

ARUN

SUMMARY OF SKILLS

- 12+ years of Experience in Health Care, Banking, Finance and Retail
- Excellent knowledge of System Development Life Cycle (SDLC), and project life cycles like Agile, Rapid Application Development (RAD).
- Proficient in creating User stories, Acceptance Criteria (AC), Business Requirement Document (BRD), Solution Summary Document (SSD), Functional Requirement Document (FRD), Design Documents to formulate Test Plans, Use Case Analysis, Activity Diagrams, Entity Relationship Diagrams (ERD) & Data Flow Diagram (DFD).
- Functional experience with Use Case modeling (UML), Business Process Modeling, Data Modeling, Change Management, Technical Training, Software Development methodologies, QA testing, and Systems Testing of client-server and web-based systems.
- Proficiency in preparing Requirement Traceability Matrix and Project Change Requests.
- Experience in working with distributed applications that have multiple cross-commits including integration of various applications.
- Working experience and sound knowledge of Medicaid/Medicare Healthcare policies and EDI HIPAA transaction codes 834, 820, 837, 835. Experienced in working with member eligibility, enrollment modules and claims processing applications.
- Experience working across various SFDC implementations covering Sales Cloud, Service Cloud, Community Cloud, Marketing Cloud, Call center, Chatter & App-exchange applications.
- Experience in working with clients that have strong offshore presence.
- Experienced working in internal application and client facing application with the direct involvement to gather requirements and deliver them accordingly.
- Prioritized the API function call for testers, categorized the API based on System, Performance & experience.
- Excellence in organizing, facilitating, and coordinating weekly meetings, conference calls and other regular project meetings.

WORK EXPERIENCE

Business Analyst, (Client - Walmart)

Rainbow West Apparel (RW Designs), CA - June 2020 – Present

Project: The Main scope of the project was to introduce new SDLC in the organization & migrate excel based employee reports to workday Platform.

- I served as a liaison between our internal business teams and the 3rd party IT organization to provide technical solutions to meet business teams' objectives.
- Assisted the HR team in gathering the requirements and to develop the functional specification documents to list down features requested by our team.
- Interviewing the user about their existing and potential processes, which they are looking for in the new system.
- Based on the interviews, helped develop use case specifications and data flow diagrams and process flow diagrams (using MS Visio).
- Ensured all user acceptance tests were conducted and documented according to standards. Identified and documented system deficiencies and recommended solutions.
- Working with Design team to manage website application for the company by researching competitors, alternative markets and opportunities.
- Brainstorming ideas with Marketing & Design Teams to enhance and transform the company's approach to drive future sales.
- Was involved in Sprint planning and sprint review sessions.
- Participated in the creation of complex PRD (Project Requirements Document) and RSD (Report Specification Documents) which included defining Business, User, functional and

non-functional requirements needed for approval by Business and for use by Design, Development and Testing teams.

- Collaborated with multiple groups such as business owners, user experience, creative, engineering, QA, IT, operations, vendors, and third- party service providers to establish common project goals, project alignment, and timely deliverables.

Business Analyst, (Client – Costco)

Jachs, NY, USA - October 2017 - May 2020

Project: Integration of mobile and loyalty ecommerce websites (Shopify Website) with retail POS system, membership shopping product, membership credit monitoring product. Responsible for managing the website development projects.

- Acted as a liaison between the marketing / Design team and 3rd party development team responsible for developing our shopping experience on website / Instagram via Shopify API's.
- Gathered data on competitors and analyzed prices, sales, and method of implementing and marketing supply chain solutions.
- Assisted in building use cases to collect data on our website and derive useful insights as well improve customer experience
- Based on consumers' past purchases / clothing preferences providing guided recommendations to the Marketing & Design team to develop a better understanding of their personal style and improve consumer satisfaction.
- Updating consumers with upcoming / new collections via email at regular intervals to drive future sales.
- Curated, analyzed, and interpreted Functional business requirements into system designs.
- Worked with the Marketing & Design team to create / highlight specific product categories for our customers on the website.
- Worked with designers to improve user experience for new / existing products on our website.
- Assisted the Development team with requirement gathering for all API enhancements.
- Helped the marketing team to get data backed recommendations for promotional offers via email, Instagram and other social media platforms.
- Helped in drawing data flow diagrams and process flow (Process Modeling) diagrams using MS Visio.

Business Systems Analyst

Department of Buildings, New York, NY - September 2016- October 2017

Worked on DOB NOW initiative as the Department of Buildings self-service online tool that will enable industry users to interact with DOB online. It will be an interactive, web-based portal that will enable industry users to move from the current paper-based system to a highly automated online system which is a long-term breakthrough initiative for Department of Buildings to revamp its entire user experience.

- Assisting in the analysis by working with Business Stakeholders and IT team by designing application user interface to accomplish goals of user request by understanding of the as-is (Current State) and To-Be (Future State) for the project ask in relation to Record Production Order Document and affidavits for individual modules.
- Collaborating with the System Testing team in performing testing for the different projects within the DOB NOW initiative by utilizing test strategy documentation to perform functional, user interface and end to end testing.
- Collaborating with the Development and Integration team to understand the field level validations as part of data requirements to identify data sources and assisting in the design of the user interface required for the application development.
- Utilized MS Excel to create test cases, execution scripts and track status reports for progress related to front-end modules and CRM.
- As part of the requirement gathering process utilizing the creation of process workflows using MS VISIO as the prototyping tool to outline the process steps from the application initiation by Industry User through the DOB NOW Modules via Portal and approvals as carries out in each step through CRM.
- Gathered requirements for research data mappings for front office, created systems, including databases and spreadsheets, to improve data analysis and reporting.

- Collaborating with the Project Team to address any queries as part of post-release implementation for the different projects within the DOB NOW initiative.
- The project initiatives utilized the Software Development Lifecycle Approach (SDLC) including Waterfall Methodology to break down the project requirements into manageable segments from start of the project till execution and consulting with user to identify current operating procedures and clarify program objectives.

Business Systems Analyst

Fidelity Investments - *August 2015 - September 2016*

Fidelity Investments provides solutions to custody and clearing clients as part of onboarding and settlement solutions. The project created an optimized solution for users so they can submit onboarding application for account creation.

- Followed SDLC Methodology specifically Agile to ensure sub-initiatives and projects are carried out to ensure projects are being worked for specific quarters.
- Tactically prepared RFI and RFP for external suppliers, negotiated special rate quotes, and helped Onboarding of new suppliers
- Liaison with Corporate and Legal team in Negotiating contracts with Vendors with various Service level agreements, communication with other departments and executive management to ensure Procurement goals are met.
- Reviewed vendor provided RFP responses and creating RFP Evaluation Scorecard and Scoring spreadsheet.
- Conducted documentation including user stories to ensure deliverables are listed out in each sprint and sprint plan is followed to achieve project targets.
- Provided support to development team by ensuring APIs are analyzed and data is sent to downstream systems by ensuring data dictionaries and process workflows are followed for the interaction.
- Participated in Data Analysis and design with the Data Analyst in defining data sources and required data content for the data warehouse component.
- Proactively identified opportunities and made recommendations to improve the system's effectiveness via data mining and analysis to understand user interactions with system and to scope out opportunities to enhance user engagement and satisfaction.
- Worked on understanding requirements around Managed Accounts sub-initiative by reviewing the capabilities and API interaction with each of the teams.
- Database management for all the lease and finance contract details along with monthly payment invoice and actual payment
- Engaged in Interactive meetings with stakeholders & development team to document high-level requirements and automation initiatives for application registration.

Business Analyst

CareFirst (Blue Cross Blue Shield), Baltimore, MD – *June 2014 – August 2015*

The project involved moving the internal business reporting for Consumer Direct to the BI tool MicroStrategy. I was also responsible for day-to-day activities related to enrollment applications being tracked using BPM tool PEGA.

- Served as a liaison between the internal/external business community and the IT organization to provide technical solutions to meet user needs.
- Translated business requirements into functional specifications for the IT organization, managed changes to such specifications, and educated the IT organization on the direction of the business.
- Created and groomed user stories for Sales Force Cloud Implementation in an Agile environment.
- Was involved in Sprint planning and sprint review sessions.
- Supported the sales force product team working across different distribution channels.
- Analyzed, defined, and interpreted business needs and issues by gathering, analyzing, documenting, and validating the Business area(s) and user(s) technical (functional/non-functional) requirements.
- Participated in the creation of complex PRD (Project Requirements Document) and RSD

(Report Specification Documents) which included defining Business, User, functional and non-functional requirements needed for approval by Business and for use by Design, Development and Testing teams.

- Participated in the tracking and management of open issues and assisted in planning for resolution for complex projects. Maintained communications with technical counterparts to adopt best practices and ensured integration of specific application architecture into overall enterprise technology strategy.
- Participated in writing Functional Specification document and defining the data flow from the sales management system to the product implementation system for Phase II.
- Ensured all user acceptance tests were conducted and documented according to standards. Identified and documented system deficiencies and recommended solutions.
- Reviewed, edited, analyzed, and created detailed documentation of business systems and user needs.
- Responsible for writing all documentation in clear and well-organized manner.
- Developed key project deliverables including requirements specifications, use cases, system test cases, training and documentation and user manuals for projects of for low to moderately complex.
- Supported the production of Requirements Traceability Matrixes (RTM) and RTM gap analysis reports for complex enhancements, automations, and implementations.
- Worked with business to gather pre deployment requirements and prioritized them.
- Used project management techniques to establish roles and responsibilities, monitored project and request status and workload, and ensured deliverables of high quality, effectiveness, and timeliness.

Business Analyst

JP Morgan Chase, Wilmington DE - June 2013 – May 2014

JPMorgan Chase is a leader in financial services for consumers, retail/mortgage banking and asset management. Worked in the mortgage division of Chase and handled regulatory and compliance related projects in an agile related environment in a team focused specifically on application and closing documents as part of the mortgage loan lifecycle.

- Worked in an Agile Team (Transformers) which dealt with the documents that are given to customers/clients for review as part of the approval process for a loan.
- Coordinated with business stakeholders to determine project scope, allocation, budget to ensure projects are aligned accordingly for the enterprise releases.
- Interacted with offshore team and onsite developers and testers by working on user stories using JIRA and organized grooming calls using adobe connect to get the estimated story points on the work involved.
- Worked with developers to create data flow diagrams and reviewing code before putting to implementation if it's following the user story logic. Based on that sign-off itself from ITBA was when the developer would put the pertaining to the stored procedure.
- The research on stories involved pre-grooming with business; underwriting and closing SMEs to understand the business requirements as stated in the business requirements matrix and translating those in an IT standpoint to explain the work to the team.
- Utilized MS Excel to ensure project deliverables for sub-initiative is utilized to track expert related documentation for data dictionary for each of the legacy documents for notification letters.
- Discussion around stories and defects involved working with other agile teams who dealt with originating loans, fees and User Interface related application queries which ultimately get printed on the documents for recording production order document and affidavits.
- While story execution would undertake, I worked with DEV, QA and BCS (configuration) team and answered any queries that would help them close the user story.

Jr. Business Analyst

eBay, New Delhi, India, - July 2008 – June 2011

Project: User migration to an electronic payment system.

- Worked with key Business Stakeholders, Engineering Development and Project Manager on developing system enhancements.
- Participated and provided signoff based on User Acceptance Testing results.
- Performed GUI testing and analyzed end-to-end functionality by testing the application manually.
- Gathered and wrote functional/business requirements used by engineers and programmers on multiple ecommerce applications.
- Collaborated with User Experience/Interface designers to develop wireframes/schematics that support such requirements.
- Created integration mapping documents and transformation rules to map from different systems to target system.
- Coordinated workflow across ecommerce, IT, UI, Retail and UAT teams.
- Created and executed SQL Queries. Involved in e-Commerce POS Testing Product Search, Payment System and Online Transaction Processing.
- Experience in coordinating nightly and early morning calls between onshore/offshore, coordinating work distribution between two sides and initiating QA of work done by offshore at onshore level as mostly SMEs are at onshore
- Created internal monitoring alarms and reports by designing queries using SQL.
- Provided product support to Enterprise, Supply Chain and Order Management Applications.

TOOLS/METHODS USED: Agile/Scrum, JIRA, MS Visio, MS Office Suite, Oracle ATG, Salesforce, SQL, Smart Draw, IOMS, IBM Rational Rose, HTML, SQL Server, HP Quality Center, Rational Requisite Pro, SaaS, APIs, FTPs (SOA, SOAP), HTTP, SharePoint, RDBMS, Rally, Cognos, MS Project, Team Foundation Server, Waterfall, Power MHS, HP ALM.

Education: - Master of Science in Fashion Apparel & Business Administration - August 2011 – May 2013

Bachelors In Business Administration - June 2004 - May 2008