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| **PROFESSIONAL SUMMARY:** |

* Over 7 years of experience as a Business Systems Analyst / Business Intelligence and software development in across Telecom, Retail & Travel industry.
* Highly capable in applying BABOK principles required.
* Experienced in SDLC methodologies: AGILE, Scrum, Extreme Programming, Waterfall, and RUP working as Business Analyst.
* Hands-on experience across a range of logistics functions including: production planning, inventory management, customer service, Telecom billing, forecasting, transportation and distribution with a diverse group of companies, products, and services.
* Hands on knowledge of GDS such as Amadeus, Galileo and Sabre. Worked on integrating and upgrading these systems at various clients.
* Hands on experience in Reporting, Data analysis and Data Warehousing for creating Business Intelligence solutions for Stakeholders and business customers.
* Hands on experience in experience in implementing IT solutions for Databases, EDW, ETL processes, and Business Intelligence reporting.
* Proficient in full life cycle design and development of SAP Business Objects reporting applications.
* Experienced in development and design of reports and dashboards for supporting the business analysis in a corporate wide reporting using SAP Business Object InfoView and Crystal Reports.
* Highly experienced in interviewing, analyzing, and producing requirements from business stakeholders to develop Business Intelligence solutions integrating with existing business processes or decisions.
* Functional Decomposition, Functional Definitions, Work Flow Analysis/Gap Analysis, Writing Process Specifications Efficient in interacting with business users.
* Expertise in using BI tools like Oracle Business Intelligence Suite (OBIEE),Cognos 10g , Informatica Power center
* Around 3 years of experience on Cognos 10g.
* Experienced in creating functional and non-functional specifications and data flow diagrams, E-R diagram, UML using BPMN 1.2, BPMN 2.0.
* Extensive experience in development and maintenance of data architectures, data repositories, data management procedures.
* Experience in analyzing and reporting Business intelligence using SAP InfoView.
* Performed business analysis, vendor selection, and managed implementation of new sales force automation (SFA) and CRM tools for clients
* Strong understanding of data warehousing concepts, OLTP, OLAP, Normalization, Star and Snow Flake data models
* Experience in Design and Implement of Data Marts and schema in Data warehouse.
* Derived and Delivered standards for Data Definitions, Data Naming Conventions, Data dictionary and Logical/Physical Database design for application Data warehouse development.
* Expertise in translating user requirements into technical specifications or business requirement and mapping it to the process design, work flows for SDLC and managing business requirements if further change request occurs.
* Defined and Designed Entity-Relation diagrams and Relational Databases.
* Possess strong analytical and problem solving skills with the ability to adapt to a new environment and meet deadlines.
* Created different charts, pivot, filters using views in OBIEE dashboard.
* Strong SQL writing skills.
* Expert in all stages of Software development life cycle (SDLC) which includes requirements gathering, analysis, design, development, testing, documentation and production support.
* Ability to successfully manage multiple deadlines and multiple projects effectively through a combination of business and technical skills.
* Facilitated JAD, RAD sessions with the management, vendors, users and other stakeholders for open and pending issues to develop specifications.
* Excellent organizational, interpersonal, communication and documentation skills with good management skills require for project.
* Strong ability to understand and document critical data through effective data collection, data analysis and data interpretation.
* Highly motivated, organized and results and detail oriented with excellent interpersonal, communication and presentation skills. Proven capability of adapting to new and fast changing technologies.

**TECHNICAL SKILLS:**

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| Project Methodologies | Rational Unified Process (RUP), Waterfall, Agile, Spiral |
| Business Modeling Tools | Rational Rose, MS Visio, |
| Requirement Management Tools | Rational Requisite Pro, RTC |
| Project Management Tools | MS Project |
| Defect Tracking Tools | Rational Clear Quest, Quick Test Professional, Quality Center(ALM) |
| Databases | Oracle, MS SQL Server, IBM DB2 |
| Application Server | Web Sphere |
| Languages | Visual Basic, XML, SQL |
| Front –End Tools | MS Office Suite (Word, Access, Excel, Outlook, PowerPoint, SharePoint) |
| Version Control Systems | Rational Clear Case |
| Operating System | MS Windows Vista/7/8 |
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| **PROFESSIONAL EXPERIENCE:** |

**Alcatel-Lucent, Austin, TX APR 2013 – June 2015**

**Sr Business System Analyst/Reporting Analyst**

**Project Description:**

**Project 1:**

Alcatel-Lucent acquires Motive Inc. in 2008. Motive Product Division is top software Developers Company in Austin, TX. Motive Product Division provides intelligent service solutions for the world’s leading digital brands (AT&T, Verizon, Comcast, Telefonica, Bell Canada, Bell Mobility, etc.). Motive’s industry leading software and service expertise (CRM) enable technology leaders to create a new generation of “smart products” that deliver service as an integral part of the user experience (CRM) and call center agents.

**Project 2:**

The project was to review, approve or reject telecom invoices for payment using the internal Telecom Expense Management integrated with external vendor solution Invoice Insight. The project was to perform analysis to identify errors and opportunities for cost savings/cost avoidance for telecommunications services. Work directly with Global Telecom Service Managers and suppliers to resolve billing problems and misapplied payments.

**Roles and Responsibilities:**

* Worked as a liaison between business users and technical team by planning, conducting, and directing the analysis of complex business problems to be solved with automated systems.
* Worked with a deployment manager on a project plan, Stakeholder and RACI matrix.
* Leaded business and technical analysis sessions to identify requirements in support of development efforts to meet current and projected demands for software product changes.
* Assist and mentor newly hired or less experienced department members in the use of the company’s Expense Management System
* Respond and resolve escalated customer complaints and concerns on billing and invoicing for both individual and corporate accounts
* Update the Expense Management System with payment, dispute, chargeback and other related financial information
* Monitor and track expenses of assigned telecoms installation projects.
* Perform expense analyses on various project expenses, contracts, etc. As assigned.
* Project responsibility involving analysis of data and trends, possibly leading other team members and making recommendations to management
* Collaborate with team members including other organizations & Perform monthly financial review to support the accrual process.
* Managed and tracked the status of requirements throughout the project lifecycle (SDLC); enforced and redefined as necessary, performed gap, risk and impact analysis due to change requests.
* Developed project supporting documentation such as Project Plans, Statement of Work (SOW), Business Requirements (BRD), Software Specification Documents (SSD), Test Cases
* Elicited requirements using interviews, document analysis, requirement workshops, business process descriptions, use-case scenarios, JAD sessions and task/workflow analysis.
* Communicated and collaborated with external clients and internal staff to analyze information needs and functional requirements, and develop the following artifacts as required (using standard templates): Business requirements documents (BRD), Functional and Technical requirements documents (FRD and TRD), User guides and manuals.
* Performed analysis to determine what metrics are appropriate for software performance
* Come up with a project plan and detail task plan for the entire project term.
* Involved in the Field Level and Table Level analysis for all the applications in scope including the analysis for the Master as well as Transactional Data.
* Created the SRS document for client portal user-interface and for various web services that the system interfaces with and hence the functional requirements, user interface requirements, screen prototypes etc.
* Performed Gap Analysis and made AS-IS documentation for all the applications.
* Defined KPI and metrics, including report automation: develop reports in Crystal Reports, heavy use of SQL – wrote SQL scripts to generate reports in csv format and made them available on FTP for easy access.
* Documented process models and worked with technical team to improve current BI solution, created a data mapping, data dictionary, TRS.
* Performed data validation
* Responsible for project supporting documentation (BRD, CRD, UI requirements, User manuals, Training guides and traceability matrix.
* Performed UAT and verified defect fixes

**Environment**: Oracle 11g, OLTP, EDW, SAP Business Objects, Crystal Reports, TOAD for Oracle, TOAD for data analytics, MS Excel, MS SharePoint, MS Projects, MS Visio, SQL, FTP, SQL\*Plus, WinSCP, Jira, TortoiseSVN, MS SharePoint.

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**Cricket Wireless, San Diego, CA May 2011 - Feb 2013**

**Business System Analyst**

**Project Description:**

Cricket Communications, Inc. also known as Cricket Wireless and Cricket is a subsidiary of [Leap Wireless International](http://en.wikipedia.org/wiki/Leap_Wireless) that provides prepaid wireless services to subscribers in the United States. The E-commerce project focused on developing an E-commerce web application and mobile application for providing an online order management system for enabling the potential customers to make purchases, to provide membership cards and coupons to the customers, to open their accounts online and access them in order to check their purchase, Telecom billing details and track their delivery.

**Roles and Responsibilities:**

* Facilitated meetings among the Change Management, Problem Management and other relevant teams to discuss the impact of the changes, problem tickets and prepare project milestone plans.
* Worked on requirements for various modules covered under Retail and Global E-Commerce (POS) apps that include modules include FI (Account Receivable, Account Payable, and General Ledger), SD (Sales Order Process, Order Delivery), etc.
* Design test scenarios to validate web services and XML data transformation with XML Spy and SQL
* Conducted weekly meetings to provide Supply chain activities and status for problem resolution for enhancing the E-commerce applications
* Met with various groups, including business owners, SMEs (subject matter experts) and marketing team, for requirements gathering in definition Stage
* Gathered requirements, developed Process Model and detailed Business Policies.
* Involved in business analysis and project management, coordinating between the team members according to the business requirements.
* Created and maintained procedures and documentation.
* Organized and conducted meetings, briefings, demonstrations, conducted JAD sessions, and wrote minutes of project meetings.
* Participated with Network Administrator and Technical Team in network security design using various network protocols for E-Commerce online application.
* Worked with e-marketing team for online advertising and marketing of various products of the company.
* Worked with the project manager for planning and organizing the project activities, and in communicating with other business center mangers and stakeholders of the project.
* Involved in all major cycles and phases of the project from scope definition, risk analysis, designing, development to user acceptance testing and monitoring the release of the product.
* Performed Backend Testing using SQL Queries to validate the data in Oracle Database.
* Actively resolved day-to-day technology needs of the business unit with a focus on the analysis of processes.
* Worked with the project manager to estimate best/worst case scenarios, track progress with weekly estimates of remaining work to do, conducting informal meetings ad hoc and as needed.
* Followed the RUP methodology for the entire SDLC.
* Involved in project planning and coordination.
* Tested web services by generating XML SOAP requests and validated the corresponding XML SOAP responses.
* Prepared the Business Workflow using MS-Visio with input, output, Pre and Post conditions
* Worked with the clients on the final signing process in the User Acceptance stages.
* Developed recommendations and designed solutions for process improvements.
* Worked on implanting Telecom billing service in order to collect the usage, aggregating it, applying required charges and finally generating invoices for the customers. It also includes receiving and recording payments from the customers.
* Management of E-commerce POS to facilitate the customers.
* Practically worked on E-commerce POS to observe customer’s problems and concerns.
* Collected and managed requirements to develop efficient E-commerce POS.

**Environment:** Rational Tools Suite (Rose, Requisite Pro, Clear Quest), UML, QC, QTP, Agile, Web Sphere, TOAD, Oracle, MS Visio, Quality Center, SQL, and MS Office.

**Travelport, Denver, CO JAN 2010 – Mar 2011**

**BI Business Analyst**

I was involved in Migration of datamarts at Travel port (Denver) is a diversified Travel commerce platform providing distributing technologies payments and other various solution for multi trillion dollar travel and tourism industry. The objective of the project is to deliver deep integration into Travelport Systems in order that eNett VANs (Virtual Account Number) are presented as a default payment option within all Travelport Points of Sale to every single Travelport Desktop user worldwide into one stop shop for travel port Product Services IT is an existing project.

Responsibilities:

* Followed Agile methodology ensuring timely completion of deliverables while ensuring potential bottlenecks and road blocks were being handled properly.
* Acted as a liaison between the business owners, technical developers and EDW administrators to remediate defects in development of the application.
* Lead the efforts of the client architecture team in defining the Business Intelligence / Data Warehouse end-to-end architecture.
* Created project artifacts like Business Requirement Document (BRD), User Stories, User Story Narratives, Functional Requirements Documentation (FRD), and System Requirement Documentation.
* Worked with the client architecture team in defining tools, processes and technologies to be leveraged on the data warehouse.
* Interacted with the end users team in understanding the business rules and writing requirement specs, technical specs and mapping documents from staging to data mart, cubes and reporting needs to the end user community.
* Designing and architecting end-to-end ETL process including data Extraction, Transformation and Loading from source systems using Ab Initio.
* Designing and creating the architecture of data warehousing star schema logical database model with Kimball methodologies
* Generated Physical Data model and Logical data models with Erwin.
* Evaluated processes and on-going support structures to enable reuse and efficiency.
* Investigating and resolving data issues across platforms and applications, including discrepancies of definition, format and function.
* Created reporting requirements for multiple reports in SRS.
* Helped improve the processes for multiple projects as more projects were being off shored. Ensured a process in place to deal with time difference and other logistics between onsite resources & off shore resources
* Worked with Lead Data Architect to transition logical model to physical model.
* Generating High Level Architecture, High Level Design, ETL Mapping, OLAP Reporting and Process Flow diagram documents.
* Oversee migration to production.
* Provided training to user on Cognos user tools.

**Environment:** Cognos Impromptu 7.1, Cognos Power Play 7.1, Cognos Power Play with Excel, Informatica, Maestro, Oracle 9i, PL/SQL, HP-UNIX, Erwin, Windows XP.

**Frontier Airlines, Denver, CO Nov2008- Oct 2009**

**Business Analyst**

Frontier Airlines is a wholly owned subsidiary of Indianapolis-based Republic Airways Holdings Inc.   
Frontier operates more than 500 daily flights and offers service to more than 80 destinations in the United States, Mexico, and Costa Rica.  
Frontier promotes their offerings or full service fares in all sales channels and gain new sources of revenue. The industry standard solution for the collection and distribution of ancillary service fees, Optional Services ensures consistent and accurate collection of ancillary revenues, while also providing carriers the flexibility to fully customize and differentiate their supplementary services, such as in-flight meals and early boarding. I was also working on Flight - Support of SPAN, Specialized Pro-rated Aircraft Net Revenue Management, system written in COBOL / DB2 for support of aircraft revenue and flight planning by type; i.e., cargo, passenger, etc.

**Responsibilities**

* Defined scope, researched, gathered and documented business requirement from SMEs and stakeholders
* Created the AS-IS Model of the system and did complete GAP analysis to identify problems in the existing system and recommended TO BE.
* Implemented ATPCO optional services industry standard for airline.
* Worked on updating admin tool to determine if we are using SSR or Air Extra (Optional Service).
* Used web services to get data from AE (Optional Service).
* Used web services for EMD and used GetReservation service to get Air Extra (Optional Service) to be used for EMD.
* Added Module to check if PNR is using SSR or EMD
* Identified, documented and resolved Business Requirement Risks and Issues.
* Generated wireframes for the UI design using Microsoft Visio and Power point
* Followed SCRUM Methodology for the project.
* Responsible for writing the User Stories, User Story Narratives, Functional Requirement Specifications, Use cases
* Identified Business Rules and created Business Rule Matrix
* Worked closely with DBAs to establish clear data sourcing requirements and prepare data mapping specifications.
* Created Business Context Diagrams, Business Process Diagrams, Activity Diagrams, Sequence Diagrams using UML methodology
* Created relationships in Requirement Traceability Matrix linking Business Requirements to User Stories and Test Cases
* Involved in developing and executing functional and user acceptance testing (UAT).
* Maintained strong working relationship with various business groups throughout the development process of the system.

**Environment**: Oracle, DB2, Crystal Report, MS Project, MS Office Suite, SQL, SQL Server, Citrix, MS SharePoint

**Linksys, Irvine, CA Sept 2007 – Oct 2008**

**Business Analyst**

**Project Description:**

Linksys is a company selling data networking hardware products mainly to home users and small businesses. Its products include wired and wireless routers, Ethernet switches, VoIP equipment, wireless Internet video cameras, audiovisual products and network storage systems. The project started when the company decided to change its old POS system with subsequent changes in the supply chain management and merchandise activities. This new system comprises of features like Credit Card Processing, distribution control and inventory control.

**Roles and Responsibilities:**

* Met with client groups to determine user requirements and goals.
* Conducted JAD/RAD sessions to understand the detailed requirements.
* Wrote Use cases and Activity Diagrams.
* Assisted the customer in defining the high-level Functional Requirements and needs.
* Gathered the requirements, developed process models and detailed Business Policies, and modified the business requirement document.
* Worked with the Project Manager on various Project Management activities like keeping track of Project Status, Deadlines, Environment Request, and Compliance Issues.
* Assembled and validated business requirement documents (BRD) and the technical specifications as per user requirements.
* Experience facilitating meetings with both IT and Business Users.
* Working closely with the technical team and project manager to analyze, document and optimize on the durations and resource allocations on the project.
* Utilized RUP to create use cases, activity, class diagrams and workflow process diagrams.
* Prepared the Business Workflow using MS-Visio with input, output, and pre/ post conditions.
* Worked on project inception to completion and post-implementation review to ensure integrity of applications.
* Analyzed, documented, and managed all project requirements and changes to requirements throughout the software development lifecycle using Rational Requisite-Pro.
* Helped with conflict resolution between the client groups and the development team.
* Performed Gap Analysis to identify the deficiencies of the current system and to identify the requirements for the proposed system.
* Analyzed team performance with the QA manager and implemented the changes if any with respect to raising the efficiency of the entire team.
* Worked with developers to test the iterations of the system under development (SUD) to ensure it met the user’s needs.
* Designed and implemented basic SQL queries for QA Testing and Report / Data Validation.
* Participated and executed User Acceptance Testing (UAT).
* Actively participated in enhancement meetings. Involved in the meeting with Business process owners, SME (subject matter experts) and Marketing Team for Requirements gathering in definition stage.

**Environment**: Windows XP, SQL, MS-Visio, Rational Rose, Oracle, Waterfall, Requisite Pro, RUP, UML, .Net, UML.

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| **EDUCATION:** |

* Bachelors in Business Administration