**Shirish Bhatnagar**

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**SUMMARY OF QUALIFICATIONS:**

* As a Business Analyst/System Analyst with extensive experience in the field of Financial Services.
* Strong understanding of Equities and Fixed Income products with respect to Brokerage Operations, Mortgage, Margin trading and Securities Lending.
* Strong experience with Scrum/Agile methodology and well versed in writing user stories.
* Participated in Sprint Planning, Daily Scrum Stand Up, and Sprint Retrospective meetings.
* Diverse experience in Information Technology with focus on Business Analysis, Business Modeling, Requirement Gathering, Documenting Requirements (BRDs/FRDs/Use Cases), and Software Validation.
* Facilitate daily scrum, sprint planning and sprint retrospectives meeting.
* Support the product owner in maintaining the product backlog and scheduling next release.
* Assisted in entering and updating Issues (Epics, Stories, and Tasks) onto JIRA Agile application.
* Credit Derivative technology and Business Intelligence departments. Worked with business line users, technologists, risk managers, product controllers to demise and then implement large scale Fixed Income Bond Pricing system.
* Managed multiple projects including online banking and loan origination systems.
* Experienced in performing Business Process Reengineering/Gap Analysis to check the compatibility of the existing system infrastructure with the new business requirements.
* Data Mapping and delivering capabilities in the user friendly GUI.
* Experienced in translating the business requirements into use cases using various external tools.
* Highly proficient in preparing Business Requirement documents (BRD), Functional Requirement Documents (FRD), User Requirement Document (URD).
* Analysis and data analysis using SQL and Excel involving the product attributes of Broker Dealer products
* Expertise in gathering business and technical requirements from both formal and informal sessions utilizing a variety of software tools.
* Hands on experience with Extraction, Transformation and Loading (ETL) data from various sources into Data Warehouses and Data Marts.
* Successfully brought new analysis tools to the company, like Power Pivot, which is an Excel add-in that allows a workbook to hold and process more data
* Expert data collection, cleansing, validation, analysis, and reporting. Extract, analyze data from various sources, including databases, manual files, and external websites.
* Expert communicator and involved in high interaction with variety of audiences (PMs, technical specialists, developers, architects, SMEs.
* Serve as the main resource for administering systems associated with automation of reporting and proposed changes to existing processes
* Developed /maintained all project communication deliverables including roadmap, planning list, change request, timeline, budget, scope and requirements.
* Conducted UAT on the newly developed IT applications before it is released for production.
* Created and published regularly scheduled and/or ad hoc reports as needed. Documented reporting requirements, process and validate data components as required.
* Strong communication skills when working with developers, project managers, subject-matter experts, stakeholders, system implementers, and application end-users.
* Extensive experience in conducting Joint Application Development (JAD) sessions with various user groups.
* Assisted IT in the development and implementation of a new release and off-release process and scheduling with executive team signoff
* Experienced with testing effort in preparing the functional test plans, test coordination, escalation, prioritizing the bugs and user acceptance testing.
* Expert of forming and maintaining positive and productive working relationships in internal, external, independent, team environments, creative and aggressive self-starter with integrative thinking skills.
* Strong business analysis skills and exceptional experience in the software development life cycle (SDLC) and methodologies including Waterfall Model, Rational Unified Process (RUP), Agile Methodology.
* Solid Experience in modeling Relational Databases and Data Warehouses using tools like Erwin, Sybase Power designer and Oracle BPA.
* Expert in broad range of technologies, including business process tools such as Microsoft Project, MS Excel, MS Access, MS PowerPoint, MS Visio (Microsoft Suite) and Rational Suite.

**TECHNICAL SKILLS:**

**GUI/Business Modeling Tools:** Requisite Pro, Rational Rose, Clear Case, HP Quality Center-ALM, MS Visio, UML, Share Point, Microsoft Office.

**SDLC Methodologies:** Agile, Waterfall, Spiral, Spiral, Rup Process and Prototyping

**Project Management:** MS Project, MS Visio, MS Word, MS Excel, MS Access, MS PowerPoint.

**Financial Systems:**  Reuters 3000 Xtra, Bloomberg. Black Knight

**Financial Databases:** Hoover’s, Factiva, Business Source Premier, Mergent Online, Standard &Poor’s Net Advantage

**Operating System:**  Windows 95/NT/2000/XP, Unix

**Databases:** SQL Server, MS Access, MySQL

**Reporting Tools:** Business Objects, Crystal Reports

**Test Tools:** HP Quality Center, Win Runner, Load Runner.

**PROFESSIONAL EXPERIENCE:**

**KEY BANK, Cleveland, OH**

**May 2016- Present**

**Business Analyst/System Analyst**

The project was based on phasing out legacy Loan origination system and strategically introducing Loan Sphere by Black Knight into implementation. Based on existing forms and new requirement identification, systems were defined and developed to retrieve existing customer data from legacy systems, capture new data related to mortgage and then connect to credit history agencies, propose different options for loans approval and process the loan into the loan sphere empower system. The project used AGILE process as methodology .The online services provided 4 different sections in all: online banking, online bill pay, online mortgage loan processing and online brokerage.

**Responsibilities:**

* Gathered Business Requirements, analyze data/workflows. Defined the scope, financial projections and Cost/benefit analysis. Progressed from Problem Statement to well-documented Designs.
* Utilized Rational RequisitePro as a user to analyze the business requirements and created test plans, test cases and test strategy using Rational Test Manager for loan sphere empower system.
* Gathered status of issues from Subject Matter Experts.
* Hands on experience working in MS-Excel and developed Excel models of detailed amortization schedule of various Gfee (Guarantee Fee) items.
* Closely interacted with User Interface (UI) designers and software developers to understand application functionality, navigation flow and updated them about end-user sentiments. Created GUI mockups.
* Hold discussions with stakeholders to identify the scope of the project.
* Experience developing conceptual, logical and physical data models as per enterprise standards.
* Experience performing Data Analysis and developing source to target mapping document for migration.
* Gathered requirement for Origination workflow of loan sphere Empower.
* Reviewed and analyzed the Use cases and come up with System design and Test plan Templates.
* Created business process workflow diagrams (Activity diagrams) in Rational Requisite Pro.
* Involved UI, requirement and data modeling sessions and developed DFD Diagrams and ERDs.
* Involved in Incident Reporting and Change Control procedures using Clear Quest and reports to track process of repairs and determine the current quality of the application.
* Working knowledge of data warehouse techniques and practices, experience including ETL processes, dimensional data modeling.
* Helped requirement documentation for Data Warehousing needs including Data Extraction, Data Transformation, and Loading processes as part of the ETL process.
* Analyzed the legacy data and documented data quality issues and recommended changes.
* Prepared documents such as Project Scope, Project Vision, Project Success, BusinessRequirements, Functional Specification, Data Warehouse Process Flow (SQL queries & Crystal Reports) using MS Office (Word, Excel, Visio) and dashboards.
* Tracked and reported defect using Quality Center ALM.

**Environment:** Agile, UML, Windows, Oracle, Share point, SQL, Microsoft Office suite, Rational Enterprise suite, HTML, XML, ALM, Visual Basic, MS ACCESS, MS EXCEL.

**Capital One Bank, Houston, TX**

**Jan 2015- April 2016**

**Business Analyst/System Analyst**

Capital one is the eighth-largest bank holding company in the United States when ranked by assets and deposits. Capital One Financial is ranked #112 on the Fortune 500 and also conducts business in Canada and the United Kingdom. The company helped pioneer the mass marketing of credit cards in the 1990s, and as of 2003 it was the fourth-largest customer of the USPS.

**Responsibilities:**

* Developed PL/SQL Procedures, Functions and Packages and used SQL loader to load data into the database.
* Participated in database design and worked with SQL / Oracle queries for change control and compliance audit reports/applications.
* Involved in all phases of Software development life cycle (SDLC) using Agile Scrum methodology and participated in sprint planning meeting.
* Experience in preparing and documenting the User Acceptance test (UAT) plan and obtaining the necessary signoffs from the concerned business units.
* Monitored multiple sprints while completion of biweekly scrums.
* Ensured that system requirements meet business needs and that the business is able to fully integrate and implement new systems or system features.
* Followed Agile, methodology for project execution, and used Storyboards as one of the requirements elicitation technique.
* Worked closely with PM and helped in conveying project goals to the off shore team.
* Served as a critical resource and liaison between subject matter experts and technologists throughout the project lifecycle
* Created and furnished business intelligence reports to agency executives, managers, staff and outside entities to allow for performance based assessments of progression towards goals and objectives
* Was involved in testing the BI Publisher web reporting solution to enable ad hoc reporting capabilities for executive decision makers.
* Worked as a team with ETL Developers and Process Analysts in preparing the requirements, and writing work flows, process flows.
* Supervised, reviewed and approved processing of all cash and security transactions completed by Margin Specialists
* Security set up, maintenance and trade booking of listed and OTC derivative securities including but not limited to equities, futures, future options, equity swaps, IR swaps, OTC vanilla's, MMF's and treasury futures.
* Monitor and report stale and missing marks on MTM trades from overnight systems feed
* Report outstanding collateral calls to Credit, the Desk and senior management and work to facilitate resolution
* View holdings in the portfolio in terms of market risks – equity, fixed income, currency, and commodities etc., in which drives VaR (Value at Risk), Equities.
* Performed similar responsibilities to the Commodity BA role in the OTC Clearing space that included researching and gathering information.
* Successfully facilitated vendor selection process (identifying business needs vs. software features) involving 6 major departments within the Creative Production for a Digital Asset Management Tool.
* CME IEF2, IEF4 and IEF5 Collateral Investment Programs
* Involved in creating reports for the end users using Crystal reports from the gathered requirements.
* Wrote detailed step by step test cases for projects that were assigned to me for testing OTC Clearing.
* Conducted Asset Management, Risk Analysis of the Requirements and Traceability focus areas of the various projects and worked with the project team to help them identify the high-risk areas.
* Prepare reports for Credit Risk, Trading desk and Legal counsel with respect to Dodd-Frank Regulations
* Point person for escalation of issues regarding OTC margin call disputes and discrepancies
* Prepare management reports, employee evaluations, updating procedures, and other duties as assigned
* Handled and assisted inquiries and requests on cash collateral interest and security settlements
* Review CSAs to confirm collateral eligibility and covered products under the agreements
* Project lead to develop requirements for Broadridge and Oasys enhancements and user acceptance testing
* Consistently seek opportunities to improve processes, controls and procedures within the Margin Management team.
* Successfully advised and on-boarded clients to the CDS & IRS Clearing Initiative and CFTC/EMIR Portfolio Reconciliation through client communication, technology, FCM coordination, pricing analysis, and contract amendments.
* Led the cross operations and fund accounting training initiative by developing & presenting OTC derivative products and trade process classes, coordinating with department managers and encouraging staff to present to their colleagues.
* Monitor all clients' OTC projects performance, ensuring the relevant operations and technology stakeholders are engaged and risk identified/addressed.
* Successfully advised and on-boarded clients to the CDS & IRS Clearing Initiative and CFTC/EMIR Portfolio Reconciliation through client communication, technology, FCM coordination, pricing analysis, and contract amendments.
* Led the cross operations and fund accounting training initiative by developing & presenting OTC derivative products and trade process classes, coordinating with department managers and encouraging staff to present to their colleagues.
* Product coverage includes Structures equity exotics, vanilla and OTC derivatives, CDS, convertible bonds and margin loans.

**Environment:** UAT, JAD, UML, Rational Rose, HP ALM, MS Office Suite, IBM Web Sphere, Oracle, PL/SQL.

**Morgan Stanley, NYC, NY**

**May 2013- Dec 2014**

**Business Analyst**

 Morgan Stanley is a global [financial services](https://en.wikipedia.org/wiki/Financial_services) firm providing three major operations: investment banking, securities, wealth management and investment management services.

**Responsibilities:**

* Involved in gathering and synthesizing business requirements and translated them into functional and non-functional requirements to be used as input to the functional design specifications.
* Interacted extensively with SME’s including heads in areas of equities, fixed income, derivatives, options, futures and risk managers, asset managers to understand corporate actions, extracting requirements from discussions, and refining and documenting them into Business requirements.
* Worked as a team with ETL Developers and Process Analysts in preparing the requirements, and writing work flows, process flows.
* Conducted JAD sessions with stakeholders, Subject Matter Experts (SME’s), and end users to synchronize and update the requirements requested by the business users.
* Extensively worked in all the phases of Rational Unified Process such as Inception, Elaboration, Construction, and Transition.
* Ensured that relevant UML diagrams and tools were used in all requirement documents and prepared Use Case Models, Flow Diagrams, Sequential Diagrams in MS Visio.
* Worked with Digital Security to secure the company network.
* Used Digital Security to create a firewall, setting up the user accounts, in which the users are authorized to view or change on the network, or the information they are given access to, and verifying that a user is indeed the proper user.
* Use TOAD to run SQL and PL/SQL code to manipulate the databases.
* Interacted with Access Management, system analysts and technical developers for successful completion of set project goals.
* Communicate with customers and managers of other departments to define business intelligence requirements and then lead initiatives to deliver solutions accordingly.
* Facilitated the weekly meetings with the review teams to continuously improve the QA process for the application development.
* Conducted walkthroughs with the end users and stakeholders to gather the modification requests from the user to upgrade or change the business specifications for the product.
* Involved in Technical writing of documents for Function and User Requirements Documents, Test Plan, Test Cases, and Test Scripts.
* Responsible for assisting the Quality Assurance team to create the test plan, testing scenarios and test cases for UAT testing.

**Environment:** Unified Modeling Language (UML), Rational Requisite Pro, Rational Rose, MS Office, MS Visio, MS Project, MS SQL, HTML

**Wells Fargo - San Jose, CA**

**Sept 2011- April 2013**

**Business System Analyst**

Wells Fargo is the leading Financial Service company in California, offering banking, insurance, investments, mortgage and customer finance. One of the big four banks in US and one of the premier private lending institutions. It provides broad range of banking and investment management products and services. It also provides wealth management services to high net worth individuals. My project is the development of a model for the valuation of portfolio that is helpful for the analyst in making investment decisions, recommendations and action.

**Responsibilities:**

* Analysis and understanding the existing functionalities and new requirements for the application development.
* Involved in Requirement Gatherings for all the interfaces in integration
* Responsible for documenting business, functional requirements, and technical specs for converting their reports from Crystal to SQL (SSRS); application enhancements, optimization, and upgrades.
* Facilitate daily scrum, sprint planning and sprint retrospectives meeting.
* Created User Stories, while describing the behavior of the system and model them in MS Visio. Thus enabling effective mock-ups for demos to be shared with business owners.
* Provided functional and technical documentation, including Business Requirements, Functional Requirements, Use Cases and Design and Process flows.
* Performed smoke, Functional and GUI Testing to ensure that the user acceptance criteria are met.
* Worked on release on multiple sprints after successful completion of sprints.
* Performed UAT testing on scrum completion.
* Responsible for Integration, Unit testing, bug fixing
* Provided technical writing support in writing, editing, and formatting of technical documents such as Requirements Specifications, Functional Requirements Documents (FRDs), Communications Plans, System Design Documents (SDDs), Standards Operating Procedures (SOPs), and Test Plans following System Development Lifecycle.
* Used object-oriented analysis and the Rational Unified Process (RUP) and Agile for business requirements, business processes design (Use Cases using UML).
* Analyzing data and querying SQL tables, views, and reports for updates, changes, and functional support.
* Prioritized outstanding defects and system problems, ensuring accuracy and deadlines were met.
* Prioritized business and systems problems; analyzed legislation and conducted impact analysis.
* Provided the Project Manager with high level design documentation, used to communicate the software enhancement to the client. Using Microsoft Power Point and Visio.
* Implementing the background jobs and monitoring the background jobs 24X7
* Participated in client business requirement workshops, analyzed business and functional requirements provided by the client to create User Stories and Use Cases.
* To support UAT (user acceptance testing) for the new enhancements or developments on ONE PLAN application.
* Preparing necessary documents for unit testing. Preparation of test case documents to test the business/technical functionality of the application.

**Environment:** Windows Server 2008, Oracle, MS Excel, MS Visio, MS Project, Java, JavaScript, SOAP, UML, SDLC/Agile, HP Quality Center (HPQC)

**Citizens Bank, Cranston, RI**

**March 2010- Aug 2011**

**Business Analyst**

The purpose was to convert the regular mortgage process into online processing system and enhance various features like home equity loan, express loans and mortgages in the online banking system. The objective of the project was the conversion that can help standardize diverse information of users into a platform-neutral format such as XML and store this data into a central unit easily accessed by the management.

**Responsibilities:**

* Involved in framing the Technical Specification of the Enterprise structure, interacting closely with the end users& take repeated documented feedback.
* Emphasis on requirements gathering through research, formal-informal sessions, JRP sessions and JAD sessions with SMEs (subject matter experts), Teams, Stakeholders and end users strictly following SCRUM/AGILE methodology
* Documented the current process, suggested future state process improvement, identified bottlenecks and modeled current and future state processes using Rational Rose.
* Reviewed and analyzed the business requirements document to derive the functional specifications document and assisted in the preparation of System Requirement Specifications.
* Queried and delivered risks and issues reporting from SQL Server ClearQuest for management team.
* Documenting the detailed Technical Specification for future reference.
* Implemented the entire Rational Unified Process (RUP) methodology of application development with its various workflows, artifacts and activities.
* Prepared technical design documents for Prime Brokerage Reporting. Developed, tested and implemented Transaction Activity using SQL scripting.
* Developed Use Cases using UML based on the needs of Business Users.
* Used MS Office suite (Word, Excel, Visio, Power Point, Outlook, and Project) for project tracking, documentation, and presentation.
* Collected and documented Business process and business rules Participated in the identification, understanding, and documentation of business requirements, including the applications capable of supporting those requirements.
* Identified, organized, and documented the changing requirements of the project.
* Experience in preparing and documenting the User Acceptance test (UAT) plan and obtaining the necessary signoffs from the concerned business units.
* Monitored multiple sprints while completion of biweekly scrums.
* Led the testing phase in SIT (System Integration Testing) and UAT phases for three consecutive Releases
* Defects were tracked, reviewed, analyzed and tracked using Quality Centre (Defect Management)
* Conducted Training Sessions to train users in using the application.
* Worked on the Post Implementation Support while the application was in production.

**Environment:** Unified Modeling Language (UML), Rational Requisite Pro, Rational Rose, MS Office, MS Visio, MS Project, MS SQL, HTML

**EDUCATION:**

MBA in Finance and supply chain management, Kent State University