**Subin Raj Shrestha**

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**SUMMARY:**

* **7+ years** of professional experience as **Business Analyst in** **Finance and Insurance domains**
* Experience working in all phases of Software Development Life Cycle (SDLC), and using industry standard methodologies like **Rational Unified Process (RUP) and Agile.**
* Experience in conducting **Gap Analysis,** in depth knowledge of the **AS-IS** and **TO-BE** business processes
* Proficient in **Prototyping** application **User Interfaces** using **wireframes** and **mock-ups** with focused attention to detail in enriching **User Experience** and **User** **Interaction**
* Excellent documentation of **Business Requirements** gathered using Interviews, Brainstorming Sessions, Surveys and Questionnaires; Evaluating Data Sources, Translating Requirements into Specifications and Application Design
* Design, documentation and review of business documents like **Business Requirement Document (BRD)**, **Functional Requirement Document (FRD)** and **System Requirement Specifications (SRS)**
* Experience in facilitating **Joint Requirement Planning (JRP)** sessions with Business User Groups, conducting **Joint Application Development (JAD)** sessions with IT Groups, SMEs and other project stakeholders
* Competent in creating **Unified Modeling Language (UML)** diagrams for Business Process Modeling like **Use Case Diagrams (UCD), Activity Diagrams (AD), Sequence Diagrams (SD), Data Flow Diagrams (DFD), Flow Charts (FC)** and **Wireframe Prototypes**
* Good Knowledge in **Object Oriented Analysis and Design (OOAD)** concepts like Generalization, Polymorphism, Encapsulation and Inheritance
* Highly proficient in the use of **SQL** and **Relational Databases** for querying and reporting purposes
* Facilitated **Change Management** and **Conflict Resolution** at various stages of the project life cycle by streamlining communication among the project stakeholders and interacting with **Change Control Board**
* Expert in **Tracking and Managing** the requirementsusing **Requirement Traceability Matrix (RTM)** that links and controls numerous artifacts produced by several teams across the deliverables of the project
* Assisted QA team in generating test plans, test scenarios, test cases, and managed complete defect tracking life cycle using various defect tracking tools
* Expertise in **Functional Testing** to ensure a quality productand rich experience inconducting **User Acceptance Testing (UAT)** to guarantee all the business requirements have been fulfilled by the application
* Involved in Pre Production activities to make sure **Go/No Go call** is smoothly taken as a critical metric of stability of the system before Production
* Experience in writing **SQL** Queries, **UNIX** shell scripting and working on various operating systems.
* Participated in **Post-Production Validation (PPV)** and worked with the Production support team for issues reported by the user group in the production environment
* Strong ability in thoroughly documenting **User Manuals** after subsequent releases and conducting **User Training Workshops** to familiarize the users to the application changes
* **Good time management** and interpersonal skills, which helps in conducting project meetings, reviews, walkthroughs, and customer interviews according to the varied needs of the people involved.
* Excellent **communication, client relationship and customer service** skills. Responsible, **self-motivated** and organized. Excellent written and verbal skills.

**SKILLS:**

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| **Requirements Management Tools** | PowerDesigner, Rational Rose, Rational DOORS, Requisite Pro |
| **Methodologies** | Waterfall, RUP, Agile, Scrum, MS SharePoint |
| **Languages** | SQL, UML, XML, HTML, Java, C |
| **Business Modeling Tools** | Smart Draw, MS Visio, Prototyper Just in Mind, UML 2.0 |
| **Project Management Tools** | MS Project, MS Office Suite (Word, Excel, Powerpoint, Access) |
| **Defect Management Tools** | Bugzilla, SILK Central, Jira, HP Quality Center, Load Runner |
| **Databases** | IBM DB2, SQL Server 2000, MS Access, Oracle |
| **Operating Systems** | Windows 8, Windows 7, Vista, XP, Windows 95/2000 and MS-DOS |

**PROFESSIONAL EXPERIENCE:**

**Capital One, Mettawa, IL Oct’ 13 to Present**

**Sr. Business Analyst**

Capital One is one of the largest multinational banking and financial services corporation in the United States. It provides a broad range of retail banking/brokerage, asset/wealth management, and corporate/investment banking products and services. The project was part of the Capital One online banking (OLB), which provides individuals and small businesses with Retail and Small Business Products. The goal of the project was to redesign and enrich the portals and systems to increase customer satisfaction, create bank loyalty, and to create reliable products. This involved heavy web development of the Online Retail Banking Portal and systems and I was involved on the UI design and development.

**Responsibilities:**

* Functioned as the **liaison** between the business line, operations, and the technical areas throughout the project life cycle.
* Interfaced with the client as part of requirements gathering and elicitation to finalize the project scope.
* Conducted **JRP** sessions with **SME** and manager to understand business processes, functionality detail.
* Developed business process models in **Scrum** environment.
* Helped to create and translate **user stories** to define the functions the system must provide, and to facilitate requirements management.
* **Assisted** **scrum master** tofacilitate thescrum and helped to act as a buffer between development team and non-development distractions.
* Assisted to conduct **daily scrum** to summarize what has been done, plan what needs to be done, and recognize impediments.
* Helped to create **burn down charts** to show remaining work in the sprint backlog.
* Identified “**As is**” process and “**To be**” process as parts of **gap analysis** for new functionality requirements, as well as prioritizing them based on actual business needs so as to align them with the project roadmap.
* Created **Unified Modeling Language (UML)** diagrams for Business Process Modeling like **Activity Diagrams, Sequence Diagrams, Data Flow Diagrams, and Flow Charts.**
* Extensively worked with **MS SharePoint server 2013** tool for document management and accessibility by my team and business stakeholders.
* Created **Mock-up** forms in **Just in Mind** for better visualization and understanding of the GUI
* Assisted the Project Manager to develop both high-level and detailed application architecture to meet user requests and business needs.
* Assisted the PM in setting realistic **project expectations** and in evaluating the **impact of changes** on the project plans accordingly and conducted project related presentations.
* Assisted with user testing of systems, developing and maintaining quality procedures, and ensuring that appropriate documentation is in place.
* Involved in documentation of **Functional Requirement Documents** (FRD/SRS) and the Non-Functional Requirements and used **SharePoint** for document and file management.
* Use **SQL** during the testing phase to **verify and validate** that the correct information is being provided.
* Conducted **User Acceptance Testing** (UAT) to ensure all the business requirements have been fulfilled by the application.
* Worked with PM during **RACI review process** and release management.
* Implemented Software **Quality Assurance** development policies and test procedures. Documented test scripts according to the business specifications and design documents.
* Worked with development and testing teams to accomplish **timely release** objectives.
* Prepared **user manuals** and conducted **training sessions**.

**Environment:** Agile-Scrum,Microsoft Office Suite, Microsoft Visio, UML, Windows XP, MS Office (Word, Excel, PowerPoint), SQL Server, Sybase Power Designer, Microsoft Project**,** MS SharePoint server 2013, Test Director, Java.

**TD Bank, Mount Laurel, NJ Apr’ 11 to Aug’ 13**

**Business Analyst**

Commerce Bank is one of the largest multinational banking and financial services corporation in the United States. It provides a broad range of retail banking/brokerage, asset/wealth management, and corporate/investment banking products and services. The project was part of Commerce Bank’s Online Banking Services, which provides individuals and small businesses with Retail and Small Business Products. The goal of the project was to redesign and enrich the portals and systems to increase customer satisfaction, create bank loyalty, and to create reliable products. This involved heavy web development of the Online Retail Banking Portal and systems and I was involved on the UI design and development.

**Responsibilities:**

* Identified the areas for improvement by reviewing and analyzing the existing online portal systems.
* Conducted detailed and comprehensive Business Analysis by working with end users and other stake holders to identify the system, operational requirements, and proposed enhancements.
* Performing business **impact analysis** of proposed projects processes and gap analysis for new functionality requirements, as well as prioritizing them based on actual business needs so as to align them with the project roadmap.
* Gathered, analyzed and designed the **business requirements** from the user groups.
* Created Business Requirement Documents and Functional Requirement Documents.
* Involved in **JAD sessions** for resolving issues involving data processing, user interface and downstream systems interactions.
* Prototyped the application by providing screen shots and wireframes.
* Created **UML diagrams** and worked extensively on use case modeling.
* Conducted walkthroughs of the application requirements, with the development, testing and support teams.
* Participated in the **application development meetings** to clarify the business logic and provide the business scenarios to the development teams.
* Conducted review meetings with software test teams to ensure appropriate test scenarios have been provided for Integration and Regression testing.
* Improved the currently used AI system to help track, monitor and update information for pickers to help streamline their process using **GAP** Analysis, **Impact** Analysis and maintained a **Risk Register** to assist in maintaining records. Records and documents were maintained using **SharePoint.**
* Implemented Software **Quality Assurance** development policies, test procedures and testing methodologies. Documented test scripts according to the business specifications and design documents.
* Conducted user acceptance testing (**UAT sessions**) to ensure all the business requirements have been fulfilled by the application.
* Conducted post production validations (**PPVs**).
* Worked with Project Manager during **RACI review process** and release management.
* Worked with the Production support team for issues reported by the user group in the production environment.
* Prepared user manuals and conducted training sessions.

**Environment:** Rational Rose, MS Visio, Just in Mind, UML, MS Office (Word, Excel, PowerPoint), Microsoft Office Suite, Java, Oracle, SQL Server, Windows XP, Silk Center, MS SharePoint, RUP methodology

**AIG, NY Nov’10 to Mar’ 11**

**Business Analyst**

AIG is leading insurance company providing insurance for commercial, institutional and individual customers. Insurance underwriting activities are performed globally directly through AIG Underwriters and third party brokers.

The project objective is to build a solution that integrates AIG existing policy management systems. This application was to integrate the property and casualty policy management systems and extend functionality for Enterprise Risk Management.

**Responsibilities:**

* Extensively worked in **Agile** frame work throughout all the phases of Software Development Life Cycle (SDLC)
* Performed requirement gathering using both **formal** and **informal** sessions through **interviews, NetMeeting, questionnaire, video conferencing, JAD sessions and conference calls.**
* Performed requirement analysis by gathering both functional and nonfunctional requirements based on interactions with the **Users.**
* Helped to create and translate **User Stories** to define the functions the system must provide, and to facilitate requirements management.
* Assessed and documented the flaws in the existing **AS-IS** system and made clear recommendations of Business Process Automation and incorporated them in the future **TO-BE** system design to perform **Gap Analysis**
* Developed various **UML Diagrams** such as **Timing diagrams, business flow diagrams, Activity diagrams** and **Sequence diagrams** using **MS Visio** so that developers and other stakeholders can understand the business process.
* Used **MS Project** and assisted project manager in making Project Plan with necessary modifications.
* Actively participated in, group and individual based, problem solving and decision making throughout the different phases of Agile. Authored progress and **completion reports**, which were then submitted to project management on a weekly basis.
* Wrote **SQL** statements to extract data from the tables to validate data flow
* Gained expertise on **Change Management** by performing **Impact Analysis** for **Change Requests** obtained during **Scope creep**.
* Used **Quality Center** for automated testing. Coordinated with the test team to check the weekly status and report the same to the project manager.
* Conducted **User Acceptance Testing** (UAT) to ensure all the business requirements have been fulfilled by the application.
* Conduct a **smoke testing** after each build and **Post Production Validation** after each release.
* Prepared **user manuals** and conducted **training sessions**.

**Environment**: Power Designer, MS Office (Word, Excel, PowerPoint), Quality Center, Windows 2000/2003, SQL Server, Java, Oracle 10g, PL/SQL.

**UBS, Weehawken, NJ Jan’ 08 to Oct’ 10**

**Business Analyst**

The project entailed developing end-to-end solutions with all functionalities enhanced as per client specifications for **UBS Asset Management**. Agents and clients wanted to execute a variety of transactions on the web, ranging from basic account opening and querying to placement of orders, redemptions and executing other transactions straight through. The solution enabled the customers to **perform account transactions**, **select investment products,** **make changes to portfolio distribution,** and **receive statements** and other documents electronically.

**Responsibilities:**

* Identified the areas for improvement by reviewing and analyzing the existing online portal systems
* Responsible for managing and maintaining relationships with users as they pertained to new enhancements.
* Assisted senior business analysts in performing **GAP** **analysis** and documenting the Business Requirements. Functional Requirements and Non-Functional Requirements into Business Requirement Documents (BRD) and Functional Requirement Documents (FRD).
* Designed and developed Use Cases, Sequence and Activity Diagrams using **UML**.
* Created wireframes and prototypes of the new web interfaces to communicate the ideas to the business users and the management teams.
* Worked closely with the UI design and development team to ensure viability of new features to ensure proper functionalities of the complete system.
* Coordinated with project manager on project activities like preparing timelines for project delivery.
* Assisted with **user acceptance testing of system (UAT),** developing and maintaining quality procedures, and ensuring that appropriate documentation is in place.

**Environment**: Rational Unified Process (RUP) Methodology, Rational Requisite Pro, Rational Clear Case, Microsoft Visio, Microsoft Office Suite MySQL.