**SUDAN GHIMIRE**

**SUMMARY**

* **7+ years** of Business Analyst experience in **E-commerce domain.**
* Experienced in performing **Business Process Reengineering**/**Gap Analysis** to check the compatibility of the existing system infrastructure with the new business requirements.
* Managed complex business initiatives to balance requirements for functionality, efficiency and quality.
* Extensive experience working with vendor e-commerce tools like Microsoft commerce as well as helping construct and integrate in-house e-commerce applications.
* Extensive experience with **Business-to-consumer** (B2C) sales of tangible goods/online services and **Business-to-business** (B2B) scenarios, such as e-procurement
* Having experience in Project management in Oracle EBS including OBIEE.
* Implementation and Support of various applications in OLTP and OLAP applications.
* Solid experience gathering requirements for applications such as shopping carts, catalogs, search tools, checkout and payment gateways
* Extensive experience in modeling the **AS IS** and **TO BE ecommerce** solutions.
* Worked across the different modules of Oracle Applications including Order Management (OM), Advanced Pricing, Inventory Management (INV), and System Administration.
* Support the Operations area covering Supply Chain, Procure To Pay, Order To Cash, Planning, Contract Manufacturing, Warehouse Management and interfaces to the eCommerce channels.
* Experience in redesigning the existing VB.NET windows application to C#.NET windows application with enhanced features to the current system
* Extensive knowledge and experience in Optimizing SCM, Reducing Inventory & Holding cost, Manufacturing Process Improvement, Supporting and enhancing POS (Point of Sale systems) & Ecommerce system in Retail Domain
* Good knowledge and experience with **Web Forms, CSS, XML, AJAX, JavaScript,** VBScript, and designing User Interfaces.
* Business Analyst role, with main responsibilities supporting SAP Supply Chain Processes such as SCM, Transportation, Compliance, Trade Management, Warehousing, Optimization, Tendering & Freight payment and Distance Calculation.
* Experienced in complete SDLC, Client /server architecture providing a well balanced understanding of business relationships, business requirements, worked for financial and technical solutions and help the team at all levels until final product release.
* Good understanding of Project Process and ability to analyze business problems and identify solutions.
* Worked extensively with the team to meet business requirement and analyzing workflow.
* Experienced in creating Business Requirement Documents, User Requirement Specification, Functional Requirement Specifications.
* Experienced in creating Data Flow Diagrams, Use Cases, Use Case Diagrams, Activity diagrams, Entity Relationship Diagrams
* Skilled in determining system requirements and specifications for application development projects with emphasis on User Requirements and Functional Requirements through user interviews.
* Well versed in Process Narratives, Flow charting Techniques using UML, and Good Documentation Practices.
* Experienced in developing Object Oriented Analysis and Design Models; Use Case Model and UML.
* Well versed in project management tools like MS Project for project planning, Project scheduling.
* Prepared documents to conduct user acceptance testing.
* Good Knowledge of **Unified Modeling Language (UML),** Class Diagrams, Use Case Diagrams, Activity Diagrams, Sequence Diagrams.
* Participated in preparation of root cause analysis **(RCA)** documents
* Team player and self-starter with excellent communication, coordination, documentation, project planning and interpersonal skills.
* Assisted **QA team** in developing Test Scripts, Test Cases and Test Plans for the User Acceptance testing.
* Proven ability to work under pressure, prioritize and meet deadlines. Open to dynamic work environment and ability to work collaboratively with business analysts, testers, developers and other team members in the overall enhancement of software product quality.

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| **Operating Systems:** | Windows, UNIX, LINUX, Mac. |
| **Languages:** | Java, **SQL**, HTML, XML, C#, VB, ASP, .Net |
| **Databases:** | **Oracle**, MS **SQL** server, MS Access, IBM DB2 |
| **Tools:** | MS Office: Word, **Excel, Access**, Power point, **Project, Visio**, Front Office |
| **Industry Standards:** | PHD , Rational Rose , EDW , CMM. |

**Professional Expertise**

**Buy.com, Orange County, CA Apr 2015 to Present**

**Business Analyst**

**Business Analyst**

Understanding the various Ecommerce applications and support them. Analyze the various Ecommerce applications used by the US retailer and improve their performance, provide permanent fixes for issues by identifying the root cause, work with the business deeply to understand their future requirements and work upon scalability of the Ecommerce applications

**Responsibilities**

* Provide business and technical analysis, implementation, training and support for the number three volume global online shopping company in the U.S. Analysis includes both U.S. and International ecommerce sites.
* Interacted with stakeholders to finalize the Business Requirements
* Coordinate with development teams on enterprise wide third party tools-Site Catalyst, Endeca, and Web Content Management System.
* Collaboration proprietary Web Content Management Application (WCM), QoS (Quality of Services),Search Engine Optimization (SEO), SLDC enhancement and third party tool integration projects for: Endeca, Google Commerce Service and Webmaster Tools
* Perform Web analytics (Adobe Site Catalyst) requirements, analysis, implementation, testing and on-going support of web quality analytic tools to improve site quality, availability and search ranking.
* Followed a structured approach to organize requirements into logical groupings of essential business process, business rules, information needs and ensured that critical requirements are not missed and provided e-commerce based solutions to their complex business problems.
* Closely interacted with designers and software developers to understand application functionality and navigational flow and keep them updated about Business users sentiments.
* Standardize documents for agile project implementations.
* Owned the weekly Burn down charts, Agile wall updates, Tracking Planck cards (a communication protocol between the onsite-offshore agile team members).
* Liaise across teams- development, project management, business managers and vendors to identify and resolve issues to deliver projects on time in a Microsoft .net/SQL environment.

**Environment:** Rational Requisite Pro, UML, SQL Server, MS-Visio, XML, Microsoft Word, Microsoft Excel, Microsoft PowerPoint.

**Walmart Ecommerce, Baltimore MD July 2013 – Mar 2015 Business Analyst**

Walmart Global E-commerce is the ecommerce strategy and technology that deliver on the promise of Walmart's price leadership, broad assortment and superior customer experience. It is responsible for building the global service layer that will enable the end-to-end customer experience, from finding the product to delivering it to the customer. This spans many markets, business models and form factors.   
   
**Responsibilities:**

* Drive and lead execution of new product initiatives through strategic development ensuring target scope in both ecommerce applications and back-end systems using Waterfall and Agile development methodologies.
* Gather and write functional/business requirements used by engineers and programmers on multiple ecommerce applications as well as collaborate with User Experience/Interface designers to develop wireframes/schematics that support such requirements.
* Got involved in requirements elicitation and analyzing requirements during the requirements analysis phase of the projects.
* Coordinating workflow across ecommerce, IT, UI, retail and UAT teams
* Performed the analysis of several websites like EBay, Amazon, Costco, Target, JCPenney, Macy, Levi's, Calvin Klein, US POLO etc. to identify competitive advantages and value addition to Walmart.
* Provide product support to Enterprise, Supply Chain, and Order management applications.
* Partner with continuous product engineering teams on investigating systemic issues.
* Create and execute SQL queries to find clues on what may be causing the opportunity.
* Perform root cause analysis on production issues.
* Follow up with engineering teams to provide a correction of errors document that provides solutions, which will prevent the issue from happening going forward.
* Create internal monitoring alarms and reports by designing queries using SQL.
* Action upon ad hoc tasks requested by business partners to support day to day operations.
* Give clear and concise feedback on questions/concerns made by the business regarding database logic.
* Work with key business stakeholders, engineering development, and PMO on developing system enhancements.
* Collaborate with the development team on designing clear and concise project requirements.
* Participate and provide signoff based on User Acceptance Testing results.
* Offer post implementation support on enhancements that have been introduced into production.
* Performed GUI testing and analyzed end to end functionality by testing the application manually.
* Track and report upon testing activities, including testing results, test case coverage, defects discovered and their status on a weekly basis.

**Environment:** Ecommerce, SQL Server 2008 ,UAT, Windows 7, Agile, JAD, MS Visio.

**Ebay Inc., San Jose, CA April 2011 – Jun 2013**

**Business Analyst**

eBay Inc. is an American multinational corporation and e-commerce company, providing consumer to consumer & business to consumer sales services via Internet. It is headquartered in San Jose, California. Mid of 2015 eBay Suffered massive security breach, and advised all users must change their passwords, similar efforts were implemented to implement more security layers amongst all applications worked on in ebay network, providing the 2factor authentication (2FA) via bastion hosts and re-zoning for the current security network systems and applications.

**Responsibilities**

* Drives proposal reviews and assessments to ensure:
* The business drivers and high level requirements are captured for the impact assessment.
* High level estimates (effort, resources and budget) are developed for review by the requestor.
* Partners with key project stakeholders (Technology, Business Partners) to refine the functional requirements in alignment with the scope of the project, the expected timeline and quality objectives.
* Partners with Business Partners to ensure the **BRD** are/is accurate and complete.
* Responsible for working closely with the core project team (Business Partners and Technical Lead) to deliver the **Detailed Requirements Document (DRD).**
* Worked on securing customer facing web based applications and customer portals.
* Partners with technical team (Technical Lead, Shared Services Team) to define the functional design specifications.
* Partners with technical team to define system integration scripts and production hand-off document **(PHD)**
* Reviews and approves project deliverables, such as the technical specifications and test plans
* Supports issue investigation and resolution during the testing phase (system integration testing, regression testing, performance testing, user acceptance testing)
* Provides support to Business Users to enable them to execute the **UAT.**
* Designed and developed Use Cases, Activity Diagrams, and Swim lane diagrams, using **Unified Modeling Language (UML),** and with **Rational Rose.**
* Maintains project documentation in project repository (Project SharePoint Site) to reflect current updates and promote documentation current state.
* Proactively identifies, and escalates external functional dependencies to the Project Manager and works with project team to resolve.
* Proactively identifies and escalates key risks and issues to the Project Manager and works with project team to resolve.
* Supports Project Manager to communicate the scope, dependencies and impact/risk to the production environment for the release coordination to the **Release/Change Management Team.**
* Provides subject matter expertise to assess the impact of proposed scope changes (CRs) on the project deliverables (effort estimate).
* Prepared weekly and monthly status reports and score cards to share with senior project managers.
* Created monthly power point project status reports to show progress to senior leadership.
* Partners with Project Manager to collaborate with Operations team throughout project lifecycle to ensure seamless transition through knowledge transfer and the production hand‐off document **(PHD)** process.

**Environment:**  MS Outlook, MS Office, Rational Rose, Rational Requisite Pro, Rational Clear Quest, SharePoint, HTML, MS Project, MS Office, Macromedia Flash, M.S. Visio, M.S. Project, Dreamweaver, SQL

**Amazon, Seattle, WA June 2009-March 2011**

**Business Analyst**

Amazon is an American e-commerce and cloud computing company with headquarters in Seattle, Washington. It is the largest Internet-based retailer in the United States and world by total sales and market capitalization.

**Responsibilities:**

* Accomplished experience through whole SDLC from requirement analysis till deployment, using agile methodology.
* Developed Use Case Diagrams, Business flow Diagrams using MS-Visio.
* Extensive experience in Conducting Market Research, Feasibility Studies, Data Analyses, System Analyses, Gap Analyses, and Risks Analyses.
* Assisted the team in eliciting, organizing, and documenting required functionality and constraints.
* Assisted project management with project planning and progress monitoring.
* Actively involved in all phases of software development life cycle in Scrum management process.
* Involved in all phases of Project Life Cycle.
* Created BPR charts for **AS IS** and to be processes of different business functionalities.
* Documented Test Plans, Test cases in Test Case Design Documents for different scenarios of the **(User Acceptance Testing) UAT.**
* Drove elicitation of data retention requirements for data warehouse reporting project.
* Worked with PM to coordinate daily activities between applications development and Product Management.
* Gathered business requirements, designed site mockups, e-commerce financial credit development activities.
* Participated in **JAD** sessions and suggest changes and meet Business Requirements for the ongoing Conversion Project.
* Performed Data mapping, logical data modeling, created class diagrams and ER diagrams and used **SQL** queries to filter data.
* Involved in writing SQL queries to retrieve the data for testing the reports.
* Involving in designing the screen mockup’s **MS Visio** can be view by everyone in the project and Business partners.
* Gathered business requirements, designed site mockups, e-commerce financial credit development activities.
* Developed the traceability matrix.

**Environment:** Scrum, Rational Requisite Pro, UML, VB.NET, SQL Server, MS-Visio, XML, Microsoft Word, Microsoft Excel, Microsoft PowerPoint, Rally.

**Education:**

Bachelor in Science in Business Administration with Concentration in Finance, East Central University