ARCHANA BISHT

**Sr. Business Analyst**

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**PROFESSIONAL SUMMARY:**

Overall 14+ Years Experienced in IT Industry in it 1.5+ Years on Infor Global HR/BN/LP/Payroll professional with a strong background in managing and optimizing HR, Benefits, Payroll, Absence/Leave, and Personnel systems. Skilled in working with Infor versions 8, 9, and 10, as well as the latest Cloud Suite applications. Proficient in integrating and implementing tax solutions like BSI-Tax Factory to ensure compliance. Adept at working with diverse HR and payroll data, implementing best practices, and improving operational efficiency and Business Analyst in E Commerce Domain.

* Lead the end-to-end implementation and optimization of Infor Global HR, Payroll, Benefits, Absence/Leave (LP), and Personnel (PA) modules, including migrations from legacy systems Lawson Versions 8, 9, 10 to Cloud Suite.
* Oversee the administration of payroll processes, benefits management, and absence/leave systems, ensuring accurate and timely payroll processing and benefits enrollment for employees across multiple locations.
* Implement and maintain BSI-Tax Factory integration to automate payroll tax calculations and ensure compliance with federal, state, and local tax regulations. Troubleshoot and resolve tax reporting issues, ensuring accurate filings and updates.
* Manage HRIS data integrity, ensuring the accuracy and consistency of employee records, payroll data, and benefits information. Develop custom reports for HR, payroll, and management teams, leveraging reporting tools such as Crystal Reports and SQL Server Reporting Services.
* Configure and customize HRIS applications to meet business requirements, enhance workflows, and ensure smooth operational processes for HR, payroll, and benefits teams.
* Provide comprehensive training and ongoing support to end users, ensuring effective use of HRIS applications. Assist HR, payroll, and benefits staff in troubleshooting and resolving system issues and enhancing system knowledge.
* Identify opportunities for process improvements and automation within HR, payroll, and benefits workflows. Drive system enhancements that improve operational efficiency, reduce errors, and streamline data processing.
* Coordinate and manage the deployment of system updates, patches, and upgrades, including testing, validation, and ensuring minimal disruption to ongoing HR and payroll operations.
* Lead HRIS projects, ensuring timely delivery of system enhancements, updates, and new implementations. Collaborate with cross-functional teams, vendors, and stakeholders to meet project goals and deadlines.
* Ensure the HRIS systems comply with all relevant labor laws, payroll tax regulations, and industry standards. Monitor and update systems to reflect changes in legislation or corporate policy.
* Manage data integration between HRIS and third-party applications (e.g., time and attendance systems, benefits providers). Troubleshoot system issues and perform root cause analysis to resolve system errors efficiently.

**KEY SKILLS:**

* **Infor Global HR/BN/LP/Payroll (GHR/BN/PR/LP)**  
  Proficient in managing Infor applications across HR, Benefits, Payroll, Absence/Leave, and Personnel modules for organizations of varying sizes.
* **Infor Versions 8, 9, and 10**  
  In-depth experience with Lawson Versions 8, 9, and 10 in HRIS and payroll, ensuring smooth transitions and upgrades to newer versions.
* **Cloud Suite Implementation & Support**  
  Expertise in managing, supporting, and migrating to Infor CloudSuite solutions, including cloud-based HR and payroll systems.
* **BSI-Tax Factory Integration**  
  Skilled in implementing and managing BSI-Tax Factory solutions for tax compliance, calculating withholding, and automating reporting processes for payroll systems.
* **HR Systems Optimization**  
  Able to analyze, configure, and enhance HR, payroll, and benefits workflows to maximize system performance and end-user satisfaction.
* **Data Integration & Reporting**  
  Proficient in generating reports, integrating third-party applications, and ensuring data accuracy across HR, payroll, and benefits modules.
* **Project Management**  
  Strong project management skills with a focus on system upgrades, troubleshooting, testing, and process improvements within HRIS environments.

**PROFESSIONAL EXPERIENCE:**

**State of Arlington, USA| Nov '24 – Present| Sr Business Analyst**

**Responsibilities:**

* Lead the implementation and support of Infor Global HR, Benefits, and Payroll applications across multiple business units.
* Spearhead the implementation and ongoing support of Infor Cloud Suite for HR, Payroll, Benefits, Absence, and Personnel modules, enhancing system performance and user engagement.
* Designed and deployed custom payroll tax configurations in BSI-Tax Factory to automate tax reporting and ensure compliance across multiple jurisdictions.
* Managed complex integrations between Infor Cloud Suite HR/Payroll and third-party systems, including time and attendance, benefits providers, and banking systems.
* Led system migration from Lawson 9 to Cloud Suite, ensuring smooth data transfer, process continuity, and minimal disruption during the transition.
* Acted as a subject matter expert (SME) for all HRIS-related projects, working with stakeholders to define requirements, scope, and deliverables for system improvements and upgrades.
* Implemented and optimized Infor Lawson versions 8/9 for HR, Payroll, and Benefits, configuring modules for improved functionality and reporting capabilities.
* Configured BSI-Tax Factory within the payroll system to ensure compliance with federal, state, and local tax regulations, reducing payroll errors
* Managed testing and troubleshooting of system updates, working directly with internal teams and vendors to resolve issues related to HRIS applications.
* Trained HR, payroll, and benefits staff on best practices for using Infor systems, improving system efficiency and data accuracy across departments.
* Provided ongoing system support and guidance, ensuring timely and accurate payroll processing across multiple locations.
* Led the configuration and daily management of Infor Lawson HR, Payroll, Benefits, and Absence/Leave (LP) modules, ensuring data integrity and process automation.
* Collaborated with cross-functional teams to analyze business requirements and develop customized HRIS reports that improved decision-making and operational efficiency.
* Worked with external tax services to maintain compliance with BSI-Tax Factory’s tax reporting, reducing manual data entry and minimizing compliance risks.
* Supported ongoing updates and upgrades to Lawson HR/Payroll, documenting system changes and conducting user training sessions.
* Provided high-level troubleshooting support for payroll and benefits processing, identifying root causes and implementing long-term solutions.
* Managed the transition from Lawson Versions 8/9 to Cloud Suite, ensuring the seamless integration of HR and payroll data.
* Configured and supported BSI-Tax Factory for accurate payroll tax calculations and reporting.
* Worked directly with internal teams and vendors to troubleshoot and resolve issues with HR and payroll systems.
* Developed custom reports and data integrations to meet organizational needs.
* Provided end-user training and support for Infor HR and Payroll users, enhancing system adoption and operational efficiency.
* Oversaw the migration from legacy HR systems to Infor Cloud Suite, ensuring minimal disruptions during the transition.
* Collaborated with IT teams to implement system upgrades, including the integration of BSI-Tax Factory for tax calculations.
* Led testing and validation of payroll and benefits modules, ensuring compliance with company policies and tax regulations.

**American Express, NY, USA| July '24 – Oct 2024| Sr Business Analyst**

**Responsibilities:**

* Lead the full-cycle implementation and integration of Infor Global HR, Payroll, Benefits, Absence/Leave, and Personnel modules, including migration from legacy Lawson systems to Cloud Suite.
* Designed and maintained custom reports using Infor’s reporting tools, improving HR data accuracy and operational efficiency.
* Managed BSI-Tax Factory integration to streamline payroll tax calculations, ensuring compliance with local, state, and federal tax regulations.
* Supported payroll and HR teams in troubleshooting system issues, ensuring timely and accurate payroll processing.
* Collaborated with cross-functional teams to test and validate new HR/Payroll functionalities during system upgrades and patching.
* Conducted end-user training and provided ongoing support, leading to improvement in user adoption rates.
* Administered and optimized Infor HR, Benefits, and Payroll systems, ensuring data integrity and compliance with industry regulations.
* Implemented and maintained tax updates for payroll systems, leveraging BSI-Tax Factory for efficient payroll tax reporting and filing.
* Supported the transition from Lawson versions 8/9 to CloudSuite by collaborating with IT and functional teams to address system challenges.
* Created and automated standard and ad-hoc HR and payroll reports, leading to reduction in manual reporting efforts.
* Assisted with system configurations and enhancements to meet evolving business needs in the HR and Payroll space.
* Managed and optimized the Lawson HR, Payroll, Benefits, and Absence/Leave (LP) systems, focusing on enhancing user experience and ensuring process efficiency.
* Coordinated the testing and deployment of software upgrades and patches, ensuring minimal disruption to payroll operations.
* Worked closely with external vendors to integrate third-party applications with Infor Global HR/Payroll, such as benefits providers and timekeeping systems.
* Supported the BSI-Tax Factory configuration and ensured its proper functioning for accurate payroll tax calculations and reporting.
* Provided training and user support for new system features and functionalities.

**Samsung Electronics PVT LTS (NOIDA)||** **(June 2022 - March 2024) || Business Analyst**

**Project 4: Samsung Health & Samsung Solutions**

* Used the User Experience Design tool of Agile Extreme Programming to create Architecture and Interaction models.
* Reviewed and analyzed the business environment and identified process improvements.
* Prepared and executed the test plans (Integration, System, and UAT) for various content releases, production fixes, and application enhancements.
* Provided Support to the development team in resolving issues related to configuration and change management. Track project issues and obtained resolution; managed the project scope by understanding the business needs and defining the out-of-scope requirements.
* Conducted knowledge transition sessions with support team in the functional areas and impart knowledge on business context, solution design, open issues, possible issues.
* Responsible for identifying various business needs and requirements and presenting them to the user.
* Design and document the Business Requirement Documents, Functional Specifications, and Technical Maps.
* Analysed the user requirements due to proposed changes on the existing systems; worked with product users to define business needs, delivered the comprehensive Functional Specifications using MS Word
* Work on developing the current workflows and mapping the requirements for the functioning of front-office systems.
* Designed and developed Narrative Use Cases, Use Case Diagrams, Activity Diagrams, and Flow Diagrams for the application in MS Office.
* Participate in the Software Development Life Cycle (SDLC) using Rational Unified Process (RUP) methodology.
* Led the portfolio management and strategic oversight of a complex program of [X] projects, aligning IT initiatives with overarching business objectives and ensuring on-time, on-budget delivery.
* Played a pivotal role in application rationalization, identifying redundant systems and recommending strategies for modernization, contributing to a [X]% reduction in IT expenses.
* Supported SDLC processes by coordinating development, testing, and deployment efforts, ensuring that business requirements were met and technical specifications were adhered to.
* Provided expertise in business architecture to design scalable solutions that supported organizational growth and improved system efficiency.
* Assisted with the creation and execution of IT strategy, supporting projects across the SDLC, including requirements gathering, testing, and implementation.
* Contributed to application rationalization by evaluating existing systems, identifying inefficiencies, and suggesting technological improvements that increased productivity and reduced costs.
* Played a key role in managing the SDLC, working with development teams to ensure timely project delivery and that all technical aspects were clearly documented and understood.
* Collaborated with cross-functional teams to facilitate business architecture and process reengineering efforts, ensuring seamless integration between business objectives and technology solutions.
* Conducted in-depth application rationalization studies, identifying system redundancies and recommending strategies for consolidation and modernization.
* Delivered high-level presentations to C-suite executives, translating complex technical insights into clear business value propositions that supported decision-making.
* Led efforts to optimize SDLC practices, ensuring that business requirements were accurately captured and effectively communicated to development teams, resulting in successful project outcomes.
* Involved in Data Analysis, Data Profiling, Data Cleansing & Quality, Data Migration
* Created requirements specification document that translates business requirements into technical specification including business and validation logic for ease of understanding to the development team.
* Responsible in performing Integration, System, Functionality, GUI, User Acceptance (UAT), Regression and Smoke Testing.
* Working with ETL Lead and Business Analysts to ensure design integration and consistency across subject areas
* Identify different risks such as credit risk (default risk), prepayment risk, inflation risk, and market risk.
* Project requirements for cash management practices adhered to accounting principles or GAAP and IFRS.
* Create the Traceability Matrix to ensure that all the user stories are being tested and covered in the testing plan.

**Samsung Electronics PVT LTS (NOIDA)||** **(February 2020 - May 2022) || Business Analyst**

**Project 3: KNOX SERVICE PLUGIN (EMM)**

* Used the User Experience Design tool of Agile Extreme Programming to create Architecture and Interaction models.
* Reviewed and analysed the business environment and identified process improvements.
* Prepared and executed the test plans (Integration, System, and UAT) for various content releases, production fixes, and application enhancements.
* Provided Support to the development team in resolving issues related to configuration and change management. Track project issues and obtained resolution; managed the project scope by understanding the business needs and defining the out-of-scope requirements.
* Conducted knowledge transition sessions with support team in the functional areas and impart knowledge on business context, solution design, open issues, possible issues.
* Responsible for identifying various business needs and requirements and presenting them to the user.
* Design and document the Business Requirement Documents, Functional Specifications, and Technical Maps.
* Analysed the user requirements due to proposed changes on the existing systems; worked with product users to define business needs, delivered the comprehensive Functional Specifications using MS Word
* Work on developing the current workflows and mapping the requirements for the functioning of front-office systems.
* Designed and developed Narrative Use Cases, Use Case Diagrams, Activity Diagrams, and Flow Diagrams for the application in MS Office.
* Participate in the Software Development Life Cycle (SDLC) using Rational Unified Process (RUP) methodology.
* Extremely capable of carrying out data analysis skills using SQL and transforming and mapping data helping perform regression testing, gap analysis, and impact analysis.
* Data flow diagrams, entity-relationship diagrams created for projects across various program initiatives.
* Work closely with the creation and generation of reports.
* Involved in Data Analysis, Data Profiling, Data Cleansing & Quality, Data Migration
* Created requirements specification document that translates business requirements into technical specification including business and validation logic for ease of understanding to the development team.
* Responsible in performing Integration, System, Functionality, GUI, User Acceptance (UAT), Regression and Smoke Testing.
* Working with ETL Lead and Business Analysts to ensure design integration and consistency across subject areas
* Identify different risks such as credit risk (default risk), prepayment risk, inflation risk, and market risk.
* Project requirements for cash management practices adhered to accounting principles or GAAP and IFRS.
* Create the Traceability Matrix to ensure that all the user stories are being tested and covered in the testing plan.

**Samsung Electronics PVT LTS (NOIDA)||** **January 2016 - January 2020** **|| Business Analyst**

**Project 2: Samsung KNOX EMM (Enterprise Mobility Management)**

* Worked with the team in brainstorming sessions for understanding and developing the data transformation logics.
* Conducted interviews with key Business Users for better understanding of the requirement and business process information.
* Facilitated and managed JAD sessions with committee of SMEs from various business areas including Mortgage Servicing, Loan Monitoring and Asset Management.
* Developed business process models in Agile (Scrum) to document existing and future business processes.
* Facilitated meetings, including creation of agendas and recording of action items from meetings, received, consolidated, and produced status reports for business constituents and steering committee, etc. using MS Word & PowerPoint.
* Performed task decomposition, delegated tasks and monitored project milestones using MS Project.
* Created Use Cases and Designed UML diagrams like Use Case, Activity and Sequence using MS Visio
* Monitored, Managed and Tracked requirements using JIRA throughout Application/Project Life-Cycle
* Assisted the team in preparation of the training modules, provided steps/tutorials to generate reports
* Performed extensive "Gap analysis" of the Wealth Management application to document existing business process flows and derive requirements for the proposed functionalities
* Assisted solution architects to develop technology solutions for the wealth management application and asset classes including Equities, Commodities and Fixed Income instruments
* Support agile team on the best way to refine backlog and create Healthy and Steady User Stories
* Ensure daily processing of travel agents commission payments were completed accurately and in a timely manner.
* Facilitated training for quality assurance teams, UAT Team, and Line of Business on product enhancements and development
* Implemented data staging for quality assurance and user acceptance testing (UAT).
* Worked with SME's to comprehend Risk Management concepts including Credit Risk, Market Risk and Operational Risk
* Maintained, debugged and optimized automation programs.
* Experience working with windows OS, internal network, and cloud platform automation with PowerShell.
* Analysed the operational procedures/methods and recommended changes for improvement with an emphasis on automation and efficiency.
* Conducted User Acceptance Testing (UAT) and Post Production validations (PPV).

**Samsung Electronics PVT LTS (NOIDA)||** **July 2010 - December 2015** **|| QA Test Engineer**

**Project 1: Microsoft Excel, Power BI, Tableau, or other BI tools**

* Collaborate with stakeholders to understand business requirements and goals.
* Translate these requirements into clear, detailed documentation (e.g., user stories, business requirement documents).
* Ensure that all technical and non-technical teams understand the project scope.
* Analyze current business processes and workflows to identify inefficiencies or areas for improvement.
* Suggest process enhancements or automation to optimize resources and improve productivity.
* Analyze data to generate insights, supporting business decisions with data-driven recommendations.
* Use data visualization tools or reporting software to present findings to senior management or stakeholders.
* Serve as a liaison between different departments, such as IT, marketing, finance, and operations.
* Ensure that all business stakeholders' expectations are aligned with the project's goals and scope.
* Identify potential risks in business projects and suggest mitigation strategies.
* Ensure that project timelines and budgets stay on track.
* Depending on your role’s specifics, you might also contribute to the product lifecycle, helping define product requirements, testing, and ensuring the product meets business needs.
* Conduct research on industry trends, competitors, and customer needs to inform business strategy.
* Be proficient in tools like Microsoft Excel, Power BI, Tableau, or other BI tools, as well as Project Management Software like JIRA, Confluence, or others.
* Familiarity with ERP systems or CRM software may also be beneficial.
* Drive initiatives to streamline operations, improve efficiency, and ensure the organization remains competitive in a rapidly changing market.

**CERTIFICATION**

* Certified Scrum Master
* Certified ISTQB

**Education**

* B. TECH in Computer science & Engineering from Karnataka State Open University
* 3 Year Technical Diploma in Computer science & Engineering from Government Girls Polytechnic Almora