

Over 7 years of Professional experience as a Business Analyst / Analyst Programmer in the IT Services, Financial Services industry and Hospitality Industry.

Summary of Qualifications

- Expertise in Business Analysis, Data Analysis, Business Rules, Business Process Modeling and Data Mapping, GAP Analysis and creating business process documents.
- Developed Project Plans, Functional Specifications, project charter for Business Process Refinement, Re-Engineering, Business Intelligence and Automation. Conducted JAD sessions with management, vendors, users and stakeholders for open and pending issues. Great facilitation skills in conducting walkthroughs, surveys, questionnaires, interviews, brainstorming and JAD / JAR sessions.
- Knowledge in executing SQL queries for database management.

Deliverables

- Proficient in creating Business Requirements Document (BRD), Use Case Specifications, Traceability Matrix, Functional Requirement Document (FRD), Customer Requirement Documents and Workflows.
- Expert in creating Use cases, Test Cases, Test Plans, Wireframe Diagrams, Sequence diagrams, Class and Context Diagrams, Data Flow Diagrams (DFD), Object diagrams, Activity diagrams, process maps and collaboration diagrams using MS Visio.

Methodologies

- Comprehensive knowledge about all stages of the Software / Systems Development Life Cycle (SDLC).
- Worked with different methodologies such as RUP and Agile.

Quality Assurance

- Conducted Pre-UAT and User Acceptance Testing (UAT) cycles with users and stakeholders, prepared Standard Operating Procedures (SOPs).
- Ability to analyze functional requirements, translates them into test cases, and prepares a Detailed Test Plan Specification utilizing knowledge of the functional application, Reviews of Test Cases and Documentation.
- Executed manual and/or automated test efforts. Worked with Mercury automated testing tool (QTP, Quality Center).

Skills

- Excellent communication and interpersonal skills, capable of communicating with highly technical engineering teams. Exceptional mediator between external and internal customers, capable of interpreting needs and positions to ensure the success of the projects. Ability to coordinate between onsite/offshore teams.
- Ability to work both independently and as a teammate. Quick learner and apt at prioritizing multiple projects.

Core Competencies

Business Analysis / Business Integration ---- Business Requirement Document (BRD)
Software/System Development Life Cycle (SDLC), RUP ---- Use Case Document
Unified Modeling Language (UML) ---- Software/Systems Requirements Specification (SRS)
Requirement Scoping, Requirement Gathering, Requirement Elicitation ---- Functional and Non-functional Specification
Use case management ---- UML Diagrams
Test Case Management / UAT ---- Business Process Document
Content Management ---- Prototypes (using PowerPoint)

Technical Skills: MS Office, MS Visio, UML, SQL Server 2005/2008

Professional Experience

IT Industry, USA, NY, Nov'18-Aug'20

Intern Account Manager (remote work from india, Hyderabad)

Confidential Project is a set of free services offered by the Department of Small Business Services to help businesses start, operate and expand in New York City.

- Create Business Plans for operating business owners to include in loan packages for capital.
- Assist the entrepreneurs and small business owner's access financing through traditional and alternative lending and help with loan packaging and referral to lender.
- Develop a network with banks, alternative lenders, accountants, and lawyers as a source of customer referrals.
- Provide one-on-one launch consultations to entrepreneurs with information on business planning in NYC, business registration, tax IDs, and licenses & permits.

Fortune Hospitality Services, Hyderabad, India, March'16/Feb'18

Business Analyst

Project - Migrating Historical Databases into SQL Server 2008R2 databases and decommission the Legacy Server Databases for the restaurant industry .

- Assisted the project manager/ lead in defining the project plan, charter, scope and timelines.
- Performed requirement analysis by gathering both functional and non-functional requirements based on interaction with the process owners & SME's and document analysis.
- Created Business Requirement Documents, System Requirements Specification, High-Level Design Document, and Functional Requirement (Technical) Documents according to the User requirements and uploaded the documents in Knowledge Link.
- Conducted JAD sessions and baseline the user requirement specifications.
- Utilized RUP to configure and develop process, standards, and procedures.
- Worked with designers and developers for interpreting requirements, tracking the requirement status & timeline.
- Organized Daily/Weekly Review Meetings with PM, Development team/SQL DBAs, IPS team, Windows InfraStructure team for smooth migration of the above Historical databases.
- Used basic SQL queries to validate business rules and data mapping.
- Uploaded all the Documentation (Validation Certificates and Change of data Types etc.,) in Knowledge Link for the benefit of Users/IPS team.
- Environment: MS Visio, MS Office and MS Project, SQL Server 2008R2, .Net, Oracle, Windows Operating System 2008/XP.

Magnific IT Services, Hyderabad, India, April'14/ Feb'16

Analyst Programmer.

Confidential is a banking company engaged in providing a range of banking and financial services, including commercial banking and treasury operations. My job was to assist seniors in development of a user-friendly application to be used by the employees in order to facilitate risk management of customers

- Assisted the senior business analyst in defining the scope, and defining business rules of the project. Also assisted in gathering business requirements, doing gap analysis and documents them textually or within models.
- Led and conducted JAD sessions for requirements gathering, analysis and design of the system.
- Created context and workflow models, information and business rule models, Use Case during the analysis using Rational Tools.
- Documented requirements and transformed them into functional and technical requirement specifications.
- Actively interacted with different business groups to perform Gap analysis to identify the deficiencies in the system by comparing the actual objectives with the system objectives desired.

- Used Process modeling and Business Process flow diagrams.
- Developed prototype of new information processing application.
- Identified all use case components including basic, alternate and exception flows.
- Worked with the QA Team as a Tester during the test phase, maintained an Issue Track Log to make sure all the issues are addressed and played a part in troubleshooting before the QA Analysis.
- Environment: Rational ClearQuest, Rational Test Manager, MS Office, MS Visio, UML, and SQL Server 2005

Educational Qualification

University of Surrey (United Kingdom) October, 2011 - January, 2013 • M.Sc. International Management-Distinction

Sheffield Hallam University (United Kingdom) June, 2008 - May, 2011 • BA (Honours) in Business Management - 1st Division Took academic transfer from Christ University BBA, Bangalore, India

Lille Catholic University, France- European Business Management Program

Nationality: INDIAN

Languages spoken : English, Hindi, Telugu