**Waheed Hadi**

**PROFESSIONAL SUMMARY:**

* Diverse experience as a Business Analyst with IT knowledge in different industries and have complete knowledge on all phases of the Software Development Life Cycle (SDLC) gained over working on various projects for different Clients.
* Comprehensive knowledge on Waterfall, RUP and Agile methodologies.
* Hands on experience in analyzing and documenting Business Requirements Documents (BRD), Functional Requirements Documents, Use Cases and Requirements Traceability Matrix.
* Extensive experience in gathering requirements by conduction of JAD sessions(Joint Application Development),Interviews, Workshops and Requirement Elicitation sessions with end-users, clients, stakeholders and development team and converting them in to BRDs (Business Requirement Documents) and FRDs (Functional Requirement Documents) or NRFD (Non-Functional Requirement Document).
* Excellent analytical skills in understanding the business process (AS-IS and TO-BE), understanding the functional requirements and translating them to system requirement specifications.
* Managed internal projects improving project planning, resource management, and time billing using MS Project, SharePoint, Visio.
* Extensive experience in Salesforce.com SFA.
* Extensive experience in creating business process flow diagrams,UML (Unified Modeling Language) tools to create Activity, Sequence, Use Case, Class, and Collaboration diagrams.
* Proficient in Rational Suite including Rational Rose, Requisite Pro and Clear Quest.
* Strong experience in writing SQL queries for Data Analysis and QA report testing.
* Experienced in performing SWOT analysis, Cost benefit analysis, Risk analysis.
* Strong in manual testing, Automated testing in Visual Basic & other protocol of automation tools Experience in testing applications under. Net, Windows.
* Conduct regular performance monitoring of LMS system and tuning for optimal performance.
* Maintained, developed and troubleshooting the LMS and continually improving support for end users
* Coordinated the planning and production of courses and content materials to be implemented with the LMS.
* Collaborated and coordinated with Information Technology to ensure consistent quality and continuity of LMS service.
* Performed a variety of software testing including User Acceptance, Performance, Load, Stress, Sanity, Parallel, Black Box, Grey Box, White Box, Positive, and Negative Testing.
* Experienced in Bug Tracking System and Process.
* Strong experience in Extraction, Transformation and Loading (ETL) data from various sources into Data Warehouses and Data Marts using Informatica Power center.
* Well experienced in working on MS Word, MS PowerPoint, MS Excel, MS Visio and MS Project.
* Excellent verbal, written, interpersonal and communication skills with strong analytical abilities to perform well both independently and as a team player.

**Technical Skills:**

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| --- | --- |
| Operating Systems | Windows 95/98/NT/XP/Vista and Windows 7 |
| Languages | Java, SQL, PL\_SQL, UML,HTML,XML |
| Database | Oracle 10g, MS Access, SQL Server, MySQL |
| Methodologies | Rapid Action Development (RAD), Joint Application Development (JAD), Rational Unified Process (RUP), Unified Modeling Language (UML), System Development Life Cycle (SDLC), Agile, Six Sigma and CMM |
| Documentation Tools | MS – Office Suite (Word/Excel/Power Point). |
| Business modeling Tools | Rational Rose, Requisite Pro, MS Visio, MS Project, Clear Quest, Adobe Photoshop |
| Testing | Quick Test Pro (QTP), Test Director, Mercury Quality Center, Bugzilla, HPQC |

**PROFESSIONAL EXPERIENCE:**

**Prudential, Newark, New Jersey**

**Aug 2015- Present**

**Business Systems Analyst**

Prudential's PGIM division of Prudential Financial is offered within the iRisk Business Analysis Team, an area of PGIM Operations & Systems. With $3.5 trillion in life insurance policies in force worldwide1 and $1.184 trillion in assets under management, Prudential is the 2nd-largest life insurer in the United States and the 9th-largest institutional asset manager worldwide. They are committed to helping people and companies attain financial wellness through our innovative products and financial solutions. Whether working with multinational corporations or individual families and dedicated to helping create financial strength today and security for tomorrow.

**Responsibilities:**

* Working with investment risk professionals to assist them in leveraging and enhancing a complex risk analysis framework.
* Working closely with an external software vendor to explore and exercise new functionality, as well as support the testing of vendor releases.
* Providing accurate, diligent, and timely production support where required to meet weekly, monthly and semi-annual deliverables.
* The project focused on Exceed suite of products and involved tracking of warehouse inventory in multiple locations.
* Created various Analysis documents such as GAP Analysis, Impact Analysis in regards to migration of the project’s SharePoint.
* Was involved in verifying, validating and modifying necessary changes made and considered technical and business aspects in the deliverable documents and thereby uploading it on SharePoint.
* Maintained different versions of the project documentation for peer review.
* Supporting the generation and review of analytic data by Risk and CIO professionals.
* Integrating investment risk data with analytics tools in support of Risk Management, Federal Reserve supervision, Board and other senior management reporting and analysis.
* Partnering with investment professionals to define solutions to business needs. This includes eliciting, analyzing and documenting business requirements, identifying multiple approaches, making recommendations and facilitating brainstorming and requirement walk-through sessions.
* Partnering with the technology teams to implement automation and business enhancements. Analyzing and documenting systems interface and report design requirements which can include technical specifications, pseudo code, database table design, diagramming business process flows; in order to validate that the system solution meets the business need.
* Participated in Data Analysis and Design with the Data analyst in defining data sources and required data content for the data warehouse component
* Conducting project related tests which include: developing detailed test plans, test cases and expected results; conducting tests; evaluating and documenting results.
* Taking deep analytical dives on data while being able to summarize and communicate findings at an executive level.
* Was responsible for gathering CRM information and developing a comprehensive report once a month for management.
* Experience integrating salesforce.com with other apps.
* Integrated the Web Services for extracting the data from external systems to display in the pages of Salesforce.com.
* Involved in Salesforce.com application Setup activities and customized the apps to match the functional needs of the organization.
* Coordinated with QA team on campaign reporting of Salesforce Cloud Enterprise Edition application.
* Playing an investment information support and liaison role in a dynamic investment risk environment.
* Identifying / quantifying impact of requested changes on existing processes and outputs.
* Troubleshooting production and test issues to perform root cause analysis, reconciliations, recommending corrective action and leading the resolution efforts.
* Analyzed and resolved the ongoing issues with the Data Warehouse and the upstream and downstream applications.
* Applying investment related analytical / pricing formulas to validate vendor and internally generated analytics / valuations.
* Taking direct ownership and being a leader.
* Performed UAT testing Using HP ALM.
* Created and maintained UAT Test Plan using HP ALM.
* Performed Defect Status Report and UAT Test status Report using HP ALM.

**Environment:** UAT, JAD, HP ALM, MS Office Suite, MS Visio, MS SharePoint, Oracle, PL/SQL.

**The University Of Texas Rio Grande Valley, Edinburg, TX**

**Oct 2013- July 2015**

**Business Analyst**

The University of Texas Rio Grande Valley is a Higher Education institution. Part of a 9-person team managing and analyzing the departments Business Processes to process approximately 29,000 student's registration and academic history records.

**Responsibilities:**

* Manage and documented business processes for the Registrar and Admission offices.
* Develop new and automate business processes as needed by our office staff.
* Create, develop and maintain training material for our end users who use Banner INB and demonstrate new, existing and modified to system processes
* Work with other departments like registration accounting, financial aid, and faculty departments to build communication channels to assist the facilitation of our processes and students issues.
* Maintain changes in Banner student and Test and document test plans for upgrades and patches for Banner student system.
* Trouble shoot and identify gaps in current programming in Banner student INB and work with users and other Business Analyst to make necessary changes.
* Assist staff and other departments with student's issues that may affect a student's registration or academic history.
* Used Data Loader for insert, update, and bulk import or export of data from Salesforce.com Objects. Used it to read, extract, and load data from comma separated values (CSV) files.
* Involved in Salesforce.com application Setup activities and customized the apps to match the functional needs of the organization.
* Was responsible for gathering CRM information and developing a comprehensive report regularly for management.
* Assisted in developing CRM metrics that were used to gauge customer satisfaction for new and existing customers.
* Was responsible for conducting testing on campaign reporting of Salesforce Cloud Enterprise Edition application.
* Used available software like DATALOAD and APPWORX to automate business processes.
* Attended conferences relevant to Clearing house, Admissions, and other Student enrollment areas and network with other higher education professionals.
* Program and develop reports for departments using SQL in manage reporting.
* Report and publish enrollment numbers for our university and submit to Vice president.
* Performed UAT by formally documenting the results of each test and provided error reports and correction requests to the developers.

**Environment:** MS SQL, Windows, Rational Rose, Rational Requisite Pro, Clear Case, UML, Rational Suite, MS Visio, MS Office Suite.

**Princess Cruises, Seattle, WA**

**Nov 2011- Sept 2013**

**Business Analyst**

Princess Cruises and Holland America Line offer a wide-variety of spectacular land and sea experiences. They support a combined fleet of ships sailing to Alaska each summer, lodges and hotels, luxury motor coaches and the largest domed rail cars in the world. Their guests experience both luxury and adventure that is truly unmatched.

**Responsibilities**

* Developed analytic tools for management. Provided complex analysis and develops/designs reports. Assists with ad hoc analysis projects within the organization. Analyzes and prepares reports from data warehouse. Updated routine management reports for distribution. Provided timely and accurate competitive analysis.
* Coordinated with all systems, finance, management and operations teams to ensure accurate and meaningful data and analysis. Supports team effort to maximize product quality and profitability.
* Provided revenue management and inventory management solutions and improvements through advanced reporting, analysis, business intelligence, and analytics.
* Developed monthly revenue and cost forecasts for HAP-Alaska Yukon Operations and Guest Services Department. Meets all concrete deadlines for submitting fiscal planning updates. Develops and administers the Plan process for various groups within the department.
* Continuously developed and maintained financial analysis and reporting for HAP-Alaska Yukon Operations and Guests Services Department to assist in business decisions.
* Analyzed monthly variances and creates variance reporting for management review. Coordinates with Finance, Sales, Inventory and other teams to identify source of discrepancy and provides solutions for mitigating further variances.
* Designed, analyzed and prepared ad-hoc reporting for management from various data sources.
* Provides product management with weekly and monthly reporting to manage and maximize businesses profitability.
* Developed analytical tools for management on an as needed basis, applying knowledge of the business trends as well as financial reporting.
* Provided summary recap of reporting, along with key findings and recommendations for business actions needed in response.
* Determined steps and teams required to implement new initiatives, technologies and/or processes.
* Interfaced regularly with all participants involved in a project. Leads problem solving, identification of key issues and proposed solutions.
* Established metrics on success of projects, also tracks and report findings.  Determines and implement necessary course corrections.
* Developed strategy to constantly improve processes related to information flow between business owners.
* Communicated and coordinated strategy implementation across departments.
* Carried out responsibilities in accordance with the Company’s policies, objectives, and applicable government laws and regulations.
* Performed UAT by formally documenting the results of each test and provided error reports and correction requests to the developers.

**Environment:** MS SQL, Windows, Rational Rose, Rational Requisite Pro, Clear Case, UML, Rational Suite, MS Visio, MS Office Suite.

**Centene Corp. St. Louis, MO**

**Jan 2010- Oct 2011**

**Business Analyst**

Centene provides managed care programs and related services to individuals and families enrolled in government-assisted health programs. The company operates under the names Managed Health Services in Wisconsin and Indiana, Superior Health Plan in Texas, Buckeye Community Health Plan in Ohio, and Peach State Health Plan in Georgia, among others. Application was an Electronics Claims Processing (ECP) system designed to accept the electronic claims coming from the various providers (doctors and hospitals) and process them. The project was an integrated application of different set of rules and processes like HIPAA compliant, EDI 837 and 835 compliant.

**Responsibilities:**

* Performed SWOT and Gap analysis for the new functionality requirements
* Worked with HIPAA rules and regulations to draft business rules and claim processes.
* Interacted with the client and the Technical Team for requirement gathering and translation of Business Requirements to Technical specifications.
* Conducted JAD sessions.
* Hosted the application online using Microsoft share point excluding some functionality those were developed to use by employees only.
* Identified and documented the dependencies between the business processes.
* Documented the Use Cases and prepared the Use Case, Activity, Sequence diagrams and Logical views using MS Visio, MS Office and Rational Rose for a clear understanding of the requirements by the development team.
* Responsible for Medicaid Claims Resolution/Reimbursement for peach state health plan using MMIS.
* Responsible for checking NPI and approval of claim payment.
* Data modeling using UML.
* Worked on Lotus notes for getting feedback, web based requests and bill approval.
* Working with Medicare operational management to monitor, trend, and report on operational metrics such as timeliness, workload, and staff trending, customer satisfaction, and other key measures to facilitate performance excellence.
* Create and maintain Use Cases, visual models including activity diagrams, logical Business process models, and sequence diagrams using UML.
* Well versed with HIPAA, claim adjustments, claim processing from point of entry to finalizing, claim review, identifying claims processing problems, their source and providing alternative solutions using best practice model and principles.
* Involved in preparing project plans and identifying major milestones for each stage as per the SDLC model (RUP Methodology).
* Implemented the HIPAA privacy and security regulations to enhance the capabilities of the systems to process new products.
* Responsible for teaching sessions for end user to tell how to use tools.
* Used MS Project for various planning and budgeting activities.

**Environment:** MS SQL, C++, Windows XP, Rational Rose, Rational Requisite Pro, Clear Case, UML, Rational Suite, Business Objects, MS Visio, MS Project, MS Excel.

**Education:** MBA in MIS and Supply Chain Management from Ashland University, Ohio.