**Vaibhav Desai**

**Professional Summary:**

* 6 years of experience as a Business Analyst in different sectors of business.
* Hands on experience as a Project coordinator, and as a Project Manager too.
* Strong understanding of Software Development Life Cycle (SDLC) processes including requirements gathering, analysis and design, development tools and technologies, release and version control, contemporary testing methodologies and deployment management.
* Solid acquaintance of various SDLC methodologies such as RUP, Waterfall and Agile with hands-on experience in all of them.
* Experienced in leading successful JAD session for performing gap analysis, deriving functional/non-functional requirements and document decisions on the future state of the systems and processes.
* Experience in conducting Gap analysis using AS-IS and TO-BE business process, Impact analysis.
* Experienced working on JIRA tool for tracking the progress in the project.
* Managed UAT testing and test scripting, criteria, and execution through hands-on as an end user and directly with end users for Web UI design and development.
* Excellent analytical skills to understand the business process functionality and to translate them to System Requirement Specifications.
* Very well experienced using Microsoft Office Suite 2007/2010 – Word, Access and giving presentations using PowerPoint and handling complex data using Excel (Macros and Pivot Tables).
* Experience with working with SQL for designing, developing and testing conversion data from different systems.
* Experience Working with SharePoint 2010, 2013
* Hands on experience of using SharePoint, JIRA, ALM, MS Project, MS Visio, Rational tools.
* Experience in training users to the new systems and working with different groups to educate them and identify any issues/defects/bugs at earlier stage in the lifecycle
* Basic HTML, CSS coding
* Excellent analytical, problem solving skills and a motivated team player with good communication and inter-personal skills.

**Technical Skills**

**Business Tools**: MS Office, SharePoint, DOORS, MS Project, Rational Suite of Tools.

**Databases:**   MS Access, SQL,

**Methodologies:** SDLC, Agile, RUP

**Defect Management**: JIRA, Clear Case, IBM Rational Rose

**Testing Tools:**   HP ALM, QTP, Clear Quest

**Certification**: Microsoft Excel, Word, Power point.

**Professional Experience**

**Northern Trust, Chicago IL June 2015– Present**

**Business Process Analyst/Project Manager**

**Project Description:**

This project was focused on building SOA application infrastructure. Was particularly involved in implementing a centralized web-based SOA application infrastructure to save time, provide online data access, reengineer the credit card process in order to expand the company's business. It was a 24-hour online access to credit card holders, where customers can login and view the account information (Current and Previous Account history), can make online payments, change their contact information (Such as Contact Address, Phone Number, Email Address if available), and can contact customer service representatives for questions. This application facilitated Northern to run credit analytics for new credit card application, thus helping the business managers to take decision on credit card issues. It also facilitated billing of statements to customers periodically and assisted in keeping track of accounts through application reports.

**Responsibilities:**

* Extensively gathered requirements from all users, experts and laymen to understand the current functionality and assess the needs of the users using agile methodology.
* Participated in JAD sessions to develop an architectural solution that the application meets the business requirements.
* Involved in GAP Analysis to know AS-IS and TO-BE position of project before preparation of functional specifications and Blueprint.
* Collaborated with business sponsors in identifying their requirements and creating tracking system for daily schedules using MS Excel.
* Participated in Business and data modeling by understanding the needs of the business users and documenting the Business Use Cases and System Use Cases.
* Assisted Scrum Master in the SCRUM meetings like Sprint Planning meeting, Sprint Review Meeting, and Sprint Retrospective meeting.
* Worked with the project manager as and when a new project initiates and to discuss scope, time, budgeting, manpower, target dates etc.
* Once the key players are identified I approached to understand my role and get things started.
* Assisted in defining detailed cost and time estimates after having the concerned teams on board.
* Created and updated project schedules and related artifacts in MS Project and System Repository.
* Coordinated frequent meetings with the application owners, server owners and work with them to understand the test importance, its purpose and to extract test related documents.
* Analyzed application interfaces and dependencies, data center facility and equipment inventories and layouts, configuration standards, operating procedures, data and equipment life cycle management and retention policies, server, network and storage architectures, and vendor operations to establish the basis of design for migration to the target data center.
* Assisted the Data Architect and the Technical Architect in performing Data Profiling and Data Mapping for the new requirements.
* Compiled and authored Business Requirements Document (BRD) and Functions Specification Document (FSD). Also created Use Case Document and Use Case Diagrams using IBM Rational Rose.
* Defined and Document Data access protocols to handle sensitive information.
* Based on customer’s needs, I was responsible to create the scope statements; requirements etc. for pre and post move validation.
* Performed Analysis on all the data-warehouses in different sprints of agile process.
* Gathered Requirements, Development Process Model and detailed Business Policies and modified the business requirement document.
* Developed Use Cases for data flows and transmission of analytics data from a data mart.
* Analyzed the problem domain, specified features, and established baseline architecture, developed project plan.
* Reviewed quality with respect to requirements based on reliability, functionality, & performance.
* Worked with underwriters for data change requests.
* Executed SQL to ensure data is populated into correct table and data integrity is maintained.
* Participated in the initial Impact Analysis for all the critical functions, i.e., Current Balance & Available Balance, Login, Funds Transfer, Bill Pay, Deposits, and Security.
* Chaired the meetings with the end users and performed interviews to gather requirements from them and to convert those requirements into Requirements document for the development and testing teams.
* Proficient in Business Process Reengineering, along with strong knowledge in Six Sigma.
* Experience working on data integrity, data analysis and also determine if additional information required
* Worked on a project to minimize the waste and to improve the containment process. Used Six Sigma tools and processes throughout the effort.
* Reviews project proposal and deliverables with Project Management and other related departments that will be involved to determine proper lead time, funding limitations, procedures for accomplishing project, staffing requirements, and allotment of available resources to various phases of project.
* Coordinated and prioritized outstanding defects as well as made Requirement Traceability Matrix (RTM), and system request based on business requirements. Also, acted as a liaison
* Worked with QA team for testing using JIRA tool.
* Designed the test plans and test scripts based on the user requirement specification and conducted UAT.
* Demonstrate proficiency in Microsoft Office (Outlook, PowerPoint, Word, and Access), advanced level Excel skills (Pivot Tables, VLOOKUPS and Regression Analysis)

**Environment:** JAD, BRD, HP ALM, UML, Use Case diagrams, Microsoft Visio, MS Project, MS Office Suite.

**Citibank, New York NY Jan 2014- May 2015**

**Business Process Analyst/Project Coordinator**

**Project Description**:

The project involved developing an application on Home Loan Management System which supported the loan application process. The application, an online workflow system, monitored numerous loan portfolios. The application processed loan application from potential clients, evaluated their eligibility, approved them and maintained the loans until they are closed. Our application supported the workflow technology in controlling and monitoring various steps in loan processing, reducing delays and inefficiencies in handling paper documents using digital imaging technology.

**Responsibilities:**

* Worked as a Business Analyst to review the project plan and formulated schedule to gather requirements from business users
* Designed use-cases and use-case models to further refine the requirements and understand the business processes.
* Interacted with Traders, Developers, Project Manager and Process Analysts to understand the business processes, identified enhancements and gathered business requirements.
* Prepared Business Requirements Document (BRD).
* Coordinated frequent meetings with the application owners, server owners and work with them to understand the test importance, its purpose and to extract test related documents.
* Analyzed application interfaces and dependencies, data center facility and equipment inventories and layouts, configuration standards, operating procedures, data and equipment life cycle management and retention policies, server, network and storage architectures, and vendor operations to establish the basis of design for migration to the target data center.
* Performed Analysis on all the data-warehouses in different sprints of agile process.
* Gathered Requirements, Development Process Model and detailed Business Policies and modified the business requirement document.
* Developed Use Cases for data flows and transmission of analytics data from a data mart.
* Worked on Structure Diagrams, Behavior Diagrams and Interaction Diagrams for UML
* Performed Requirements Analysis and Documentation using Requisite Pro.
* Performed Feasibility, Adaptability and Risk Analysis to identify business critical and high-risk areas of the application
* Created UML diagrams such as Use Case Diagrams, Activity Diagrams, Data-Flow Diagrams using MS Visio to define the Business Process and Data Process model
* Used MS Project for managing schedules, resources and collaboration
* Used Agile for managing the SDLC
* Used Rational Clear Quest to track bugs and system enhancements
* Conducted JAD sessions to discuss requirements and resolve conflicts between stakeholders
* Involved with the QA team to develop and review Testing Strategies and Test Plans
* Reviewed the business test cases with the business users
* Visual Basic and data modeling sessions by developing DFD (Data flow diagrams).
* Provide contract execution and administrative support to Contract Management personnel at all levels, including tracking deliverables, providing documentation control, and other duties as assigned.
* Worked on few procedural changes to improve productivity by conducting analysis and suggestions.
* Prepared documentation per business specifications and including formal DMAIC process mapping.
* Identified opportunities for business process improvement and initiated efforts to make improvements.
* Participated in weekly review meetings to report the documented test metrics and defects found in the System. Closed bug reports once they are resolved and verified.
* Highly proficient in interacting with business users and authoring use cases, use case diagrams, sequence diagrams, workflow diagrams based on UML methodology using MS Visio.
* Created comprehensive test plans, following the agile methodology, for the applications and also gather test data for the data driven test cases.
* Involved in Training and Documentation.

**Environment:** JAD, BRD, UML, Use Case diagrams, MS Office Suite, Microsoft Visio, HP ALM.

**GE Capital, Norwalk, CT Sept 2012- Dec 2013**

**Business Analyst**

**Project Description:**

Primary function of the project was to Automate Mortgage Loan Origination Process beginning with the customer initiation to title transfer. The system performs all the business functions of the loan process such as the Appraisal, Credit, Income, and Title functionalities by extracting credit data from external agencies.

**Responsibilities:**

* Analyzed business needs, created and developed new functionality to meet real time data integration that facilitated decision making
* Analyzed and assessed the clients systems and business processes
* Conducted individual and group (JAD) sessions with business stakeholders and technical units
* Assisted the project manager with resource allocation and project documents
* Established a business Analysis methodology around the Rational Unified Procedure.
* Streamlined clerical work processes and mapped to the automated system.
* Developed project plans and managed project scope.
* Worked as business liaison between Mortgage Loan Servicing, Mortgage Operations, and Business Systems Planning.
* Extensive experience with Loan Origination Systems.
* Assessed current mortgage servicing software application skill levels for all users.
* Assisted in building a business analysis process model using Rational Rose and MS Visio.
* Performed requirement analysis, developed all the use cases and workflows.
* Worked with the PMO team in updating the scheduling document using the MS Project
* Designed and developed Use Cases, Activity Diagrams and Sequence Diagrams
* Played a key role in the planning, UAT, and implementation of system enhancements and conversions.
* Developed strategic partnerships with the business unit to prepare a solid knowledge base of the business line, including the business plan, products, and process and revenue streams aimed towards problem solving.
* Created policies and procedures document with client specified format requirements.
* Played a key role in the planning, testing, and implementation of system enhancements and conversions, especially the incorporation of data warehousing techniques in system.
* Assisted in presenting reports and analysis to help guide the management.
* Guided new members on the project on resources and material available and the goals for future.
* Established an Agile business analysis methodology.
* Analyzed research on operational procedures, methods, and recommend changes for improvement with an emphasis on automation and efficiency.

**Environment:** JAD, UML, Use Case diagrams, HP QC, MS Office Suite.

**State Farm, Bloomington IL Jan 2011- Aug 2012**

**Business Analyst**

**Project Description:**

The project involved enhancement of their already existing automobile claim processing mobile application namely “Pocket Agent”. This mobile application allows customers to submit a claim from anywhere. The project was initiated to upgrade the application by adding an object recognition technology (ORT), allowing users to take photos rather than keying in information, such as driver’s license, state id and make and model of the vehicles involved in a claim. This new feature also uses customer information to simplify the auto insurance claims process by selecting policy information, rather than typing it in, saving valuable time. Furthermore, with object recognition now available in Pocket Agent, the amount of typing is substantially decreased, and the possibility for discretion is eliminated.

**Responsibilities:**

* Interacted with Business Users and gathered requirements by conducting interviews. Obtained feedback and documented those requirements
* Translated the requirements obtained during the requirements gathering phase to the development team and was responsible for the trade-off of requirements not feasible for the project
* Conducted JAD Sessions - to develop an architectural solution ensuring that the application meets the business requirements, to resolve open issues, and to update change requests
* Created Use Cases from the list of requirements using MS Visio
* Working with business stakeholders to implement SharePoint best practices.
* Followed the UML methodology to generate activity diagrams, sequence diagrams, class diagrams, and collaboration diagrams using MS Visio
* Involved in Installation and Configuration of Microsoft Office 2010 & 2013, Microsoft Office SharePoint Server 2010 & 2013 and Visual Studio 2010
* Documented business workflows textually as well as through state diagrams for the stakeholders review
* Assisted Project Teams in preparing Software Requirement Specifications (SRS), Software Design Documents (SDD) and User Interface Design
* Collaborated with clients and SME’s to ensure high-value applications development.
* Designed, developed and implemented user acceptance testing cases and plans.
* Conducted User Acceptance Testing
* Used SQL Queries to validate and manipulate the data in Oracle database.

**Environment:** JAD, BRD, UML, Use Case diagrams, Microsoft Visio, MS Project, HP QC.

**PNC Bank-Pittsburgh, PA**

**Jr. Business Analyst Jan 2010- Dec 2011**

**Project Descriptions:**

Worked as Business Analyst for the Credit Card Department which is web based application . The project is to test the Credit Card Application option, which allows customers to apply credit card online. To ensure flawless transaction takes place to achieve maximum customer satisfaction.

**Responsibilities:**

* Worked as an Interface between the different teams involved in the application development for the better understanding of the business and technical processes.
* Assisted senior BA in working with the end users to gather detailed functional requirements.
* Documented and supported the requirements to develop the platform which enables the user to manage his/her account, real-time balance, real-time history, statements and alerts.
* Followed agile methodology, where my main responsibility was to elicit User stories and help product owners prioritize user stories for the Sprint backlog for each sprint.
* Assisted Product owner in creating Product backlog and prioritizing requirements.
* Participated in Daily Scrums meetings.
* Collaborated with business sponsors in identifying their requirements and creating tracking system for daily schedules.
* Conducted review meetings using presentation tools to share analysis findings.
* Involved in designing the system for the client by deciding on the graphics, different colors and codes for the providers so that they can be easily differentiated.
* Executed basic SQL queries to identify the quantity, sum, product name etc.
* Performed Risk Analysis to identify critical and high-risk areas of the application for the business. Worked closely with the QA team and was also involved in reviewing Test Cases.
* Conducted training sessions for the internal users of the application.

**Environment:** JAD, BRD, UML, Use Case diagrams, Microsoft Visio, MS Project, HP Quality Center.

**Education:**

Bachelors of Science in information technology

# CERTIFICATION:

**Certification in Information Technology**

**Courses:** MS office, MS Windows, RDBMS Design & Implementation, Networking, HTML, Internet Concepts, Programming Concepts, CorelDraw, Photoshop, Communication and Personality Enhancement.