RAZA HAMID

**SUMMARY**

* 7+ years of diverse progressive experience in Information Technology.
* Emphasis on Business Analysis and Software Development.
* Working experience in **Waterfall, RUP**, and **Agile** software development methodologies and best practices.
* Result-oriented, diversified knowledge in business reporting development, financial analysis, and quality control.
* Client focused, with the ability to perform in highly visible and complex business environment.
* Ability to carry out **Gap analysis**, creating functional and non-functional requirements, and performing **UAT.**
* Experience writing **User stories** and **Gherkins** for Agile testing.
* Thorough understanding of software testing and defect tracking.
* Experience in creating business process modeling using BPMN techniques.
* Strong communication skills and ability to build and present complex presentations to senior management.
* Extensive Experience in User Experience and UI-design.
* Experience in Design and review of various documents including,
  + Business requirements document (BRD),
  + Use Case Specifications, Functional Specifications (FSD),
  + Systems Design Specification (SDS),
  + Requirement Traceability Matrix (RTM) and
  + Testing documents.

**TECHNICAL SKILLS**

**Operating Systems:**  Windows 95/98/NT/2000/XP, 7 and 8

**Databases:** MS-Access 03/07/10, MS SQL

**Tools:** MS Suite, MS Visio, Rational Rose, Rational Requirement Composer, Rational Team Concert, JIRA Tracking, Wiki, SharePoint, Test Director, Quality Center

**EDUCATION**

* Bachelors of Science in Finance – MN, USA

**EMPLOYMENT HISTORY**

**Tech Start-up (Stealth), Boston MA March 13 – August 13**

**Senior Business Analyst**

A seed funded start-up venture focusing on development of a C2C based web-portal. My involvement entailed acting as the primary liaison between the Business group and IT development function. The methodology utilized for life cycle of this project was Agile.

**Responsibilities:**

* Acted as the primary liaison between the Business group and IT development function.
* Collaborated with leadership team to understand and capture requirements to facilitate tactical planning
* Participated in Sprint planning and Story estimation meetings.
* Managed Project documentation; analyzed vision document and breaking it down into Product backlog.
* Participated in Mind-Mapping exercise and Product Road-map meetings.
* Created process flows, user stories and Gherkins(Acceptance testing)
* Attending daily standup scrum and retro meetings after each sprint.
* Meeting with product owners and stakeholders to outline Epics and Feature.
* Assisted in User Acceptance Testing preparation.
* Tracking and monitoring sprint process and addressing risk and dependencies.
* Analyzing creative wireframes, Comps, and annotations for UI and providing feedback.
* Opened ASANA tickets for user stories and defects.
* Participated in Sprint Demos.

**Sovereign Bank, Boston MA April 11 – March 13**

**Business Analyst**

The project involved adding functionalities, integration, enhancements and maintenance of the applications to support day-to-day banking, reporting and business processing.

**Responsibilities:**

* Performed requirement-analysis by gathering both functional and non-functional requirements.
* Created “As-Is” and “To- be” Process flows using BPMN.
* Created and maintained the Requirements Traceability Matrix (RTM) to track requirements and Test cases.
* Worked with SME’s in operations to understand operational process.
* Documented business rules associated to business practice and also created Business process model.
* Worked with SME’s and stakeholders to finalize business, functional and technical requirements.
* Coordinated testing activities and acted as an advisor to address any business issues.
* Maintained and updated the business requirements through out the project.
* Facilitated JAD sessions between technical and business teams for meeting requirements.
* Performed formal requirements walkthrough to get sign-offs from the concerned stakeholders.
* Created Use-Cases; Modeled Use-Case Diagrams and Process Flow Diagrams using MS Visio.
* Liaised with the QA team to determine and develop test approaches.
* Suggested methods for unit testing, integration and functional testing.
* Reviewed test plans and test cases to ensure system met the business requirements.
* Worked with Project Manager on Change requests.

**Citi Group, NY April 10 – March 11**

**Business Analyst**

Commercial Market Loan Origination System (CMOS) is designed to book loans in commercial banking, middle market and small business administration in North America. CMOS allows inputting all the information about businesses and individuals in the main application from which is tied up with number of other forms in a précised workflow. Loans are approved and then booked if all the requirements are fulfilled. This system has the ability to auto email bank officials of any changes made to CMOS and records all the activities in the database.

**Responsibilities:**

* Conducted user interviews, gathered functional and non- functional requirements.
* Analyzed, and documented Business requirements based on the analysis of loan processing workflow model.
* Functioned as the primary liaison between the business line, operations, and the technical areas throughout the project cycle.
* Used the requirement attributes (priority, effort, and risk) as the basis for negotiating the inclusion of the requirement, to manage the scope of the system efficiently.
* Analyzed and prioritized key reports for day to day servicing needs for loan monitoring processing and Inspection.
* Used standard Business Analysis methodology centered on RUP (Rational Unified Process).
* Led the effort in creating Business processes models using BPMN, including swim lane process.
* Worked with a cross functional and diverse team of business users and developers to enable accurate functionality.
* Assisted client in developing content and training materials; recommended enhancements and identified new business requirements
* Facilitated and managed meeting sessions with committee of Subject-Matter-Experts (SME) from various business areas including Loan Servicing and Loan Monitoring.
* Created and coordinated User acceptance testing (UAT) to cover the major functionality.
* Assisted with user testing of systems, developing and maintaining quality procedures, and ensuring that appropriate documentation was in place.

**Blue Cross Blue Shield, Jacksonville FL April 09 - March 10**

**Business Analyst**

CDHP-Member education clears consumer confusion and effectively engages members in Blueprint for Health services, supporting consumers in the new environment. A basic facility will be created that will allow to consolidate properly reviewed education content for targeted needs, such as providing information on therapeutic alternatives to a new prescription, or education on a condition revealed by the member completing a personal health assessment.

**Responsibilities:**

* Assisted Project Manager in the creation of Scope document and vision document
* Conducted interviews with SME’s from impacted areas to identify current resource contents.
* Analyzed and documented high-level “As-Is” Process flows.
* Created both functional and non-functional requirements and prioritized them according the stakeholder needs.
* Acted as a Liaison between Business and IT team to document high level and detail functional requirements.
* Used standard Business Analysis methodology centered on RUP (Rational Unified Process).
* Designed and developed Business Use Cases using UML diagrams.
* Led the effort in creating “To-be” Business processes models using BPM notation, including swim lane process.
* Conducted Joint Application development Sessions (JAD) with SME’s from different areas.
* Gathered requirements to cover the gaps; Created Functional Specifications, and Data Flow Diagrams.
* Identified processes for developing and documenting detailed business requirements.
* Interacted with the Client and the Technical team for requirement gathering and translation of
* Business Requirement to Technical specifications.

**Investment Boutique, Dubai U.A.E June 07 – January 09**

**Business Analyst**

The project required the enhancement of the Real Estate development process and application to support construction activities and investment planning.

**Responsibilities:**

* Interviewed business users and technologists at the client to determine business requirements.
* Analyzed, designed and specified functional requirements and enhancements.
* Communicated verbal and written business and functional requirements to development and QA.
* Communicated technical constraints and possible solutions to the clients’ user communities.
* Reconciled calculations; analyzed and resolved price change issues.
* Supported the Development team in aspects of technical design and build process.
* Assisted QA in testing, including managing the bug remediation process.
* Assisted in-User Acceptance Testing preparation and conducted demonstrations to end-users.
* Assisted in knowledge transfer to the client’s BA, QA and Development staff.

**Dubai Golf Club and Driving Range, Dubai U.A.E January 06 – May 07**

**Jr. Business Analyst**

The project entailed development of a fully functional information system for the golf course. The new system replaced the old-school approach, of maintaining things on paper, with a digital scanner, bar code reader, touch-screen cash-register, an ability to run gift-cards and create credit notes.

**Responsibilities:**

* Analyzed business requirements, incorporated development and business objectives.
* Facilitated collection of Functional and non- Functional Requirements from system users.
* Prepared Business and Technical requirement documents.
* Identified high-level requirements for documenting detailed business requirements.
* Responsible for writing Business Use Cases, Business Rules and Change-management of requirements.
* Supported the testing team to develop their test plans.
* Assisted the Project Manager with resolving issues affecting the overall health of the deliverable.
* Assisted in the creation of Manual, FAQ’s and conducted user training.