**422, Arnold Drive**

**Florence, NJ**

**Phone# 201-889-6627  
ULLASITA RAWAT**

**SUMMARY:**

* Business Analyst with over nine years of experience in Business analysis, Requirement gathering, Requirement analysis, File processing, Business process documentation, System Testing and UAT, Documentation and Data analysis/Remediation. Highly proficient in ALM, Microsoft Office suite, MS Visio, MS Info path. Strengths include being proactive, detail-oriented, dependable, and quick learner.

**SKILLS:**

* Operating System/Platform: Windows 7/XP/NT/2000/2003/2007/2010, Vista
* Methodologies: Software Development Life Cycle
* Business Modeling Tools: MS Visio, Caliber 2008
* Microsoft Tools: MS Word, MS Excel, MS PowerPoint, MS Project, MS Outlook, MS Visio, MS Office Info path 2007
* Databases/Query Tools: MS-Access, SQL Server
* Technologies: UML, HTML
* Other: ALM, Remedy, Team Trak, HC3, Alere, SharePoint 2010, Salesforce, Ariba, SAP system, Subversion, Quality Center, SnagIt, uPerform, Vitalize, eSetup, Jira, Confluence, Midas

**PROFESSIONAL EXPERIENCE:**

**Merck**  **1/19 – current** Sr. Business Analyst (consultant)

* Lead the new RMS solution project for risk management programs from design and build phase through implementation and deployment. Interact with respective Business area leads/stakeholders to gather, analyze and define Business Requirements for new Risk Management System
* Develop, manage business Requirement specification document, Functional specification document, RTM
* Support hyper care post production. Work with business, vendor team, Release management office to resolve issues/defects, bugs identified post production deployment
* Draft and manage CRQs in Remedy from initiation to close out phase for system enhancement requests, defect fix
* Track Merck SDLC on the project. Review vendor generated documents, IT documentation to ensure alignment with Merck SDLCs and compliance
* Develop User Acceptance test (UAT) scripts, upload to ALM and facilitate user acceptance testing in ALM to ensure fulfillment of requirements and successful project implementation
* Collaborate with business to understand system enhancement requests, use case scenarios to ensure short and long term business needs are addressed and met
* Assess and analyze the change impact. Define the deliverables
* Coordinate with AMS team to track issue tickets, bug fixes, data fix, change requests reported across RMS platform
* Identify, assess, communicate, actively resolve or escalate potential project challenges with the project team as needed. Management of customer / stakeholder expectations
* Build system and process roadmaps to ensure realization and standardization of business requirements
* Collaborate with vendor team for the demo of the build prior to release in development environment. Perform system testing and dry runs
* Develop business process maps in visio for existing business processes and new processes using business input
* Work with teams on data segregation, functional regression for new company split

**Merck**  **6/17 – 12/18** Business Analyst (consultant)

* Interact with Business Leaders through daily meetings to gather, analyze and define Business Requirements for system integration project which would integrate a COTS application with other Merck systems, Merck libraries and inventory databases
* Collaborate with stakeholders and IT teams to create BRD's, FRD’s and CRD’s for assigned projects
* Develop the "As is" and "To be" business processes using MS Visio
* Develop, document and facilitate user acceptance test plans in ALM to ensure fulfillment of requirements and successful project implementation
* Conduct regression testing, system testing and smoke testing of the application
* Develop user training guide, QRG, Change Request forms and FAQs for business users on new application implementation
* Manage defect log from system and UAT testing and post Go Live
* Organize and coordinate scanner pilot testing with business users
* Work with vendor and technical team during application software upgrade, hardware upgrade and implementation
* Involved in development phase meetings for Business analysis and Requirements gathering
* Successfully used agile/scrum method for gathering requirements
* Act as a liaison among business stakeholders/product owners and the Development Team in order to elicit, analyze, communicate, and validate requirements for changes to business products, processes and systems
* Maintain stories and tasks in Jira to track the status of requirement

**Bristol-Myers Squibb 05/16-6/17** Business Analyst

* Central Data custodian for Master Data Governance utilizing SAP and Master Data Management tool which includes Master Data Creation, modification and /or inactivation requests
* Responsible for SAP ECC system transactions/manual updates for the maintenance of the Master Data of products
* Gather/elicit business requirement for system enhancement/upgrades, document them, write and execute UAT test scripts
* Document manager for all Master Data procedural documents, including Policies, Directives, SOPs, Work Instructions and Data Standards. Responsible for maintaining the integrity and compliance of procedure documents against corporate, business and site requirements
* Manage the Syncade Document Control and Archiving (DCA) document management system for end to end lifecycle of documents for Enterprise Data Operations Team and other matrix organizations such as Regulatory, GTIN and Serialization teams
* Prepare monthly matrix showing Trend Analysis for the product Data key Performance Indicator for senior management

**Bristol-Myers Squibb**  **07/14-04/16** Business Analyst

* Primary Support Administrator for Ariba on Demand, Ariba Network and Echosign
* Administration of access provision within S2P (Source to Pay) technology, including eSetup escalation and issue resolution and support through software releases and/or deployments
* Gather/elicit, document and maintain Business Systems Requirements for integration project, develop business process flows in Visio, document of business processes
* Daily provisioning and de-provisioning of user access in Ariba, Ariba Network and Echosign application
* Facilitate preparation / execution of Ariba User Access Review (UAR) process/program. Gather business requirements, extract and analyze data. Submit UAR files based upon the respective system schedule for SOX audit purposes
* Lead the development and execution of System Test scripts, UAT and implementation of eSetup-Ariba integration
* Create, load user data, accounts data and other master data in Ariba
* Create, manage and update Ariba related tickets in Ariba Connect
* Manage and review issues raised by other work teams using Vitalize (BMS ticket management system) as well as raise tickets for our group
* Design Microsoft Infopath forms for business need
* Creation of new incident records in appropriate tracking systems, diagnosis / investigation, escalation/routing, and resolution; general management of submitted change requests – tracking, escalating, and reporting
* Support and assist with deployment tasks / migration tasks related to other work streams
* Perform requirements analysis, data clean up and report metrics

**Ally Financial Inc.**   **11/12-11/13** Business System Analyst

* Primary Operational Support Administrator for Enterprise Purchasing System, Ariba
* Manage Payment file processing to ensure all invoices are received by payment system, SAP
* Responsible for IDOC error corrections with right WBS element, GL account, Company Code etc. and create reconciliation file
* Lead SOX/User Access Review campaign for Ariba application
* Test Lead for system upgrade, migration of data integration tool (Ariba ITK) and Ariba interfaces
* Manage change requests
* Perform system and UAT testing
* Build, analyze, load and maintain system files
* Support and assist Accounts payable team in the EOM process
* Provide level-two user support to Ariba end users
* Create IT documentation, including Business process flows, Business/Systems Requirements, System test strategy, Test Plan, Change Management, System Administration training guide
* Perform training to team members for system administrator role
* Build and load Corporate address files, user files and approval level database and others in Ariba

**United Health Group 04/10-08/12** Business Analyst

* Managed incentive files processing received from UHG business partners, clients and third party vendors
* Gathered/elicited requirements and created BRD to provide functional specifications to IT team for reward exceptions
* Acted as Subject Matter Expert on incentive processes and operations to the call center / customer support representatives, IT developers, accounts team and client portal implementation team
* Documented business processes and created business process flow diagrams
* Developed test cases / test scenarios for testing incentive files. Reviewed test results and coordinated with UAT and development team to go over issues and make recommendations for corrections
* Identified gaps/issues related to incentive offline files. Escalated critical client issues to product manager and product team
* Performed data analysis
* Performed UAT for Customer Center and Operation’s web based applications
* Developed training material and conducted training to our Offshore and Onshore teams on Incentive File Reject Management
* Investigated escalated issues from call center. Provided resolution and responded directly to UHG customers to resolve their issues/cases through Salesforce

**EDUCATION:**

Degree: Masters in Business Management/MBA 1998-2001 Institute of Management Technology, Ghaziabad, India Degree: Bachelors in Personnel Management & Industrial Relations 1993-1996 Delhi University, New Delhi, India Professional development training Course: Business Analysis, 2008, Masterex Tech, NJ

**AWARDS and CERTIFICATIONS:**

Award of excellence for customer incentive issue handling

**RESIDENT STATUS:** US citizen (no visa sponsorship need)