**KRISHNA B PHN:(908)388-1034** [**hire739-krishna@yahoo.com**](mailto:hire739-krishna@yahoo.com) **   
Sr. Business Technical Analyst**

7+ years of professional experience in Customer Relationship management (CRM), Supply Chain Management, E-commerce, Retail domain and functions such as Order Management, Warehouse Management, Vendor Management, Enterprise Resource Planning, Lean Management and also in Cloud Support.

**CAREER HIGHLIGHTS:**

* Scrum certified with extensive working domain knowledge of all the phases of **Software Development Life Cycle (SDLC)** incorporating traditional **waterfall**; AGILE methodologies **Scrum &** Scaled Agile Framework,Water-scrum-fall, Kanban
* Elicited requirements using various techniques such as **Joint Application Development** (**JAD**)/**Requirement workshops, Interview, Observation, Document analysis, Focus Groups,** and **Questionnaire** over the years
* Adept in creating **Business Requirement Document (BRD), Functional Requirement Document (FRD), System Requirement Specification (SRS), Requirement Traceability Matrix (RTM) as** per company requirement
* Collaborated with Project Manager in developing/assessing **Project Management Plan**, **Project Charter** and **WBS**
* Participated in Scrum ceremonies, extensively used **Jira** for converting requirements to **User stories**, along with **acceptance criteria** and framed **Definition of Done (DoD)** for the **PSPI**
* Extensively used **JIRA** for managing **User stories** and contributed to Scrum Ceremonies like **Release Planning, Backlog Grooming, Sprint Planning, Sprint Review and Retrospective.**
* Experienced in writing **User stories** using **INVEST** criteria and handling the **Requirement Churn** while assisting Product owner in choosing User Stories, prioritizing using techniques like **Moscow, KANO** and estimating using techniques like **Agile Poker, T-shirt Sizing and RMV**
* Expertise in creating UML diagrams like **Use Cases, Activity, Sequence, and Class diagrams** using **MS Visio, Lucid chart** andworked on both **High Fidelity and Low Fidelity Mockup Screens** and **wireframes** using **Balsamiq**
* Specialization in developing and executing IT and business strategies for **Lean manufacturing, Value chain streamlining, SKU Rationalization**, **Demand Forecasting** and supply chain optimization processes like **warehouse-slotting, route planning** and **vendor analysis**, **OMS, WMS** and **Customer Relationship Management**
* Proficient in assessing Project feasibility through **Cost-benefit analysis, SWOT analysis, Break-even analysis, What-if analysis, Gap analysis, ABC analysis, Risk analysis, ROI Analysis, and Value chain analysis, Monte Carlo simulations**
* Proficient in B2B, B2C, C2B and Omnichannel understanding and co-ordination at diverse level of staff
* 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 a good understanding of **Procedures, Functions and Triggers,** also used **Informatica Transformations (Filter, Source, Aggregate, Joiner etc.) for Data Modification**
* Strong and concrete understanding of **EDI integration** and creating **System API, Process API / orchestrator, Experience API**
* Documented solutions using **Share point, Confluence** and used Reporting tools like **Tableau, Power BI, Excel**
* Experience with working in **Test Driven Development** (TDD), and **Behavior Driven Development** (BDD) environments.
* Knowledge in scripting business logic in the web methods of the web services and documenting the **Web Service Level Agreement (WSLA)** document using **eXtensible Markup Language (XML)** to serve as a contract between the front-end & the back-end team for efficient building of the application, resolving ambiguities & speedup design
* Experienced in **defect life cycle**, **defect tracking, defect analysis, defect management** & ability to organize, document & track changes using **JIRA**
* Skilled in **API testing** using **Postman** to check if the API's validation in **JSON, XML** format as defined in the API documentation Using **Swagger** and as required by the workflow
* Experience with working in **Test Driven Development** (TDD), and **Behavior Driven Development** (BDD) environments.
* Skilled in working along with QA team to design **Test plans**, **Test Cases and Test Scenarios for User Acceptance Testing, Black box Testing, Functional Testing, various System Testing, Integration Testing, Regression Testing, Load/Stress Testing, Performance Testing in** both manual and automated testing

# **SKILL SET**

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| **Project Management Tools** | JIRA, Confluence, Azure Dev-ops, MS Project, MS Share Point, Microsoft Office Packages |
| **SDLC Methodologies** | Agile (SCRUM/ SAFe/ Kanban/ XP), Waterfall, Spiral |
| **Databases** | DB2, Oracle, SQL Server 2012, PL/ SQL, SQL Server 2000, MS Access, Flat files |
| **Testing Tools** | HP ALM/ QC, Cucumber, Postman, Selenium, Swagger, HP Load Runner |
| **Programming Languages** | MySQL, JAVA, HTML5, CSS3, C, C++, JavaScript |
| **Web Services API** | JSON, REST, SOAP, XML, FIX, STML, AJAX |
| **Technologies** | SALESFORCE, MuleSoft, Anaplan, Workday, Service Now, Hitachi content platform |
| **ETL & Reporting tools** | Informatica Power Center, Microsoft Azure data factory, SSIS, SSRS, Tableau, Power BI |
| **Operating Systems** | Windows XP/ 7/ 8/ 10, Mac OS X/ Sierra/ High Sierra/ Mojave |
| **Design & Version Control** | Balsamiq, CA Erwin, MS Visio, Smart Draw, Rational Rose, Jenkins |

**PROFESSIONAL EXPERIENCE:**

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| **Sr. Business Analyst** Sep 2020 – Present  West Virginia office of Technology| Charleston, WV  **Description:** The scope of the project was to implement the **Microsoft Azure CRM** and integrate with Offenders information and jails billing data to house all the information under one program. Also worked on upgrading the **Ivanti** **service request** software throughout the agency and created SOP for all the various service requests. |

* Requirement gathered functional and technical specifications for all the offender’s information details including **jurisdiction, magistrate, judge, inmate and billing code** for integrating the details with **Azure CRM** and providing for the **Department of Corrections and Rehabilitation**
* Collaborated with the Project Manager and created **Project Management Plan**, **Project Charter**, **WBS, BRD and FRD** for the project
* Gathered all the requirement for the Ivanti service request upgradation and created SOP’s for various service requests like **CTO review, Project intake, virtual server request, remote access, network deprovision, new SQL instance, application development** etc.
* Used **Azure Dev-ops** for converting requirements to **User stories** with **acceptance criteria** and framed **Definition of Done (DoD)** for the **PSPI**
* Actively participated in Scrum ceremonies, like **Release Planning, Backlog Grooming, Sprint Planning, Sprint Review and Retrospective.**
* Conducted weekly meetings with the project team and **weekly status reporting** and shared it with the Project manager
* Created **Use Case diagrams** and **process flow diagrams** using **MS Visio** for CTO review service request
* Assisted creation of **Test Cases, Test Plans**, **Test Scenarios,** and actively participated testing of the system
* Tested the final application for **User Acceptance Testing (UAT)** to verify whether all the user requirements were catered to by the application

**Environment:** Agile, Scrum, Azure Dev-ops, Microsoft Azure CRM, Ivanti Service request, MS excel, MS Visio

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| **Sr. Business Technical Analyst** July 2019 – Aug 2020  **Deluxe Corporation** | Shoreview-MN  **Description:** The scope of the project was to implement **MuleSoft integration** for the **Deluxe cloud integration platform**. The intent was to eliminate various systems used inside Deluxe and only implement 6 flags (ie) Anaplan, **Salesforce,** Cloudera, SAP ERP, Service Now and Workday. Also worked on automation of shipping and purchase order details for the Deluxe Staples exchange. |

* Requirement gathered functional and technical specification for the **SAP ERP Integration** with various systems to eliminate **IBM EPO** and implement **MulseSoft**. Identified the process and endpoints for all the 43 different systems to be integrated to **Salesforce** and created process flow diagram for the order management and payment processing through **SAP ERP**
* Requirement gathered functional specification for the **Anaplan – Workday Integration** to integrate **employee detail** to Anaplan; **Anaplan – Salesforce** integration for the **Sales Incentive planning**; **Anaplan – Financial** revenue data integration for the **financial demand planning**
* Understood the existing system by understanding **each** system on test environment to perform **GAP** analysis and documented the results in **as-is** and **to-be** categories to generate the business requirements from the clients
* Mapped the **XML** and **JSON** according to the requirement and provided to the developers for **System** **API RAML creation**, **MUnit** and flow creation using **Mulesoft**
* Identified the different system connected to the SAP ERP and assisted in creating **System API, Process API / orchestrator and Experience API** for integration through **MuleSoft**
* Elicit, translate and refine system and business requirements for **Deluxe Staples Exchange US & Canada** to Integrate and automate the **shipping order and Purchase order** confirmation details through **commerce hub** system
* Participated in Scrum ceremonies, extensively used **JIRA** for converting requirements to **User stories**, assisted the Product Owner in writing **acceptance criteria** and framing **Definition of Done (DoD)** for the **project**
* Elicit, translate and refine system and business requirements for **Deluxe Staples Exchange US & Canada** to Integrate and automate the **shipping order and Purchase order** confirmation details through **commerce hub** system
* Created **Use Case diagrams** and **process flow diagrams** using **MS Visio** for demonstrating and proposing concepts to the clients
* Assisted in Implementing **Error handling** by email notification, data recovery by secondary storage using **Hitachi Content Platform** for all the systems
* Facilitated and Communicate weekly status in meetings and progress against outstanding **milestones, status, resource requirements, issues, risks and dependencies**
* Facilitated changes to module design; prepared documentation necessary for change; and coordinated release of changes by creating change tickets in Service Now and presenting them in Change Approval Board.
* Performed **Data Cleanup, Created Mapping Documents** and further responsible to migrate all the **financial revenue data for the Financial services, Small business and promotional systems in Deluxe**
* Selected the test Cases to be automated and performed functional testing of the front-end using **Selenium (IDE and Web Driver)** & executed test case using **TestNG** framework for **Deluxe Bags and Bows** product site
* Involved in setting up the environment for automated testing for parametrization using **Postman** and validating the Json/xml response for the **REST API**
* Assisted creation of **Test Cases, Test Plans**, **Test Scenarios,** and actively involved in final application for **User Acceptance Testing (UAT)** to verify whether all the user requirements were catered to by the application

**Environment:** Agile, Confluence (6.4), JIRA (7.0), MuleSoft, Anaplan, Salesforce, Workday, Service Now, ISIM, MySQL, REST, MS Excel, MS Visio, Safeguard CMS, Commerce Hub, Any point studio, Java, IBM EPO, SAP ERP.

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| **Business System Analyst** Oct 2018 – June 2019  **WALMART** | Bentonville-Arkansas  **Description:** The scope of the project was transitioning from Multi-channel to Omni-channel Point of sales system by implementing TCx gravity and integrating with Order Management System. The intent was to develop a cloud-powered checkout system using Microsoft Azure services for Machine Learning & IOT. |

**RESPONSIBILITIES:**

* Understood the existing system by understanding **POS** system on test environment to perform **GAP** analysis and documented the results in **as-is** and **to-be** categories to generate the business requirements from the clients
* Requirement gathered function specifications to setup **omni channel point of sales (POS)**, for procurement, sale and delivery independent of the channel unified commerce.
* Gathered requirements for payment methods comprising **SOX**/**PCI Compliances, Payment card gateway, Credit card/ EMV** process for paying through the web.
* Elicit, translate and refine system and business requirements for the **Omni-Channel Order Management System** to Integrate all the instore, web and mobile application flow of order to increase **Order Orchestra** and **Inventory Visibility**
* Participated in Scrum ceremonies, extensively used **JIRA** for converting requirements to **User stories**, assisted the Product Owner in writing **acceptance criteria** and framing **Definition of Done (DoD)** for the **PSPI**
* Facilitated and Communicate weekly status in meetings and progress against outstanding **milestones, status, resource requirements, issues, risks and dependencies**
* Collaborated for use of **TCx gravity POS** by Toshiba Commerce and provided guidance to development team required to complete **MuleSoft integration** with **SAP ERP**
* Designed the process flow and assisted in creating **System API, Process API and Experience API**
* Created various diagrams such as **Use Cases, Activity Diagrams, Sequence Diagrams**, **Business Process Model** using **MS Visio**
* Worked closely with the technical team to convert the **functional requirements** into **technical specifications** like **Prototypes**, **Graphical User Interface (GUI)** and **User Interface (UI)mock-ups** using **Balsamiq.**
* Conducted weekly meetings with the project team and **weekly status reporting** (Score Card); prepared an overall QA status report and shared it with the Team/Senior management
* Facilitated changes to module design; prepared documentation necessary for change; and coordinated release of changes for **change management board**
* Forecasted Sales model and calculated Demand for the Daily Consumer Products (DCP) by using **Anaplan**; Created data models, charts and published it across the dashboard for **connected planning**
* Analyzed using **Holt-Winters model** and created reports to determine most popular items by **range selling, geography** and other parameters to make informed decisions on **Consumer Packed Goods** (CPG) inventory
* Performed **Source system exploration**, **data Profiling and Normalizing** to avoid anomalies using **SQL query** on **MS SQL Server for** quarterly selling products
* Document & assisted the ETL team in data mapping from source to target systems for MuleSoft Integration
* Used **MuleSoft Any point platform** to integrate the data across OMS and the Salesforce
* Involved in providing API integration requirements with end points to solution architect and validated the YAML code and documented the API using **Swagger editor master**
* Involved in setting up the environment for automated testing for parametrization using **Postman** and validating the Json/xml response for the **REST API**
* Conducted the **Functional, Nonfunctional, Performance and Security testing** using Postman Document them and generate server in **Node js** and deploy the SRC file in the integrator
* Assisted creation of **Test Cases, Test Plans**, **Test Scenarios,** and actively participated testing of the system during **Smoke Testing, Integration Testing, Black Box Testing** and **Regression Testing** with the help of QA using **Cucumber**
* Tested the final application for **User Acceptance Testing (UAT)** to verify whether all the user requirements were catered to by the application.

**Environment:** Agile, Confluence (6.4), JIRA (7.0), Anaplan, Microsoft Azure cloud, TCx Gravity, IBM sterling order management, Microsoft Azure Data Factory, XML, Json, Node js, SOAP UI, Postman, Swagger editor master, MySQL, REST, CUCUMBER, Tableau (10.0), MS Excel, Rational Requisite pro, MS Visio.

**Business System Analyst** Jan 2017 – July 2018

**KROGER |** Blue ash - OH

**Description:** The scope of the project was to implement **Salesforce CRM** and integrate it with the existing SAP ERP system. Implemented a Salesforce automation program with leads, commission for boosting the sales of the management

**RESPONSIBILITIES:**

* **Interviewed** Subject Matter Experts and performed extensive Document Reviews to develop a thorough understanding of business processes & analyzed the supply chain to aid **Business Process Improvements**
* Performed **Document Analysis** andcreated **process flow diagrams** to understand the **AS-IS** process and collaborated with the team to design the **TO-BE** process based on the gathered requirements
* Participated in Scrum ceremonies, extensively used **Jira** for converting requirements to **User stories**, assisted the Product Owner in writing **acceptance criteria** and framing **Definition of Done (DOD)** for the **PSPI**
* Worked closely with the technical team to convert the **functional requirements** into **technical specifications** like **Prototypes**, **Graphical User Interface (GUI)** and **User Interface (UI)** **mock-ups** using **Balsamiq**
* Created **Use Case diagrams, Use Case Templates** and **process flow diagrams MS Visio** for both systems
* Conducted meetings with developers and business owners to determine the end points, request and respond end point of the mule messages
* Documented the entire API development lifecycle using **MuleSoft Any point platform**
* Facilitated meetings with Salesforce Admins and Developers to determine the data that should be integrated
* Used **Data loader for insert, update and bulk import or export of data from Salesforce** S-Objects used it to read, extract and load data from a comma-separated value (CSV) file
* Monitored the flow of data in components of the **visualforce pages** on lightning platform and dash boards displayed on salesforce mobile1 app were matching the performance standards
* Ensured that there is continuous communication in chatter box and active participation from upper management
* Involved in providing API integration requirements with end points to solution architects and validated the YAML code and documented the API using **Swagger editor master**; deploy SRC file in **MuleSoft**
* Involved in setting up the environment for automated testing for parametrization using **Postman** and validating the XML response for the **REST API** and documented them
* Created API documentation using **Swagger** and communicated it with the developers to serve as a **POC**
* Assisted creation of **Test Cases, Test Plans**, **Test Scenarios,** and updated **Requirements Traceability Matrix**
* Conducted **User Acceptance Testing (UAT)** and actively participated and facilitated testing of the system during **Smoke Testing, Integration Testing, Black Box Testing** and **Regression Testing** with the help of QA
* Assisted the testing team in UI testing using **Selenium** and documented the defects in the **Jira**

**Environment:** Agile, MS Visio, SAP ERP, MS SQL Server 2012, Salesforce.net, Sales cloud, Office 365, JIRA 6.4.14, Tableau 10.3, Web Services, SOA, Bulk API, REST, Balsamiq, MS Office Suite (MS Word, MS Excel, MS Access), Java, Selenium, MuleSoft.

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| **Business System Analyst** Mar 2015 – Dec 2016  **MOUNT FRANKLIN FOODS. Inc |** El Paso - TX  **Description**: The scope of the project was customizing SALESFORCE Sales Cloud Lightning application for Mount Franklin Foods with USDA, INC, Sunrise Confections and Sweet Valley Organics. Integration of Marketing Preference Centre Project from Web to Sales cloud to Marketing Cloud. |

**RESPONSIBILITIES:**

* **Conducted in-person and virtual meetings** with Salesforce Technical Team and Salesforce Business team to begin conversations on Business requirements
* Worked with **Cross-functional** teams (Kentico, Salesforce, Sales Cloud and Marketing Cloud) to gather requirements, analyzed them, documented and performed review sessions and gathered feedback/ sign off
* Actively participated in **Sprint Planning, Prioritization and Backlog Grooming session**s and provided status updates.
* Actively engaged with **Salesforce Admins, Salesforce Developers & Salesforce Testers** to discuss on **Salesforce Standard Objects, Custom Objects, User Profiles, Roles, Permission Sets, Page layouts, Reports, Rules & generated process builders**.
* Coordinated with the system admin assigning roles, permission sets and profiles depending on the **role hierarchy, organization wide defaults, sharing and manual rules at object and record level**
* Created **Use Case diagram**, **Data Flow diagram, Activity diagram** showing the workflow Using MS Visio
* Performed **Data Cleanup, Created Mapping Documents** and **further responsible to migrate the Data into the Sales cloud Production environment via Data loader and Data import wizard based on Business Logic/ Criteria**.
* Assisted in creating UI Documents to express component design, navigation and created **wireframes and mock-ups**.
* **Used Tableau** for data reporting, studying the trends, data patterns, data forecasting and visualization
* Guided QA team in **reviewing Test Strategies, Test Plans and Test Cases & performed testing as needed.**
* Conducted **walkthroughs and sprint demo sessions with End Users**. Worked with geographically located teams which included offshore teams

**Environment:** Agile, MS Visio, MS Office Suite, MS Word, MS Excel, Salesforce lightning platform, Sales cloud, JIRA, Balsamiq, API, Data Loader, Reports, Custom Tabs, Email Services, Security Controls, HTML, JavaScript, Java, .Net, Informatica Power Center 10.1v, Informatica Cloud, Hadoop, ITSM, Horton work HDP 2.6, Marketing Cloud and VSTS.

**SQL Developer** June 2013 – Feb 2015

**Asco Numatics|** Chennai-India

**Description:** I worked on the SAP ERP implementation project in the organization to integrate day to day activities of the organizational units like manufacturing unit, R&D and sales unit to reduce the redundancy, cost and integrating the business operations.

**RESPONSIBILITIES:**

* Provided Data analytics support for high-priority decisions, customer service improvement and organizational realignment through Data reporting and analysis on Excel.
* Worked on **SAP** Enterprise Resource Planning Systems (**ERP**)to generate and manage the Management information systems reports (**MIS**).
* Developed database **objects**, including **tables** and **views** to normalize our data and to secure its integrity and **materialized views** using SQL queries on **MYSQL** database.
* Developed SQL Queries with multiple tables joins, functions, subqueries, set operations and T-SQL stored procedures and user defined functions for data analysis.
* Coordinated statistical data analysis, design, and information flow.
* Analyzed and interpreted consumer behavior, market opportunities and conditions, marketing results, trends, and investment levels through **Content** and **Collaborative** analysis to do the **market segmentation**.
* Work directly with internal users on implementing **ERP** system to meet business needs.
* Designed data model based on the requirement, interacted with end users to understand the business logics.

**Environment:** SAP ERP, Windows XP, MS project, SQL Server 2005/2008, SQL, MYSQL, Oracle, Sybase IQ, Microsoft Visio, MS Office 2010, MS Access 2010.

**EDUCATION:** Bachelor of Engineering | Anna University| Chennai, TN – India

**CERTIFICATIONS:** Scrum Master Accreditation Certificate | Lean Six Sigma Green Belt