**SUMMARY:**

An experienced seasoned facilitator between Business Systems with over Six (6) years of extensive experience in requirement gathering, business analysis, system analysis, and client interaction. A hard working self-starter and team player with well rounded communication skills and an ability to exhibit strong problem solving and leadership skills with an ability to build a strong team environment and acclimatization to new technologies

* Extensive knowledge and experience within **Retail, Pharmacy and Ecommerce industry**.
* Skilled in leading teams to make sound business decisions based on analysis of short-and-long term business needs.
* Strong experience gathering requirements, interviewing senior level company officials to gather requirements for documenting project functional specification.
* Gathering Functional Specs/Requirements between Upper Management and Technical Engineers.
* Organized Joint Application Developments (JAD) sessions and Joint Requirement Planning sessions (JRP), walkthrough, Interviews, Workshops and Rapid Application Development (RAD) sessions with end-user/clients/stake holders and the IT group.
* Writing of functional business specifications & system-wide enhancement requests for tech. Engineers.
* Strong Writing of Test Approach, Test Scripts and Test Cases for defining User Acceptance Testing (UAT) initiatives.
* Managed the program risks & issues & facilitate their resolution and dependencies.
* Review project deliverables as per the requirement.
* Effective contributions at all stages of Software Development Life Cycle (SDLC) and Project life cycle (PLC).
* Expertise at requirement analysis, requirement prioritizing and developing the Business requirement documents (BRD), functional specification, High Level Diagram, and Low Level Diagram.
* Proficient in using UML in behavioral, structural and architectural modeling – in creating Use Cases, State, Activity, Class and Sequence diagrams.
* Lead team member to train end-users on changes to system functionality.
* Hands On with all the software testing tools in the market.
* Experience at preparing Test Plans, test cases and effective defect management.
* Experience and understanding of software development process including Software development life cycle (SDLC), Agile, and RUP’s Iterative System Development Life Cycle process, implementing the Rational Unified Process (RUP) in all four phases of a project Inception, Elaboration, Construction and Transition.
* Employed Rational Requisite Pro to manage the requirements using all three views. (Attribute Matrix, Traceability matrix and traceability Tree view).

**TECHNICAL SKILLS**

|  |  |
| --- | --- |
| Operating System | Windows, Linux. |
| Database, Web and other Servers | SQL Server, MS Access, IIS7, Exchange. |
| IDE, Web and Graphic Tools. | Visual Studio 2008, SharePoint Designer 2007, Adobe Web Premium CS5. |
| Modeling, CMS & Documenting Tools | IRise Studio, MS Visio, MS Office 2003/2007/2010. |
| Project Management Tools | MS Project, Teamwork Project Manager. |
| Requirement & Defect Tracking Tools | JIRA, HP Quality Center. |

**WORK EXPERIENCE**

**Kroger, Cincinnati, OH**

**Business Analyst April 14- Present**

**Kroger's** headquarters are in downtown Cincinnati. It maintains markets in 31 states, with store formats that include supermarkets, superstores, department stores, **Pharmacy stores**, convenience stores, and mall jewelry stores. Kroger-branded grocery stores are located throughout the Midwestern and Southern United States. As the retail pharmacy division of Kroger, it sells prescription drugs and a wide assortment of general merchandise, including over-the counter drugs, beauty products and cosmetics, film and photo finishing services, seasonal merchandise, greeting cards and convenience foods through their Kroger pharmacy and Drugs retail stores and online through Kroger.com. As a business analyst, I worked on upgrade project for their online application called **my Prescription center**.

**Roles and Responsibility:**

* Performed stakeholder analysis to identify key players for project success.
* Identified and involved all key stakeholders, contributors, business, operations and technical resources that must participate in a project and ensured that contributors are motivated to complete assigned tasks within the parameters of the project plan.
* Experience in running requirements workshops.
* Worked on **Refill mail service prescriptions** without registering or logging in, check for potential drug interactions among medications, **Refill and renew mail service prescriptions** from your prescription account, etc.
* Gathered requirements for the new module where patients can **Transfer Prescriptions** and to **Enhance Prescriptions History** **Online**.
* Prepared interview questionnaires for the clients to gather requirements.
* Played an active and lead role in gathering, analyzing, and writing business requirements.
* Collected and documented business processes as well as business rules. Provided key input in working with users in defining project and system requirements.
* Translated the business needs into functional requirements and communicated with the business users on a non-technical level
* Developed Data Flow, Work Flow, Process Flow, and Entity Relationship Diagrams in MS Visio, and analyzed them to create “AS IS” and “TO BE” scenarios.
* Was involved in the requirements gathering and Acceptance testing throughout the Product Development Life Cycle.
* Documented the System Specifications Document.
* Created and maintained the Requirements Traceability Matrix (RTM).
* Created use cases and Use case diagrams.
* Interacted with other teams through walkthroughs, teleconferences, meetings, etc. to resolve various issues.
* Ensured Use-Cases were consistent and covered all aspects of the Requirements document.
* Designed and developed scenarios based on business requirements.
* Created and managed project templates and used case project templates.
* Used Quality Center for manual testing.
* Carried out User Acceptance Testing (UAT).
* Performed Integration and regression testing along with testers using QC.
* Assisted with Test Cases and developed strategies with Quality Assurance group to implement them.
* Efficiently responded to client inquiries and resolved discrepancies.
* Collaborated with Quality Assurance Analysts to track defects.
* Maintained Repository for requirements documents.
* Consolidated the status reports of the team for the Project manager.

**Environment:** Java, BEA Web logic, Quality Center/ALM, Team Track, TOAD, IVR, apache, tomcat, POS, Barcode reader, barcode scanner

**HEB Grocery Company, San Antonio, TX.**

**Business Analyst March 2013 – April 2014**

**HEB Grocery Company** is a privately held San Antonio, Texas-based supermarket chain with more than 315 stores throughout Texas and northern Mexico. I, currently, work on Deals and Cost Management (DCM) Application Team and support Product Management Team as and when required.

**DCM Application** provides a one-stop portal for Vendors and HEB Partners alike, to enter all deals and cost changes; being a multi-phased project, I am involved with gathering Business Requirements, and train new business users.

**Pharmacy Online**: The project was to develop a new system for improving the Online Prescription Refill (Refill Your Prescription Online). The application required integration of their centralized database to the Online Safeway Application.

**Responsibilities**

* Develop strategic partnerships with the Business units to develop a solid knowledge base of the Business line, including the Business Plan, Products, and Process.
* Documented requirements and Use cases for **Refill Prescription and Transfer Prescription**
* Organize and participate in interviewing Business Partners, gathering and documenting Business Requirements; translate Business needs into system requirements, communicating with the business on a broader scale and with an in-depth view.
* Periodically assist Project Manager to gauge impact of changes on other Applications and Organization.
* Prepare detailed flow charts and workflows outlining systems capabilities, processes and project requirement creep (if any). Wrote and maintained system documentation.
* Design and develop Project document templates based on SDLC methodology.
* Document and developed Functional Requirement Document (FRD), Technical Design Document (TDD) as well as High-Level Project Plan.
* Function as the primary liaison between the Business line, operations, and the technical areas throughout the Project Cycle.
* Develop Functional Specification Document and Supplementary Specification (non-functional) Document.
* Participate in the Logical and Physical Design sessions and assist development of Design Documents.
* Work with developers to make sure that they understand the Use Cases, and build Traceability Matrix.
* Design and implement basic SQL queries for QA Testing and Report / Data Validation.
* Partner with the Technical Areas in research and resolution of System and User Acceptance Testing (UAT).
* Work with Quality Assurance Teams to develop Test Plan and Test Cases.
* Develop User Manuals, and Training Manuals as per Project Specifications and timeline.
* Conduct Training Sessions (Online as well as in-Person) for Pilot Business Users.

**Menards Inc., Eau Claire, WI**

**Business Analyst Aug 2011 – March 2013**

**­­­­­­­­­­­­­­­­­­­­­­­­­­Menards Inc.** is a chain of home improvement stores in the Midwestern United States. Menards is currently trying to revamp and add numerous proprietary Design-It Kiosk apps to their website in order to generate more revenues. I am working on these Ecommerce Initiatives for the year 2013 as a Business Analyst and Change Consultant. A lot of my work responsibilities include getting Menards's IT Teams and Business Users acquainted with various Business Analyst activities, since Menards has not had any Business Analysts in the past. As a result I have been constantly involved in gathering requirements in SCRUM environments, managing small-sized projects/MCRs; assisting the Project Manager in writing proposals/project charters, and training newly converted Business Analysts on various best practices and standards followed by other retailers across the country.

**Ecommerce Initiatives and Site Enhancements** include numerous Projects, Maintenance Change Requests (MCRs), and Enhancement Requests that are phased out throughout FY2013 and FY2014, with a business goal of increasing overall online sales and presence.

* Improving overall product search capabilities and providing real-time Upsell/Cross-sell functionalities using LucidWorks tools on Menards.com (MCOM).
* Improving overall shopping experience by enhancing Shopping Cart and Checkout process as well as providing more shipping options to the guests.
* Improving MCOM Category Navigation and product presence by proving better variation rollup and product reviews, and enhancing digital content.
* Adding Online Receipt Lookup functionality to MCOM site to allow guests to view their order history and print return receipts from home.
* Adding functionality to Take Gift Cards Online, and introduce e-gift cards via a homegrown gift card management tool in collaboration with Alavon Tools.
* Improving the Menards Mobile App and Mobile Web UI for better user experience and functionalities.
* Providing better address verification and 3rd party shipping and payment options for more flexibility on MCOM.

**Responsibilities:**

* Organize and lead meetings with Business Partners, gathering and documenting Business Requirements; translate Business needs into system requirements, communicating with the business on a broader scale and with an in-depth view.
* Periodically assist Project Manager to gauge impact of changes on other Applications and Organization, develop project plans and charters.
* Gather and document Business Requirements to be added to Project Documentation Archives.
* Participate in Vendor Selection Processes, SOW Reviews and Vendor Assessment for 3rd Party Tools and Software used across the Ecommerce Initiatives.
* Develop User Manuals, and Training Manuals as per Project Specifications and timeline.
* Train new Business Analysts and other team members on best practices in Retail Industry.

**Wal-Mart, Bentonville, AR**

**Business Analyst June 2009 - Jul 2011**

I worked on Order Management System that was part of the **supply chain** which plans, implements and controls the efficient, effective forward and reverse flow and storage of goods, services and related information between the point of origin and the point of consumption in order to meet customers' requirements. The **Order Management System** was part of the e-commerce application that was being developed for Wal-mart’s retail website. Worked on the **shopping cart application, the Online Gift card and the B2B exchange of data & online transaction processing** & electronic funds transfer. The customer’s orders an item as a registered customer or guest, the customer entered the **gift certificate number** which was then reflected on the financials showing some savings in the place order page before applying the credit card.

**Responsibilities**

* Developed and maintained effective relationships with business partners to understand their needs, develop solutions, and assisted in end-user training.
* Responsible for requirements gathering using JAD sessions, personal and group discussion, analysis, detailed process flow design, user acceptance testing and rollout of new & modified feature functionality deployed on the **e-commerce website applications.**
* Experience in **Merchandising, Pricing, Campaign Management**.
* Utilized **Agile Software Development Methodology using tools, Rally.**
* **Worked on Agile/ SCRUM technology and participated in demos at various sprints.**
* Prepared interview questionnaires for the clients to gather requirements and prepared Functional Specifications and User Requirements.
* Developed **mockups, wireframe and User Interface (UI)** to create exact scenarios of new application.
* Participated in reviews of RFP from external vendors and **wireframe** **screens** for new **Order Management System.**
* Worked with the project manager to estimate best/worst case scenarios, track progress with weekly estimates of remaining work to do, conducted informal meetings.
* Worked with the project manager for planning and organizing the project activities, and in communicating with other business center mangers and stakeholders of the project.
* Identified issues associated with each line of business and created and maintained an issue log with action items which was a key document for meeting the deadlines in the project.
* Performed GAP Analysis of the older legacy system and the required screens for the new System and created a document that identifies the screen changes with description and values of each field of every screen.
* Suggested fine tuning in requirements and as-is system based on Analysis of available data and discussions with support groups.
* Analyzed business requirements and their feasibility in areas such as timelines, technical, implementation aspects, and was responsible for communicating back to business.
* Proposed and prepared a template for storing e-mails exchanged by the Product Analysts, Underwriters, & Business Analysts for easy reference and retrieval of information in preparing requirements document.
* Handled change management requests by preparing and maintaining different versions of the document and effectively delivering the newer versions for reviews and sign offs well before deadlines.
* Responsible for writing Business Use Cases, Business Rules, logical analysis and change management of requirements.
* Formulated test strategy and wrote test cases and led testing process and analyzed results.

**EDUCATION**

**Master in Business Administration**

**Master in Information System**