**Professional Summary:**

* Demonstrated 8+ years of impactful Business Analyst expertise, effectively aligning project strategies, client needs, and overall business objectives.
* Proficient in cross-functional communication with stakeholders, business users, and architects. Enthusiastic about the intersection of business and IT; Played a pivotal role as a bridge between stakeholders and the IT team.
* Proficient in creating clear and concise documentation, including Business Requirement Documents (BRD), Functional Requirement Specifications (FRS), System Requirement Specifications (SRS), change requests, use case diagrams, activity diagrams, business flow diagrams, user stories, and user acceptance criteria.
* Hands-on experience as a Business Analyst leading cross-functional teams of technical experts to analyze systems and processes and execute infrastructure changes.
* Adapt in identifying functional points and converting Business needs into Business Requirements Document (BRD) & Software Requirement Specifications (SRS) and User Interface Specification.
* Proficient in employing Elicitation Techniques to gather requirements, ensuring a 3C Advantage – Correct, Complete, and Consistent – for comprehensive and high-quality project specifications.
* Proficient in Solution Modeling using UML (Unified Modeling Language) and adept at effectively communicating and tracking requirements through RTM (Requirement Traceability Matrix).
* Spearheaded Business Process Re-Engineering, SWOT Analysis, Gap Analysis, Competitive Analysis, and Business Refinement Process translating intricate business requirements into agile user stories and identifying streamlined business processes.
* Employed the SMART criteria (Specific, Measurable, Achievable, Relevant, Time-bound) to precisely define project objectives, requirements, and key performance indicators (KPIs).
* Expertise in implementing INVEST principles (Independent, Negotiable, Valuable, Estimable, Small, Testable) to ensure that user stories are meticulously defined, provide significant value, and are fully prepared for successful implementation.
* Skillful in task prioritization through the MoSCoW method and the Pareto Principle, ensuring efficient focus on high-impact activities for optimal project outcomes.
* Proficient in Advanced Excel, SQL, PowerBI, Visio, and Tableau, showcasing an adept command of data analytics and visualization tools for informed decision-making.
* Utilized Jira for comprehensive requirements management, dependency analysis, progress tracking, and mitigating project delays. Proficient in creating JIRA dashboards, creating Epics, user story cards. Additionally, experienced in project management tools like Microsoft Project, ClickUP, Qualtrics 360 and Learning management system (LMS) like Blackboard.
* Experience in facilitating Requirement Validation (RV), Joint Application Development (JAD), Brainstorming Sessions, Team Building Activities, and Work Group Sessions
* Expert in handling scope creep by implementing a formal change control process. Conducting thorough impact analyses and maintaining consistent communication with stakeholders.
* Expertise in the development and upkeep of agile artifacts, including but not limited to Burndown Charts, Burnup Charts, Velocity Reports, and Sprint Backlogs.
* Solid understanding of various Software Development Life Cycle (SDLC) methodologies, including Agile/Scrum, Rational Unified Process, and Waterfall.
* Experience across multiple phases of the project life cycle, from inception to implementation. Proficient in backlog grooming, finalizing sprint work allocation, and adept at reviewing and reporting project status updates.
* Proven skills and ability to drive processes, continuous process improvement resulting in cost reduction. Ability to work under pressure to manage and meet multiple project deadlines.
* Able to adapt to changing business requirements. Serve as driving force behind streamlining and automating processes. Energetic and positive individual dedicated to the successful completion of all responsibilities.
* Well versed in project tracking, tracking milestones, executing projects as per project plan, monitoring KPI’s (Key Performance Indicators), traceability matrix. Expertise in setting stakeholders’ expectations.
* Demonstrates a remarkable ability to adapt swiftly to changes and organizational needs. Recognized as a continuous learner committed to personal development, contributing to a proactive and growth-oriented approach within dynamic professional settings.

**Technical Skills:**

Requirement Gathering, Requirements elicitation, RTM, Advanced Excel, SQL, Power BI, Tableau, Jira, Confluence, SQL, Visio, Balsamiq, lucid Chart, Agile Project Management, Core Java, Python, Software Development Life Cycle (SDLC), Business analysis, Data analysis, Gap Analysis, SWOT Analysis, User stories, User acceptance criteria, UAT, Analytics & Reporting, New Product Implementations (NPI), NPV, MVP, CRM, ETL, Task prioritization (MoSCoW, Pareto Principle), Agile Methodology (Scrum, Lean and Kanban), A/B Testing, ANOVA, Project Management, Stakeholder Management, Schedule Management, Scope Management, Cost Management, Risk Management, Change Management, Conflict Management, Team Management

**ENVIRONMENT:**

Agile, Confluence, SQL, Jira, Confluence, Visio, lucid Chart, Prototyping, Content Manager, Java, Python, Metadata, API’s, MS Office (Excel, PowerPoint, Word, Outlook), MS Visio, MS Project, MS SharePoint, Google sheets, SQL, UiPath (RPA), ClickUp, Qualtrics 360, LMS (Backboard)

**Education:**

* Bachelor of Technology, Computer Science | Amrita School of Engineering, India – 2015

**Professional Experience:**

**Client: McDonald's, MN, Remote us JUNE 2022 – PRESENT**

**Role: Business Analyst**

**Project: Agile Software Development for Client onboarding application**

**Project Description:**

As a Business Analyst, I was responsible for working with the software development team to develop and implement new features and improvements to client onboarding applications. Lead Agile methodologies to gather requirements, develop user stories, and collaborate with the development team to ensure that the final product meets stakeholder needs.

**Roles & Responsibilities:**

* Worked closely with cross-functional teams to identify and prioritize product enhancements and improvements.
* Involved in Business Requirement gathering, defining scope, designing most valuable product for implementation.
* Managed business processes, defining scope of the project along with position statement.
* Worked with stakeholders to gather requirements and develop user stories for new features and improvements to the website.
* Identified business processes and led the creation of business and system requirements, Functional (FRS) and Non-functional specifications and transformed business logic from requirements into agile user stories.
* Collaborated with the development team to ensure that user stories are accurately estimated and prioritized in the backlog. Documented key User Stories and Acceptance Criteria and maintained product backlog in JIRA.
* Facilitated meetings with the development team, including daily standups, sprint planning, and retrospectives.
* Worked with the Quality Assurance team to ensure that user stories are fully tested and meet acceptance criteria.
* Continuously monitored project progress and identified areas for improvement, such as process inefficiencies or technical debt.
* Communicated project status and updates to stakeholders through presentations, reports, and other means.
* Ensured that project deliverables are completed on time, within budget, and to the satisfaction of stakeholders.
* Led in-depth workshops to elicit review and confirm business requirements, primarily from Advisors and Planners (group and one-on-one) and other stakeholders to understand the domain, gathered customer requirements through surveys, along with JAD sessions.
* Developed Project Artifacts such as use cases, Sprint log, Traceability matrix, Epics, user stories, functional as well non-functional requirements, and process maps.
* Effectively facilitated, influenced large and diverse groups of stakeholders to complete requirements discovery, analysis, and review. Requirement prioritization and leverage techniques to drive business value.
* Worked with the development team to identify testing requirements and develop test cases for Fenergo application.
* Collaborated with developers to investigate and resolve defects identified during testing.
* Followed the UML methodology to create UML diagrams, including Use Cases Diagrams, Business Context Diagrams, Activity Diagram, and wire framing activities (Visio).
* Utilize Jira to track and manage project progress, including creating and updating Epics, Stories, and Tasks.
* Collaborate with Product Owners to refine and prioritize the Product Backlog, ensuring that the most valuable and high-priority items are being worked on.
* Work with cross-functional teams to estimate and plan Sprint work, ensuring that commitments are met, and progress is tracked.
* Collaborate with internal stakeholders to develop and maintain product documentation, training materials, and user guides.
* Conducted thorough business analysis and research on data products, identifying key metrics and opportunities for improvement, leading to data-driven optimizations and enhanced performance.
* Assisted in the development and execution of strategic product roadmaps and plans.
* Stayed up to date on industry trends and best practices related to content management and data analysis.
* Developed and maintained agile artifacts such as Burndown Charts, Burnup Charts, Velocity Reports, and Sprint Backlogs to track progress and identify areas for improvement.
* Vigilantly monitored and evaluated Sprint progress, proactively identifying and addressing risks and issues to guarantee the successful delivery of the product.
* Championed Agile best practices and principles, fostering a culture of continuous improvement and collaboration throughout the organization.
* Assured adherence to Agile methodology and practices, offering guidance and coaching to team members as necessary to optimize performance and outcomes.

**Client: Lurie Children's, Chicago, IL MARCH 2019 – MAY 2022**

**Role: Business Analyst**

**Project: Digital Transformation of Capital markets**

**Project Description:**

As a Business Analyst, I have worked on a project to lead the digital transformation of a retail banking platform for a major financial institution. The project was involved in the development of a new digital platform for retail banking customers, which will include online banking, mobile banking, and digital payments and collaboration with cross-functional teams, including developers, designers, product managers, and business stakeholders.

**Roles & Responsibilities:**

* Worked with business stakeholders to understand the vision and goals for the new retail banking platform and translated them into detailed functional and non-functional requirements.
* Performed Business Case Management, Functional Requirements modelling, process flow diagrams.
* Defined and documented custom reports based on the business requirements, modified existing reports based on the GAP analysis between new requirements and existing reports.
* Analyzed business needs and processes, and developed detailed requirements documentation for changes, enhancements, and new development.
* Identified the initial set of user stories in Sprint planning for the Product Owner and new user stories based on the customizations to the Out-of-the Box (OOTB), and Agile development process.
* Maintained Sprint and Product backlog, breaking down features, and epics into cards in JIRA.
* Liaison with Product Owner to understand the requirements and write user stories for the development team.
* Facilitated and coordinated weekly estimation meetings to provide high-level estimates (Story Points) for backlog items.
* Evaluated As-Is Process and designed the To-Be Process Flow to determine what needs to be done for improvement.
* Leveraged Jira and Confluence for managing agile epics, stories, tasks, and organizational assets.
* Performed analysis for data migration from legacy to new policy admin and Microservices, designed to connect policy admin system to member care portal.
* Delivered projects that result in a functional change to a single business product/service or provide support to larger projects that deliver significant changes to multiple applications for single business products/services.
* Conducted interviews with users and stakeholders to manage and map business requirements for integrating a new system with the existing legacy system, performing gap analysis, risk assessment, and mapping modifications and design specifications.
* Prepared GAP Analysis, identifying and documenting areas for improvement to meet capital market regulations.
* Worked with development teams to ensure that the platform is developed in accordance with the requirements and provide ongoing feedback and analysis.
* Collaborated with testing teams to ensure that the platform is properly tested and validated.
* Worked with business stakeholders to identify and manage project risks and issues and ensure that appropriate mitigations and resolutions are implemented.

**Client: Epam Systems Inc, INDIA oct 2017 – nOV 2018**

**Role: Software Engineer**

**Project: Automation of Business Processes**

**Project Description:**

As a Software Engineer functioning as a Business Analyst, I played a pivotal role in collaborating with cross-functional teams to identify and prioritize processes for automation. I meticulously gathered and documented requirements, translating them into user stories that guided the design and configuration of RPA solutions using Workfusion and UI Path. I oversaw rigorous testing, managed deployment, and implemented robust governance and security measures. Providing training and support, I empowered end-users and stakeholders to seamlessly adapt to the new automated workflows. I also maintained vigilant monitoring to optimize RPA bot performance. Collaborating closely with our IT team, I ensured seamless integration with existing systems, resulting in increased operational efficiency, reduced errors, and a more agile and responsive organization.

**Roles & Responsibilities:**

* Conducted comprehensive requirements gathering sessions with stakeholders to define clear project objectives. Translated these requirements into user stories and detailed documentation, providing a solid foundation for RPA solution design.
* Crafted user stories that precisely captured the needs and expectations of end-users, serving as a roadmap for the development and configuration of RPA bots using Workfusion and UI Path.
* Collaborated effectively with cross-functional teams to identify, prioritize, and select processes for automation. Ensured alignment with strategic business goals and quantified the expected benefits of automation.
* Managed and oversaw rigorous testing phases, including unit testing, integration testing, and user acceptance testing, to ensure that RPA solutions met and exceeded business requirements and user expectations.
* Orchestrated the seamless deployment of RPA-bots into production environments, meticulously managing scheduling and error-handling protocols to ensure a smooth transition.
* Implemented robust governance and security measures to safeguard sensitive data and ensure compliance with industry regulations throughout the automation project.
* Provided training sessions and comprehensive documentation to empower end-users and stakeholders with the knowledge and tools to effectively collaborate with the newly implemented RPA solutions.
* Continuously monitored and maintained RPA bots, proactively identifying, and addressing issues to optimize their performance and ensure uninterrupted business operations.
* Collaborated closely with the IT team to facilitate seamless integration of RPA bots with existing systems, enabling seamless data flow, and enhancing overall business process efficiency.
* Contributed to the successful automation of critical processes, resulting in increased operational efficiency, reduced errors, and a more agile and responsive organization.
* Facilitated seamless communication and collaboration between HR and developers within the RPA account, focusing on automating email generation for the HR business process as a vital aspect of an internal project.
* Conducted data gathering, analysis, and cleansing using advanced Excel skills, subsequently creating pivot charts and tables to enhance data visualization.
* Developed interactive dashboards in PowerBI, showcasing key insights derived from the analyzed and cleaned data.
* Utilized MS SQL, MySQL, and PostgreSQL to retrieve and manipulate data through proficient SQL query execution.
* Implemented database updates and maintenance tasks across various relational database management systems (RDBMS) including MS SQL, MySQL, and PostgreSQL.
* Assisted in implementation of effective requirements practices, including gathering User Requirements, and analyzing User Requirement Document (URD), and functional specification document (FSD), use and continuous improvement of a requirement gathering processes.
* Worked with IT to define business and IT systems requirements for Dev and test teams.
* Extensively participated in JAD discussions in gathering and documenting requirements.
* Involved extensively in performing and documenting the impact analysis.
* Acted as liaison between external clients and SMEs to generate and standardize product requirements specification documents such as BRD and Use Cases.
* Created UML Diagrams such as Use Cases, Sequence Diagrams, State Diagrams, Activity Diagrams and business process and workflows.
* Assisted team lead in developing Requirements Traceability Matrix (RTM) to trace the relationship between business and functional requirements to test cases. Prepared and executed different Test Cases and Test Scripts.
* Assisted in conducting Functionality testing, Integration testing, Regression testing and User Acceptance testing (UAT).

1. Created Use Cases and Workflow diagrams to analyze AS-IS and TO-BE process. Designed new process flows and documented the business process and various business scenarios.

**Client: Tech Mahindra, INDIA June 2015 – sep 2017**

**Role: Business Analyst**

**Project:** Requirements Gathering and Analysis for Next-Generation Network Management System

**Project Description:**

As a Business Analyst, I have worked on a project to gather and analyze requirements for the development of a next-generation network management system (NMS) for a major telecommunications company. The NMS will be used to manage and monitor the company's network infrastructure, including switches, routers, and other network devices. The project will involve collaboration with cross-functional teams, including developers, network engineers, and business stakeholders.

**Roles & Responsibilities:**

* Worked as a Business Analyst the liaison between the business line operations, and the technical team throughout the project life cycle.
* Worked with business stakeholders to gather and document functional and non-functional requirements for the NMS, including requirements related to performance, scalability, and security.
* Conducted business process analysis to identify areas for process improvement and automation.
* Collaborated with network engineers to understand technical requirements and constraints related to network management.
* Translated business requirements into technical specifications and user stories for developers.
* Participated in agile development sprints and provided ongoing requirements analysis and feedback to developers.
* Ensure that the development team meets the project's requirements and timelines.
* Collaborated with testing teams to ensure that requirements are properly tested and validated.
* Identified and managed project risks and issues and ensured that appropriate mitigations and resolutions were implemented.
* Communicated project status and updates to project stakeholders and management.
* Worked extensively on Jira to manage requirements, analyze dependencies, and track progress with respect to clients and their future projects.
* Identified risk in implementation of Application and worked with Technical Lead in implementing in Production. Involved in preparing test cases, unit testing, UAT, production support.
* Prepared and updated existing Standard operating procedures (SOP’s) that will be utilized by the IT team following implementation of the Portfolio system.
* Analyzed data flows and defined procedures for change management and prepared business test cases during User Acceptance stage. Conduct product demos for upper management.
* Prepared management reports and analysis in Excel, assisted stakeholders in determining day-to-day activity.
* Interviewed users and stakeholders to manage and map business requirements of new system with existing legacy system by performing gap analysis, risk assessment, modifications, and design specification mapping.
* Conducted Requirement Validation (RV) Sessions and Joint Application Design (JAD) Sessions.
* Prepared for GAP Analysis, identified and documented improving areas to meet capital market regulations.
* Collaborated with Product Management, development teams, and various stakeholders (Team Leaders, Solution Architects, customers, and other Tech teams) to translate business capabilities into technical product requirements. Documented features, user stories, and acceptance test criteria as part of this collaborative effort.