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ABOUT ME

10 years of work experience as a Business Analyst. Primarily worked as a consultant for pharmaceutical companies on project implementation. Most recent experience included working within a product development team (startup environment). Also have extensive experience with testing.

EXPERIENCE

Solution Delivery Manager (Product Development) – Deloitte & Touche LLC. — Oct 2018 – March 2020
Maryland, USA & Toronto, Canada
Business Analyst, Test Lead

- Worked as a Business Analyst on the product development team to build a rebate management system
- Served as the liaison between clients, project implementation teams and engineering teams to support the build and deployment of different workstreams within the software
- Participated in daily meetings with engineering teams to review wireframes and business requirements
- Participated in weekly meetings for requirements gathering, forecasting, clearing backlog tickets and user story prioritization. Used JIRA for managing tickets and user stories
- Created over 1000+ pages of user guides for the client. User guides were later used to train new hires within the company and onboarding new developers
- Provided feedback and suggestions to the Product Development Lead to streamline business processes within the team. Helped mitigate last minute rush for build deployment.
- Oversaw and managed User Acceptance Testing across the different workstreams and participated in build deployment decisions
- Prepared and led week-long trainings with clients utilizing user guides, training materials and video guides

Sr. Consultant (Project Implementation) – Highpoint Solutions LLC. (IQVIA) — Nov 2015 – Sep 2018
Business Analyst, Test Lead – AstraZeneca, Johnson & Johnson, USA
Test Analyst for Medicaid and Sales Based contracts – Glenmark Pharmaceuticals, USA
Contract Analyst – DuPuy Synthes, USA

- Worked as a Business Analyst with primary focus on implementing a revenue management system.
- Gathered requirements for the pharmaceutical drug rebate programs and prepared Work Instructions, Standard Operating Procedures and Functional Requirements Documents
- Conducted demo sessions and training sessions with the client using the prepared training materials and training documents.
- Using existing system functionality, developed strategies to meet client specific scenarios without the need for adding additional functionality in the system and ensured the strategy is scalable
- Verified code (formulae) created by the technical team for correctness and suggested improvements
- Created correctness models in Excel to verify that the system output is correct to ensure payment accuracy
- Trained new team members on the business processes, system functionality and the test methodology ensuring that high quality test scripts were created, and team members function with minimal supervision
- Provided additional support to other Business Analyst on the project and served as backup for additional service areas
- Conducted UAT and SIT sessions and maintained test reports and traceability matrix. Used HP ALM for testing
- Documented and maintained bugs in JIRA
- Participated in daily Scrum meetings (Agile methodology)

Consultant – Cognizant Technology Solutions — August 2010 – May 2014
Business Analyst, Quality Assurance Analyst, Validation Analyst, Technical Writer, Project Manager – Otsuka America Pharmaceuticals, USA

- Worked as the Business Analyst for the Commercial Systems department and lead the QA team (11 members) for the New Jersey location and offshore teams in India (10 members)
- Worked directly with the client to understand the business process, documented new requirements and made updates to existing ones to ensure accuracy
- Created UML diagrams as a part of requirement gathering sessions
- Coordinated and managed offshore teams in Canada, U.K. and India ensuring timely completion of tasks
- Handled multiple projects with extremely aggressive timelines as well as maintenance requests without compromising project schedules
- Created and conducted presentations with the Project Managers and the Commercial Department VP to provide project status and discuss any project constraints
- Created Testing Life Cycle documentation such as Test Plans, Test Summary Reports and scripts.
- Reviewed existing client SOPs and templates and updated them to improve the business processes
- Ensured all documentation is compliant with FDA rules and regulations
- Served as the backup Project Manager

Consultant – Software Catalyst LLC. — January 2008 – July 2010
Test Lead, Validation Lead, Test Script Writer - Vertex Pharmaceuticals, USA

- Worked as a Test Lead for multiple change controls on a rolling basis for deployed software
- Reviewed all requirements documentation to ensure all requirements are testable and accurate
- Ensure that all changes are documented and tested as a part of validation activities
- Manage project related testing activities for change requests and projects in different locations (San-Diego, U.K and Boston) on a regular basis
- Managed multiple projects in a Validation Lead role and developed Validation Plans, Test Plans, Test Scripts, Validation Summary Reports and Test Reports for multiple projects running simultaneously, and assisted multiple Team Leads with testing activities
- Reviewed and created SOP's and Work Instructions
- Attended weekly meetings to discuss project updates and issues pertaining to timelines, deliverables and requirements

ACADEMIC BACKGROUND

B.E, Chemical Engineering, The City College of New York, September 2007

University of Pennsylvania, Bootcamp for Full Stack Web Development (6 months), expected completion July, 2020