Saru Luitel

Phone: 8573831056  
Email: [SARU.LTL93@gmail.com](mailto:SARU.LTL93@gmail.com)

***PROFESSIONAL SUMMARY***

* More than 6+ years of experience in Project management, Business Analyst, Training Specialist, Software Design, Development, which includes, Requirement gathering, Customization, Maintenance and Testing of various Business Applications.
* Expertise in Retail industry, Banking and Mortgage industry, Auto insurance and Health industry.
* Proficient in process modeling/mapping, requirements gathering/management, systems analysis and design.
* Experience of working with MS Project to develop and monitor project plans.
* Comprehensive experience in Project Management, cost/benefit analysis, testing, development of business requirements specifications, and project planning working with project managers and business sponsors.
* Expertise in broad range of technologies, including business process tools such as Microsoft Project, Jira, TFS, MS Excel, MS Word, MS Access, MS Visio, technical assessment tools.
* Solid Experience in developing Scope/Vision Documentation and Project Plan.
* Strong Knowledge of SDLC, RUP methodology, and Project life cycles.
* Exceptional Management and Leadership skills in managing Software development teams including Onshore/Offshore model in multi-platform development and multi-cultural environment.
* Functional experience with concentration on Use Case modeling using UML, Business Process Modeling, Data Modeling, Change Management, Technical Training, Software Development methodologies, QA testing, and Systems Testing of client server and web-based systems.
* Strong knowledge of software development life cycle (SDLC), waterfall, Agile/Scrum, and RUP (Rational Unified Process).
* Excellent skills in Project and Performance Management to support Strategic Planning, Goal Setting, Strengthen Accountability, Enhance Decision Making, and Improve Customer Service.
* Extensive experience in conducting Market Research, Feasibility Studies, Data Analyses, Data Mapping Gap Analyses, Risk Identification, Risk Assessment, Risks Analyses, and Risk management.
* Extensive experience in documentation of business requirements and system functional specifications, including BRD, FRD, and FSD.
* Worked with Software Development Life Cycle (SDLC) including Feasibility Study/Gathering Requirements, Analysis, Design, Development, Testing, User Acceptance Testing (UAT), Implementation and Post-Implementation Validation.
* Proficient in creating Use Cases, Use Case Diagrams, Activity Diagrams etc.
* Expertise in understanding and supporting the client with Project Planning, Project Definition, Requirements Definition, Analysis, Design, Testing , System documentation and user training.
* Expertise in developing QA Test Plan, Test Conditions, and Test Cases; ensuring adequate testing of software both before and after completion; conducting and documenting UAT.

**Technical Expertise:**

|  |  |
| --- | --- |
| **SDLC Methodologies:** | Waterfall, Agile (Scrum) , RAD |
| **Project Management Tools:** | MS Project 2010, JIRA, Rally |
| **Defect Tracking Tools:** | JIRA, HPALM quality Center |
| **Database Tools:** | SQL Server, MS Access, MYSQL, Tableau, Cogno |
| **Reporting Tools:** | Business Objects, Crystal Reports, MS Suite |
| **Business Intelligence Tools:** | Tableau, MS Access, MS Excel |
| **Operating Systems:** | Windows 7, Window Server 2012, UNIX (Sun Solaris, AIX, HP-UX), Linux |

***PROFESSIONAL EXPERIENCE***

***PNC Bank, Cleveland, OH***  ***Jan 2016 till date***

***Project Manager***

**Roles and Responsibilities**

* Managed 3 projects simultaneously from requirement gathering till implementation.
* Served as a liason between the business end users and the technology team, translating business knowledge into technical requirements bridging the gap between Business and IT.
* Gathered business requirements via interviews/JAD sessions and documenting the user needs in the form of Business Requirement Document.
* Translated the high level business requirements into detailed functional requirements for design and development purposes.
* Created process flow diagrams to document current and to be state.
* Worked on raw data for data profiling and analysis.
* Prepared source to target mapping documents for data migration from Teradata and Oracle based architecture to Hadoop platform.
* Managed and led a team with resources from both onshore and offshore development centers.
* Created project plan, project charter and statistical reports.
* Documented risks and provided mitigation plan.
* Created and handled change requests. Provided estimation of efforts for implementation of the change requests.

***Barclays, Wilmington, DE June 2014– Dec 2015***

***Business Analyst***

**Roles and Responsibilities**

* Responsible for identifying, analyzing requirements and documented them by creating various artifacts such as Business Requirement Document and Functional Requirements Document.
* Assisted Project Manager in performing Risk analysis and creating Work Breakdown Structure.
* Responsible for creation of data flow diagrams, use case diagrams and documented them.
* Coordinated with system architect team in creation of logical, physical designs and Bus Matrix.
* Responsible for identifying different data sources and conducted data profiling using Informatica.
* Assisted in developing different dimensions such as slowly changing, rapidly changing, and conformed dimensions and fact tables with facts and measures as per business requirement.
* Assisted in developing OLAP cubes and Performed Rollup, Drill down, Slice and Dice operations.
* Worked closely with Agile Program manager and Systems Architect in understanding and defining the capabilities of the new Dynamics system, Key Performance Indicators and designing Work Break Down Structures.
* Responsible for monitoring and managing the work progress and ensured to deliver systems demos as per release plan.
* Worked with on-shore, off-shore teams and made sure the communication is proper and SAFe process is followed

***Farmers Insurance Group - Los Angeles, CA Jan 2012 to May 2014***

***Business Analyst***

**Roles & Responsibilities:**

* Involved in the elaborations of policy issuance processes include eliciting requirements primarily for the customization and implementation of Duck Creek policy administration systems
* Acted as the primary liaison between Farmer’s business units and Farmer’s website hosting vendor.
* Worked extensively in claim center – gathering requirement, enhancements and testing.
* Coordinated enhancements to farmersagent.com and other Farmer’s intranet sites to ensure vendor changes were tested and implemented following Farmer’s SDLC
* Developed requirements for Workers' Compensation Electronic Data Reporting (EDI) component for state reporting of claim data and financials.
* Conducted Stand-up meetings with management, SME, Business users and other stakeholders for open and pending issues. Worked closely with Guidewire Developers to understand the GW Billing center functionalities.
* Led requirements gathering process, development of project and change control plans and budget management.
* Involved in preparing the User stories and UI wireframes for the new system based on existing system screen shots.