**James**

**Phone:** 9999999999 **Email:** abc@gmail.com

**PROFESSIONAL SUMMARY OF EXPERIENCES**

Sr. Business Analyst with five plus years of experience in various development environment including Agile-SCRUM, Hybrid, and traditional waterfall development model environment in identifying business requirements, assessing the impact of system or process changes, eliciting and documenting business process flows and technical requirements, and providing insight to ensure requirements are traceable to and translated into workable solutions. Experience in all phases of Software Development Life Cycle (SDLC) and Software Testing Life Cycle (STLC). Expertise in facilitating and coordinating Joint Application Requirement (JAR) and Joint Application Development (JAD) sessions with excellent interpersonal and conflict resolution skills. Motivated with strong drive for results and demonstrated ability to work well with team members in an integrated team environment and independently.

**TOOLS AND TECHNICAL COMPETENCIES**

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| Applications | MS Office Suite, SharePoint, Salesforce, SharePoint |
| Documentation | Business Requirement, System Requirement Specification, Functional Requirement Specification, Use Case documentation, Business Process Mapping, Workflow Analysis, Product Backlog Refinement, User Story Acceptance Criteria |
| Standard | CMMI, GDP, and Quality Assurance (QA) standards, Change Management |
| 508 Compliance Tools | JAWS. WAVE |
| Databases/ Database Tools | SQL Server, SQL, Oracle, SQL Plus, SQL Developer |
| Business Modeling Tools/  Requirement Management Tools | MS Visio, DrawIO, JIRA |
| Languages | SQL, JAVA |

**EDUCATION AND CERTIFICATION**

Bachelor’s in arts, The Art Institute of Washington, Arlington, VA

**PROFESSIONAL WORK EXPERIENCES**

**Salient CRGT, Rockville, MD August 2019- Present**

*Agile Business System Analyst/ Functional Consultant*

* Translate business requirements into user stories, use cases and technical requirements
* Collaborate with Product Owners, Subject Matter Experts (SMEs) and end-users to understand product backlog and develop detail acceptance criteria for user stories
* Work closely with the ScrumMaster to establish Release, and resolve impediments
* Conduct grooming session to prioritize user story in the backlog for future sprints.
* Interact with business owners, SMEs, and management team to identify the scope of the project and to prepare Use Case, and Activity Diagrams to further develop technical requirements for development
* Ensure that project documentation is complied with SDLC policies and guidelines.
* Facilitate defect review meetings involving stakeholders to review defects, identify severity and set priorities as per client requirements
* Participate in the development of training materials for new technology and organizing User Training.
* Use Jira to create and manage product and sprint backlog.
* Work closely with Delivery Teams and participate in Story reviews and Demos.
* Work with users to document UAT test plans.
* Review test results and report bugs/issues using JIRA
* Develop and execute SQL query to analyze data and validate data.
* Assist QA to write and execute test cases

**TRAVELERS INSURANCE - Hunt Valley, MD December2017-August 2019**

*Business System Analyst*

* Managed and documented changes to requirements throughout the project.
* Decompose high-level business and user requirements into technical requirements
* Validated and obtained sign-off for technical requirements/specifications.
* Facilitated resolution and communication of cross-functional team on issues and decisions
* Participated in peer reviews of functional specifications, application previews, and test plans/test cases
* Worked closely with the QA team and Developers to clarify and understand functionality, resolve issues, and provide feedback to identify defects
* Wrote SQL queries to extract data from the database for back-end testing
* Proactively communicated with development team regarding the status and potential impacts on the delivery date and/or expected quality of the tasks and/or the projects
* Extensively performed functional testing and end-to-end testing
* Coordinated with end-users to schedule and support User Acceptance Testing (UAT)
* Used JIRA for bug tracking and reporting, also followed up with the development team to verify bug fixes

**J.P. Morgan, Washington, DC April 2015- December 2016**

*Functional Test Associate /Analyst*

* Reviewed requirements and provide feedback on quality of the requirements
* Maintained requirements to requirement traceability matrix to rapidly assess the effect of changes in requirements.
* Develop test scenarios and detail test cases to test the software
* Execute test cases and document test result.
* Documented defect in JIRA and Performed regression testing after bug fixes
* Investigated software bugs and interfaced with developers to resolve technical issues