**SHRESHTA PRAVALLIKA**

**Sr. Business System Analyst**
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**9+ years of experience** working as a **Sr. Business Analyst** and a **Techno Functional Consultant** with proven capability of working in different Software development lifecycle (SDLC) methodologies like **Waterfall, Agile (SAFe, Scrum)** and **Kanban.** Expert in resolving complex business challenges by analysing the business scenarios and to achieve successes with my demonstrated analytical skills, hands-on system design skills on the overall business requirement. Extensive knowledge in domains such as **Banking, Finance.**

* Experience working as an **Object-Oriented Business Analyst** and proven my ability to be an excellent **Functional Business Analyst**.
* Experienced Business Analyst in Payment Systems and Commercial Loan Origination Mortgage system
* Proficient in using **MS Visio** for creating **UML** diagrams like **Use Cases, Class Diagrams, Entity Relationship diagram (ER), Activity Diagrams** and **BPMN** for process diagrams.
* Extensive knowledge on commercial lending life cycle, lending origination, coordinating with under writer, loan delivery and loan servicing.
* Understanding of regulatory requirements (GDPR, CCPA) and applying them in data governance within data lakes.
* Experience with Python’s Pandas library for cleaning, transforming, and analyzing data from multiple sources (e.g., Excel, CSV, SQL databases) to generate actionable business insights.
* Have been involved in various stages of the project starting from conducting **requirements workshops** with **User Groups**, **Analysis, UX** and **DB Designing**, documentation,
* development, **Project Management, Functional Testing** and **Postproduction Support**.
* Experienced in performing **Gap Analysis, Impact Analysis, Root-Cause Analysis** and **Risk Analysis** and documentation
* Developed ETL pipelines using Apache Spark and Python to ingest and process structured and unstructured data.
* Experience in designing and implementing data pipelines using **Azure Synapse Pipelines** to extract, transform, and load (ETL) data from various on-premise and cloud-based sources (SQL, APIs, flat files).
* Knowledge of how to organize data within data lakes using partitioning, indexing, and metadata management to improve performance and usability.
* Good experience in **solving problems** and **conflict management**, **handling escalations**.
* Experience in functional and **use case design** ensuring no redundancy and acted as **product Owner** in **Agile based development**
* Applying Python for analyzing large datasets and extracting business-relevant insights to support data-driven decision-making processes.
* Coordinated with Underwriter, Mortgage loan servicer, Credit Analyst, and Compliance Professionals to determine the Business rules concerning Fixed-rate mortgage loan
* Proficient in defect management process and application life cycle management
* Hands on experience in **SQL queries** for retrieving data and has good understanding in **Data Warehousing concepts - OLAP, OLTP, ETL.**
* Researching payments, processing reversals, ensuring state farm meets **NACHA compliance.**
* Collaborating with technical teams to ensure seamless data ingestion into Synapse from diverse sources and performing data transformations to make it suitable for business analysis.
* Acted as the primary point of contact between business users and IT teams to ensure that Azure Data Factory pipelines were designed to meet business needs.
* Integrating data lakes with BI tools like Tableau, Power BI, or Looker for data visualization and reporting.
* Expertise in broad range of technologies, including business process tools such as Microsoft Project, MS Excel, MS Access, MS Visio, **technical assessment tools**, **MicroStrategy Data Warehouse** **Data Modelling** and Design.
* Developed **data flow diagrams**, illustrating the flow of data from the **Legacy systems** into the **Application database** Tables, along with checkpoints for **testing verification**.
* Worked with various file formats, feed originating from **external sources** into a large **data ware housing system.**
* **Mastery** in the use of **Agile** project management tools such as **JIRA/ RALLY/AZURE DEVOPS** to document and visualize stories, tasks, and measure performance through **burn down charts/velocity charts and other KPIs**.
* Actively involved in **Data/dimensional Modelling**, Data Extraction/ Transformation/ Loading **(ETL)** using SQL Server Integration Services **(SSIS)** or **Informatica** to conduct ETL process and **Business Intelligence Reporting** using **Tableau and Power BI**.
* Worked with **Release Train Engineer (RTE)** and responsible for ensuring the agile release train and tracking the agile **team’s velocity** well together and follow the process for pushing MVP to CICD pipeline.
* Microsoft **Certified Technical Associate** in **Database Fundamentals**
* Good knowledge on defect management process and application life cycle management
* Worked with **SOA architecture** and **Micro-Service architecture** and implemented successfully in projects
* Understanding of batch and real-time data processing and orchestration using **Azure Synapse Pipelines** and integration with **Azure Data Lake** or **Blob Storage**.
* Worked with stakeholders to understand data integration needs and translated them into functional and technical requirements for Azure Data Factory solutions.
* Comprehensive knowledge of web services related concepts such as **XML, JSON, JWT, WSDL, HTML, AJAX, SOA, API, SOAP and RESTful Web Services**
* Experience working closely with PM, PO, System Architect and cross functional teams and involved in writing **Client-side validations, Transformation rules, Data base validations** and **Server-side validations** and collaborated with the development team in integrating **AJAX** for dynamic and interactive UI pages.
* Proactively briefed **Team's progress** to the Product Owner using **Key Performance Indicators** **(KPI's)** integrated into **JIRA** and **Rally** such as **Burn-up Chart, Burn-Down Chart, Bug Resolution Time Chart,** and **Velocity Chart.**
* **Assisted in designing data pipelines for automating data movement and transformation between on-premise and cloud-based systems in Azure Data Factory.**
* Excelled in handling **Change Requests** and implemented the change request effectively by following change management protocol designed by **Change Control Board (CCB).**
* Proficient in developing and executing **Test Plans, Test strategies,** **Test Scenarios,** and **Test Cases** based on the **User Stories** and **Acceptance Criteria** defined according to the business requirements.
* Using Python to calculate business metrics, KPIs, and other performance measures that assist in strategic planning.
* Possess excellent **verbal and written communication skills** with strong **interpersonal** and **ethical abilities** in handling **off- shore** and on-shore teams.
* Involved in the various phases of the **Software Testing Life Cycle** that includes but not limited to **Requirement Analysis**, **Test Estimation, Test Planning, Test Design, Test Execution** and **Defect Reporting.**
* **Requirements gathering**, analysis of existing systems and processes for improvement using Business Analysis best practices to understand stakeholders’ needs.
* **Document requirements** with use cases and user stories, **wireframes, storyboards,** and **workflow and sequence diagrams.**

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| Methodologies | **Kanban**, Agile (**SAFe**, Scrum,) Waterfall.  |
| Project management tools | **JIRA**, Azure DevOps, **Rally** |
| BI Tools | Tableau, **Power BI**, **Crystal Report**, XSL-FO, **MS Visual Studio** |
| Modeling Tools  | **MS Visio**, Rational Rose, Balsamiq, FIGMA |
| ETL Tools | **Talend**, **Informatica** **Power Centre** |
| Documentation Tools  | SharePoint, Swagger, **Confluence** |
| Web Technologies  | **XML**, **JSON**, **HTML**, **SOAP**, **RESTful**  |
| Testing tools | HP ALM, Soap UI, **Postman**, Selenium |
| Databases | **MS SQL Server**, SQL Server 2005,2008, **IBM Informix** |

**Client: FM Global Project: Sunsetting Application/Migration Project
Role: Business Data Analyst Year: October 2023 – Present**

* Process and Data Governance: Maintaining the best data management practices **(Data Quality, Consistency**, **BRD, FSD**, Agile Development Stories) and Laise with 3rd party vendors for implementing software for the refined requirements.
* Engaged PO to understand the business need and define strategy for PI planning.
* Develop Queries to Support accurate historical **Risk Mark** and **TIV trend data** for accounts/divisions, ensuring correct location inclusion in calculations.
* Created requirement documents to attach with the user stories, worked with **Data Engineer** to query the database.
* Documented and mapped ETL processes for integrating data from various sources (SQL databases, APIs, flat files, etc.) into Azure Data Factory.
* Documents Analysis done to understand **Historical Data (Charts**). Goal is to replicate this functionality in the portal.
* Designed and implemented a scalable Data Lake architecture on AWS S3, optimizing for cost and performance.
* Building small Python-based applications or tools to address specific business needs or reporting requirements, improving overall efficiency.
* Investigated potential testing options for certain functionalities.
* Mitigated dependencies by working closely with cross functional teams.
* Written Technical User Stories in **GHERKINS** format.
* Collaborating with technical teams to define the architecture of a data warehouse in Synapse, ensuring that data is structured efficiently for querying and reporting.
* Developed and maintain **Figma files** to document and communicate business requirements and solutions.
* Experience working with technical teams to define and implement dimensional models (star schema, snowflake) within Synapse for analytical purposes.
* Conducted **Refinement Sessions** and used **Scrum Poker** to get the votes from the tech team for each newly added user story.
* Experienced in working with stakeholders to understand business needs and translate them into technical requirements for data lakes.
* Worked closely with the developers to groom the user stories.
* Logged newly reported bugs on **ADO**.
* Participated in **Sprint Demos, Retros and Release Planning**.

***Environment: C#, Power BI, SharePoint, Azure DevOps, Azure Data Studio, Informatica***

**Client: Accenture Federal (USC) Project: CRM (PACTS360)
Role: Technical Business Analyst Year: March 2023 – September 2023**

* Managed Various tasks related to the District Case Management/Electronic Case filing for our client USCourts.gov.
* Created **System Specific Documentations** by eliciting and analyzing users’ needs and by learning current business processes.
* Participated **in portfolio level requirement** (epics) gathering along with the Product Owners and Cross team Business Analysts.
* Utilized Azure Data Factory’s monitoring and logging features to track pipeline performance and troubleshoot errors, ensuring seamless data flow and minimal downtime.
* Conducted **grooming sessions** to explain the requirements to the dev team and groomed the feature level requirements into user stories **(GHERKIN format**).
* Conducted **Refinement session** to review the **groomed user stories**. Devs estimated the effort using **planning poker.** Recorded Product Owner’s **feedback**.
* Participated in all the **Scrum ceremonies** and **Release Planning/Hardening**.
* Mitigated **cross team dependencies** by coordinating with the respective teams before refinement sessions.
* Responsible for tracking/creating requirements in the form of user stories in **ADO**.
* **Analyzed Business requirements** and segregated them into high level and low-level use cases. Recorded the same into **tech user stories** and created predecessor/successor relationship.
* Used ADO to **log/track open bugs.**
* Used **MS Visual Studio Code** to create **markdown** files.

***Environment: GIT repo, MS Teams, OpenText Pro Vision, Agile, Safe, Adobe experience manager, Visual Studio Code, Azure DevOps.***

**Client: Silicon Valley Bank Project: Application Migration
Role: Fiserv Signature Tech BA Year: April 2022- March 2023**

* + Provided training and support to end-users on **SaaS and cloud-based** solutions Effectively convert portfolio **(CIF, Consumer, Commercial, Mortgage**) using appropriate system tool and data mapping **(EFT**).
	+ Created Visio diagrams using MS Visio for Commercial loans.
	+ Created easy to use **excel templates** with complex formulas and functions. Excel **VLOOKUP, Graphs, charts, macros.**
	+ Ensured data security within Azure Data Factory pipelines by implementing role-based access control (RBAC) and data encryption best practices.
	+ Compiled data from multiple sources into easy to use-to-consume and understand online views of the data published to **SharePoint**.
	+ Responsible for writing **business requirements** and documents.
	+ Converted test scripts into technical user’s stories and tracked them on **JIRA I track**.
	+ Used **T-SQL** to write and edit queries in **Microsoft SQL Server 2012**
	+ Designed and developed Use case, Activity Flow diagram and Business Process using MS Visio.
	+ **Fiserv and Merchant Services, ACH Compliance, NACHA operating** rules/guidelines.
	+ Coordinating with **Internal** and **External Vendors** with system stability and while applying service packs to the system.
	+ Communicating with higher management and advising impact during **system downtime.**
	+ Compiled data from multiple sources into easy to use-to-consume and understand online views of the data published to **SharePoint**.
	+ Used **SQL, Python, Excel** and other tools to create reports and develop practical solutions to challenges for operations.
	+ Responsible for writing **business requirements** and documents.
	+ Performed **requirement walk throughs** with development and **QA teams** with the aim to develop testing strategies and test plans such that test cases reflects user needs.
	+ Participated in **pre-testing phase** to ensure if the end-end testing is covered.
	+ Converted test scripts into technical user’s stories and tracked them on **JIRA.**
	+ Involved in review and design of **Microsoft dynamics Dashboard**, forms, workflow, reports, security & integration with other systems like **BI**.
	+ Designed and developed Use case, Activity Flow diagram and Business Process using MS Visio.
	+ Created **Test Plan** and **Test Cases** documentation as per the business process requirements.
	+ **Fiserv and Merchant Services, ACH Compliance, NACHA operating** rules/guidelines.
	+ Coordinating with **Internal** and **External Vendors** with system stability.
	+ Communicating with higher management and advising impact during **system downtime.**
	+ Worked on Cutting edge technology products such as **Tokenization, NFC Payments** and **EMV cards.**
	+ Implemented Solution process both **ISO** messages and **SWIFT payments** messages.
	+ Risk and Compliance understanding of **PCI, AML, KYC, Manual testing** effort.
	+ Performing **UAT requirements analysis,** create and execute **UAT scenarios.**
	+ Submitted and participated in daily defect review meetings emphasis was to help reduce the quantity of defects not being detected prior to UAT.

***Environment: Java; SQL, Power BI, SharePoint, JIRA, Microsoft SQL Server; SAP,***

**Client: PG&E- San Ramon, CA Project: AutoCAD Support & CRM
Role: Sr. Business System Analyst Year: Sept 2021-March 2022**

* Expert in Microsoft Dynamics **CRM implementations** and integrations with other systems from small to medium and large size deployments from project initiation to **Post go - live** including production support, SLAs, ticketing.
* Involved in review and design of **Microsoft dynamics Dashboard**, forms, workflow, reports, security & integration with other systems like **BI**.
* Working with technical teams to optimize SQL queries in **Azure**
* Broad experience in an organization that develops and delivers software to customers.
* Documentation of requirements, test cases, and training material, functional design, and leading test execution.
* **ETL process** to clean and load large data extracted from several websites **(JSON/CSV files)** to the **MY SQL server.**
* Created **reports** and **dashboards** by connecting multiple data sources to help track user **engagement and performance.**
* Supported basics system administration tasks **(AUTOCAD Map 3D, AUTOCAD LT 2019)** for field Estimators (**Gas & Electric**)
* Connectivity between **On-Premises** Environments and **Cloud.**
* Used various sources to pull data into **Power BI** such as **SAP, NEBS**, **Analysis ORD**, Various **Spreadsheets**.
* Created various business documents such as **Detailed Functional Requirements**, Migration **Metadata** Excel sheet for **Migration Prep**, **Requirements Traceability Matrix**.

***Environment: : Java; SQL; HTML; Power BI, SharePoint, Pega, Microsoft SQL Server; SAP, AWS, JIRA, Kanban, Grants admin domain specifics.***

**Client: Orange Grid, TX Project: Workflow Management
Role: Sr. Business System Analyst Year: June2021 – Aug 2021**

* Conducted problem **opportunity analysis, user interviews, gathered, analysed and documented business requirements** based on the analysis of different client’s that Orange Grid acquired and created **workflow models**.
* Reviewed Project Charter Documents, Business Requirement Documents for tagging and tracing to **Use-Case Specifications**, System Requirements Specification and **UI Functional specification documents.**
* **Optimized business workflows** by automating repetitive tasks and manual processes using Python, resulting in increased operational efficiency and reduced errors.
* Functioned as the primary liaison between the business line, operations, and the technical areas throughout the project cycle.
* Designed and **developed Use Cases, Activity Diagrams, Sequence Diagrams using UML and Rational Rose.**
* Analysed and prioritized key **reports for day-to-day** servicing needs.
* Assisted client in developing content and training materials; recommended enhancements and identified new business requirements.
* Clarified QA team issues and reviewed **test plans** and **test scripts** developed by QA team to make sure that all requirements will be covered in scripts and tested properly.
* Participated in the **bug review meetings**, updated requirements document as per business user feedback and change in functionality of the application.
* Assisted with user testing of systems, developing and maintaining quality procedures, and ensuring that appropriate **documentation** was in place.

**Client: Global Payments, GA Project: Payment Processing Sys
Role: Sr. Business System Analyst Year: Nov, 2019 – May, 2021**

* Wrote **Use cases** to demonstrate the **business requirements** and assisted in **developing business models**
* Checked UDDI and looked **UDDI** through the **WSDL** to know about the available **WS** right after I got the architecture diagram.
* Excel to **Data Map to DB** and make sure to **convert API wrapper** without changing datatypes, without losing API functions while it wraps.
* **Competitors Analysis report**, **Orchestration process diagrams** is created for the development team to help them automate the reporting process.
* **Designed and implemented ETL pipelines** using **Azure Synapse Pipelines**, integrating data from various business systems (ERP, CRM, APIs) to support business analytics and reporting needs.
* Move from **Crystal to XSLFP** as Crystal was **Dotnet dependent** so moving to **XSLFO** is a feasible option as its an open source and able to convert in **PDF directly**.
* Used Rational Rose to design and develop Use Cases Scenarios, **Use Cases Models**, **Activity Diagrams**, Sequence Diagrams, **State chart diagrams, OOAD** using **UML**
* Created **Requirements Traceability Matrix (RTM)** to ensure that the requirements defined are linked at every point and are duly tested with respect to test parameters and protocols.
* Investigated **UDDI** and looked up **WSDL, WADL** for existing **SOAP** and **REST web services, REST APIs** and **request** and **response web methods.**
* Involved in **Data Mapping** for various schemas like **Snowflake Schema** and **Data Migration** from **OLTP** to **OLAP** **database**.
* Highly experienced in **Data Warehousing, Business Intelligence Reporting, Designing Cubes and Dimensional Models Fact tables and Dimensional Tables**
* Assisted the Product Owner in prioritizing User stories using **MoSCoW**, **Kano** and **Business value** methods during **Backlog Refinement** and **Sprint Planning sessions.**
* Responsible for developing **functional** and **technical** **User stories** in **INVEST criteria** and **Acceptance Criteria** in **GHERKIN** format.
* Actively participated in **Sprint Review** to ensure that **the Definition of Done (DoD)** criteria is met for each user story.
* Experienced working on modification of views on **Databases**, Performance Tuning and Workload Management.
* using **Synapse Studio** and **Power BI**, delivering key insights to senior leadership to drive strategic decision-making.sql
* Bridging the gap between business requirements and technical implementation, ensuring that Azure Synapse solutions are aligned with business goals and objectives.
* Presenting Python-generated insights to non-technical stakeholders in an easy-to-understand format, assisting business users in making data-driven decisions.
* Data Analysis- **Data collection,** **data transformation** and **data loading** the data using different ETL system - **Informatica**.
* Used **Power-BI** software to create **functional diagrams** and identify key areas for **data analysis**.
* Proactively engaged inAgile ceremonies, including **Sprint Planning, Daily Stand-Up, Sprint Review, Sprint Retrospective,** and **Backlog Refinement Sessions.**
* Used **SQL** to retrieve information from the Database and identified the **Primary Key** and **Foreign Key** relationship between various items in the database tables.
* Writtenthe **Client-side validations, Server-side validations, and Database validations for the system.**
* Using Python and machine learning techniques to identify patterns and trends in business data to help predict future outcomes or improve decision-making.
* Facilitated the **User Acceptance Testing** (**UAT)** session before every release with the **UAT Execution plan** by inviting the right stakeholders to work on developed software to check its **Capability** to handle the **Real-World Organizational Scenarios** that reflects the organizational goals.

 ***Environment: SAFe- (HTML/CSS, JavaScript, Java, Oracle), MS Visual Studio, MS Project, MS Visio, Office Suite, Azure DevOps, SharePoint, PowerBI, Web Services, API, Microservices, AJAX, Postman, RESTful Services.***

**Client: HDFC Credilla Life Insurance Project: CRM System Migration
Role: Business Data Analyst/ETL Analyst Year: May, 2017 – June, 2018**

* Gathered and analysed the requirements and provided high level estimates during **project initiation phase** for the Payer Management and Employee Payments.
* Prepared **Functional specifications, traceability matrices** and typical deliverables for the Payer Management system.
* Prepared, scheduled and lead **meetings** between **technical resources** and **project manager**, resulting in more efficient and productive meetings with fewer follow up questions and communications.
* **Enhanced data quality** by writing Python scripts to detect and handle missing or erroneous data, ensuring high-quality data for analytics.
* Involved in **entire SDLC** and extensively used **SharePoint** and successfully achieved tasks.
* Worked on data analysis, **database design,** system **interface design** and **process flows**.
* Exposure and knowledge of payroll service development and **coordinated** with developers, project managers and testers.
* Involved in preparing Business and System **Use Cases** and supported all the documentation with **UML Diagrams.**
* **Developed custom Python scripts** to clean, validate, and transform raw data for analysis, ensuring data integrity and business accuracy.
* Guided the development teams to **convert complicated business requirements** into **technical requirements** for execution.
* Participated in assessing key priorities in development and **coordinated and assisted in code releases**.
* Instructed and modelled core principles of collaboration, prioritization, team accountability and visibility.
* **Performed Functional testing** to ensure the Delivered product perform as expected.

***Environment: Waterfall, .Net Framework, MS Project, MS SharePoint, Bitbucket, SQL Developer, SSIS, MS Office Suite, HTML, CSS, AJAX, Python, R, Tableau, MS Visio, Postman, Salesforce, MS Dynamic 365.***

**Client: Edelweiss Financial Services Ltd Project: Pitchbook Enhancement
Role: Financial Analyst Year: Jan, 2016 – Mar, 2017**

* Assisted Senior Financial Analyst in preparing monthly financial statements and **Profit and Loss reports.**
* Prepared and maintained monthly **project revenue reports.**
* Managed and maintained **cost accounting system** and **databases.**
* Developed **financial mode**l to track and analyse **general ledger accounts.**
* Analysed monthly **revenue figures**, prepared revenue and **profit analysis** for Chief Financial Officer.
* Analysed monthly revenue figures and performed monthly **variance analysis of forecast data versus actual.**
* Collaborating with security teams to ensure that **Azure Synapse Analytics** follows best practices for data security, including role-based access control (RBAC), encryption, and data masking.
* Managed billing and contract modules in **cost accounting system** that includes **contract set-up, billing** and contract modifications, and **revenue reports**.
* Developed **implemented fixed asset inventory** and **tracking systems**.
* Prepared month end **accrual entries.**
* Prepared and managed **contract billings** and **supporting schedules.**

**Education Qualification**

*Master in Business Administration (Business Analytics) NY, Dec- 2016*

*Bachelor’s in Accounting and Commerce (Economics, BFS) Hyderabad - India, Aug- 2012*