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**Sr. Business Systems Analyst / Scrum Master**

**PSM I & CSM Certified (** <http://www.scrum.org/user/322906> **)**

**SCJP (Sun Certified Java Programmer)**

**Lean Six Sigma Green Belt Certified**

**PROFESSIONAL SUMMARY**

* Experience with **Oracle** E-**Business** Suite (**11i**/**R12**) modules – **Accounts** **Payables**, **General** **Ledger**, **Cash** **Management**, **Order** **Management**, **CRM**, **HRMS**, Warehouse Control System (**WCS**), **WMS** and **Procurement**.
* Experience and knowledge of implementing **SAP** and using various modules of **SAP** for managing business.
* Experience in optimizing **Procurement** and other **Supply** **Chain** **processes**.
* Experience using **SharePoint**, **JIRA**, **Rally**, **Power** **BI**, **TFS**, **AWS**, **Hadoop, informatica, HPQC** and **HP** **ALM.**
* Supported **onshore** and **offshore** teams and promoted collaboration
* Coached and guided team members on agile practices to create business value and benefit from self-organization.
* Facilitated **process** **improvements** and **automation** of various cumbersome processes using **DMAIC** and **DMADV** methodologies that brought the value add of over **$ 1 million**.
* Worked closely with **product** **owners** to groom **product** **backlog** and supported in preparing for **sprint** **planning**
* Resolved **impediments** and internal conflicts by exhibiting **servant** **leadership** characteristics.
* Excellent expertise in **SQL** (Structured Query Language), **Oracle**, **SAS**, **R** **programming**, **SPSS** and **Tableau**.
* Worked on **Data** **Governance**, **Data** **Compliance**, **regulations** (**GRC**), **data** **auditing** and **metadata repositories.**
* Experience in facilitating **requirements** **elicitation**, **Gap** **Analysis**, **Impact** **Analysis,** **Risk** **Analysis**, **enterprise analysis**, **Stakeholders** **Meetings**, **JRP sessions**, **JAD sessions and triage calls.**
* Proficient in developing **UML diagrams** such as **use case diagrams**, **work flow diagrams**, **data flow diagrams**, **flowcharts**, **screen mockups** and report prototypes using **dynamic UI** with **HTML**, **MS Visio**.
* Proficient in **Change Management**, **Process execution**, **Cost Benefit Analysis** and **ROI evaluation**.
* Excellent documentation skills in creating **BRD**, **Use Case Specifications**, **SRS**, **FRD**, **FSD**, **HLD**, **LLD** etc.
* Proficient in MS Office – **Excel** (**VLOOKUP, Pivot tables,** **Macros**), **Word**, **PowerPoint, Access**.
* Assisted in scripting **business** **logic** in the **web** **methods** of Web Services and documenting the Web Service Level Agreements through **XML** into the business engine rule of the system.
* Developed sample **XML** **request** and **response** files for the **development** team to understand the **parameters** and used **XSTL** to perform various file translation to **pdf**, **doc**, **csv** etc. Used **XSD** to create **XML** files for webservice calls.
* Wrote complex elements in **XML** and coordinated with **UI**/**UX** team to integrate and transfer data using **XML**.
* Proficient in developing **test** **plans**, **test** **cases**, **system** **testing**, **UAT** and **traceability** **matrices** in manual and **automated** **test** environments.
* Performed **reverse** **engineering** for the **enhancement** projects to find **design** and **fix** **bugs**.
* Experience with **data** **mapping**, **data** **analytics, data randomization** and **data** **warehousing.**
* Worked on **Waterfall**, **Agile** **Scrum** and **SAFe** projects and understand the working of XP, RUP TDD.

TECHNICAL SKILLS

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| SDLC Methodologies | Waterfall, Agile Scrum, Kanban, XP, RUP, TDD, ATDD |
| Business Modelling Tools | MS VISIO, Balsamiq, Rational Rose, BizAgi |
| Project Management Tools | JIRA, Rally, TFS, SharePoint, HP ALM |
| ETL Tools | Informatica, MSIS , Sequel Pro, Erwin |
| Reporting/ BI Tools | SAP Business Objects, Power BI, Tableau, SPSS, SAS, R Studio, Crystal Reports |
| Defect Tracking/ Testing Tools | HP QC, Bugzilla, Soap UI, Postman |
| Databases | SQL, MS Access, Oracle, MySQL, Essbase, Sybase |
| Software Development IDE and technologies | Microsoft Visual Studio, Eclipse  .net, Java, Hibernate, Spring, PL/SQL, C, C++, C# |
| ERP Technologies | Oracle EBS, SAP, PeopleSoft |
| UI/UX technologies | HTML, DHTML, CSS, JavaScript, AJAX, Angular, AJAX, XML, jquery, JSP |

EXPERIENCE

General Electric- Transportation: Melbourne FL Jun 2016 – Dec 2017

Sr. Business System Analyst / Lead Business Analyst

An Enterprise level project that involved an upgrade of the **Oracle** **Apps ERP** application from 11i instance to R12. My role was closely related to Buy 2 Pay, Procure 2 Pay, Order Management and Cash Management modules. I worked on webservices and ensured that all Oracle forms and third-party tools are working fine in R12 instance.

Role & Responsibilities:

* Managed and helped the BA’s to **elicit** the **requirements** and helped them to overcome issues and challenges.
* Assisted the BA’s to prepare the **Business Requirement Document** (BRD), **Functional Specification Document** (FSD) and **Software Requirement Specifications** (SRS). Used **BPMN** to show the process flow and suggested process **improvements** to **improve** **productivity**.
* Performed **reverse** **engineering** to understand the system design and to perform **system** **analysis**.
* Worked on **Oracle** **forms** and understood the working on various responsibilities and setups such as **GL setups**, **purchase order**, **requisition** and **approval hierarchy**.
* Worked on **purchasing** **webservices** and implemented JAX-RS, JMS, JAXB features for better communications.
* **Well versed with R12 tables such as PO\_HEADERS\_ALL, PO\_RELEASES\_ALL, PO\_VENDORS etc.**
* Used **Appworx** for **job** **scheduling** and to **track** **issue** **logs** for the payment chains.
* Used **SharePoint** to store the all the **artifacts** such as **BRD**, **SRS**, **Communication** **plan**, **Test** **plan** and **cases** etc.
* Performed **process mapping** to understand the relationships between entities and their working.
* Used **DMAIC** methodology to **automate** some **manual** **processes** to bring about efficiency and **cost** **savings**.
* Performed various analysis such as **Interface** and **GAP** analysis to make a roadmap for the team for the successful **ERP** **implementation**.
* Worked with project manager to define the **scope** and **out of the scope** for the project.
* Developed and reviewed **use** **cases** and used **modeling** techniques for better understanding of the **process** **flow** for the stakeholders.
* Performed the **document** **analysis** and went through the **problem** **reports** to understand the complete system and the **AS** **IS** issues in production. Compared it to the **TO** **BE** state and made complete report for the project.
* Created **prototypes** for the **business** and created the **activity** **diagrams** and **sequence** **diagrams** to assist the upgrade.
* Worked with the Development team to integrate the **SOA** to support the **REST** based **webservices** and **orchestration**.
* Ensured that both the **XML** and **JSON** format were supported to ensure the proper integration with third party tools.
* Worked with the UI team to review the **HTML** and make relevant changes.
* Worked extensively on **SQL**, **PL**/**SQL** and **T**-**SQL** to perform operations on database.
* Facilitated various **testing** stages including **user** **acceptance** and the **PL1** stage.
* Resolved technical problems associated with the **API’s** and worked with Dev team to fix those.
* Provided **user** **training** to the end users related to the new application.

Environment: Oracle Apps 11i/R12, Appworx, PL/SQL, SQL, Tableau, TFS, SharePoint, Service-Now, Java, Unix, API, MangoDB.

Citi Group: Tampa, Florida May 2014 – Jun 2016

Scrum Master / Business Analyst

Citi Shared Services Global ID Administration (CSS GIDA) provides information security administration services to Citi Staff enterprise, and internal and external customers. The scope was to implement budgeting and forecasting application for its employees and managers. The application provided various features and helped in expense/recovery management.

Roles & Responsibilities:

* Facilitated Scrum ceremonies such as **Daily scrum meetings**, **Sprint** **planning**, **Sprint review**, and **Sprint retrospective**.
* Facilitated **discussion**, **decision** **making**, and **conflict** **resolution** to ensure **self-organization** and **collaboration**.
* Reviewed **scrum** **processes**, facilitated **process** **improvements** and coached team to follow agile/scrum priciples.
* Calculated and tracked **velocity** and **capacity** of the team throughout the project and used **focus** **factor**.
* Used **JIRA** project management software for creating the **sprint burn down** and **burn up charts**, **velocity** charts throughout the sprints to track **velocity** as well as determine **capacity** of the development team and update the user stories and tasks that are completed in various sprints into the **product backlog** artifact.
* Performed business analysis to understand the **budgeting** and **forecasting** processes and suggested the best way to combine the processes and help them share information with one another.
* Understood the **AS-IS** system and its limitations and offered the recommendations for the **TO-BE** system.
* Used **SQL** extensively to perform **DML** operations and used **Tableau** to create reports.
* Gathered web services requirements, created a plan for orchestration and
* Made relevant **analysis** reports using **UML** **diagrams** and used **SharePoint** to share it with stakeholders.
* Ensured the user stories follow **INVEST** criteria and helped product owner to groom product backlog.
* Facilitated user story estimation with the help of various techniques such as **Planning Poker**, **The Bucket System**, **T-Shirt Sizing**, **Affinity mapping** etc.
* Assisted Product Owner in the **prioritization** of the user stories and used various techniques such as **MOSCOW** method, Rolling **Wave Planning,** **Weighted shortest job first** and **whole team sorting**.
* Enterprise **Content** **Management** solutions and portals (**SharePoint**, Sitecore, **Adobe** **AEM**).
* Ensured application was tested against all the **test** **cases** and helped testing team to come up with test cases.
* Helped the teams to implement **OLAP** and **OLTP** systems to analyze the data and filter transactions.
* Used Rally and TFS for updating the status of all the Test Cases & Test Scripts that are executed during testing process.
* Helped team in **ETL** operations, followed by analytics with **SSIS** and reporting with **SSRS**.

Environment: Scrum, Microsoft Excel, PowerPoint, Microsoft Visio, JIRA, SQL, SSIS, SSRS, SharePoint, TFS, Postman, Sitecore, Adobe AEM, Tableau

Fidelity & Guaranty Life: Baltimore, Maryland Dec 2012 – May 2014

Business System Analyst / Business Analyst

Insurance application enhancement for employees to manage retirement benefits such as annuities and create a dashboard for employees to manage the data related to customers. Ensured regulations and compliances like HIPAA were followed.

Roles & Responsibilities:

* Elicited requirements and analyzed all phases of reinsurance **accounting** and **reporting**, information technology, **data** **cleansing**, **contract** **administration**, **monthly** **processing**, **reinsurer** **settlement** / **reporting**.
* Analyzed various annuity and pension products and identified best ways to implement the required functionality.
* Coordinated with SME’s for the creation of development tasks.
* Contributed and adhered to SDLC and IT Service Management (ITSM) processes.
* **Extracted** and **transformed** **data** from various data sources to perform analysis using Informatica.
* Performed **change** **requirement** **analysis** and planned for **change** **management**, replicated scenarios for **proof** **of** **concept** to uncover system functionality gaps
* Used **PeopleSoft** **finance** and **accounting** **modules** to understand the various **forms** and **system** **architecture**.
* Performed **reverse** **engineering** to **fix** **bugs** and to find the **system** **design** using **Jad** **Debugger**.
* Interface with TPA vendor and internal claims organization to analyze data to ensure proper processing of reinsurance invoices and claims, to ensure smooth processing and data of the highest integrity with maximum efficiency.
* Identified problems such as **database** **errors**, inaccurate **records** and **reports**, **regulatory** non-**compliance**, **inaccurate** **guidance**, and correctness of payment and accounting for funds.
* Work with Enterprise **Data** **Management** to map data requirements into data **elements**.
* Performed **data** **validation** of the data flow from the front-end to the back-end using **SQL** queries to perform the back-end testing on the database.
* Prepared **Mock screens** and **Wire frames** using **MS Visio** to give the stakeholders an idea about the UI and the screens.
* Used **SQL** to extract data and perform analysis. Used in conjunction with analytical tools such as **SPSS** and **Tableau**.
* Wrote client side and side validation verbiage and helped testing team to come up with relevant test cases.
* Worked with Dev Team to integrate the REST **API’s** with other web services and provide collaboration with other departments.
* Worked with design team to build the orchestration design to
* Developed **test** **cases** and **test** **scripts** and performed **Quality** **Assurance** testing using **HPQC**.
* Proposed **process** **improvement** ideas to automate various manual tasks such as report building and sending emails.

Environment: Microsoft Office Suite, Microsoft Visio, T-SQL, Outlook, HPQC, Java, API, Webservices, Hibernate, Spring, JavaScript, Service Now, SharePoint, SOAP UI, Postman, PeopleSoft.

Soft labs Technologies and Development Pvt. Ltd. Apr 2011 – Dec 2012

Business Technology Analyst / Data Analyst

The investment banking project for Kotak Mahindra was to add more features to the web application. The data needed to be profiled and analyzed to assist in business decision making. The report generation tool was optimized to develop more types of reports for internal banking employees.

* Worked with the design, development and testing team to enhance a web application for Kotak Mahindra Bank to offer solution to their **wealth** **management** and **portfolio** **management**.
* Worked with the bank stakeholders to understand their requirements and worked with Senior BA to understand the data requirements to make mapping documents.
* Performed **GAP** **analysis** and **impact** **analysis** and presented detailed report to the stakeholders.
* Elicited and analyzed requirements for **wealth** **management** and **portfolio** **management** departments.
* Identified the format of various documents such as **NAV** **reports**, **subscriptions** **reports**, **redemption** **documents**, **statement** of **holdings**, **acceptance** **receipts** etc.
* Collected relevant data using **SQL** from the database to identity the attributes and fields in the tables.
* Used data to perform **OLAP** and form graphs and charts such as **reconciliation** **graphs**.
* Performed impact analysis to understand the impact on other securities such as equity, debt, derivatives and alternative security.
* Interpreting data, analyze results using **statistical** **techniques** and provide ongoing reports to support Business Analysts.
* Develop and implement databases, data collection systems, **data** **analytics** and other strategies that optimize statistical efficiency and quality.
* Identify, analyze, and interpret trends or patterns in complex data sets to help **portfolio** **managers** take business decisions.

Environment: Microsoft Excel, SQL, OLAP, RACI Matrix, BRD, FRD, SRS, ETL, TFS, Sharepoint.

DreamSoft IT Solutions Jun 2009 – Apr 2011

Java Developer

The project scope was to develop a web application for an education company ‘Jamboree’. The application would allow the employees to maintain the student schedules and manage the course lists with relevant details.

* Used Java, J2EE and struts to develop web application for an education service company.
* Developed prototypes for the application and made documents for the business and the end user.
* Performed **Unit**, **Integration** and **system** **testing**.
* Assisted the Module leader in various account level activities such as timesheet submissions and the team roster.
* Implemented **SOAP** and **REST** webservices to connect different application in **SOA** **architecture**.
* Worked on **Oracle** Database and used **SQL** to perform retrieve and update records in **database**.
* Used **XML** Spy tool to write **XML** files to transfer information across the web pages and web services.
* Worked with the UI team to implement the **JavaScript** and **JSP** snippets.
* Implemented **AJAX** and **XML, XSLT, XSD** to transfer the request and get the responses.
* Made relevant changes on the **HTML** to make the web pages more dynamic by incorporating **AJAX**.
* Performed process improvement using **DMAIC** and **DMADV** methodologies.
* Developed scalable modular software packages for various **Java** **APIs** and applications.

Environment: Java, J2EE, Struts, Junit, SOAP UI, Jenkins, Postman, SQL, Service-Now, SharePoint, Eclipse IDE, Java Persistence API.

Education

* Bachelor of Engineering (Computer Engineering) May 2005- May 2009

Certifications

* Six Sigma Green Belt
* Sun Certified Java Programmer
* Professional Scrum Master