**Logo

Description automatically generated**A close up of a sign

Description automatically generated**Snehitha**

**Rishitha.23g@gmail.com**

**Ph No: +1 469 277 7354   
Sr. Business Systems Analyst**

**SMAC/ ASM Certified Scrum Master**

**UI Path certified Business Analyst**

**Professional Summary:**

* Over 8 years of professional experience as **Business systems Analyst,** Scrum master’s in **Life Insurance Domain**, **Supply Chain management, Healthcare, Pharmaceutical, medical devices** E-commerce and Retail domain and strong understanding of critical supply chain management functions such as Warehouse management, Vendor Management, Transportation management, and processes such as source to pay, order to cash.
* Extensive working knowledge of all the phases of Software Development Life Cycle (SDLC) from association with end-users for requirements determination, **defining the system scope**, Business Case Development to **testing, implementation, roll out to production, maintenance** and have hands on experience working in traditional methodologies like **waterfall methodology** and **agile methodologies** like **Scrum, Scaled Agile Framework (SAFe 4.0), hybrid methodologies** like **Water-scrum-fall methodology**. Knowledge of Extreme programming (XP), Spiral, lean- agile, Kanban, Scrumban and RUP methodologies.
* Skilled in conducting and facilitating Requirement Gathering Activities to gather **SMART** (Specific, Measurable, Attainable, Realistic and Timely) requirements from **business stakeholders** and **Subject Matter Experts (SMEs)** using diverse elicitation techniques including **JAD (Joint Application Discussion) Sessions, Interviews, Brainstorming, Surveys and Questionnaire.**
* Well versed with current healthcare industry standards such as **CMS, MMA, HL-7, ICD9, ICD10**, **HIPAA (4010** and **5010)** **EDI X12** standard Transaction sets (**834**, **835, 837**, **820**, **270/271** and **276/277) HHS, SOX** and **FDA.**
* Excellent Business documenting skills in creating **Business requirements document (BRD), Use Case Specifications, Functional Requirement Specifications (FRS), Software Design Specification, Software Requirements Specification (SRS).**
* Assisted Product Owner in creating epics from the requirements; breaking them into user stories and writing their **Acceptance Criteria, Definition of Done and Definition of Ready** for PBIs and Participated in scrum ceremonies like **Sprint Planning, Backlog Grooming Sessions, estimating Story Pointing, Daily Stand Ups, sprint Demos, and sprint Retrospectives**
* Prepare **Requirement Traceability Matrix**, to monitor all system enhancements/change requests, using **confluence**.
* Working experience in effective implementation of **Requirement** Management, **Change Control** Management, **Defect Prevention** Management, **Release** management and **Project** Management tasks throughout the **project life cycle (PLC).**
* Experienced in creating UML diagrams like **Use Cases, Activity, Sequence, and Class diagrams using MS Visio and** worked on bothHigh Fidelity and Low Fidelity **Mockup Screens** and **wireframes** using **Lucid Chart, MS Visio, Azure** and **Balsamiq**
* Experienced in **Data Warehousing implementation, Data Profiling, Data Integration, Data Migration, Data Organization, Data Conversion, Data Quality** and **Data Modeling** concepts in RDBMS databases, SQL databases, MySQL database.
* Proficient in creating Data Modeling and types of data models like **E-R (Entity- relationship) Model**, and **Dimensional Model** in the form of entities and relationships to capture the user requirements properly in the underlying databases.
* Widespread knowledge of extraction of data from source systems, transformation, and load process **(ETL)** for a **Data Warehouse** using Business Intelligence (BI) tools like **Informatica** and experienced in creating interactive dashboards with **heat maps, bar graphs, pie charts and pivot tables** using **Tableau and Excel** for reports according to customer requirements.
* Hands on experience in retrieving data and data validation using **SQL queries** like **Joins, views, Sub queries and Aggregate functions** like **max, min, sum, and average** with good understanding of **Procedures, Functions and Triggers**, ate, Joiner etc.).
* Experienced in assisting developers in understanding requirements to develop **Test Driven Development (TDD)** environments.
* Experience in gathering requirements to chunk data so that it makes sense to process in multiple nodes of Greenplum server.
* Assisted in **GUI testing, Functionality testing, System testing, Unit testing, Integration testing, Front end testing, Regression testing, smoke testing, sanity testing** to make sure the functionality is working according to requirements.
* Experience leads the compliance management and tracking activities regarding the implementation of Medicaid managed care contract amendments, new requirements, and various reports, including ad hoc activities
* Experienced in managing Managed **project documentation, Process flows and Requirements** using **Confluence**.
* Experienced in healthcare typically possesses a deep understanding of the healthcare industry, specifically focusing on the operations, processes, and systems related to healthcare payer pull through.
* Involved in writing test cases according to the requirements, **Test Planning, Test Preparation, Test Execution, reporting bugs, Issue Resolution and Report Generation** to assure all aspects of a Project are following the requirements in qtest.
* Responsible to Track, Document, Capture, Manage the Requirements using **Requirement Traceability Matrix (RTM)** based on defined business rules to ensure all the requirements are fulfilled & all the test cases are executed according to proposed plan.
* Experience in creating **User Manual** and conducting **User Training Workshops** to provide qualified training to the end users.
* **Self-Motivated and Objective driven** with excellent communication and Interpersonal Skills with a sound understanding of the balance that must exist between customer satisfaction and technical excellence.

|  |  |
| --- | --- |
| **Requirement Management** | Atlassian-JIRA, HP-ALM, Rational Requisite Pro. |
| **Project Management Tools** | MS VISIO, MS Project, PowerPoint, Web conferencing JIRA. |
| **Business Modeling tools** | Oracle Enterprise Report Builder, Crystal Reports, Informatica Power Center. |
| **Modeling Tools** | MS Visio, smart draw, balsamiq, Mockup screens, Google Drawings rational rose. |
| **Testing Tools** | Qtest, HP.(QC)Mercury Quality Center, Selenium, Load Runner, Cucumber, Swagger, QTP (Quick Test Professional), HP ALM (Application Life Management) |
| **Web Service** | SOAP, REST, XML, JSON, XSD. |
| **Reporting Tools** | Tableau, MicroStrategy, MS office suite, Google Analytics, Oracle BI |
| **Business Skills** | Conflict Management, Project Planning, Impact Analysis, Root Cause Analysis, Gap Analysis, Risk Analysis, Feasibility Analysis, SWOT Analysis, Fit/Gap Analysis, Delta Design Workshops |
| **Methodologies** | Agile/Scrum, SAFe, Waterfall, XP, Kanban, Scrumban, Water Scrum Fall. |

**Technical Skills:**

**Education details:**

* Master’s in electrical engineering, Gannon university, Erie, PA-2015
* Bachelor’s in electrical and instrumentation engineering, JNTUH,2014

**Professional Experience:**

**Client: Lamb Weston - Eagle, ID**

**Role: Sr. Business Analyst Oct 2022 – Till Date**

**Project Description:**

Worked on a project to create self-service supply chain portal for all the external users so they can manage their order, create and view their support tickets on Salesforce experience cloud and also working on another project where we created an integrated system for all the Product data, replace Item Management from 1ws to 1WS’s Data Sync Direct. Also worked on a project to testing Loyalty app that was created for users to earn rewards and spend them on goodies.

Also involved in a project to create consolidated data for Revenue Growth Management for North America from multiple source systems, created Data Warehouse in AWS and used google looker to create reports.

**Roles and Responsibilities:**

* Worked with different key stakeholders to elicit **requirements** for technology projects by facilitating sessions.
* Collected and document detailed requirements for **ITSM processes** and ServiceNow implementations.
* Gathered requirements and create solution documentation for **application development** projects and/or infrastructure implementation projects on Azure board.
* Worked closely with stakeholders to understand business requirements and translate them into **SharePoint** solutions.
* Documented business requirements, user stories, and functional specifications for **DevOps** projects.
* Created and managed traceability of project requirements from project definition through design, build to testing, deployment of technology solutions.
* Created business process diagrams working with business unit stakeholders on MS Visio to ensure traceability of process requirements into the project or program solution throughout the project life cycle.
* Created test cases and document testing by reporting all the bugs on Azure board and conveyed the same to the dev team.
* Assisting business partners with test case / test script creation and execution management for technology projects and create and execute them if needed.
* Utilized Snowflake's capabilities to analyse data stored in the platform. This includes querying data, creating reports, and generating insights to support business decisions.
* Experienced in bridging the gap between business needs and technical implementation within a digital experience ecosystem as part of building **Digital Experience Platform (DxP)**
* Collaborate with developers and architects to design solutions using the **ServiceNow** platform.
* Used **Confluence** for **User Story Management, Requirements Traceability, Defect Management and Prioritization.**
* Collect and document detailed requirements for ITSM processes and ServiceNow implementations.
* Translated business needs into functional and technical specifications for PeopleSoft applications.
* Experienced in performing Data Profiling, using google looker to understand the quality of data and produce reports which will help the team in ETL and create data warehouse.
* Used Snowflake in conjunction with BI tools like Tableau, Power BI, or Looker to create dashboards and visualizations that provide actionable insights to stakeholders.
* Experienced in gathering requirements and documenting them in JIRA as Epics and user stories.
* Experience in supporting the **procurement process** by analyzing data, identifying opportunities for cost savings, streamlining procurement processes, and ensuring that the procurement strategies align with the organization’s goals.
* Mentoring and helping junior Business Analysts in best practices, deliverable quality, and facilitation style
* Demonstrated knowledge of business analysis and/or business process design and best practices
* Experience working with current business process design methodologies and requirements gathering methods.
* Widespread knowledge of extraction of data from source systems, transformation, and load process (ETL) for a Data Warehouse using Business Intelligence (BI) tools like google looker
* Worked on Streamlining order entry processes in **Oracle E-Business Suite (EBS)** order management, to allow sales representatives to create and manage orders quickly and accurately.
* Experienced in creating interactive dashboards with **heat maps, bar graphs, pie charts and pivot tables** using **Tableau and Excel** for reports according to customer requirements.
* Have an understanding on how **Mainframe** provides a standard way for mainframe systems to interact with various network protocols and services.
* Gathered requirements and make sure the development is done according to the documented results.
* Collaborated with business stakeholders to understand requirements and objectives related to cloud technology adoption.
* Tested and documented bugs on Azure board, retested and closed once they are fixed.
* Worked with QA team to design Test Plan and Test Cases to perform **User Acceptance Testing, Functional Testing and Regression Testing** involved in ETL testing process in validating the data, reviewing data dictionaries and in testing data.

**Environment:** MS Office, MS Visio, Azure, SQL, Salesforce Experience Cloud, SharePoint, Salesforce, AWS, Power BI, Snowflake, Confluence

**Client: Mutual Of Omaha - Omaha, NE Role: IT Business Analyst Jan 2022 – Oct 2022**

**Project Description:**

Involved in gathering requirements from customers and testing Producer Quoting Application which is a project to move existing 3rd party desktop system to UI by housing this application for life insurance applications in AWS. This 3rd party desktop system is called Win flex and this is used to generate preproposals of policies that are in force.

**Roles and Responsibilities:**

* Conducted multiple meetings with Business and Development team to gather the requirements and documented epics and user stories in JIRA and worked on prioritizing the user stories and epics for team to work on.
* Analyzed data related to life insurance policyholders, claims, premiums, and financial performance to identify trends, patterns, and areas for improvement.
* Gave multiple demonstrations of working software during PI planning and demos infront of the team to streamline everyone and show team’s progress and what we are working on currently, get train’s feedback and add stories if needed.
* Assessed risks associated with new life insurance products or changes in regulatory requirements and providing recommendations to mitigate those risks.
* Wrote SQL scripts for creating performance evaluation life insurance reports by pulling data from different databases and migrated data back and forth. Used various functions such as joins, group by, having, creates and deletes in SQL Assistant.
* Experienced in assisting in the development and maintenance of IT governance policies, standards, and procedures.
* Documented business requirements, user stories, and functional specifications for the DxP.
* Analyzed data and information to determine the level of risk involved in life insurance underwriting policies or financial transactions.
* Experienced in working closely with DevOps engineers to design solutions that meet business requirements.
* Collected and documented detailed requirements for ITSM processes and ServiceNow implementations.
* Involved in ensuring technology and architectural decisions align with the organization's strategic goals, regulatory requirements, and best practices as per Governance of Technology and Architecture (GOTA).
* Created documentation such as business requirement documents, project plans, and reports to communicate findings and recommendations to life insurance stakeholders.
* Collaborated with underwriters and actuaries to develop underwriting guidelines and policies.
* Interacted with end users/clients/business owners and stakeholders to Identify business needs/business requirements evaluated solutions for existing business problems. Contributed to GAP analysis in planning the system transition.
* Collected and documented detailed requirements for ServiceNow implementations.
* Worked with Project Sponsor, Project Team and other Stakeholders to determine project milestones and report on progress; prepared communication and managed project documentation using Confluence.
* Gathered business requirements by participating in JAD sessions, interviewing business users documented them.
* Involved in managing data throughout its lifecycle, from creation or acquisition to archival or disposal which includes defining data retention policies, storage requirements, and data archival and purging processes as part of data governance.
* Analyzed existing IAM processes and workflows to identify inefficiencies, gaps, and areas for improvement.
* Monitored life insurance industry trends and market conditions to adjust underwriting practices accordingly.
* Documented current state processes, pain points, and dependencies to inform the design of future state IAM solutions.
* Involved in process called regression where all the policies that are in force are taken in to consideration and terminated policies are deleted and a list is shared across using this we validate it across our current policies and make sure it is looking right.
* Helped in development of Test Strategies, test plan and creation of Test Scenarios, Test Environment, and Test case.
* Worked with QA team to design Test Plan and Test Cases to perform User Acceptance Testing, Functional Testing and Regression Testing involved in ETL testing process in validating the data, reviewing data dictionaries and in testing data.
* When the sprint starts worked on writing test cases, test plan in qtest, scheduled meetings with all the stakeholders to make sure we got all the scenarios added in the current test plan and work on adding the feedback.
* Worked with Product Owner and development team in creating prioritized backlog before Program Increment planning.
* Understanding the functionality, requirements and application workflows.
* Identified defects and bugs and entered them in qtest and JIRA to notify developers and retested them once they are fixed.

**Environment:** MS Office, MS Word, MS Excel, SQL, Mainframe, qtest, AWS, SQL, Confluence

**Client: Anthem - Richmond, VA. Role: Sr. Business Systems Analyst/ Scrum Master Feb 2020 – Jan 2022**

**Project Description:**

Involved in multiple teams as Business Systems Analyst, one of the team deals with provider data where we are maintaining Individual Provider, their cost information and their quality information and rank providers based on this. Played role in an Enterprise level project where we have changed source system to a new one. Another team involves in extracting data for individual and organizational providers and optimize this data to create reports according to business use. Project is focused on building tracker to track the enrollment status of Medicare applications which will deal with the claims and payments for different groups of patients.

**Roles and Responsibilities:**

* Worked very closely with Business team to come up with functional requirements, documented requirements, conducted requirement review sessions are being conducted with Business and Product Owner all the requirements are finalized.
* Extracted **scripts** that are needed in enhancements and preforming analysis to make sure all the requested changes can be done, followed up with IT team to get their ideas to make sure everybody knows what business is expecting.
* Implemented CCDA standards for clinical document exchange and interoperability in accordance with HL7 specifications.
* Designed, developed **CCDA documents** to facilitate the exchange of patient health information between healthcare.
* Developed understanding of various transactions involved in transition from **HIPAA 4010** to **5010** like **enrollment** **eligibility, benefits, claim submission transactions** in **Facets tables.**
* Responsible for ensuring that **payer** contracts are effectively managed and optimized, and that **pull-through** strategies are implemented to maximize reimbursement and patient access to medications and services.
* Experience in documenting business requirements, user stories, and functional specifications for the DxP.
* Created Summary tables using **PROC SQL** procedures like **PROC TRANSPOSE, SORT, FREQ, MEANS, SUMMARY, UNIVARIATE and TABULATE.**
* Involved in analyzing business requirements and processes to align them with Salesforce capabilities.
* Experienced in reviewing and analyzing payer contracts to ensure terms are favorable and compliance with regulatory requirements.
* Worked closely with **DevOps** engineers to design solutions that meet business requirements.
* Analyzed supplier performance and identify opportunities for improving supplier relationships.
* Created electronic datasets (i.e., SAS Transport Files) for submission by using **PROC EXPORT** for **FDA** submission.
* Created **data mapping documents** for the movement of data from production databases to the warehouse.
* Assisted QA and Developers team in **process flow testing, regression testing** on **EDI 835** and **837 X12** formats in Facets.
* Wrote **User Acceptance Testing (UAT)** scripts and led testing for both **HL7, ADT** interface and the application.
* Configured **COTS software** applications to align with business processes and requirements. This may involve parameterization, workflow design, data mapping, and scripting to tailor the software to specific business needs.
* Worked on EDI 270/271 (Claim Eligibility Inquiry), 276/277 (Claim Status Check), 837(Claim Submission), 835 (Claim Remittance).
* Used HealthRules Payor systems to process claims solutions to help handle the demands and process claims.
* Assisted the **Release Train Engineer (RTE)** to facilitate ceremonies at Program Level and facilitated teams to estimate larger features and capabilities. Co-ordinated with other teams in Scrum of Scrums and provided input to the development team.
* Facilitated various **Scrum ceremonies** like Sprint Planning Meeting, Daily Stand-up Meeting, Sprint Review Meeting, Sprint Retrospective Meeting, Backlog Grooming, and assisted product owner in prioritizing product backlog based on Business Value and worked on grooming User Stories in planning activities using INVEST criteria.
* Experienced in understanding Mainframe Unified Network Interface (MF UNI) concepts or a specific interface designed to unify and standardize the way mainframe systems communicate over networks.
* Analyzed existing business processes to identify inefficiencies, bottlenecks, and areas for improvement. Document current state processes, including inputs, outputs, dependencies, and exceptions for RPA automation.
* Gathered requirements to create a **Data warehouse** with multiple data bases which will help in creating benchmarks downstream.
* Wrote **SQL scripts** for creating performance evaluation reports by pulling data from different databases and migrated data back and forth. Used various functions such as **joins, group by, having, creates and deletes in Teradata SQL Assistant.**
* Used SQL **Teradata SQL** assistant for performing analysis and come up with queries that will help Dev team to come up with solutioning and make sure how they will be coding to overcome this issue.
* Knowledge on Health Insurance Portability and Accountability Act (HIPAA), which requires the establishment of national standards for electronic health care transactions and national identifiers for providers, health insurance plans, and employers.
* Performed logical data modeling and created ER diagrams and used SQL queries for manipulating and extracting data.
* Involved in designing and developing **Data Models** and **Data Marts** that support the Business Intelligence Data Warehouse

**Environment:** Agile framework- SAFe, Scrum, Kanban, Healthrules Payor, MS Visio, MS Project, MS office, JIRA 6.6.X, Tableau 8.3, MS Office Suite (MS word, MS Excel, PowerPoint), AWS, Teradata SQL assistant, Hive, Hadoop, WinSCP, PuTTY, MS sql.

**Client: Cardinal Health - Dublin, OH. Role: Sr. Business Systems Analyst/ Scrum Master March 2019- Jan 2020**

**Project Description:**

The scope of the project was to develop online portal for a pharmaceutical manufacturing company. The company manufactures generic pharmaceuticals and active pharmaceutical ingredients which includes three major therapeutic/product areas: antibiotics, anti-retroviral, and anti-allergic. Working on a large-scale technology transformation project to enhance the existing software system that both internal users and external customers use to place orders for medical supplies.

**Roles and Responsibilities****:**

* Conducted multiple meetings and design work shops with business stakeholders to gather business process requirements and analyzed those requirements to provide solutions/areas of improvement/efficiency.
* Excellent Business writing skills in creating **Business Requirements Document (BRD),** **Use Case Specifications, Functional Specifications, and Systems Requirements Specification (SRS).**
* Assisted in configuring and customizing **ServiceNow** applications to meet business requirements.
* Configured PBM systems to implement benefit designs, formulary management, and pricing structures for LIMS.
* Experienced in designing solutions within Salesforce to meet business needs is crucial.
* Supported the implementation and optimization of procurement systems (e.g., ERP, eProcurement platforms).
* Worked with the **RPA (Robotic Process Automation) team** and conducted Gap analysis on given requirements; created in scope and out of scope documentation to strategize which processes could be automated.
* Researched and analyzed market trends, competitive landscape, and customer needs within the medical devices industry.
* Configure and customize **pricing structures**, including price lists, discounts, promotions, and surcharges, within Oracle EBS.
* Collected and documented detailed requirements for **ITSM processes** and ServiceNow implementations.
* Implemented FHIR standards for healthcare data exchange and interoperability in accordance with HL7 specifications.
* Staying updated with regulatory requirements and ensuring that the company’s products and operations comply with relevant standards and regulations in different markets including 21 CFR Part 820 outlines the requirements for the design, production, installation, and servicing of medical devices intended for commercial distribution in the United States.
* Involved in bridging the gap between business needs and technology solutions by identifying, analyzing, and implementing automation opportunities using **Robotic Process Automation (RPA)** tools and technologies.
* Collaborated with stakeholders to understand business processes, pain points and **RPA** automation opportunities. Identify tasks suitable for automation based on criteria such as volume, repetitive nature, and rule-based decision-making.
* Configured PBM systems to implement benefit designs, formulary management, and pricing structures.
* Analyzed **pricing data, market trends**, and competitive landscape to identify opportunities for pricing optimization.
* Ensure that LIMS integrates seamlessly with other laboratory instruments and enterprise systems (e.g., ERP, ELN).
* Collaborated with radiologists, clinicians, IT staff, and other stakeholders to understand their needs and challenges regarding medical imaging using PACS.
* Involved in documenting business process steps (As-Is) including actors, input and output information, sources, and destinations of forms and artifacts and document the processes using standard Business Process Management (**BPM) methodologies**.
* Experience in gathering requirements for the future **business process management** inbound and outbound processes.
* Implement business process measurement and monitoring including return on investment analyses.
* Developed and implemented pull-through strategies to ensure products are prescribed and reimbursed according to contract terms.
* Developed detailed business requirements, user stories, and functional specifications for PACS projects.
* Played a crucial role in optimizing and managing the benefits programs offered by PBM organizations.
* Facilitate all Agile Ceremonies including **Retrospectives, Daily Stand-ups, Demo/Review and Sprint Planning**
* Guide the scrum team in Sprint planning with regards to the determination of effort required per Sprint (length of Sprint), as well as guidance in selection of additional user stories in case of overestimation of Sprints.
* Optimized the team to their highest potential and embodied the spirit of Agile and continuous improvement, by motivating the Agile team towards self-organization, by surfacing data and learnings that illuminate areas to improve and by continually learning.
* Experience in configuring and mapping company’s electronic data Interchange system to out of organization **EDI**.
* Validate the data that is being imported via **Electronic Data Interchange (EDI)** and write and execute test cases.
* Identifying and troubleshooting issues that are raised due to **Electronic Data Interchange (EDI)** or file transfers.
* Helped technical team understand the business case to implement Automation Anywhere bots for various business processes.

**Environment**: Scrum, MS Visio, MS Project, JIRA, SharePoint, ServiceNow, MS Office Suite (MS word, MS Excel, PowerPoint), CRM, FACTS ERP, Automation Anywhere, EDI X12, salesforce, SQL Server.

**Client: BSASPEC Inc - Monmouth Junction, NJ Role: Sr. Business Systems Analyst July 2018- March 2019**

**Project description:**

Project was mostly involved in enhancing e-commerce solution for company’s Supply Chain business platform by combining multiple sales channels i.e., business direct (B2B) customer direct (B2C) making it Omni channel and involved in building a robust forecasting demand and planning management system and improving inventory management system to satisfy growing customer database.

**Roles and Responsibilities:**

* Conducted and participated in brainstorming sessions, one-on-one interview with **major stakeholders and SMEs** to find solutions for problems, elicit the requirements, identifying assumptions for the problems, constraints, risk and issues.
* Helped product owner and PM in performing **ROI(return on investment), Cost Benefit Analysis, Feasibility Analysis** & **SWOT analysis** in order to be prepared for potential business & technical risks to the system & performed **Gap analysis** between the **AS-IS process** and collaborated with the team to design the **TO-BE process** based on the gathered requirements.
* Assisted QA/testers in understanding user requirements, creating test plans, identify the gaps in testing, writing **test cases,** creating **Test Scripts**, analyzing bugs, interacting with QA / dev teams in fixing errors and **User Acceptance Testing**.
* Assisted with User Acceptance Testing, developing, and maintaining quality procedures, and ensure that appropriate documentation is in place. Assisted in **Black box testing, smoke testing, sanity testing and Regression testing.**
* Worked with Product Owner during the **Sprint Review Meeting** to decide on which features in **Potential Shippable Product Increment (PSPI)** are DONE and are satisfied using the **Acceptance Criteria**.
* Used **JIRA** extensively for **tracking issues, user story management (writing user stories,** owning **user stories, acceptance criteria and definition of done), requirement traceability** and as overall project management tool**.**

**Environment**: Scrum, MS Visio, MS Project, MS office, Risk management, Greenplum, JIRA 6.6.X, Tableau 8.3, MS Office Suite (MS word, MS Excel, PowerPoint), salesforce CRM, Oracle EBS, SAP ERP, Confluence, Swagger, Informatica Power Center9.6.X, SOAP, REST, Adobe Experience Manager.

**Client: XenonInfotek - Edison, NJ.**

**Role: Sr. Business Systems Analyst Dec 2017- July 2018**

**Project Description:**

The project was aimed at creating Enterprise Data Warehouse system to provide centralized product tracking/Inventory management solution used for order processing, accurate deliveries, controlling inventory, maintaining history records, maintaining accurate billing records and report generation access, analysis, transparency, and enhanced reporting capabilities for the supply chain domain of the company.

**Roles and Responsibilities:**

* Interacted with end users/clients/business owners and stakeholders to Identify business needs/business requirements evaluated solutions for existing business problems. Contributed to GAP analysis in planning the system transition.
* Gathered business requirements by participating in **JAD sessions, interviewing** business users documented them.
* Analyzed, modified, and validated Business Requirements and documented them in **Business Requirements Document (BRD)** and Drafted **Systems Requirement Specification (SRS)** according to business requirements document (BRD).
* Used **MS Visio** for Process modeling, mapping, and Business Process flow diagrams. Understood the **AS-IS system**, developed the **TO- BE system** concepts and prepared the System Process Maps and performed Gap analysis.
* Created and documented detailed **Data Map** including **source to target mapping and data dictionaries.**
* Designed data models and conducted **normalization and de-normalization** of data to fit **OLTP and OLAP** frameworks, Performed OLAP operations like **slicing and dicing of data marts** for analytical decision-making support.
* Helped in development of Test Strategies, test plan and creation of Test Scenarios, Test Environment, and Test case.
* Worked with QA team to design Test Plan and Test Cases to perform **User Acceptance Testing, Functional Testing and Regression Testing** involved in ETL testing process in validating the data, reviewing data dictionaries and in testing data.

**Environment:** Waterfall, MS Office, MS Visio, MS Project, Wireframes, Mock-Up Screens, SQL Server 2009, SharePoint 2007, UML, UAT testing, JIRA, HP-ALM, Informatica.

**Client: Code Source 360 - Arlington, TX**

**Role: Sr. Business Analyst Oct 2016-Dec 2017**

**Project Description:**

Project was mostly involved in enhancing e-commerce solution for company’s Supply Chain business platform by combining multiple sales channels i.e., business direct (B2B) customer direct (B2C) making it Omni channel and involved in building a robust forecasting demand and planning management system and improving inventory management system to satisfy growing customer database.

**Roles and Responsibilities:**

* Conducted and participated in brainstorming sessions, one-on-one interview with **major stakeholders and SMEs** to find solutions for problems, elicit the requirements, identifying assumptions for the problems, constraints, risk and issues.
* Supported Product Owner (PO) in **prioritizing and estimating Product Backlog Items (PBIs)** like User Stories, bugs, defects, technical debts by addressing INVEST Criteria and gathering feedback from cross-functional development team.
* Delivered projects for **customer /partner relation management (CRM / PRM),** deal registration, opportunity management, forecasting, territory management, deal governance, contact management, marketing program management, call center integration, workflow, and other Salesforce products
* Experience administering SharePoint Foundation 2013, SharePoint 2016 Enterprise, and SharePoint Online/Office 365.  
  Trained in SharePoint 2013 software capabilities and functionality.
* Created **Data Mapping documents** of various **data sources** to **targets** and further onto tables stored in database.
* Assisted QA/testers in understanding user requirements, creating test plans, identify the gaps in testing, writing **test cases,** creating **Test Scripts**, analyzing bugs, interacting with QA / dev teams in fixing errors and **User Acceptance Testing**.

**Environment**: Scrum, MS Visio, MS Project, MS office, Risk management, Greenplum, JIRA 6.6.X, Tableau 8.3, MS Office Suite (MS word, MS Excel, PowerPoint), salesforce CRM, Oracle EBS, SAP ERP, Confluence, Swagger, Informatica Power Center9.6.X, SOAP, REST.

**Client: Silicon Staff - Troy, MI**

**Role: Business Analyst March 2016 to Oct 2016**

**Project Description:**

This Project involves development of integrated package for order entry, warehouse management system and inventory management system. The package enables order entry for taking customer’s orders, maintaining inventory, warehouse, and shipping to the customers.

**Roles and Responsibilities:**

* Facilitated **JAD Sessions** with users, developers, and database design team to deal with backend synchronization issues accompanied with interviews and document analysis gathered the requirements and documented them as **Epics**.
* Performed **GAP Analysis** between the **"As-Is"** model of the legacy system & the **"To-Be"** model to identify the gaps logged issues relating to the identified gaps, process models and process flows & worked with the SME to get clarifications.
* Assisted Product Owner in **Breaking down EPICS** into smaller user stories by applying **INVEST criteria** to deliver vertical slice of functionality that is valuable and can be completed by the development team in a single iteration/sprint.
* Extensively used **JIRA** to record and maintain the artifacts **and tracking user stories,** Impediments, tasks, bugs, and issues.

**Environment**: Scrum- SAFe, MS Office, MS Project, Mock-Up Screens, MuleSoft, Informatica 9.x, MS Visual Studio 2013, Green Plum, Selenium, JIRA 5.2, Confluence, Tableau, Cucumber, Rest API, XML, SharePoint 2010.