**PROFESSIONAL SUMMARY**

* Business/Systems Analyst professional with 9+ years of experience in Financial Industry with solid understanding of Business Requirements Gathering, Evaluating Data Sources, Translating Requirements into Specifications, Application Design.
* Proficient in Technical and Business Writing, Business Process Flow, Business Process Modeling, Business Analysis and Testing various methodologies.
* Adept at the technical documentation of web service Application Programming Interfaces (APIs) such as Representational state transfer (REST), and Simple Object Access Protocol (SOAP) using Swagger.
* Experience in facilitating Joint Requirement Planning (JRP) sessions with Business User Groups, conducting Joint Application Development (JAD) sessions with IT Groups and Conflict Management with Project team members.
* In depth knowledge Rational Unified Process (RUP) methodology, Use Cases, Software Development Life Cycle (SDLC) processes, Object Oriented Analysis and Design (OOA/D).
* Strong understanding of project life cycle and SDLC methodologies including RUP, RAD, Waterfall and Agile.
* Competent in Creating Unified Modelling Language (UML) diagrams such as Use Case Diagrams, Activity Diagrams, Class Diagrams and Sequence Diagrams.
* Extensive experience in developing Use Cases, creating Screen Mockups, conducting Gap Analysis and Impact Analysis, SWOT analysis, Cost Benefit Analysis, Risk Analysis.
* Facilitated Change Management across entire process from Project conceptualization to Testing through Project Delivery, Software Development and Implementation Management in diverse Business and Technical Environments.
* Responsible to Track, Document, Capture, Manage and Communicate the Requirements using Requirement Traceability Matrix (RTM) which helped in controlling numerous artifacts produced by the teams across the deliverables for a project
* Involved in Test Planning, Test Preparation, Test Execution, Issue Resolution and Report Generation to assure that all aspects of a Project are in Compliance with the Business Requirements.
* Strong experience in conducting User Acceptance Testing (UAT) and documentation of Test Cases. Expertise in designing and developing Test Plans and Test Scripts.
* Interface with clients from Operations, Marketing, Sales, Technologies, and Outside Vendors and act as their customer interface point as the lead of the Projects.
* Highly motivated team player with excellent Interpersonal and Customer Relational Skills, Proven Communication, Organizational, Analytical, Presentation Skills, and Leadership Qualities.

**Skills & Tools:**

* **Programming Languages:** PL/SQL & Java, C, C++, HTML, Swagger UI
* **Documentation Tools:** UML, MS Office Word, Excel, Power Point, Project, MS Visio
* **SDLC Methodologies:** Waterfall, Iterative, Rational Unified Process RUP, Spiral, Agile
* **Modeling Tools:** UML, MS Visio, Power Designer, Enterprise Architect
* **Reporting Tools:** IBM Cognos, NetSuite ERP, QlikView, Crystal Reports, MS Office Suite.
* **QA Tools:** Quality Center, Test Director, Rational Requisite Pro
* **Languages:** VB, SQL, HTML, XML, UML, ASP, JSP
* **Quality/ Statistical Tools:** Six Sigma, SPSS
* **Databases:** MS SQL Server, Oracle, DB2, MS Access on Windows XP / 2000, UNIX
* **Automation tools:** MS Visio, Rational Rose, Rational ClearCase, Rational Requisite Pro, SharePoint
* **Operating Systems:** Windows Vista, Windows 95/2000/XP/7/8
* **Microsoft tools:** MS Office Suite Word, Excel, Power Point, Outlook, MS SharePoint, and MS Project

**Work Experience:**

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| **CLIENT: Ameriprise Financial, Remote** | **June 2022-Dec 2024** | |
| **BUSINESS SYSTEM ANALYST** | |  |

**Responsibilities:**

* Working as an API Designer for Client - Ameriprise Financial & having a good knowledge of REST fundamentals and API design best practices.
* Adept at the technical documentation of web service Application Programming Interfaces (APIs) such as Representational state transfer (REST), and Simple Object Access Protocol (SOAP) using Swagger.
* Designing, developing, and implementing readable well documented API’s with the knowledge of Swagger UI, JSON, YAML, etc.
* Attending JAD (Joint Application Development) calls with consumer to gather information regarding API’s to be designed.
* Interacting with the project team to define system objectives and scope, identified constraints and the measures of success for the system to be developed.
* Making the changes into the entity model as required.
* Translate all gathered information into excel file SRL (Service Requirement List), which has all related information about the API to be designed.
* Documenting all the information gathered in swagger for API Development.
* Preparing SES (State Engine Specification) Document, which captures the flow and behavior of API.
* Uploading SES to Bit bucket using GitHub then pass on all the information to developer to develop API.
* Actively participated in daily stand-ups, sprint reviews, and retrospective meetings, fostering continuous improvement within the Agile framework.
* Worked with Business Analyst with translating business needs into clear and concise user stories and functional specifications.
* Translate business and user requirements into system requirements with the strong business/ technical knowledge for the IT organization and manage all changes to the source documents.
* Assisted in sprint planning and user story development, ensuring that features were well-defined and aligned with business objectives.
* Collaborated with Product Owners to define acceptance criteria, helping to ensure clear expectations.
* Conducted detailed estimates for development efforts, contributing to accurate project planning.
* Worked closely with development teams to hand over user stories, providing necessary context and clarifications.
* Participated in technical reviews, offering valuable insights and ensuring alignment with technical standards.

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| **CLIENT: AT&T, Dallas, TX** | **Mar 2019-Jun 2022** | |
| **BUSINESS ANALYST** | |  |

**Responsibilities:**

* Interacted with the project team to define system objectives and scope, identified constraints and the measures of success for the system to be developed.
* Responsible for Requirement gathering, Business Process flow, Business Process Modeling and Business Analysis with Document and Records Management.
* Employed SDLC for the purpose of monitoring the project and also followed the step-by-step procedure.
* Performed GAP analysis on business process after performing AS-IS and TO-BE analysis
* Facilitated JAD sessions with management, users and other stakeholders to define the project and to reduce the time frame required to complete deliverables.
* Prepared and presented Business Requirement Document (BRD), System Requirement Specification (SRS) and Functional Requirement Document (FRD.)
* Reviewed and edited requirements, specifications, business processes and recommendations related to proposed solution.
* Performed Gap analysis by identifying existing technologies, documenting the enhancements to meet the end state requirements.
* Implemented Agile methodology for rapid delivery of the high-quality application and also for development with customer needs and company goals and acted as a scrum master to organize sprint process.
* Created data mapping templates and aided the development team to reduce the bandwidth of the project.
* Created store procedure using SQL and also created data structure.
* Review prototypes, solution blueprints, and project scope to ensure that the needs of the business are met.
* Participated in and contributed to as-is and to-be Process Modeling Sessions, and build process models responsible for analysis and reporting.
* Analyzed business requirements and segregated them into Use Cases. Created Use case diagrams, activity diagrams, Sequence Diagrams using Rational Rose according to UML methodology.
* Created Screen Mockups using HTML.
* Maintained various versions of the documents generated during the project using Rational Clear Case
* Defined testing objectives and verify requirements are testable.
* Responsible for managing the documented System Requirements and Requirements Traceability Matrix using Rational Requisite Pro.
* Responsibilities included Test Planning, Test Case development and test script execution for Integration, Regression, Performance, Functional and System Testing.
* Created detailed test plans and testing strategies and ensure these are executed extensively, which includes executing SQL queries to retrieve data and test.
* Experience with requirement management tool and test management tool such as Mercury Quality Center.
* Provided support for User Acceptance Testing with UAT cases and resolving any issues with the users and performed UAT and participated in writing test plans, and developed different testing strategies like Black Box testing, and Load testing.
* Used Netsuite ERP to access financial, operational and transactional data from across the organization. Also, customized dashboards, reports and visual analytics to provide a summary-level overview or an in-depth account of business activity.
* Also, used IBM cognos for reporting and analytics.

**Environment:** Req Pro, Clear quest, Clear Case, Rational Rose, UML, MS Office, MS Visio, MS Project, HTML, TSS, SQL, Win Runner, Quality Center.

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| **CLIENT: SAP, Remote** | **May 2018-Mar 2019** | |
| **BUSINESS ANALYST** | |  |

**Responsibilities:**

* Created Business Requirements Gathering sessions in the form of questionnaires and business scenarios with the end users, subject matter experts (SME) and the developers. Gathered user and business requirements through interviews, surveys and prototyping.
* Analyzed and prioritized user and business requirements as system requirements that must be included while developing the software. Planned and defined system requirements to Use Case, Use Case Scenario and Use Case Narrative using the UML methodologies.
* Created Use Case Diagrams, Data Flow Diagrams, Activity Diagrams and Sequence Diagrams in MS Visio.
* Created Business Requirements Gathering sessions in the form of questionnaires and business scenarios with the end users, subject matter experts (SME) and the developers. Gathered user and business requirements through interviews, surveys and prototyping.
* Conducted JAD sessions with management, SME, vendors, users and other stakeholders for open and pending issues. Implemented SOA concepts (search-oriented architecture) for the application and implemented search engine-based techniques.
* Helped prepare Logical Data Models that contains set of diagrams and supporting documents containing the essential business elements, detailed definitions, and descriptions of the relationships between the data elements to analyze and document business data requirements.
* Modeled cash flows for securitized transactions containing wide variety of underlying asset classes. Responsible for creating proprietary Excel-based models to calculate bond waterfalls, over collaterization and interest coverage ratios, and several other portfolio criteria.
* Collected user requirements to create a technological platform to perform transaction -related asset level due diligence, analytics and cash flow modeling, structural and document review.
* Assisted developers to create a platform for compliance reporting tie-out process and to review note valuation reports prepared by CDO corporate trusts on a monthly/quarterly basis.
* Created excel based models to calculate both the distribution of cash flows to all related parties of a deal as well as various collateral criteria set forth in legal documents.
* Performed agreed-upon-procedures related to collateralized loan obligations (CLO) and other structured products and maintained client relations with key personnel at prominent institutions.
* Regular discussions with developers to make them understand the use cases and function requirements of the client. Excellent Ecommerce applications / websites experience.
* Responsible for supervising work activities (Development, Testing) to ensure that they are well-performed, coordinated among team members and consistent with the approved work plan.
* Coordinated the design phase with the architects in improving the efficiency of the project.
* Worked with QA team in identifying test cases/test data and lead the business team for UAT.
* Documented all custom and system modification. Assigned problems to appropriate software development team for fixes. Tracked problems from start to correction and test.
* Interacted with technical team in allowing them to make a better navigational plan for the project flow which would further make a better user interactivity tool for the application.
* Signed off progress and completion reports which were then submitted to project management on a weekly basis.

**Environment:** Enterprise Architect 6.5, Oracle 10g, MS Project, MS office suite, Java, J2EE, JSP, HTML, JavaScript, Agile methodology (SCRUM), Rational Rose, UML, rimavera, UAT, WebSphere.

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| **CLIENT: Bank of America, Charlotte, NC** | **Dec 2016-Apr 2018** | |
| **Business System Analyst** | |  |

**Responsibilities:**

* Involved in gathering business requirements from the end users and management
* Analyzed Requirements and created Use Cases, Use Case Diagrams, Sequence Diagrams using Rose.
* Adept at the technical documentation of web service Application Programming Interfaces (APIs) such as Representational state transfer (REST), and Simple Object Access Protocol (SOAP) using Swagger.
* Used Rational Requisite Pro for Managing and Configuring the Requirement Analysis effort.
* Extracted the business requirements for E-commerce from various sessions with business leads and maintained them using Requisite Pro, tracing them all the way to the system artifacts.
* Planned, coordinated, and monitored project levels of performance and activities to ensure project completion in time.
* Prioritized requirements to be developed according to Agile methodology.
* Performed extensive requirement analysis and gap analysis.
* Facilitated (JAD) Joint Application Development sessions to identify business rules and requirements and then documented them in a format that can be reviewed and understood by both business people and technical people.
* Used sessions, workforce for running and loading the data from source to target data warehouse.
* Followed established formats and procedures, created new formats, as well as researched, created, edited technical and business data documents.
* Extensively used SQL for accessing and manipulating database systems
* Participated in Design walk-through with SME's to baseline the business architecture.
* Worked closely with QA and Developers to clarify/understand functionality, resolve issues and provided feedback to nail down the bugs.
* Effectively implemented defect management process using ClearQuest.
* Maintained a close and strong working relationship with teammates and management staff to achieve expected results for the project.
* Involved in writing Manual Test Cases and Test Scripts for checking the application.
* Assisted the database modelers in preparing the logical and physical data models and ascertained that requirement have been met.
* Developed Functional Specifications and Testing Requirements using Test Director to conform to user needs.
* Was involved in UAT testing.
* Prepared user training manuals and successfully conducted user training sessions.
* Used Qilkview for reporting and analytics purposes.

**Environment:** Windows XP, Rational Rose, MS Visio, Rational Requisite Pro, UML, MS Project, Oracle 9i, MS Office, UML, MS Word, SQL, Clear Quest, Test Director.

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| **CLIENT: Aegis Logistics Limited, India** | **Jan 2015-Dec 2016** | |
| **Business Analyst** | |  |

**Responsibilities:**

* Worked with the Stakeholders and business users in identifying the business requirements.
* Authored Business Requirement Document (BRD), Functional Requirement Specification (FRS) and User Requirement Specification (URS) for application development.
* Performed Requirement Analysis by gathering both functional and nonfunctional requirements based on interactions with the process owners & stake holders and document analysis, represented them in Requirements Traceability Matrix (RTM).
* Created and maintained Narrative Use Cases (Business Use Cases, System Use Cases) and modeled Use Case Diagrams, Activity Diagrams, Database Flow Diagrams using MS Visio.
* Provided support to the development team by utilizing the Rational Unified Process (RUP). Trained and mentored the IT staff in the RUP process, Rational Suite tools and how they fit into the process.
* Ability to self-manage multiple projects within tight timeframes and dynamic priorities. Based on experience, can accurately estimate the cost and time to implement functional or Business unit level solutions.
* Conducted Joint Requirements Planning (JRP) sessions as a facilitator to gather requirements from the business area and conducted JAD sessions with IT group.
* Authored progress and completion reports, which were then submitted to project management on a weekly basis.
* Involved in UAT, test plans, documentation of test reports, etc.

**Environment:** MS Office, MS Visio, MS Project, HTML, SQL, Test Director.

**EDUCATION**  
· MASTER OF BUSINESS ADMINISTRATION | 2013-2015 | GURU GOBIND SINGH  
INDRAPRASTHA UNIVERSITY, NEW DELHI

**LEADERSHIP**  
· Possess excellent Team Leading Skills as well as good Team player skills.  
· Managed team to get the work done on time, tracked the works completed by the team, got the service tickets resolved without any breach, etc.

**REFERENCES**

· Available on request.