experienced in creating test strategies for unit tests, integrated tests, system tests and acceptance tests
* Experienced and exposed to methodologies such as **Waterfall, Agile, Scrum, Rational Unified Process, Prototype Modeling and Rapid Application Development**
* Good experience in **Enterprise analysis and solutions** working in a team-oriented and collaborative environment.
* Knowledge of **DataManagement** and extraction of data from databases.
* Experience with **User Interface**, **UX design** and **Screen** design.
* Experience in developing **Wireframes** and **mock ups**.
* Experience with **PLM** to provide customer solutions.
* Domain experience in **e-services, financeoperations, upstream oil and gas, healthcare, insurance, claims, provider relations, customer service, product lifecycle management systems, web-developing business processes, quality assurance** procedures
* Experienced in using MS office applications for day to day activity, **MS Visio** for drawing flow diagrams and **MS Project** for prioritizing and managing individual tasks
* Experience in creating **test plans**, **test cases**, **defect tracking**, writing **Bug report** for system testing.
* Experience in **System testing**, **Black Box testing**.
* Experience writing **SQL Queries** for Data Validation and Data Integration.
* Demonstrated ability to work both in independent and team-oriented environments with well-developed organizational skills and excellent interpersonal skills
* Strong analytical and problem solving abilities with excellent oral and written communication skills

**TECHNICAL SKILLS:**

* **Operating Systems**: Win 95/98/NT/2000/XP
* **Business Modeling Tools**: Microsoft Visio, UML, Rational Rose,Cognos.
* **Project Management**: Microsoft Project, Microsoft Office(Word,Excel, PowerPoint), JIRA, SPIRA
* **Testing Tools**: Quality Center, QTP, Rational Clear Quest, Win Runner, Loadrunner
* **Version Control Systems**: Rational Clear Case, PVCS
* **Databases**: MS Access, SQL Server 7.x/2000, 2005,Oracle 8/8i, 10g
* **Requirement Management Tools**: Rational Requisite Pro
* **Reporting Tools**: Rational SODA, Crystal Reports
* **Business Intelligence (BI)Tools**: COGNOS
* **P****rogramming Language**: SQL, PL/SQL, Visual Basic, Java, J2EE dBase
* **Web Technologies**: HTML, XML, JavaScript, VB Script

**PROFESSIONAL EXPERIENCE:**

**Client: Windstream Communications, IA Jun 2014- Till Date**

**Role: Business Analyst**

Windstream Communications is a Telecommunication company. It provides services like High-Speed Internet, Home phone services, Digital TV packages, Small Business Support, Internet Solutions, Enterprise–class data, voice, network and solutions designed.

As a Business analyst in Windstream Communications I was heavily involved in different projects. Initial project, was to provide a consistent ‘Data Standard’ for FTTT (Fiber to the tower) circuit orders and provided the data in CSV file format of the FTTT devices to Info vista for SLA reporting as required by the Carrier Service Agreement. Next project, was to convert different billing systems used to an electronic payments system. Along with analysing and designing new enhancement requests on a daily basis.

**Responsibilities:**

* Gathered High-level Business requirements for new projects and conducted JAD sessions with users, marketing team to capture the requests.
* Developed and maintained information and documentation related to developing and modifying business processes and systems.
* Worked on UML diagrams such as Use Cases, Activity Diagrams, Sequence Diagrams and Collaboration Diagrams
* Worked with change request management on new enhancement requests and assigned it to the group responsible.
* Used **SDLC** (System Development life Cycle) methodology like Agile and Scrum.
* Provided data required in **CSV** file format for Business to view the data for SLA reporting.
* Helped QA team to review the stories using SQL for the scheduled releases along with Business user testing. Also, used SPIRA to keep track of incidents open during testing.
* Scheduled weekly demos with higher management, business partners and project managers related to the projects to review the changes and get approval.
* Worked and discussed the changes with change management to get approvals for the scheduled release.
* In coordination with other teams planned and verified monthly release changes using JIRA tool.
* Scheduled and designed the release process for monthly planned releases.

**Environment:** Microsoft Office Suite, Microsoft Visio, JIRA, SPIRA, UNIX, Windows, SQL, SQL Server, MS Project, SQL, PL/SQL, .NET, ASP.NET, Business Objects

**Wells Fargo, Eagan, MN Sep 2013 – May 2014**

**Business System Analyst**

The Commercial Card Fraud Team has determined that the database used to report and track Fraud cases will be migrated away from MS Access, and into the CCDMS data repository. This was achieved under two phases creating new CCDMS database under Fraud. Developing a front end GUI and developing corresponding reports. As part of BA responsibilities I was responsible to identify business and functional requirements and propose appropriate changes and drive them through the SDLC lifecycle.

**Responsibilities:**

* As a Business Analyst initiated and gathered and have written the requirements as required and whenever needed for business such as Business requirement document (BRD’S) and Functional Requirement Document (FRD).
* Provided solutions to corporate-wide business problems using automated systems.
* Provided technical expertise in identifying, evaluating, and developing systems and procedures that are cost effective and meet business requirements.
* Participated in transforming strategic expertise architecture and design principles into specific system requirements and specifications.
* Played and important role in finance organization, departments and also on financial tools like accounting principles, ETL.
* Documented business processes and analyzed procedures to see that they would meet changing business needs.
* Mapped current processes and offered recommendations for improvement.
* Act as the highest-level internal consultant within technology and business groups by re-engineering technical processes for greater efficiencies with significant impact to the business.
* Leading business calls to discuss to discuss the impacts of productions issues or release management efforts.
* Gathering User and Business level Requirements from SMEs from various departments and designed the functional specific requirement collection approach based on the project scope.
* Reviewed and approved business requirements documents and functional system design documents.
* Produced and presented detailed PowerPoint presentations to communicate application changes.
* Supported multiple business applications including Asset Movement, Account Management, Workflow and Corporate Requests.
* Create and got an approval on functional requirement documentation for Fraud and CCDMS changes
* Perform rigorous trend research and needs analysis; develop customized project-oriented plants to create sustainable solutions.
* Skillfully created and implemented multiple process/ change requests for review to determine cost, resource estimates and other requirements.
* Reviewd the overall test cases for CCDMS.
* Supported validation of technology releases and upgrades for the applications supported by the Automation Solutions Team during off- hour’s validation and post implementation support.
* Supporting User Acceptance Testing and writing or executing test scripts when needed.
* Participated in User acceptance testing (UAT), and created a user manual for easy transition of business users from every day manual processing to the newly established automated system.

**Environment:** Microsoft SharePoint, Microsoft Excel/Word/PowerPoint/Access, HP Quality Center 11, TOAD, and Windows 7.

**Client: Nationwide Insurance, Columbus, OH Sep 2012 – Aug 2013**

**Role: Business Analyst/Systems Analyst**

Nationwide is one of the largest insurance and financial services companies in the world, focusing on domestic property and casualty insurance, life insurance and retirement savings, asset management, and strategic investments. The company also provides third party administration services and disability management. GuideWire Claim Center is the project, which was undertaken to upgrade the current Claim System to track its claim for both their owned Policyholders and third party applications. The company offers various products for the business customers like Property, Liability, Business Income, Workers Compensation, Commercial Automobile and Commercial Umbrella.

**Responsibilities:**

* Gathered high-level requirement for all the external projects in a release.
* Involved in Risk Assessment for each project.
* Facilitated JAD sessions with SMEs and business analysts from other feeder systems for a detailed analysis and a better understanding of impact of various projects on each other.
* Negotiated with teams from projects to decide if modules should be implemented independently or parallel.
* Extracted data from Oracle database with MS Access, and performed SQL query, data analysis and verification.
* Involved in requirement gathering and database design and implementation of star-schema, dimensional data warehouse using Erwin. Configured the Data mapping between Oracle and SQL Server 2005.
* Review requirements and understand technical recommendations and constraints, and develop comprehensive and accurate functional specifications; Data Mapping, and process flows.
* Provided data modelling support for numerous strategic application development projects.
* Updated the impacted MS Access tables. Worked extensively with MS Excel and MS access. Analysis of business requirements and system requirements of the client and also for Property and casualty modules
* Maintained on-going technical assistance and provided help desk support to customer’s mainframe systems software that included problem determination and resolution.
* Authored various Use Cases and Activity diagrams, Sequence diagrams using Rational Requisite Pro and used UML methodology to define the Data Flow Diagrams (DFD).
* Used SDLC (System Development Life Cycle) methodologies like the RUP and the waterfall.
* Use Cases and other Process Flow Models were designed using Visio and Rational Rose.
* Created and managed project templates, Use Case project templates, requirement types and traceability relationships in Requisite Pro.
* Involved in Managing Data modelling project from Logical design and implementation of Sybase Database.
* Create and analyse Web metrics for business performance, dash boarding and scorecards
* Facilitated the User Acceptance Testing (UAT) with PEGA System Administrators and Business Users, documented any issues or defects and eventually got sign off from the right parties.
* Involved in generating Test cases for property and casualty Insurances for Different Levels of Business
* Designed and developed Use Cases, Activity Diagrams, Sequence Diagrams, OOD using UML
* Responsible for gathering requirements from users in operations group and performing data mapping for the application, confirm and vacillating the requirement at time of BA testing.
* Facilitated and led JAD sessions aimed at functional requirement walkthroughs for all the impacting projects and updated the documents based on recommendations (if any).
* Created UAT plans with several test cases for each project to ensure that the system runs smoothly after the proposed enhancements or changes have been made.
* Assisted the QA team in designing the Test Plan and Test Cases for User Acceptance testing.

**Environment:** Microsoft Office Suite, Microsoft Visio, UNIX, Windows NT/XP, SQL, Sybase, MS Project, SQL, PL/SQL, Business Objects

**CIGNA Health-Care Insurance, PA   Dec 2011 –Aug 2012**

**Role: Business Analyst- Healthcare claiming systems**

Cigna major service lines include workers compensation claims administration and healthcare management services, property and casualty claims management, class action services and risk management information services.

As a Business Analyst in Cigna I performed pivotal role in multiple projects & handling three releases at the same time. Release 1 & 2 was web-based service application developed for streamlining office workflow processes involved in Electronic Data Interchange (EDI) transactions and benefits in claims management cycle based on HIPAA Guidelines. Release three was based on reporting the policy premium. There were seven reports, which were generated in Brio portal.

**Responsibilities:**

* Helped in defining Change Management Process for Release Management Team.
* Mapped process flow; assess as-is a process through user interviews, data collection and analysis, design and evaluation of to-be process solutions.
* Prepared Business Object / Business Process Models that included modeling of all the activities of business from conceptual to procedural level.
* Worked on EDI transactions: 270, 271, 834, 835, and 837 (P.I.D) to identify key data set elements for designated record set. Interacted with Claims, Payments and Enrollment hence analyzing and documenting related business processes Used Test Director, PL/SQL for testing the application
* Designed and developed Use Cases using UML and Business Process Modeling.
* Consulted with healthcare insurance company to develop conversion specifications for other insurance Coordination of Benefits (including Medicare).
* Involved in Trizetto Facets System implementation, Claims and Benefits configuration set-up testing, Inbound/Outbound Interfaces and Extensions, Load and extraction programs involving HIPPA 837 and proprietary format files and Reports development.
* Developed data conversion programs for membership, claims, and benefit accumulator data - converted thirteen corporate acquisitions. Developed data field mappings. Provided programming and support for claims processing functions and auto-adjudication.
* Validated the following: 837 (Health Care Claims or Encounters), 835 (Health Care Claims payment/ Remittance), 270/271 (Eligibility request/Response), 834 (Enrollment/Dis-enrollment to a health plan)
* Identified gaps in the business process.
* Defined roles and responsibilities of participants in the business process.
* Developed and maintain information and documentation related to developing and modifying business processes and systems.
* Recommend system/process solution approaches to minimize risk and workflow impacts while capitalize strategic goals.
* Assisted process owners in process training and implementation.
* Streamlined the Restatement Financial Data Warehouse access review Process.
* Gathered requirements from users of the Clear Quest (CQ) tool for any Enhancements or change requests for any defects.
* Involved in Six Sigma process analysis.
* Planned and defined system requirements to Wire Frame with Use Case, Use Case Scenario and Use Case Narrative using the UML (Unified Modeling Language) methodologies.
* Led and conducted JAD sessions for requirements gathering, analysis and design of the system.
* Created context and workflow models, information and business rule models, Use Case and Object Models during the analysis using Rational tools.
* Designed and developed project document templates based on SDLC methodology
* Established RUP (Rational Unified Process) methodology and provided assistance in developing Use cases and project plans.
* Analyze business requirements and segregated them into Use Case Diagrams, Activity Diagrams, Sequence Diagrams, and OOD using Borland Together according to UML methodology thus defining the Data Process Models.
* Documented Requirements for Management Reporting out of Clear Quest using Crystal Reports.
* Worked as a CQ administrator by assisting customer with any issues and by running queries for ad-hoc reports for management team.
* Facilitated Change Control Board and Governance Board meetings and acted as a liaison between parties impacted by the change requests.
* Provided training on new features within CQ and prepared training materials like Quick Reference Guides and Job aids.

**Environment:** SQL, MS Office, UML, Visio, Clear Quest,

**American Commerce Insurance, Columbus, OH Jan 2009 – Nov 2011**

**Role: Business Analyst**

American Commerce Insurance Company provides a whole range of insurance products to its diverse group of customers in the US. The primary goal of the project was to develop a web-enabled application that would enable actions like registering new policyholders on internet directly and incorporating complete details of the customer and their vehicles. It also helps validate all these service operations at the end.

**Responsibilities:**

* Involved in Business Process Management, Documentation, External and Internal Communications, Governance Processes, Program Issues and Risk, Risk Mitigation, Audit and Change Requests.
* Managed stakeholder’s expectations and satisfaction issues ranging from process building, to services delivery, to support.
* Coordinated participation and sign-off of various business partners and customers.
* Strong understanding of Underwriting and Claims business processes in Property and Causality Insurance. Processing of New Business, Renewal, Cancellation, Reinstatement, Billing for various lines of business (Fire, Auto, and Commercial).
* Performed Gap Analysis to check the compatibility of the existing system infrastructure with the new business requirements.
* Followed solely RUP methodologies during the course of the project.
* Conducted JAD sessions with management, SME, vendors, users and other stakeholders for open and pending issues.
* Created and managed Project Templates, Use Case Project Templates, Requirement Types and Traceability Relationships in Requisite Pro.
* Gathered Functional and Data Requirements, analyzed workflows and created Use Cases, Requirement Specifications, Report Specifications, Data Requirements, Data Mappings and Data Flow Diagrams.
* Interviewed LOB analysts and marketing personnel to obtain enhancement requirements for reporting and inquiry upgrade needs in an existing data warehouse.
* Worked on moving particular system modules and LOB administration over to Guidewire
* Worked on the Business Objects Data Insight to analyze and monitor the claims reports.
* Planned and defined system requirements to Wire Frame with Use Case, Use Case Scenario and Use Case Narrative using the UML (Unified Modeling Language) methodologies
* Used MS Visio for Process modeling and Business Process flow diagrams.
* Created business requirement documents and integrated the requirements and underlying platform functionality.
* Rapid development of applications features to keep user satisfaction at the highest level and provide more automation to the manual process.
* Used Microsoft Office (PowerPoint) to visually represent a simplified view of functionalities and business requirements.
* Worked heavily with the users and technical team throughout the day to facilitate proper communication.
* Worked on tracking issues to maintain all the priority items for future sprints.
* Interfaced between Business new product builders and System platform builders.
* Worked with systems area to translate business needs into system requirements.
* Made sure the test cases and test process guarantee accountability to business and systems requirements.
* Involved in the testing phase right from the Unit testing to the User Acceptance testing.
* Use Cases and other Process Flow Models were designed using Visio and Rational Rose.
* Reviewed current SOX compliance reports worked with the business users to automate the SOX regulations to the system and reported the gaps to the management

**Environment:** Rational Rose and Requisite Pro, MS Visio, MS Project, UML, Rational Clear Quest, Rational Clear Case, RUP, Business Objects, Mainframe, Microsoft Excel, Microsoft Word, Microsoft Power Point, Guidewire Claim/Policy center.