**Professional Summary**

* **7+ years** of experience as a Business Analyst in implementing new web application in Health care, Insurance and Financial business domains
* Expert in analyzing Business operations and creating Business applications requirements with traceability matrixes
* Experience as a Data Analyst with ability to understand and analyze complex data models for business Requirements, including data warehouse and online transaction processing
* Experience in writing Request for Proposals (RFPs), Statement of Work (SOW) and Standard Operating Procedure (SOP)
* Excellent knowledge in gathering Requirements and have a detailed understanding on various domains such as Banking, Financial service, Cyber security (identity management, encryption and risk management)
* Proficient in creating requirements for web applications including Web, SOAP, REST full and custom smart device GUIs
* Expert in creating Use cases, Wire frames and Mockup GUIs using Axure, Cucumber and Star UML for unambiguous user requirement Specifications
* Strong experience in understanding and enhancing Entity Relationship Diagrams (ERDs), SQL Plus, Stored procedures, Data validation
* Extensive experience in developing stored Procedures, Tables, Indexes, SQL joins and statements sub queries
* Proficient in developing transact-SQL, DDL, DML commands including complex queries, views functions, stored procedures and triggers. Analyst with the ability to understand and analyze complex business requirements
* Strong experience in managing project life cycles and SDLC methodologies including RUP, Waterfall and Agile
* Proficient in designing and enhancing business Process flow, Business Process Modeling, Swim Lanes. Business process Re-engineering with keen awareness of developers and end-users needs and able to deal with user groups at all levels efficiently
* Experience in Project tracking, management, and reporting using MS Project and in creating presentations and recommendations to senior management.
* Extensive Experience with process modeling using UML, Flow charts, Sequence diagrams, State Transition diagrams, Activity diagrams and Use Case diagrams
* Experience in using MS Office extensively (Word, Excel, Visio, Power Point, Outlook, and Project) for calculations, graphs, analysis, presentation and documentation throughout the project
* Experience in White Box/ Black Box testing User Acceptance Testing (UAT), Unit Integration, Functional and Load Testing
* Worked with QA teams in preparing and developing test scripts, test cases, and Test plans for the user acceptance testing
* Ability to multi task, complete assigned tasks on-time and work smoothly under extreme pressure
* Excellent team player with good interpersonal skills, can communicate and negotiate well as well as good listener to examine different perspectives in the decision making process

**Professional Experience**

**Business Analyst, State of NY, Albany, NY 2015 November - Till date**

The overall objective of the project is to develop a new online lobbying application for Joint Commission on Public Ethics (JCOPE) that will incorporate many of the current lobbying application features but also include new requirements from JCOPE. Also, automate the current manual process by leveraging state of the art technology to drive efficiency.

**Achievement**: Successfully completed the JCOPE and produced BRD, FRD, Process flows, User Stories, Test Scenarios and Tracked organization. Website is up and access is given for selected lobbyists for initial release.

**Roles & Responsibilities**

* Developed systems requirements for the new JCOPE Lobbying Application based project scope and requirements
* Analyzed, planned, and implemented various aspects of JCOPE Lobbying Application
* Developed processes, controls and record keeping for data collection and analysis
* Identified and communicated risks and issues to management during project execution resulting in minimal project delay created insightful automated dashboards and data visualizations to track key business metrics
* Organized, planned, and documented bi-weekly production defect and enhancement deployments.
* Communicated business process requirements to IT staff, program staff and stakeholders
* Focused is on the effective use of resources, both people and technology, in the execution of the Commissions mission.
* Ensured that requirements and deliverables are verified and validated at each testing phase and final acceptance
* Translate the business requirements into various functional documentation, Use Cases, interface mockups, flowcharts, and other process flows.
* Work directly with developers and designers to ensure requirements are met
* Participate in the testing process by verify QA test cases and executing test cases to ensure all requirements all met before client release.
* Refine Agile methodology for Sprint planning and Product backlogs with internal and offshore resources
* Work closely with data architects, developers, test managers, business stakeholders and project managers to achieve project objectives in defined time frames.
* Participate in User Acceptance Testing (UAT) of system modifications; document findings to defined scenarios; ensure that changes.

**Environment**: Agile, SQL server, Microsoft Suite, Share Point, Apprenda, OBIEE, Mockplus, MS Visio,

**IT Business Analyst**

**Fifth Third Bank**

**Cincinnati, OH**

**2015 February - 2015 September**

Fifth Third Bank is an independent finical services organization focusing on creating and maintain personalized customer relationships. The project was to implement a centralized wed based application infrastructure to improve development time provide online data access. The team developed an application to perform search query for the stock rates Bond and derivatives and the current market status for the bank sales team.

**Achievement**: successfully created BA documents, helped deploy two major Web application releases, and improved the user satisfaction of using these Applications

**Roles and Responsibilities**

* Performed Requirement Gathering and Analysis by actively soliciting, analyzing and negotiating customer requirements and prepared the requirements specification document for the application using Microsoft Word.
* Identified opportunities for business process improvement through analysis and various meetings with business users and developers and initiated efforts to make improvements.
* Analyzed business scenarios, and created Use Cases, UML State Diagram and Requirements documents for three application releases.
* Developed the project plan with discussion the management, and included provisions for project scope changes and issues and initiated efforts to make improvements.
* Conducted project kickoff meetings with team members to explain roles / responsibilities, relationships with other groups, deliverables, timelines, assignments and status reporting
* Created activity diagrams and sequence charts to analyze the requirements and recommended better solutions.
* Prepared Business Process Models that includes modeling of all the activities of the business from the conceptual to procedural level. Followed top down, leveled technique for building Business Process Models
* Analyzed and identified UI requirements, created Wireframes, Prototypes and UI specifications
* Participated in the bug review meetings, updated requirement document as per business user feedback and changes in the functionality of the application
* Clarified QA team issues, reviewed test plans, and test scripts developed by QA team to make sure that all requirements will be covered in scripts and tested properly
* Organized meetings to discuss outstanding issues with QA and developers
* Analyzed test scripts for User Acceptance Testing (UAT).

**Environment: Axure**, StarUML, SQL, Java, MS SharePoint, MS Office, HP Quality Center, Agile, UML, UNIX, SQL Navigator, Oracle 11G RDBMS, HTML

**Business Analyst**

**Ameriprise Financial**

**Monticello, IL**

**May 2013 - December 2014**

Financial Accounts is a client portal that provides 360-degree view of clients American Express, Non-American Express, manual and third party accounts. As such, the application provides summary, detail and transaction information for all of client's credit cards and banking and loan, retirement (401k) and investments & insurance accounts, which clients wish to consolidate at one place. The project was related to the reward and redeem tab, where in customer could view and redeem the reward points collected based on his/her financial activity with the company

**Roles and Responsibilities**

* Analyzed the existing Web Applications and created new requirements documents as per the KPIs from the marketing team
* Worked as a relationship among stakeholders to extract, analyze, communicate, validate and document requirements for changes in business processes, policies and information systems.
* Produced high quality project artifacts including but not limited to business requirement documents, traceability matrices, use cases, issue logs and other documents as needed.
* Followed a structured approach to organize requirements into logical groupings of essential Functional Requirements and Non Functional Requirements
* Assisted the business in determining if and how new systems or system enhancements may improve process flow and business function.
* Ensured that system requirements meet business needs and that the business is able to fully integrate and implement new systems or system features.
* Consistently prepared requirements and RFPs to bring effective upgrade regarding client facing experience.
* Lead detailed requirement phases identifying, tracking, escalating and/or resolving requirement issues. Worked with QA and UAT teams to ensure the defects are tracked and reworked to ensure completion of delivery
* Collaborated with the project management teams across locations and conducted business meetings to provide the status of the project.
* Worked with user groups to provide training, resolve questions, assess user needs and recommend changes.
* Worked with the business to recommend appropriate training as systems are deployed.

**Environment:** Requisite Pro, Mock plus, MS Office Suite, MS Visio, UML, Oracle SQL Developer

**Business Analyst**

**East Georgia Regional Medical Centre**

**Statesboro, GA**

**2011 October -2013 April**

East Georgia Regional Medical Centre provides generations of families with a higher medical standards close to home. They are dedicated to delivering technologically advanced medical attention in a respectful caring environment. My project involved the design and development of the prototype of the Electronic Health Record System (EHRS) that would integrate the medical records of the 4 centres as a first step. The purpose of this project was to expand internal capabilities and efficiencies across centres in order to sustain health centres in increasingly competitive and financially constrained health service markets. 

**Roles and Responsibilities**

* Proficient experience through entire SDLC from requirement Analysis till planning utilizing extraordinarily skilled RUP procedure of programming development.
* Extensively dealt with the RUP's advancement cycle with four following stages - Inception, Elaboration, Construction, and Transition
* Developed Business Plan and characterized unique sort of practical breakdown to lead along with System Design and Development
* Interviewed input clients including suppliers, professionals, triage staff, and leaders, plan group for prerequisites social affair and investigation
* Designed the underlying useful determination and utilized MS Visio to build up the database model of the proposed framework.
* Developed complete EHRS business and base necessities and creative calculated and arrangement design, now endorsed by the US Bureau of Primary Healthcare.
* Attended HIPAA and HL 7 preparing in order to security and guidance in health insurance
* Designed a clear financial planning layout with various interlocking examination for the advancement and usage of the EHRS
* Written SQL questioning for utilization while Data combination.
* Performed the data modelling and data modelling using various tools
* Assisted the Test Production Team in testing and following the defects in the application
* Documented Test Plans, Test cases in Test Case Design Documents for various situations of the UAT

**Environment:** Mock plus, SQL, Java Oracle RDBMS 11g., IBM Mainframes, Web Sphere, RUP, Rational Clear Case, Rational Clear quest, Visio.

**Info Apps Technologies PVT LTD**,

INDIA

**Business Analyst**

**November 2008 - May 2011**

EEIS is an Intranet website to facilitate existing processes like Medical Insurance, leave management, personal information and Idea Management from a single source. Currently the company has an existing Intranet Portal built on SharePoint. The current portal is not meeting the expectations of the Human Capital of the company, Hence the company has decided to build a new website using Java and database as Oracle. The website aims to support the above mentioned internal business processes, improve collaboration and leverage on Organizational knowledge. This website should provide access to all employees with all information like medical benefits, current company news, Internal Job openings etc., but be segmented depending on employee role within the organization.

**Role and responsibilities**

* Analyzed user problems, including automated and manual business processes and identified, researched, investigated, defined and documented business processes
* Design application user interface, including screen layout and access and navigation requirements, for the functionality documented in the use cases using an iterative development approach
* Designed documentation questions according to customer’s response
* Created work break down structure with each task, written business requirements use case done modifications for new applications, functional requirements for
* Performed a complete GAP Analysis to identify problems and inconsistencies with the business requirements specification and the existing system
* Discussed about the business requirements from team members and JAD sessions
* Designed Use Case Diagrams, Activity Diagrams, Sequence Diagrams, and Collaboration Diagrams using MS Visio
* Authored System Requirements document (SRD), Use Case and Systems Requirement Specification (SRS) along with the technical staff and developers
* Participated in regular meetings with developing team, clients project manager and quality analyst for more improvement in the project
* Interacting with the team members and developers the changes have to made in project and the requirements to handle for changes
* collaborate by way of testers in prepare test cases for the test scenarios per specification applications and requirements for writing test plans

**Environment:** Servlets, JSP, Struts, JavaScript, HTML, MS Visio, MS Office and Oracle