**Swapna Ancha**

**Sr.Business Analyst**

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**Summary:**

* Over 9+ years of experience in Business Analysis throughout various phases of **Software Development Life Cycle (SDLC),** **supply chain systems, employing Agile, waterfall, and hybrid methodologies.**
* Successfully managed and coordinated **User Acceptance Testing (UAT)** activities, collaborating with stakeholders and development teams to ensure software met business requirements and user expectations. Developed comprehensive UAT test plans and strategies.
* Proficient in refining product backlog, writing Technical User Stories, and prioritizing using **INVEST and Moscow** techniques.
* Utilized **SQL** queries to extract, manipulate, and analyze large datasets, managing and maintaining SQL databases for improved data integrity.
* Experience in Business Requirements gathering and writing skills with expertise in developing and documenting Business Requirement document **(BRD**), Functional Requirement Document **(FRD**), and Software Requirement Specification (**SRS**) across the deliverables of a project.
* Experience in all aspects of Planning, Master Scheduling, Inventory Management, Risk Analysis.
* Experience in working with Larger Datasets Expertise in **risk analysis**, **systems analysis**, and requirements for enterprise integration Experience in conducting **JAD sessionswith SME (subject matter experts), stakeholders, developers, and end-user representatives to make sure all the stakeholders and developers are on the same page**.
* Expertise in managing multiple projects while maintaining constant communication with the relevant stakeholders.
* Expert in **UML methodology** to create UML Diagrams including Use Cases Diagrams, Activity Diagrams, Sequence Diagrams**, Data Flow Diagrams (DFDs), ER Diagramsusing Rational Rose and MS Visio** and thus defining the Business Process Model and Data Process Model
* Proficient in using version control tools, Team Foundation Server (TFS**), GitHub and agile** management tools like **JIRA** process and verifying adherence using the requirements Traceability Matrix (RTM)
* Experience **in GUI Testing, UAT (User Acceptance Test), Manual, Functional Testing of Client/Server & Web based application.**
* Proficient in the use **of Visual Studio, MS Visio, MS Word, MS PowerPoint, MS Excel, MS Office as well as MS Project**.
* Effective leader with organizational, modeling, and interviewing abilities. Led teams during project phases, provided training, and enabled knowledge sharing. Established Quality Procedures and coordinated with Program Architecture Team.
* Point of contact for clients and higher management during project phases. Used Requirement Management Tool to support **project life cycle**.
* Led process redesign initiatives that streamlined workflows, reducing operational costs by 10%.
* Developed and implemented change management plans for smooth transitions to new workflows, ensuring minimal disruption to operations.
* Exceptional skills in **data analysis, project management** and **stakeholder collaboration** with strong commitment to driving **business growth** and achieving **organizational goals**.
* Proficient in using **SQL, R** and **Python**.
* Experience in an enterprise **ERP implementation** (Oracle, SAP, etc.)

**Technical Skills**:

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| Skills | Roadmaps, Technical debt management, Requirement gathering, analysis, elicitation, Testing life cycle management, MVP, Prototype development, Release planning, Risk planning & management, Impact Analysis, Dependency Mapping, Communication Planning, Product ideation and documentation (BRD, FRD), User stories & product scoping, Gap Analysis. |
| Data flow, UI/UX Design, Data driven, User journey, financial planning and Forecasting. |
| Identify and monitor KPIs, SaaS Solutions, LIMS Analysis, eCommerce, Change management, Defect Tracking,  |
| Project Management Tools | Microsoft Project, MS SharePoint, Microsoft Office suite |
| SDLC Methodologies | Agile-Scrum, Water-Scrum-fall, Waterfall-Scrum, Scaled Agile Framework (SAFe), Waterfall. |
| Business Tools | MS Visio, Balsamiq Mockups, Lucid Chart, draw.io, SurveyMonkey, Figma, Adobe XD |
| Tools | JIRA, TFS, Microsoft Azure, MS Project, MS SharePoint, Teams, Confluence, POSTMAN, SWAGGER,ETL |

**Professional Experience:**

**Truist Bank, New York Sep-2023 - present**

**Sr. Business Analyst**

* Facilitated requirement gathering sessions with stakeholders, business users, and SMEs using document analysis, system analysis, and interviews to define project scope, functional, and non-functional requirements.
* Authored comprehensive project documentation, including Business Requirements Documents (BRD), Functional Requirements Specifications (FRS), System Requirements Specifications (SRS), and Release Notes, utilizing MS Office to ensure clarity and transparency across teams.
* Coordinated and led Joint Application Development (JAD) sessions with development teams to refine business system requirements, employing JIRA for managing feedback loops and requirements tracking.
* Developed detailed Use Cases, UI Specifications, Business Rules, and Activity Diagrams using Microsoft Visio, and created screen mock-ups with SnagIt to guide development and testing processes.
* Managed process improvements by redesigning workflows and developing new Standard Operating Procedures (SOPs), addressing inefficiencies and enhancing productivity through process improvement methodologies.
* Collaborate with cross-functional teams to gather, analyze, and document business requirements for supply chain system improvements
* Design and develop optimized SQL scripts to extract, manipulate, and validate large datasets for business reporting and analytics
* Liaised between the Finance Department and IT to ensure successful implementation of the PTO initiative, aligning business requirements with technical solutions.
* Collaborate with cross-functional teams to gather and define business requirements, ensuring alignment with product goals and customer needs.
* Monitored and analyzed system performance during the configuration of Workday ERP Time Tracking and Absence modules to ensure efficient system operations post-implementation
* Drive the integration of DevOps principles and practices into the software development lifecycle, enabling continuous delivery and automation
* Ensure data integrity by creating and executing SQL scripts for data validation, consistency checks, and anomaly detection across multiple systems
* Developed Kafka stream capture, ‘Staging-Area-Sweep’ of Semi-Structured data into GCP-Data Proc - Hadoop. Scala and Spark used to write batched extraction procedures. Python used to develop MapReduce and Transformations for data deconstruction-reconstruction for human readable uploads to MySQL on GCP
* Assist in the creation of documentation, policies, and procedures to formalize compliance processes and ensure regulatory alignment
* Collaborate with data engineering teams to design and implement end-to-end ETL workflows, ensuring accurate data extraction, transformation, and loading across multiple platforms
* Design, automate, and optimize workflows using Alteryx to streamline data processing and enhance efficiency
* Conducted risk assessments and mitigation planning, leveraging risk assessment tools to proactively address potential issues and minimize project risks.
* Develop interactive dashboards and detailed reports in Tableau to support business decision-making and compliance tracking
* Monitor ETL jobs for performance and reliability, troubleshooting failures and optimizing workflows for efficient data processing.
* Developed user guides and training materials for end-users, enhancing understanding of new PTO functionalities and ensuring smooth system adoption.
* Played a key role in ensuring compliance with regulatory requirements by documenting system changes and maintaining up-to-date SOPs.
* Spearheaded digital transformation projects by leading the assessment of current business processes and identifying areas for digital enhancement.
* Conduct comprehensive data analysis to identify trends, discrepancies, and opportunities within market risk limits, providing actionable insights to senior management
* Developed and managed project timelines, ensuring alignment with business goals and stakeholder expectations.
* Conduct gap analysis between current business processes and supply chain system capabilities, identifying areas for process improvements and cost-saving opportunities
* Ensure compliance with banking regulations, and collaborate with legal and compliance teams to ensure adherence to industry standards
* Collaborated with QA teams to develop test plans, scenarios, and cases, designed SQL queries for data validation, and performed extensive testing to ensure system quality.
* Participated in Agile sprint activities, including sprint planning, review, and retrospective meetings, to prioritize backlogs, address project gaps, and deliver Minimal Viable Products (MVPs) within deadlines.
* Collaborate with cross-functional teams, including technology, data, and risk functions, to enhance the accuracy and efficiency of risk management processes
* Develop and maintain detailed documentation for risk management activities, ensuring compliance with regulatory standards and internal policies.
* Automated manual processes using Microsoft Power Automate, resulting in a 30% increase in operational efficiency.
* Collaborate with IT and business stakeholders to ensure seamless integration of data solutions with existing systems
* Assisted the Project Manager in preparing project plans, timelines, and high-level scoping documents, and in identifying resources and allocating tasks to support project execution and stakeholder engagement.
* Engaged with business process owners and SMEs to gather functional requirements and perform gap, impact, and root cause analyses, leading to targeted process improvements and strategic decision-making.
* Facilitated cross-functional communication by setting up Confluence spaces, creating templates, and managing collaboration efforts to resolve issues and ensure effective team coordination.
* Proactively identify and recommend process automation opportunities to streamline routine tasks and enhance overall productivity.
* Reported project status to upper management on a weekly basis, providing updates on progress, challenges, and milestones, and received recognition for timely sprint deliveries and successful project outcomes.

**Neo softTechnologies, Bangalore Feb-2019 – July-2022**

**Business Analyst**

* Elicited and documented business requirements through stakeholder interviews, workshops, and surveys, crafting comprehensive Business Requirement Documents (BRD), Functional Requirement Documents (FRD), and System Requirement Specifications (SRS) to detail system functionalities and technical specifications.
* Performed As-Is and To-Be process analysis utilizing Microsoft Visio to map existing workflows and design future state processes, conducting Gap Analysis to pinpoint areas for enhancement and system alignment.
* Developed Use Case Models and Sequence Diagrams using UML to depict system interactions and workflows, providing clear documentation of system behavior and functional requirements.
* Applied Agile methodologies by integrating iterative, Use Case-driven approaches for requirements gathering, project planning, and deployment, leveraging tools such as JIRA and MS Project to monitor project progress and manage tasks.
* Conduct in-depth analysis of operational risk data, ensuring adherence to compliance standards and regulatory requirements
* Facilitate workshops and meetings to translate business needs into technical requirements, ensuring successful implementation of supply chain solutions
* Utilize ETL tools to automate and optimize data extraction, transformation, and loading processes, enhancing data accuracy and reducing processing time.
* Facilitated regular status meetings with stakeholders to discuss progress, address challenges, and keep the PTO project on track for timely go-live.
* Python used for development of Predictive Analytics which was written back to MySQL for consumption. GCP Kubernetes was tested and app deployment automation
* Designed and implemented custom applications on the Microsoft Power Platform, improving user experience and reducing processing time by 40%.
* Act as a liaison between business units and IT, ensuring that supply chain systems meet the organization’s operational and performance standards
* Perform regular audits and reviews of market risk processes to identify potential risks and areas for improvement, implementing corrective actions as needed.
* Lead the design and execution of testing protocols for technology releases, ensuring seamless integration with existing risk management systems.
* Develop, execute, and optimize complex SQL queries to retrieve, analyze, and manipulate data, ensuring efficient extraction for business reporting and analytics.
* Created and maintained the Requirements Traceability Matrix (RTM) to ensure all business requirements were tracked and addressed throughout the project lifecycle, from initial elicitation to final deployment.
* Collaborated with development teams to define API integration points and middleware solutions, ensuring effective interoperability between legacy systems and new enterprise applications.
* Formulated and executed detailed test plans and cases for various testing phases, including functional, regression, and User Acceptance Testing (UAT), coordinating defect management and resolution using JIRA and HP ALM.
* Assessed potential risks and impacts of the PTO initiative on financial systems and proposed mitigation strategies to minimize disruptions.
* Perform business process analysis and identify areas of improvement to streamline operations and optimize product functionality in the cable domain
* Work closely with cross-functional teams to identify process improvements and develop actionable insights from data
* Monitor key performance indicators (KPIs) for supply chain systems to identify potential bottlenecks and recommend optimization strategies
* Perform ETL data mapping to align business requirements with system capabilities, ensuring smooth data flow and transformation across the business.
* Led the User Acceptance Testing (UAT) phase, managing test execution, issue resolution, and ensuring that deliverables met business requirements and user expectations for successful system implementation.
* Directed data migration activities using ETL processes and tools like Informatica, overseeing the secure and accurate transfer of data from legacy systems to new platforms.
* Led workshops and training sessions for business users to facilitate the adoption of new digital tools, increasing user adoption by 25%.
* Ensure data integrity and security by leveraging enterprise databases and best practices in data management
* Designed and generated dashboards and analytical reports using Power BI and Tableau, delivering actionable insights into business metrics and operational performance for strategic decision-making.
* Provided comprehensive post-implementation support, including user training, development of user manuals, and ongoing assistance to facilitate effective system adoption and utilization.
* Stay up-to-date with industry trends, regulatory changes, and best practices in market risk management to continually improve the team's capabilities.
* Engaged in continuous learning and professional development to stay current with evolving digital technologies and trends, applying this knowledge to ongoing projects.
* Collaborated with IT and development teams to integrate the Ignition platform with existing systems, streamlining data flow and reporting.
* Conducted root cause analysis (RCA) utilizing Fishbone Diagrams and 5 Whys techniques to identify and address issues or inefficiencies during system testing and operational processes, driving continuous improvement

**Tachyon Technologies, Hyderabad, India Oct-2017- Jan-2019**

**Business Analyst**

* Initiated comprehensive requirements analysis for the Digital Transformation Initiative, crafting detailed UML use case diagrams and BPMN models to ensure alignment between client expectations and development goals.
* Conducted Joint Application Design (JAD) workshops for the ERP implementation, facilitating effective communication between C-suite executives and technical architects to define and align project objectives.
* Authored Business Requirements Documents (BRD) and Functional Requirements Specifications (FRS) for the Supply Chain Optimization project, ensuring alignment of KPIs with the client’s strategic objectives.
* Developed and managed the product backlog for the Legacy System Modernization project, applying INVEST criteria to generate actionable user stories in Atlassian JIRA.
* Provide expert guidance during regulatory exams and audits, serving as the primary contact for inquiries related to market risk limits.
* Monitor ETL jobs for performance and reliability, troubleshooting failures and optimizing workflows for efficient data processing.
* Created and maintained detailed project documentation, including technical specifications, user feedback, and post-implementation support plans.
* Provide post-implementation support and troubleshooting for supply chain systems, ensuring smooth operations and minimal disruption to business activities
* Conducted gap analysis and recommended solutions to bridge gaps in digital capabilities, resulting in improved decision-making processes.
* Assist in the development and refinement of key performance indicators (KPIs) to monitor the effectiveness of risk management strategies and processes.
* Monitored the performance of digital solutions post-implementation and made data-driven adjustments to optimize outcomes.
* provide training and mentorship to team members on data visualization techniques and tools like Tableau and Alteryx
* Assisted in coordinating cross-departmental testing to ensure that changes to the financial systems met operational standards and user requirements
* Performed an in-depth gap analysis of the Human Resource Information System (HRIS), identifying key inefficiencies and delivering actionable recommendations to the steering committee.
* Evaluated the Machine Learning-driven Fraud Detection System, ensuring GDPR compliance and alignment with the client’s risk management framework to enhance system reliability.
* Facilitate knowledge sharing and training sessions with team members to ensure consistent application of risk management practices across the organization.
* Proactively monitor key compliance metrics and operational risks, escalating issues as needed to mitigate potential impacts
* Reviewed and refined existing business processes to integrate new system functionalities, improving efficiency and alignment with organizational goals.
* Oversaw project timelines and release schedules for the CRM system upgrade, effectively coordinating with channel partners to minimize disruptions and ensure smooth deployment during peak retail periods.
* Implemented a hybrid Agile-Waterfall project management approach for the Data Warehouse consolidation, utilizing Microsoft Project for high-level planning and JIRA for detailed sprint execution.
* Led bi-weekly sprint planning sessions for the Mobile Banking App development, leveraging burndown charts and velocity metrics to drive team performance and ensure timely project delivery.
* Facilitated cross-functional collaboration during the Cloud Migration project, coordinating between Product Owners and the Enterprise Architecture team to integrate business requirements into an AWS-based solution.
* Documented end-to-end business processes for the Order-to-Cash optimization initiative, securing stakeholder approvals at each milestone to maintain project alignment with the 18-month roadmap.
* Acted as the primary liaison between the client’s C-suite and the development team during the Loan Origination System implementation, ensuring strategic objectives were met and critical features were delivered on schedule.
* Maintain comprehensive documentation of system processes, configurations, and enhancements for future reference and audit purposes
* Document ETL workflows, data mappings, and transformation logic to ensure comprehensive knowledge sharing and support future system upgrades
* participate in the continuous improvement of data governance and reporting frameworks to support business-as-usual (BAU) processes
* Facilitated Joint Application Development (JAD) sessions for the Enterprise Resource Planning (ERP) implementation, bridging the communication gap between business users and technical teams to align project deliverables.
* Coordinated with cross-functional teams, including Product Managers, Solution Architects, and IT Development teams, to ensure comprehensive integration of business requirements into technical solutions.

**Vistara airlines | Delhi Oct-2015-Sep -2017**

**Jr. Business Analyst**

* Created complicated use cases to test the current system which led to various defects in the mobile site this gave way to more specific goals for the project's needs.
* Performed extensive Requirement Analysis including data analysis and gap analysis.
* Involved in data validation of the results in Tableau by validating the numbers against the data in the database tables by querying on the database.
* Designed and implemented a project management methodology that increased customer retention and led to a 8% increase in revenue
* Spearheaded the elicitation and analysis of complex business requirements for diverse stakeholders within Vistara Airlines, employing techniques such as interviews, workshops, and document analysis.
* Utilized advanced data modeling techniques to analyze and interpret intricate datasets related to passenger traffic, flight operations, and revenue management, contributing to data-driven decision-making processes. Led initiatives to streamline and optimize critical business processes within Vistara Airlines, employing techniques like Business Process Model and Notation (BPMN) and Lean Six Sigma methodologies to identify inefficiencies and implement improvements.
* Played a pivotal role in the integration and implementation of enterprise-level systems and software solutions, ensuring seamless interoperability and alignment with Vistara's business objectives.
* Conducted comprehensive risk assessments and devised mitigation strategies concerning IT systems, regulatory compliance, and operational processes, ensuring resilience and continuity of business operations.
* Orchestrated the documentation and management of business requirements using industry-standard tools such as Atlassian Jira and Confluence, maintaining traceability and version control throughout the project lifecycle. Leveraged business intelligence tools like Tableau and Power BI to develop interactive dashboards and reports, providing key insights into performance metrics, market trends, and customer behavior for strategic decision making.
* Fostered strong relationships with internal and external stakeholders, facilitating effective communication and collaboration across cross-functional teams to ensure alignment with business objectives and project deliverables.
* Implemented rigorous quality assurance processes and conducted user acceptance testing (UAT) to validate the functionality and usability of developed solutions, ensuring adherence to Vistara's standards and regulatory requirements.

**Education:**

**Masters in business Analytics - Texas A&M Commerce**