**Tiyank Sahai,**

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**Sr. Business Analyst**

**PROFESSIONAL SUMMARY**

* Business Analyst with 7+ years of experience in Banking, Systems /Solutions Engineering, Healthcare, Financial Services and retail domains.
* Extensive experience in communicating with Subject Matter Experts (SME’s), performing Requirements Gathering, Business Analysis, Data Analysis and Documentation.
* Proficient with industry standard methodologies like Software Development Life Cycle (SDLC), Iterative Software Development Life Cycle Process as per Rational Unified Process (RUP), CMM (Capability Maturity Models) and Rational Tools used during various phases of RUP, MS Office Suite and MS Visio professional
* Solid experience in organizing Joint Application Developments (JAD) sessions, walkthrough, Interviews, Workshops sessions with end-user/clients/stake holders and the IT group. Experienced in conducting training sessions for users
* Extensive experience of working in Insurance Industry (Life Insurance, Hedging/Risk Management, Pension and Retirement Plans), financial software applications and Telecom Application.
* Excellent experiences in developing applications that meet the requirements as specified by Web Content Accessibility Guidelines (WCAG) 2.0.
* Strong knowledge of Life Insurance, Risk Management Concept and Actuaries Support Application, GAAP and STATUTORY Application, Pension and Retirement Plans.
* Experienced in Business Process Management (BPM) and Business Process Reengineering (BPR) using Six Sigma techniques.
* Strong experience in working with off-shore teams of developers and QA to ensure solution is correctly developed and tested.
* Expertise in documenting business requirements document (BRD), Use Case Specifications and Functional Specifications, Systems Requirements Specification (SRS), Workflows and Unified Modelling Language (UML) diagrams (use case, activity, sequence)
* Experience in UML, Visio, Rational Rose, Clear Case, Rational Requisite Pro, Test Manager, Rational Clear Quest &amp; Microsoft office Suite
* Meticulously performed Fit-Gap analysis, User Acceptance Testing (UAT), SWOT Analysis and Cost Benefit Analysis, handled change requests and communicated them to senior management.
* Hands on experience on Functional Testing, QA Test Plan, defining Test cases, reviewing and maintaining Test scripts, analyzing bugs and User Acceptance Testing (UAT)
* Lead multiple systems in SIT (System Integration Testing), UAT testing (User Acceptance Testing) efforts, and defect remediation with various IT and business groups
* Adept in working at all levels of management and managerial processes: Project Leadership, Requirements for product design, engaging with Cross Functional Teams, Interaction with Client, Offshore/Onsite Management
* Motivated team player and a proactive self-learner with excellent communication and inter-personal skills
* Experience in working with and developing hierarchical data
* Strong knowledge in PeopleSoft RDBMS, XML Publisher, SQL, Crystal Report, PS Query and PS toolsApplicationEngine, Fit-Gap Analysis, Integration Broker, Data Mover
* Excellent organization, analytical, and communication skills
* Strong understanding of SDLC Methodologies, including Agile and Scrum Methodologies
* Supported practice group strategic plans through structured analysis and research related to business objectives.
* Executed process analysis, process Gap analysis and created process flows in MS Visio

**PROFESSIONAL EXPERIENCE**

**Wells Fargo, Newark, NJ June 2014 – present**

**Role:**Sr. Business Analyst

**Industry:** Banking

Wells Fargo is an American [multinational](https://en.wikipedia.org/wiki/Multinational_corporation) [banking and financial services holding company](https://en.wikipedia.org/wiki/Bank_holding_company). It is the second largest bank in deposits, home mortgage servicing, and debit cards.

**Responsibilities:**

* Elicited and gathered user and business requirements through open ended discussions and brainstorming
* Created detail process flow documentation based on the input from system users and understood the system architecture
* Developed Business Requirements Document, Functional Specification Document (FSD), Test Cases, and Work Instructions document
* Effectively handled scope creep and successfully analyzed its impact on budget and timeline
* Created use cases with alternate flows and maintained traceability matrix
* Conducted training sessions for the Customer Care Team.
* Worked with data analyst to write queries and load output into excel sheets, create pivot tables and design Chart and Stack charts
* Served as a liaison between Clients and Technical Staff to resolve any conflicts
* Conducted the FRS and URS reviews and walkthroughs with designers, developers and stakeholders
* Involved in preparing Test Plans based on User Requirements Document (URD/ BRD) and prepared the Test Cases and Procedures
* Gathered acceptance criteria for user stories by analyzing the various possible scenarios for the solution determined in order to have efficient testing
* Facilitated Bug and Defect report meeting. Also participated in Functional, Performance, Regression, system &amp; Integration Testing
* Assisted project managers to manage scope, schedule, and cost benefit analysis for the project between various stakeholder groups and within the project team, in order to resolve conflicts
* Researched and resolved miscellaneous production issues in the Enterprise Learning Management (ELM) module.
* Responded to Wells Fargo end-user support questions, reports and information requests
* Involved in PeopleSoft Testing, Upgrading, and Requirement Gathering
* Creating several reconciliation analysis reports for coordination between PeopleSoft HCM development team, Mainframe team, PeopleSoft financials team and various point solutions

**Environment**: Windows7, MS Office Suite (Vision, Project) HP Quality Center/AML, HP QTP, XML, HTML, Java, PeopleSoft, Microsoft SQL Server 2008

**MetLife, Chicago, IL April 2013 – May 2014**

**Industry:** Insurance

**Role:** Business Systems Analyst

MetLife is among the largest global providers of [insurance](https://en.wikipedia.org/wiki/Insurance), [annuities](https://en.wikipedia.org/wiki/Annuity_(US_financial_products)), and [employee benefit](https://en.wikipedia.org/wiki/Employee_benefit) programs, with 90 million customers in over 60 countries.

**Responsibilities:**

* Full Project life cycle, develop requirements, defect realization, solution execution, data mapping, analyze, manage tasks (small, medium, and large projects), write test scripts, and test (SIT, UAT, and verify Production) for the following systems; Mainframe, Oracle database backend logic, and SAP
* Shared the facilitation of daily stand-up, retrospective, backlog grooming and iteration planning meetings serving in a Scrum Master role
* Conducted meetings with the ICS Subject Matter Experts for understanding the flow of the Use Cases in order to update the Use Cases for the new system.
* Conducted Use case walkthrough meetings with the Business Experts (Client team), in order to update the Business Rules and flows of the Use cases and add more enhancements to the System to make it more user friendly and efficient.
* Involved in preparing the User stories and UI wireframes for the new system based on existing system screen shots.
* Conducted Gap Analysis to gather the requirements, by comparing existing Legacy billing center and Billing center.
* Worked on Agile methodology to keep the whole team involved in the project in terms of communication.
* Was involved in daily stand up meetings with both the Technical team and the QA team to provide the document artifacts and defects for the release.
* Was extensively involved in preparing new Use cases and updating the existing Use cases for the applications.
* Extensively used Quality Center in order to track the defects for the Technical team to work
* Coordinated with the Project Manager in order to set up meetings with different Users and Clients in order to gather the requirements for updating the System
* Ensure quality outcomes and on-time delivery of all initiatives
* Ensure project is delivered to defined scope while adapting to changing requirements, utilizing robust baseline/change management approach
* Design complex interfaces between PeopleSoft and other point solutions, such as interface from the recruitment system to PeopleSoft using Component Interface to process data load of new hires, rehires and internal transfer's employees
* Involved in the production & support and upgrade of the PeopleSoft HCM modules based on organizational needs and requirements

**Environment:** Windows 7, HP Quality Center, HP QTP, PeopleSoft, MS Visio, Rational Requisite Pro, Clear Case, JAVA, Oracle, PL-SQL

**Biogen - Durham, NC Nov 2012 – Apr 2013**

**Industry:** Health Sciences / Manufacturing

**Role:**IT Business analyst

**Biogen** discovers, develops and manufactures therapies for neurodegenerative diseases, hemophilia and autoimmune disorders.

**Responsibilities:**

* Developed functional IT requirements and specifications for new or upgraded software applications.
* Created validation documentation, execute validation scripts and maintain the current change control processes for numerous applications.
* Served as a “super user”, trainer, and technical/functional software support expert for CLS applications.
* Assisted in populating application configuration and metadata tables in the migration of historical data held in various legacy databases into the Clinical LIMS
* Assisted in testing , QA, and updating software products, new releases, enhancements, fixes, and maintenance
* Managed the activity of other system analysts by develop operational goals, create schedules, work plans and guidelines to meet department objectives.
* Assessed project issues and develop resolutions to meet productivity, quality, and client-satisfaction goals.
* Provided information updates to team members and senior management
* Served as primary administrator for several department desktop applications (SoftMAX, Waters Unify, Multi QC, and other instrument associated applications.
* Created and maintain internally defined databases
* Managed external vendor relationships including issues notification and follow-up to resolution
* Interacted with senior external personnel on significant technical matters often requiring coordination between organizations and external vendors.
* Provided testing data in validated reports to various Sanofi departments to support regulatory filings.
* Designed and implemented Real-time Integration of Best of the Breed Applicant tracking system with PeopleSoft ERP system
* Responsible for formulating the upgrade guide lines for the development team to upgrade the various PeopleSoft objects

**Environment:** Windows UNIX, SQL Server, .NET, Agile, MS SharePoint, XML, MS Office, MS Visio, MS Project, HP Quality Center, Rational Tools, UML

Arizona Department of Health Services, Phoenix, AZ Aug 2011 – Oct 2012

Industry: Health Care

Role: IT Business analyst

The Arizona Department of Health Services (ADHS) provides public health services to the citizens of Arizona. ADHS is headquartered in Phoenix and employs 2,200 people.

**Responsibilities:**

* Responsible for coordinating and managing the team and the project scope.
* Implemented Business Process Management (BPM) approach in order to align all the aspects of the organization with the wants and needs of clients.
* Conducted several end user meetings and workshops to facilitate team discussions to find out the needs of the end users for Requirements Gathering.
* Coordinated and Conducted individual and Group (JAD) Sessions with business stakeholders.
* Analyzed the existing high-level user requirement documents and assisted in drafting the Framework for the Demonstrator.
* Was responsible for determining ADHS regulatory compliance which stated that ADHS needed to send lab reports state health departments electronically
* Tracked progress of the project and deliverables and provide status report to upper management weekly.
* Evaluated clients’ requests against current system capabilities and current custom development capabilities to ensure that project scope is achievable.
* Documented training materials for new technology and process improvements. Also responsible for all project documentations.
* Evaluated the current processes within the project team and update status, schedule trends, risk management, mitigation and recovery actions.
* Implementation of 5 key aspects of HIPAA - Transactions, Identifiers, Codes, Privacy and Security, Non-Compliance issues and penalties

**Environment:** Windows Server 2008 R2, Microsoft SQL Server 2008,Microsoft Office SharePoint Server2007, Microsoft Office Suite, Rational Clear Quest

**Big Lots Inc. – Columbus, OH Sep 2010 – July 2011**

**Industry:** Retail

**Role:** Business Analyst

Big Lots, Inc. is an American retail company thatoffers brand-name closeouts and bargains that create a unique, exciting shopping experience for millions of customers. Big Lot offers a broad assortment of merchandise, including consumables, seasonal products, furniture, housewares, toys and gifts.

**Responsibilities:**

* Involved in all phases of the project life cycle including Requirements Gathering, Development, Unit & Integration Testing, UAT, Go Live and Post Production Support
* Identified Gaps in the system, based on user and policy requirements and prioritize the requirements of the users
* Elicited requirements using interviews, document analysis, storyboards, business process descriptions, use cases and workflow analysis.
* Participated in requirement analysis/discovery meetings to ensure provisional requirements matched technical specifications for clients. Process resulted in changes to streamline the Hewitt system to client requirements.
* Participated in solution validation and quality control activities such as walkthroughs, peer reviews, inspections, unit testing, and regression testing.
* Worked closely with Quality Assurance team to set up technology platforms for extension of client’s services after analysis of client requirements and using SDLC methodologies.
* Partnered with Lead Systems Analyst to report/review system defects/changes and mitigate participant risk. As part of the process, collaborated with the Lead System Analyst in the execution of systems and acceptance testing by facilitating participation of appropriate staff to ensure project signoff. Increased accuracy by placing quality checks on delivery reports and improved report accuracy and saved peer review time.
* Acted as a subject matter expert in ongoing processes; led training sessions to offshore BAs and Benefit Center Associates to enhance Business knowledge about Hewitt business system and general ongoing procedures.

**Environment:** Microsoft Office Suite, Quality Center, SQL, Agile, Project Management, Adobe Photoshop, Sessions Manager.

**Auto Nation – Fort Lauderdale, Florida May 2009 – Aug 2010**

**Industry:** Automotive

**Role:**Business Analyst

AutoNation is the largest automotive retailer in the [United States](https://en.wikipedia.org/wiki/United_States) and is the leading provider of new and pre-owned vehicles with over 310 franchises throughout the United States.

**Responsibilities:**

* Involved in understanding the current business process, defining scope of the project along with position statement.
* Proactively managed systems development, implementation and risk via the use of SDLC.
* Led the creation of a prototype for a risk based scoring system based on a ratings generated through the questionnaire.
* Actively involved in integration of graphical charts and simulation into the system (Monte Carlo Analysis and Efficient Frontier).
* Led the creation and integration of new components such as Manual Accounts which provided the planners ability to manually input investment vehicles like MDA’s and Alternative investments such REITs, Hedge funds and Private Equity.
* Responsible for communicating with stakeholders to provide accurate reporting and information regarding the ongoing projects and initiatives.
* Coordinating, negotiating and motivating outside vendors in support of time line and IT project deliverables.
* Met with users (primarily Advisors and Planners) and other stakeholders to understand the domain, gathered customer requirements through surveys, interviews (group and one-on-one) along with JAD sessions.
* Led the creation of requirements, business use cases, and functional (FRS) and technical specifications for planning system.
* Used Power Designer for Business Process as well as Object Oriented Modeling. Primarily using it for requirement analysis and use case scenarios.
* Applied Unified Modeling Language (UML) methodology to create use case diagrams using MS Visio.
* Trained Field Application support Team (FAST) on various application rollouts.

**Environment:** Microsoft Office, Microsoft Office SharePointServer 2007,Microsoft Visual Studio, Microsoft Visual Studio 2008Standard Edition, Microsoft ASP.NET, Microsoft .NET Framework 3.5, Microsoft SQL Server 2008, J2EE.

**Louisville gas & Electric - Louisville, KY Feb 2008 – May 2009**

**Industry:** Utilities

**Role:** BA / QA Analyst

LG&E is a diversified energy services company serving natural gas and electric customers in the Louisville metro area and the surrounding counties

**Responsibilities:**

* Performed Gap Analysis of the As-Is and To-Be processes to identify and validate requirements
* Organized requirements into high level Use Cases and low level Use Case Specifications and modeled them into Use Cases, Activity diagrams using MS Visio
* Developed models that accurately represent the business process and workflows and clearly communicate them to the stakeholders
* Contributed to development of Test Strategy, Test Estimates and created the Test Plan, Test Cases
* Worked on test management tool Quality Center for creating test cases, generating traceability matrix, and generating test progress reports
* Performed Test coverage analysis by mapping the requirement with the test cases in HP Quality Center(QC)
* Performed Browser Compatibility Testing using Multiple IE browsers, Fire Fox and safari
* Performed Sanity Testing, End to End testing, Functional Testing, Integration testing, regression Testing, Backend testing and Performance Testing.
* Performed Positive and Negative testing using the business requirements
* Coordinated the defects right from logging the defect till its resolution in Quality Center working closely with development team and business analyst
* Created matrix for analysis of testing result by graphs and flow chart using Quality Center

**Environment:** Microsoft Office Suite, Quality Center, Rational Clear Quest, Rational Clear Case, HP Quality Center, UML, Oracle 10g, Java SE 6, UML, M.S. Visio, RUP, JAD, Agile/Scrum, MS SharePoint, MS Project, MS-SQL, .NET

**EDUCATION**

* **Bachelor of Science,** New Jersey Institute of Technology (NJIT) , USA