**Shivani**

**Professional Summary**

* Having 11 years of progressive IT experience in the capacity of Business Analyst and Single Point of Contact (SPOC) for deliverables seeking a Business Analyst role.
* Thorough knowledge and maturity in all the phases of Software Development Life Cycle (SDLC) and familiarity with industry standard best practices and frameworks such as Waterfall and Agile methodology (Scrum).
* Experience working on projects with Waterfall, Agile and Blended environment.
* Worked closely with P.O in grooming the spring backlog, prioritization of the backlog, user story refinement and helped stack ranking the stories for the sprint.
* Organized Joint Application Developments (JAD) sessions, walkthrough, Interviews, workshops sessions with end-user/clients/stake holders.
* Defining and communicating business needs, documenting, maintaining business requirements, documenting business rules required by the solution, partnering closely with business stakeholders to achieve consensus on major project deliverables.
* Worked extensively on data migration project.
* Proven ability to lead user acceptance testing (UAT), conduct system analysis, and support cross-functional teams through full project life cycles.
* Adept at translating complex requirements into actionable technical solutions while ensuring compliance with industry standards such as SOX.

**Business Skills:**

Requirement Gathering, Analysis and documentation, Process Analysis and improvement, Requirement Management, Data Mapping, Business Process Modeling, Workflow Design/Analysis, Strategic Planning, Impact & Gap Analysis, SDLC, Agile Business requirement document, BRD, FSD, Process flow, User stories, Reporting, End-to End testing, UAT

**Technical Skills:**

MS-Office (Word, Excel, PPT, Outlook, Azure DevOps, OneNote, MS Visio, SharePoint, Teams), MSP Black Knight, SAP (Sales and Distribution Module), Hybris (1811.7),TSYS, Manhattan, ServiceNow, Salesforce, Jira, HP ALM, Rally, Oracle SQL, MS SQL, VersionOne, Postman, Qlik, Clarity, SnagIt, Snipping Tool, Google Analytics.

**Professional Experience:**

**Client: BMO Bank, Chicago, IL June 2022- Till Date**

**Role: Digital Business Analyst**

**Responsibilities:**

* Worked on Agile scrum methodology to complete sprints and working on tasks including Daily stand up and reporting.
* Facilitated and processed project related to wire transfer, ensuring accuracy and adherence to banking regulations.
* Performed GAP analysis to determine the GAP between current and expected application functionality.
* Conducted all sources of customers data and created Data Mapping documents.
* Creating User stories, Product Backlogs, API requirements and prioritizing them alongside the Product Owner and Scrum Team through Azure DevOps.
* Leading UAT and provide post-launch training and support.
* Conducted discovery sessions with SME’s and teams for gathering initial requirements and documenting the specifications.
* Planned test cases for the application and implemented them on the interfaces to ensure the requirements were met.
* Used Azure DevOps for raising bug and tracking and automation testing.
* Participated in Postproduction support by providing training materials for different end users and assisted the management in user training of new system.
* Environment: MS-Office (Word, Excel, PPT, Outlook, OneNote, MS Visio, Teams, Azure Devops), Jira, Confluence Snagit, Oracle SQL developer, TPSS, TSYS, Fiserv, Agent IQ, Clarity.

**Client: Lennox Industries, Richardson, TX November 2018- June 2022**

**Role: Digital Business Analyst/ Project coordinator**

**Responsibilities:**

* Effectively communicating and understanding the requirements after conducting requirements gathering sessions with SMEs, Product Owners and business stakeholders and documenting the same in the form of BRD. Worked on DevOps for creating Epics, Features and User Stories.
* Identifying gaps by capturing As-Is and To-Be flow, and providing opportunities, and solutions for the stakeholders
* Production Validation (UAT) to ensure system changes met defined requirements.
* Extensively worked on Jira for creating/tracking Epics, Features and User Stories. Ensured the created User Stories are correctly linked to the parent Feature / Epic / Child related stories.
* Worked closely with P.O in grooming the spring backlog, prioritization of the backlog, user story refinement and helped stack ranking the stories for the sprint.
* Coordinated cross-functional team activities, ensuring project milestones were met on time and within budget.
* Maintained project schedules, tracked task progress, and updated project plans using tools like MS Project, Asana, or Jira.
* Organized and facilitated weekly project meetings, prepared agendas, and documented meeting minutes and action items.
* Worked on data driven AI components projects to enhance customers’ buying experience.

**Environment:** MS-Office (Word, Excel, PPT, Outlook, OneNote, MS Visio, Teams, Azure Devops), Jira, Rally, SAP (Sales and Distribution Module) , Hybris (1811.7), Manhattan, Postman, ServiceNow, Salesforce, Qlik, SnagIt, Snipping Tool, Google Analytics

**Client: Capital One Bank, Plano, Texas October 2016- August 2018**

**Role: MSP Admin/ IT Business Analyst/ Black Knight**

**Responsibilities as a Black Knight MSP Admin**

* Responsible for the following workstations within the Servicing Package (MSP) functional area of Default Management.
* Running and Auditing mass transaction requests for data inconsistencies and errors.
* Administering the system security and user access, processing requests for codes, stops and flags, user fields, overall data governance, and updates information when needed in a timely and accurate manner.
* Staying current with BKFS enhancements

**Responsibilities as a Business Analyst**

* Effectively served as liaison between technology development, production support, business architect team and business users regarding a branch application used by more than 5,600 branches.
* Meticulously document and maintain critical business requirements for the Branch application and play a key role in production verification testing to produce an efficient and user-friendly application.
* Proficiently document test strategies, assuring that requirements documentation can be easily translated into test scripts and ensuring that the proper testing plans are completed.
* Running SQL queries to identify customers impacted with the project.
* Own the documentation of detailed functional specifications, working with the business to effectively solve critical problems and control needs, and consistently producing thorough functional designs for application changes and modifications using the Systems Development Life Cycle (SDLC).

**Environment:** Black Knight MSP, Jira, Version One, SQL, HP ALM, Microsoft Office SharePoint 2007, MS-Office (Word, Excel, PPT, Outlook, OneNote, MS Visio), SnagIt, Snipping Tool.

**Client: JP Morgan Chase Bank, Lewisville, Texas Aug 2014- Aug 2016**

**Role: IT Business Analyst**

**Responsibilities:**

* Gathered complete understanding of Mortgage life cycle and documented user story cards to capture the system requirements using scrum expertise.
* Facilitates JAD/RAD sessions, conducts interviews and requirement review sessions with User experience, technical team and Business and documented context model, detailed requirements in PRD, FSD, User stories, test cases, test scenarios, UAT requirements, and API services call needs
* As a part of product development using Agile framework, working on continuous monthly deployments, maintains Product backlogs, sprints, fallouts.
* Prepared and analyzed AS IS and TO BE from the existing architecture and performed Gap Analysis.
* Created workflow scenarios, designed new process flows and documented the Business Process and various Business scenarios and activities from conceptual to procedural level.
* Liaised with the technology team to derive Functional Requirements.
* Researched, analyzed, gathered data defined and developed requirement specifications for Mortgage.

**Environment:** Black Knight MSP, HP ALM, Microsoft Office SharePoint 2007, MS-Office (Word, Excel, PPT, Outlook, Azure DevOps, OneNote, MS Visio), SnagIt, Snipping Tool, Clarity, Jira.

**Certification:**

* Certified Scrum Product Owner (CSPO)
* Certified Scrum Master (CSM)
* Certified SAFe 4 Scrum Master CERTIFICATE ID: 98439910-6189
* In progress toward PMP certification (35 PDUs completed)

**Education:**

* Master of Information Technology Management (MSITM), Louisville, Kentucky 2018
* Master of Business Administration and Management (MBA), San Jose, California 2015
* Bachelor of Commerce, Mumbai University 2004