**SUMMARY:**

* **Over 9** years of professional experience as a **Business Analyst** with excellent understanding, analyzing, and documenting Business **Requirements, Functional Specifications, Business Process Flow, Business Process Mapping** using **BPMN( Business Process Modeling Notation)** notation, and **Modeling and BPM platforms like Savvion and PEGA.**
* Excellent Analytical skills to understand the business process and Functionality, Requirements and to translate them to **system requirement specifications**. Developing **functional specifications** for business **process refinement and automation,** **data modeling**, **system Architecture**, conducting **feasibility studies, scope,** process flow and quality assurance, methodologies, mainly **Object Oriented Analysis (OOA),** OOAD and UML.
* Extensive experience in **Investment Banking, Front Office Risk and Controls, Trade Surveillance for Wealth Management, Commodities, Treasury, Capital Markets etc.), Loss Mitigation, Anti Money Laundering, Public Appearance, Consumer Lending, Credit Risk, Identity and Access Management, Fraud Detection, Retail/Commercial/Online Banking (Online Statement Transfers/Consumer Lending), Collections (Servicing systems), E Commerce, Revenue and Taxation, Financial Services, Trading/ Trader Mandate Library and Controls, Portfolio Management**, and **Cash Management** and their different **Line(s) of Business (LOB)/ Business Users (BU)**.
* Excellent understanding **of Financial Instruments** and **regulatory / compliance reporting**.
* Excellent knowledge of industry standard methodologies like **Software Development Life Cycle (SDLC), Agile (SCRUM), Iterative Software Development Life Cycle Process as per Rational Unified Process (RUP), CMM (Capability Maturity Models) and Rational Tools used during various phases of RUP, PMO (Project Management Office).**
* Conducted Joint Application Development **(JAD)** sessions and interviewed Subject Matter Expert**s (SMEs),** asking detailed functionality aspects of business process and carefully updating the information to the requirements in an easily understandable format.
* Experience in preparation of **Deliverables, Business Requirement Documents (BRD), detailed Functional Specifications** and **Non-Functional Specifications, developing Use Cases** and **Test Cases.**
* Conducted **GAP Analysis, SWOT Analysis, Cost Benefit Analysis, Risk Analysis, and Impact Analysis (Change Management System), modeling Businesses Processes**, and prepared **Training Manuals and Knowledge Transfer manuals (Technical Writing).**
* Understood **Business Objectives/problems** andconducted **feasibility/cost benefit analysis** and came out with **alternative solutions.**
* Expertise in creating **Unified Modeling Language (UML) diagrams** such as **Use Case Diagrams, Activity Diagrams** as well as **Data Flow Diagrams, Entity Relationship Diagrams,** and **Flow Charts using MS Visio** and **Rational Rose.**
* **Tracing requirements** throughout the development process and verifying adherence using the **Requirements Traceability Matrix** **(RTM).**
* Worked closely with the **Change Control Review Board (CCRB)** to ensure that the **Change Requests** requested by the LOB is documented/tracked/implemented correctly**.**
* Expertise in Analysis of Problem Severity, Defect tracking and reporting system.
* Experience in working with **QA Teams** in defining the **Test Plans** and **Test Cases**, and conducting **User Acceptance Testing**. Experience in being a part of daily **DRB (Defect Review Board)** calls to ensure that the defects logged are valid and also fixed according to the requirements.
* Experience developing **web-based applications, wireframes, mockups** etc.
* Experience in **gathering business requirements** for **integration points** including **downstream/upstream interface requirements**.
* Successful as a team player to work in conjunction with other DBA’s, testers, developers and other team members in validation and testing complex scenarios and projects and in the maintenance of Quality Standards in Projects especially with Test Director.
* **Excellent oral** and **written communication skills, interpersonal skills**, and **analytical skills.**
* Proficient in creating Risk Analysis documents, Risk Management Plan, User Requirement Specification, Functional Requirement Specification and Business Process Flows.
* Undertook certifications of **‘Code of Business Conduct & Ethics’, ‘Community Reinvestment Act Awareness’,’ Fair and Responsible Lending Awareness’, ‘Security and Risk Management’**.
* Assisted DEV/QA teams to analyze **Root Cause Analysis (RCA)** on PROD Issues.
* Gathered DEV and QA Effort Estimates and created project plans using **Microsoft Project Planner (MPP).**
* Created **Open Items/Risk/Issue Log** to track the issues and followed up with various teams to get them closed.

**TECHNICAL SKILLS**:

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| --- | --- |
| **Methodologies** | RUP, UML, Six Sigma, CMM, Waterfall, Agile, DMAIC,LEAN |
| **Testing Tools** | Quality Center, JIRA, Rational Enterprise Suite, Test Director, Load Runner, Application Lifecycle Management |
| **Change Mgmt Tools** | Rational Clear Quest, Test Director, DOORS. |
| **Business Modeling Tools** | Rational Rose, Microsoft Visio. |
| **Version Control Systems** | Rational Clear Case. |
| **Project Management Tools** | Microsoft Project, Microsoft Office, Microsoft Team Suite |
| **Programming Languages** | C, C++, XML, Java, SQL, Visual Basic |
| **Databases** | Oracle 8/8i, MS SQL Server 7.x/2000, MS-Access. |
| **Defect Tracking Tools** | Test Director/Quality Center, Clear Quest, ALM |
| **Operating Systems / Platforms** | Windows XP/2000/2003/NT, Unix, Linux, Mainframes |
| **Application Servers** | IBMWebSphere**,** BEAWebLogicandIIS |

**PROFESSIONAL EXPERIENCE:**

**Barclays, New York, NY** **Aug 15 – Present**

**Sr. Business Analyst**

**Barclays Investment Bank** (trading as Barclays, formerly Barclays Capital or BarCap) is the [investment banking](https://en.wikipedia.org/wiki/Investment_banking) division of the [British](https://en.wikipedia.org/wiki/United_Kingdom) [multinational](https://en.wikipedia.org/wiki/Multinational_corporation) [Barclays](https://en.wikipedia.org/wiki/Barclays) bank headquartered in [London](https://en.wikipedia.org/wiki/London). It provides financing and [risk management](https://en.wikipedia.org/wiki/Risk_management) services to large companies, institutions and government clients. It is a [primary dealer](https://en.wikipedia.org/wiki/Primary_dealers) in [U.S. Treasury securities](https://en.wikipedia.org/wiki/Treasury_security) and various European bonds. Barclays Investment Bank has offices in over 29 countries and since the acquisition of [Lehman Brothers](https://en.wikipedia.org/wiki/Lehman_Brothers)' main U.S. division in September 2008, employs over 20,000 people, with over 7,000 people working in the [IT](https://en.wikipedia.org/wiki/Information_technology) division. This has significantly increased Barclays' presence in North America.

**Responsibilities:**

* Interacted with **Business Owners, Users, Subject Matter Experts (SME) and Stakeholders** to identify Business System Needs, evaluated solutions for business problems, and followed Agile Methodology to prepare **User Stories** and defined the **Acceptance Criteria** (AC) for the same.
* Represented the business requirements in various alternative views such as analysis models, process flow diagrams and user stories.
* Participated in **User Experience Design** and **Business Process Design** and thereafter interacted with the **Design Team** to help them create the designs and conducted gap analysis to identify the gaps between the requirements and the designs and documented the same.
* Co-ordinated the modules from inception through development and to implementation of the product.
* Created **project documentation** according to team standards, to allow stakeholder and technology team engagement and successful delivery.
* Maintained all the latest Project Documentation at **SharePoint**.
* Interacted with business and technical professionals in multiple governance forums across delivery lifecycle.
* Conducted **Gap Analysis** to define the impact of the new requirements on the existing GUI and further prepared Business **Impact Analysis** Reports.
* Conducted User, Development Team and QA Team **walkthroughs** to bridge the gap and worked with Project Managers and Development Team to **facilitate project delivery**.
* Extensively used tools such as **JIRA, MS Visio, QC.**
* Designed **Use Case Diagrams, Activity Diagrams**, and **Data Flow Diagrams** to define the Business Process.
* **Tracing requirements** throughout the development process and verifying adherence using the **Requirements Traceability Matrix** **(RTM).**
* Conducted Joint Application Development **(JAD)** sessions to allow different stakeholders to communicate with each other, resolve problems at an early stage.
* Coordinated with the test team to check the Weekly Status and Report it to the Project Manager.
* Responsible for Interacting with the Developers to explain the proposed changes and ensure understanding of the system requirements to handle these changes.
* Worked with the **Quality Assurance** lead to develop detailed **Test Plan** and **Test Cases.**
* Created **UAT Test Plans** and **Test Cases**
* **Stakeholder Management**
* **Scope Management**

**Environment:** SDLC, JIRA, MS Project, MS Office, Windows 7

**Morgan Stanley, New York, NY** **Aug 12 – Aug 15**

**Sr. Business Analyst/PM**

**Morgan Stanley** is an American [multinational](http://en.wikipedia.org/wiki/Multinational_corporation) [financial services](http://en.wikipedia.org/wiki/Financial_services) corporation headquartered in the [Morgan Stanley Building](http://en.wikipedia.org/wiki/Morgan_Stanley_Building), [Midtown Manhattan](http://en.wikipedia.org/wiki/Midtown_Manhattan), New York City. Morgan Stanley operates in 42 countries and has more than 1300 offices and 60,000 employees.Morgan Stanley, through its subsidiaries and affiliates, provides [securities](http://en.wikipedia.org/wiki/Security_%28finance%29) products and services to customers, including corporations, governments, financial institutions, and individuals. The company operates in three business segments: Institutional Securities, Global Wealth Management Group, and Asset Management.

**Responsibilities:**

* Gathered and documented **business (BRD)** and **technical requirements** from both formal and informal sessions and validate the **needs of the business stakeholders**.
* Elicited requirements for **FID, IED** and **Trade Surveillance** and **Public Appearance** using **JAD sessions.** The Applications were developed initially **on Savvion** platform.
* Was involved in **BPMS Evaluation sessions** for the firm and later was involved in **Savvion to PEGA** migration projects.
* Understood **Business Objectives/problems** andconducted **feasibility/cost benefit analysis** and came out with **alternative solutions.**
* Was involved in different **Line of Businesses (LOB).**
* Documented the **Process Flows** for **B2C** and **B2B** in the High Level Requirements Document.
* Documented all the Detailed Design and Business Rules in **Detailed Design Document**.
* Conducted **user interviews** and documented **business** and **functional requirements (FRD)**.
* Performed **Requirement Analysis** and developed **Use Cases, Activity Diagrams** using **Microsoft Visio, Microsoft Word.**
* Created **Data Dictionary/Field Matrix** and also **LDAP** mail groups and tagged them to correct GRNs to ensure that the routing works as expected.
* Created **use case scenarios** and documented **work flow** and business process using **Visio** and other tools.
* Created **project plans** for various applications after gathering estimates from DEV and QA team.
* Maintained all the project artifacts in **Share Point** accurately.
* Documented requirements associated **change requests** with **requirements** and **connected requirements** with **UML** Diagrams such as **Use cases**.
* Did clarifications for the Dev Team, QA Team using **JIRA** to track the requirements/clarifications.
* Involved in creating business processes and modeling diagrams using **Rational Unified Process (RUP).**
* **Tracing requirements** throughout the development process and verifying adherence using the **Requirements Traceability Matrix** **(RTM).**
* Integrated Requisite Pro with Clear Quest and Rose to provide all teams visibility and maintain tractability among requirements, use cases and change requests
* Performed functional testing and **User Acceptance Testing** (UAT).
* Worked with the **Quality Assurance** lead to develop detailed **Test Plan** and **Test Cases in Quality Center.**
* Created **UAT Test Cases** and guided the Business Users **in User Acceptance Testing (UAT).**
* Worked with the **Deployment Team** to ensure the deployment is done correctly and also **validated the Business Rules** thereafter.
* Formulated Project goals and objectives, **in-scope items and beyond-scope items** document.
* Conducted monthly **Risk Assessment** meetings to recommend, identify and communicate mitigation plans to the steering committee.
* Articulated assumptions, constraints, barriers and timeline to the sponsors and stakeholders.
* Coordinated efforts with the **offshore team** and **onshore team** members to ensure project milestones were being met.

**Environment:** SDLC, Rational Tools Suite (Rose, Requisite Pro, Clear Quest, Clear Case), UML,

SQL, MS Project, MS Office.

**Fifth Third Bank, Cincinnati, OH** **Jan 10 – July 12**

**Business Analyst**

**Description:** For over 150 years, Fifth Third has been providing quality financial products and services to its customers. It is the 10th largest regional bank in USA. Based on its rich history of performance and customer service, the Bank has received numerous accolades for the way it operates over 1,300 locations in Ohio, Kentucky, Indiana, Michigan, Illinois, Florida, Tennessee, West Virginia, Pennsylvania, Missouri, Georgia and North Carolina.

**Responsibilities:**

* Assisted PMO Leadership Team with the coordination and administration of the Project Management Office including but not limited to the following activities: managing and adjusting project timeline, IT development work efforts for standardization of project implementations, administration duties, monitoring deadlines, activity and issue tracking.
* Gathered and analyzed data and came up with **business use cases**, proposed projects, and systems requirements for mortgage loan origination system using **RUP** standards.
* Interacted with Business Owners, Users, and Stakeholders to identify Business System Needs, evaluated solutions for business problems, and prepared **Business Requirements Document (BRD)** and later translated them into **Functional Requirements Document (FRD).**
* Represented the business requirements in various alternative views such as analysis models, process flow diagrams and user stories.
* Used **UML** to produce **AS IS** and **TO BE** models.
* Followed solely **RUP** methodologies during the course of the project.
* Conducted **Gap Analysis** to define the impact of the new requirements on the existing GUI and further prepared Business **Impact Analysis** Reports.
* Extensively used tools such as **UML, MS Visio.**
* Designed **Use Case Diagrams, Activity Diagrams**, and **Data Flow Diagrams** to define the Business Process.
* Analyzed/Documented the **Workflows** and worked on **Functional Requirements Document (FRD).**
* Interacted with **Content Management Team (CMS)** to the get content updated for B2C Applications.
* **Tracing requirements** throughout the development process and verifying adherence using the **Requirements Traceability Matrix** **(RTM).**
* Worked on multiple short term projects in between and co-led teams
* Conducted Joint Application Development **(JAD)** sessions to allow different stakeholders to communicate with each other, resolve problems at an early stage.
* Coordinated with the test team to check the Weekly Status and Report it to the Project Manager.
* Responsible for Interacting with the Developers to explain the proposed changes and ensure understanding of the system requirements to handle these changes.
* Worked with the **Quality Assurance** lead to develop detailed **Test Plan** and **Test Cases.**

**Environment:** SDLC, UML, User Count Tool, Rational Tools Suite, MS Project, MS Office, Windows XP

**Integra Bank Corporation, Evansville, IN Oct 07 – Dec 09**

**Sr. Business Analyst**

**Description:** Headquartered in Evansville, Indiana, Integra Bank Corporation is the parent of Integra Bank N.A. As of June 30, 2010, Integra Bank has $3.0 billion in total assets. Integra operates 52 banking centers and 101 ATMs at locations in Indiana, Kentucky and Illinois. Integra Bank Corporation's common stock is listed on the Nasdaq Global Market under the symbol IBNK.

**Responsibilities:**

* Gathered requirements **(BRD)** from business users and analyzed them using **Rational Requisite Pro.**
* Understood **Business Objectives/problems** andconducted **feasibility/cost benefit analysis** and came out with **alternative solutions.**
* Prepared and analyzed **AS IS** and **TO BE** in the existing architecture and performed **Gap Analysis.**
* Translated all the Business Requirement documents **(BRD)** in to **functional specifications (FRD)** and made sure that all the requirements were reflected in Functional Requirement document **(FRD).**
* Conducted interviews with clients for the purpose of gathering product requirements and understanding the client workflow
* Acquired in-depth knowledge of the banking industry and their different **Line of Businesses (LOB).**
* Gathered business requirements through interviews, surveys, and observing from account managers and **UI (User Interface)**
* Participated in the UAT for Broker/Dealer conversion for integration using Mercury Test Director.
* Created **Use Cases** and assisted DEV teamto create **Activity Diagrams, Sequence Diagrams, Data Flow Diagrams, Object-oriented Design (OOD)** using **Rational Rose** according to the UML methodology.
* Developed use cases/diagrams, conceptual model, behavior diagrams (sequence, collaboration, state chart, Activity), using **MS Visio**.
* Sketched diagrams of proposed and existing systems using Microsoft Visio.
* Proficient in Data modeling and mapping ER diagrams and hands on experience with ERWin data modeler
* Implemented the entire **RUP Methodology** of application development with its various workflows, artifacts, and activities.
* Acted as a liaison between business users and system development team during development process.
* Implemented a suitable Change Management process and supported the existing banking solution upgrade by coordinating multiple projects.
* Conducted user interviews, gathered requirements, analyzed the requirements by using **Rational Rose, Visio and Requisite pro – RUP.**
* **Tracing requirements** throughout the development process and verifying adherence using the **Requirements Traceability Matrix** **(RTM).**
* Worked with the Quality Assurance team to create **Test Plan** and **Test Cases** and conduct **unit, integration, and system testing**.
* Tracked changes using Rational Clear Quest.
* Assisted **QA lead** in developing quality procedures and ensuring that appropriate documentation is in place.
* Conducted **User Acceptance Testing (UAT).**
* Participated in developing of Training Materials for the new technology and User Training.
* Worked effectively with Project Manager in handling the whole project.

**Environment:** SDLC, Rational Tools Suite (Rose, Requisite Pro, Clear Quest, Clear Case), UML, SQL, Oracle, MS Project, MS Office.

**National City Bank, Indianapolis, IN Jan 05 – Sept 07**

**Business Analyst**

**Description:** National City Bank is one of the ten largest banks in America in terms of deposits, mortgages and home equity lines of credit. Its core businesses include commercial and retail banking, mortgage financing and servicing, consumer finance and asset management.

**Responsibilities:**

* Gathered Requirements for new product and service offerings to potential clients. Met with the customer and vendors face-to-face to go over products. The requirements gathered were based on business need and business impact.
* Created Use cases, activity report, logical components and deployment views to extract business process flows and workflows development involved in the project. Carried out defect tracking using Clear Quest
* Developed and implemented processes and tools for requirements gathering, analysis, planning, tracking and delivery using Rational Rose requisite pro – **RUP**
* Analyzed the system from both Technical and Business perspectives and prepared Business Requirement Document **(BRD),** including downstream and upstream interface requirements.
* Established a **RUP (Rational Unified Process)** centric business analysis methodology.
* Translated Business Requirements into **Functional Specifications (FRD)** understandable to the project team.
* Prepared **Use Cases, Activity Diagrams, Sequence Diagrams, and Class Diagrams** according to the **UML** methodology.
* Facilitated Conference Calls and Meetings between the vendors and users. The meetings were conducted on as needed basis to review performance.
* Supported the Central Operations of the organization in tracking resources, projects, and budgets to meet the client’s goals.
* Assisted Test Lead and testers in understanding business process and successfully completing **Unit and Integration Testing**.
* Conducted **User Acceptance Testing** to ensure satisfaction of end users.
* Worked with the **Quality Assurance** lead to develop detailed **Test Plan** and **Test Cases.**
* Created Training Documentation and facilitated training for new employees using MS PowerPoint and MS Visio.
* Analyzed and documented information system requirements and the corresponding impact on business processes.

**Environment:** Rational Tools Suite, RUP, UML, MS Project, MS Office, MS Visio, Windows XP

**Education:**

* Bachelors in Engineering (E&TC)
* MS in Technology Management