Sarita Mehta

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**PROFESSIONAL SUMMARY:**

* 8+ years of experience as Business Analyst in Insurance, Financial & Banking domains.
* Proficient in Business Requirement gathering, Business Process flow, Business Process Modeling (BPM), with a keen awareness of developers and end-users needs and able to deal with user groups at all levels efficiently.
* Involved in requirements analysis, design and testing phases of Software Development Life Cycle (SDLC) and also in agile methodology.
* Well versed in Software Development Life Cycle (SDLC) management models namely Waterfall and Agile (SCRUM) models.
* Competent in analyzing and creating Narrative Use Cases, User Stories, Use Case Diagrams, Activity diagrams using UML Tools like MS Visio
* Conducted stakeholder analysis to get a clear understanding of the process and various roles and responsibilities of the team members.
* Excellent skills in facilitating Joint Application Development (JAD) for eliciting functional requirements that support the High Level business requirements and documenting process flows.
* Adept at project life cycle, requirement gathering, testing, deployment and change management
* Experience in writing Business Requirements Document (BRD), Functional Requirements Document (FRD), Statement of Work (SOW)
* Expert in Tracking and Managing the Requirements using Requirement Traceability Matrix (RTM) that controls numerous artifacts produced by the teams across the deliverables for a project.
* Adept at analyzing and eliciting requirements from stakeholders for  Data Migration / Data Mapping projects
* Proficient in writing and executing simple SQL queries against the database to check for the ER relations with the requirements document
* Expertise in assisting the Testing Team in creating the Test Plans, Test Cases and Test Scripts and efficiently prioritize and manage the defects using the Defect Tracking system
* Experienced in conducting User Acceptance Testing at both company and clients premises
* Expert in writing detail use cases, developing business test cases, and working with QA teams during testing phase thereby facilitating acceptance testing with stakeholders and business users
* Experience in giving presentation on the completed modules of the project and also to update the stakeholders on project progress
* Basic knowledge of Change management and Release management
* Experience in working and coordinating with team.

**TECHNICAL SKILLS:**

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| **Requirements Gathering Tools** | Rational Requisite Pro |
| **Designing Tools** | Rational X De, CMMI Models, Dream Weaver, Adobe Photo  Shop, MS Front Page, Paint Shop Pro, Home Site, Visual Studio |
| **Management Tools** | MS Project, MS Visio, MS Word, MS Power Point |
| **Tools** | Rational Requisite Pro, Clear Quest, Clear Case, MS Office Suite GAP Analysis, CICS CMMI, Adobe Acrobat Reader |
| **Operating Systems** | Windows 95, 98, 2000, NT, XP, Vista, Unix |
| **Languages** | C, C++, COBOL,JAVA, J 2EE, VB.Net, C# VB, PHP |
| **Data Bases** | DBMS Concepts, MS SQL Server, Oracle, DB2, MS Access ADO.Net, ETL, Business Objects 6.5.1, ETL, Erwin |
| **Application Servers** | MS IIS, Web Sphere, Web logic, MS Exchange Server, Share Point |
| **Scripting Languages** | Java Script, Jscript, VBscript, HTML, XML, CSS |
| **Testing Tools** | Win Runner, Load Runner, Test Director, QTP, Actuate, Crystal Reports |
| **Web Technologies** | ASP, ASP.NET, JSP |

**EDUCATIONAL BACKGROUND:**

* Bachelors in Business Administration from AKMS, Mumbai, India

**PROFESSIONAL EXPERIENCE:**

**Pearson, Iowa City, IA Jun ’13 – Till Date**

Pearson is world leading learning company, has global- reach and market leading business in education, business, and consumer publishing and has one defining goal to help people progress through learning. I worked as

Business System Analyst and my project was TestNav 8….

**PROJECT:** TestNav 8 is Pearson's newest test delivery platform for online testing. It runs in the Cloud, delivering tests via a web browser on desktop and laptop computers and a custom app on selected tablets. It can deliver a wide range of item types, and is QTI and APIP compliant. TestNav can be used with various operating systems and browsers on desktop and laptop computers as well as with a custom app on supported tablet devices.

**Responsibilities:**

* Participated in various stages of data and requirement analysis for project needs.
* Involved in every phase of the process starting from Inception to Transition Interviewed Business Users to gather Requirements and analyzed the feasibility of their needs by coordinating with the project manager and technical lead.
* Involved in the iterative approach of AGILE development with all the teams’ members (Requirement, Development and QA teams) reporting to me for issue resolution & iteration was 3 weeks long.
* Involved in JAD sessions to gather requirements, and to analyze the requirements.
* Prepared Business Requirement Documents (BRDs) for the new system after requirements analysis.
* Used MS Visio to model business requirements and logically convert them to functional requirements.
* Assisted in Performing GAP analysis (As-Is & To-Be) and supported full traceability for all the software artifacts.
* Created User Stories to communicate requirements to the development team.
* Responsible for writing Functional Requirement Specifications (FRS) and User Requirement Specification (URS).
* Designed and developed Use Cases, Activity Diagrams, and Sequence Diagrams using Rational Rose.
* Organize requirements into high level Use Cases and low level Use Case Specifications and modeled them into UC, Activity and Sequence Diagrams using MS Visio.
* Designed GUI: interface screens shots and mock-ups.
* Identified internal and external system requirements for design and configuration set-up.
* Used Rational Test Manager to review defects in functional requirements.
* Active involvement in executing test scripts, and coordinating UAT testing.
* Performed backend testing using SQL queries and analyzed the server performance.
* Coordinated activities with project manager and various other teams using MS Project.
* Assisted in on-going process improvement efforts to ensure Test Planning, Execution, and Reporting is effective, efficient, standardized, coordinated, and integrated.
* Involved in generation and execution of SQL queries.

***Environment:*** *Agile, Rational Rose, Rational Requisite Pro, UNIX, MS Visio, MS Project, MS SharePoint, HTML, Windows, Oracle, SQL*

**Nationwide, Staten Island, NY Mar’ 12 – Jun’ 13**

**Business System Analyst**

**Project**: Nationwide Mutual Insurance Company has offices throughout the US. The company is a leading US property/casualty insurer that also provides life insurance and retirement products through its Nationwide Financial Services subsidiary. Its property/casualty products range from general personal and commercial coverage to such specialty lines as professional liability, workers' compensation, agricultural insurance and loss-control, pet insurance, and other coverage. Project involved extracting rating rules from multiple systems for Dwelling Fire, and Homeowners. Reviewed rating rules for accuracy from offshore for all states, manually rated and reviewed algorithm calculations for all states. Researched Personal Lines system defects from prior carrier and wrote requirements to clarify with client and to make corrections and Analyzed, developed user-interface requirements for form trigger specifications. Responsibilities as an insurance analyst include the delivery of the projects with the division and which includes the managers and business analyst. In-depth knowledge of insurance business with the responsibility to ensure the methodology delivered, work's progress and documentation. Interact with the business partners, vendors, analysts and project managers. Acted as a platform between the IT and business resources. Renews the high level requirements and translate them in functional satisfaction.

**Responsibilities:**

* Worked with various insurance policy admin system and map policy information to ACORD
* Interacted with the project team to define system objectives and scope, identified constraints and the measures of success for the system to be developed
* Conducted user interviews and JAD sessions to get an understanding of the client’s business process
* Gathered primary input/output requirements and modeled the processes in context diagram using MS Visio
* Gathered functional requirements from business users and Subject Matter Experts (SMEs)..
* Assisted the Project Manager in understanding the project feasibility from Business view point
* Responsible for creating the Business Requirements Specification Document (BRD) and the Functional Specifications Document (FSD).
* Liaised between technical and business teams for obtaining status/updates as well as sharing best practices
* Communicated and gave walkthroughs on data migration-related information (schedules, test artifacts) to user communities
* Worked directly with business groups to provide hands-on training and subsequent support for custom Managing co-ordination of the partners and working groups engaged in project work.
* Resolving cross-functional issues at project level
* Monitoring project progress and performance and providing Status Reports to the project sponsor
* Working closely with users to ensure the project meets business needs and final approval of the Design Specification
* Definition and management of the User Acceptance Testing program
* Involved in maintaining the Requirements Traceability Matrix (RTM) across the deliverables for a project.
* Facilitated walkthroughs of functional requirements with the Database team for validating PL/SQL statements and SQL queries to retrieve and check database contents.
* Followed the UML based methods to create: Use Cases and Activity Diagrams
* Conducted the requirements and design walkthroughs with designers, developers and management staff.
* Performed manual testing and recorded results and used SQL queries for enhancements.
* Conducted User Acceptance Testing (UAT).
* Executed the test scripts and test cases and validated the test output.
* Responsible for processing change requests from the client by filling Change Request Forms (CRF).

***Environment:*** *Agile, Rational Rose, Rational Requisite Pro, UNIX, MS Visio, MS Project, MS SharePoint, HTML, Windows, Oracle, SQL*

**Citizens Insurance, Jacksonville, FL Dec’ 09 – Feb’ 12**

**Business Analyst**

**Project**: Citizens Insurance Corporation (Citizens), a non-profit, state-managed insurance company. It provides last-resort personal and commercial property/casualty insurance to Floridians who are unable to afford coverage from private sector companies. Citizens write wind damage and hurricane-only wind damage policies, as well as multi-peril policies. Responsibilities include working on the development methodologies with the emphasis on process-side like functional satisfaction, requirement definition, change control, testing, analysis and all other technical aspects. Act as a liaison between the business resources and IT with the sound knowledge of the insurance business. I studied the business insurance market and interaction with the insurance department and also was involved in keeping a track record of the documents, reports and presentations of insurance business. Prepared various presentations and demonstrated successfully.

**Responsibilities:**

* Worked as a liaison between technology and the business clients to improve business processes Performed requirement analysis by gathering both functional and non-functional requirements based on interactions with the process owners & stakeholders
* Worked with business users and reporting team to build custom reports and documented the reporting requirements.
* Worked as an Interface between the loan advisors, brokers and different teams involved in the application development for better understanding of the business reporting functionality.
* Used SQL for back end testing, data retrieval and data analysis.
* Conducted impact analysis on requirements gathered from the users for upgrading the existing system.
* Used SQL to query the database for performing data analysis and data modeling using Erwin.
* Used HP Quality Centre for defect logging and tracking.
* Experience working with stakeholders and reporting using Crystal Reports
* Created Business requirement documents, Functional Requirement Documents (FRD) and undertook sessions for the development team to provide better understanding of the requirements
* Created Use cases, Swim Lane process flows, Activity flow diagrams using MS Visio
* Assisted the database architect in various data modeling designs which include Conceptual design and to identify entities and the relationships among them.
* Participated in GAP analysis around the identification of business rules and system process flows, user administration, requirements and assumptions.
* Aided the QA team to understand the system and develop effective test plans, by conducting sessions.
* Participated in User Acceptance Testing and
* Synchronized and prioritized relevant defects and enhancement/system requests based on business requirements.
* Developed Traceability Matrix for maintaining/updating current and new system requirements using MS-Excel.

***Environment:*** *Oracle, XML, waterfall, Windows, PL/SQL, UML, MS Suite, Requisite Pro*

**Bradford Bank, Baltimore, MD Dec’ 07 – Oct’ 09**

**Business Analyst**

**Project**: Bradford Bank is a federally chartered savings bank that operates from its corporate headquarters and nine full-service locations in the greater Baltimore metropolitan area. Bradford Bank offers a variety of deposit and loan products to individuals and small businesses, most of which are located in its primary market area, which consists of Baltimore City and Anne Arundel, Baltimore and Howard counties, Maryland.

**Responsibilities:**

* Facilitated JAD workshops sessions to identify project objectives and limitations and identification of key performance indicators.
* Used agile methodology, and managed the iterative cycles through an effective project plan created.
* Worked extensively to write use cases and functional requirement case diagrams, activity diagrams, sequence diagrams, state diagrams based on UML methodology and business process flow diagrams using MS Visio.
* Documented the Functional Requirements (FRD) and the System Requirements artifacts.
* Analyzed test results and reported necessary corrective actions to the development team. Aided in regression analysis.
* Analyzed the scope of the project and identifying the major actors involved.
* Responsible for gathering business requirements related to financial instruments and document it into FRD.
* Created a scope diagram for the project that would depict the basic system architecture.
* Worked with stakeholders and technical team in developing business solutions with a variety of tools including Crystal Reports and Business Objects.
* Responsible for Gap Analysis of AS-IS to TO-BE system
* Created Data Flow Diagrams, Use Cases and business process flowcharts on which the actual system architecture would be based.
* Worked with the database team and assisted them in data modeling.
* Responsible for identifying the source and target mapping based on the business requirements
* Resolved open items in the mapping sessions with the respective SME’s.
* Worked closely with the Business Intelligence (BI) team to define standards for report.
* Monitored Defect Tracking system to prioritize defects and devise a plan for future enhancements.
* Extensive interactions with the client and the management teams to understand the requirements and report the status of the testing efforts on their applications.

***Environment:****Windows, XML, SQL Server 2000, T-SQL, MS Visio, MS Office Suite, MS Project, UML, Test Director, agile*

**First Community Bank, Lansing, MI Feb ’ 05 – Oct ’ 07**

**Business Analyst**

**Project**: First Community Bank Corporation of America is the holding company for First Community Bank of America, which has about 10 branches in the Tampa Bay area of Florida. Catering to consumers, small to midsized businesses, and property management companies, the thrift offers standard services such as checking and savings accounts, CDs, and credit and debit cards

**Responsibilities:**

* Read documents produced in the early stage of the project
* Met with PM and other product development team, discussing the Scope of the Project
* Consulted with project manager in developing project plans & scope
* Was responsible for clarifying project requests, providing root cause analyses
* Always sharing best practices, and presenting findings and proposals in a professional format
* Validate testing methodologies and sharing the results with Business SME’s.
* Conducted business process modeling and analysis
* Was responsible to identify gaps and failure points, perform root cause analysis
* Bottom line responsibility to develop functional requirements that supported overall strategy, goals and objectives, and develop and document the functional requirement documents
* Was responsible for creating and reviewing business requirements and functional specifications
* Reviewed test cases based on business requirements, worked with development and QA teams to carry out the tests and document all test results
* Conducted User Acceptance Testing
* Created user manuals and conducted training for the production support personnel.

***Environment:*** *Agile, Oracle, MS Visio, MS Word, MS Excel, Requisite Pro, Clear Quest, Crystal Reports*