Vibhor Bhalla

Seattle, WA
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• 15 + years of extensive experience in field of Program Manager / Business Systems Analysis / Process Engineering / Process Architecture/ Product Owner / Product Manager in Telecom, Healthcare, Finance, Process Modeling, E-Commerce, Data Architecture, Data Modeling and Project Management in IT, telecom, banking and insurance domains.
• Strong business focus and the ability to weigh technical alternatives, facilitate problem solving and issue resolution.
• Strong experience in Vendor Management, Stage gating processes, Scorecards design and processes.
• Have modeled and assumed into leadership roles in designing, translating, conveying, and implementing business processes and system solutions.
• Expertise in UX design.
• Expertise in providing supply chain solutions.
• Ability to deal with trade-offs, conflict, and change management in a collaborative and positive manner.
• Extensive experience working with UAT teams designing, executing and monitoring test cases.
• Knack of becoming "Go-To" person for technical and business teams.
• Expertise in Various Facets extensions.
• Extensive experience in leading project with hybrid (WATERFALL and AGILE) organizations.
• Skilled in multiple BI tools, Tableau, IBM COGNOS, and Fiserv Business Intelligence Tool.
• Well versed in strategic planning processes including defining technology roadmaps, developing organizational capability, and setting goals for department as well as individuals.
• Proven track record in all aspects of leadership and staff management, and a passion for helping employees manage their careers and individual development.
• Strong experience in Privacy domain and ensuring that corporate wide Privacy policies are followed and implemented.
• Possess extensive hands-on experience and managerial responsibility for requirement definition, analysis, design, development, testing and implementation including Business Intelligence data warehouse and Data marts.
• Analyzed business functions and performed business process improvement with emphasis on increasing effectiveness and efficiency in telecommunication industry.
• Well versed in SDLC & methodology, project management, standards development, meta-data management, data modeling, database design, and training.
• Ability to apply cost/risk/benefit principles in advocating for best approaches to process improvement.
• Experience in conducting SWOT Analysis, Cost Benefit and ROI Analysis.

#readytowork

Willing to relocate: Anywhere
Authorized to work in the US for any employer

Work Experience

Lead Program Manager / Business Systems Analyst
WSDOT, WA
January 2018 to Present

Project(s): Financial Systems Modernization readiness

Responsibilities:
• Provided expertise and tactical execution in all aspects of business and functional analysis.
• Represented client, fulfilling our commitment to provide an outstanding level of service and our mission of driving quality into software.
• Established and grow personal relationships with client staff to get things done.
• Lead a team of 4 Senior Business Analysts, leading 4 different system replacement projects.
• Developed and maintain formally rigorous business and functional system requirement documentation to drive system development.
• Assisted One Washington program by providing systems and department knowledge, including Chart of account changes, Data flow diagrams for existing financial application interfaces and lead business capability mapping sessions.
• Collaborate cross-functionally across all levels of leadership on Businesses, Platform teams, and Central teams to drive key programs and projects.
• Worked as a Program Business Analyst and helped build Decision Packages on behalf of directors and Asst. Secretaries requesting budgets for various programs proposed by DOT.
• Identified gaps in existing processes or areas of inefficiency by interviewing process owners and IT management
• Built and managed program launch plan, revisions control, triage, escalation, and milestone management
• Drive and manage successful delivery of work streams and deliverables--fostered relationships to build a spirit of collaboration and success
• Synthesized voice of stakeholders into insights and infuse themes into program updates.
• Prepared presentations and clearly communicated findings from initiatives to senior leadership within DOT teams.
• Partnered with the OCM Manager to streamline and tailor the change management approach for the organization.
• Utilize OCM best practices based on the Prosci framework
• Lead interviews with various Regions and WSDOT headquarter business and system specialists to document AS-IS system state and gap analysis.
• Created requirement Traceability Matrix to identify Business, System and functional requirements, Identify use cases, test case etc.
• Worked with Program management team to identify and evaluate Vendors to find new systems to replace legacy (mainframe financial systems).
• Worked on developing RFI, RFPs for replacing legacy systems.
• Worked on drafting legislative Decision Packages with the OCM (Organization Change Management Team).
• Documented financial reporting requirements, internal, external, proviso reports.
• Reversed engineered existing reports programmed in Cognos and other Legacy systems to the data sources and planned on designing reports in a future modern COTS financial system.

• Provided support for One Washington initiatives as a lead business analyst for representing financial system needs.
Workforce Time and Attendance Implementation:

• Helped DOT teams restructure Functional design documents for Workforce implementation for Marines.
• Analyzed Bargaining Agreements for 6 different unions, worked with OCM team in understanding requirements for each group.
• Worked with Workforce configuration teams in getting the system confirmed for all Unions Time and Attendance needs.
• Worked with OCM teams in planning configuration review sessions.
• Travelled with the core Team to interview stakeholders from different regions for understanding and documenting existing time and attendance business processes and requirements.
• Implemented Workforce Emp. Center configuration and exception handling.
• Worked with vendor and internal configuration teams to ensure the logic in the system is properly documented, testable and gets sign offs from program stakeholders.

Principal Business Systems Analyst

Premera, WA
June 2017 to January 2018

Premera is the power-house insurance company in the greater Washington state. Providing coverage to over 2 million Washingtonians and growing coverage year over year. The Premera ideology is Making Healthcare Easier for our Customers, which is an image embodied and emboldened by the associates working throughout the company.

Responsibilities:
• Worked as Lead Analyst to implement 30-million-dollar application meant to replace various legacy and sun-setted applications within the Enterprise.
• Created cross department collaboration for agile grooming sessions in the Provider Network systems in Premera.
• Negotiated requirements between business stakeholders and technical stakeholders to ensure the design being delivered is both Customer-Centric without procuring erroneous technical debt.
• Worked directly with end-users to build procedures and work through production pain points to ensure product is used to its fullest potential.
• Worked on many ETLs ICD 10, etc. for transporting data in FACET.
• Designed and troubleshoot many ETL issues.
• Worked with the UAT teams to design, execute and documenting test cases, defects and resolution.
• Facilitated team meetings, discovery sessions, and JAD sessions with stakeholders and SMEs that resulted in comprehensive deliverables ranging from; business requirements, wire frames, functional specs, use cases and test plans for various SDLC initiatives.
• Worked within various levels of Business to establish outstanding customer service as well as bringing an attitude of "no role too small" into projects.
• Worked on Facets upgrade project.
• Contributed to various internal initiatives to increase Analyst Productivity and identify metrics to improve processes and documentation within the organization.

Principal Business Systems Analyst / Technical Product Owner

T-Mobile, WA

June 2014 to June 2017

T-Mobile US provides wireless voice, messaging, and data services in the United States, Puerto Rico and the U.S. Virgin Islands under the T-Mobile, MetroPCS and GoSmart Mobile brands. The company operates the third largest wireless network in the U.S. market (not counting Sprint Corporation's inactive MVNO accounts) with over 55 million customers and annual revenues of $29.56 billion.

Responsibilities:
• Directed phases of various projects from inception through completion.
• Guided channels like Web, Telesales, and B2B etc. in designing and developing projects and solutions.
• Built strategic relationships with OEMs, Technology partners, design agencies and staffing vendors to provide mutual beneficial solutions for many device and product launches.
• Evangelized product features and led cross-functional teams to build prototypes, Mobile apps, Micro-sites and Analytics tools.
• Worked with UX teams in finalizing Wireframes, redlines for T-Mobile.com and My-Tmobile.com.
• Worked on designing many IOT software related.
• Connected distributed devices and gadgets into valuable assets that drive customer engagement or monitor and manage crucial data.
• Provided supply chain consulting service for E-commerce companies. Create forecasting model and improve supply.
• Developed IT system for the clients to process online B2B or B2C orders, manage inventory and shipments.
• Strong analytical and time management skills to ensure projects are producing quality results.
• Collaborated with management to deliver assigned programs - Developed group and individual timelines, assessed/identified potential bottlenecks in each project/program process.
• Lead the technical implementation of building a new eCommerce site with high volume web services using cloud technologies powered by Adobe and Amazon Web Services.
• Led as key SME for Loss Mitigation COTS solution implementation and integration.
• Developed an ongoing system for vendor pricing and comparing it to average market Price.
• Led the planning, design and development of T-Mobile 'UnCarrier' initiatives for removing customer pain points on their web & telesales channels resulting in a 1 Million net adds/ quarter
• Facilitate process re-engineering and story boarding workshops for slotting them in Agile Sprints.
• Created business requirements for IT solutions targeted to develop new capabilities and fix these gaps
• Directed the recruitment process of key employees and the selection of consultants and outsource-vendors.
• Lead successful launch of more than 23 game changing promotions across T-Mobile into production in an Agile / Waterfall hybrid environment.
• Developed and initiated internal processes to improve program delivery within specific timeframes.
• Managed teams working on different programs and smoothed out any areas of possible conflict.
• Evaluated the timely performance of different teams working on a project and documented the progress accordingly.
• Assisted the development teams in documenting the project designs and making changes as per needs.
• Ensured that all programs were executed within established time period and complied with the defined standards.
• Worked with QA and UAT teams on every project and offer for documenting test scenarios
◦ Designed and approved QAT and UAT test cases.

◦ Helped testing teams generate data for testing and resolved test data issues for UAT teams.
• Achieved operational objectives by contributing information and recommendations to strategic plans and reviews.
• Prepared and completed action plans; implementing production, productivity, quality, and customer-service standards; resolving problems; completing audits; identifying trends; determining system improvements; implementing change.
• Met financial objectives by forecasting requirements; prepared annual budgets; scheduled expenditures; analyzed variances; initiated corrective actions.
• Enhanced department and organization reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.

Lead Technical Business Systems Analyst / Sr. Agile Product Owner

Nike
September 2013 to June 2014

Responsibilities:

Nike, Inc. is an American multinational corporation that is engaged in the design, development, manufacturing and worldwide marketing and selling of footwear, apparel, equipment, accessories and services. The company is headquartered near Beaverton, Oregon, in the Portland metropolitan area, and is one of only two Fortune 500companies headquartered in Oregon. It is one of the world's largest suppliers of athletic shoes and apparel and a major manufacturer of sports equipment.

• Generated timely and accurate reports on the status of program operations and communicated to customers.
• Developed and implemented strategies to enable the offices, to achieve operational and financial objectives.
• Evaluated all business processes and developed and implemented process improvements to increase efficiency.
• Lead projects and managed complicated integrations between multiple products like Order Management (IBM DOMS), Finance (SAP), Shipping, Front end system (Oracle ATG) and MW (Oracle Fusion and in-house MW developed on JAVA).
• Lead documentation of existing product capabilities on confluence.
• Lead User story / Epic documentation and design discussions for new product capabilities for new and ongoing projects.
• Lead SCRUM and sprint backlog planning sessions and participated as SME for middle ware and integration teams.
• Helped in sizing user stories and sprint planning along with lead development and testing teams.
• Lead JAD sessions and became the "go to" resource for developers and business for problem solving and analysis.
• Interpreted data on logistics elements, such as availability, maintainability, reliability, supply chain management, strategic sourcing/distribution supplier management, and transportation.
• Prepared reports on logistics performance measures.
• Provided ongoing analyses in areas such as transportation costs, parts procurement, back orders, and delivery processes.
• Confer with logistics management teams to determine ways to optimize service levels, maintain supply- chain efficiency and minimize costs.
• Prepared and executed cross device, cross browser tests - and helped automate them.

• Assisted in all phases of business planning and also helped in developing change management policies.
• Managed relationships with existing customer base to ensure a high quality of service, resolved issues promptly and ensured customer satisfaction.
• Worked on designing ETLs for Order data going through order management and data Warehousing systems.
• Designed new integrations, provided source to target mappings.
• Worked very closely with UAT teams for designing test cases and triaging defects for successful delivery of many projects.
• Worked closely with management to find ways to enhance relationships within team's IT and business teams.
• Developed new business opportunities within the organizations.
• Provided direct participant services and carried a participant caseload using principles of the "What Works" system.
• Maintained program productivity records and generates periodic reports regarding program activity.
• Identified, tracked, monitored and communicated project-related issues, scope changes, variances and contingencies arising during project implementation.
• Accomplished IT staff results by communicating job expectations; planning, monitoring, and appraising job results; coaching, counseling, and disciplining employees; initiating, coordinating, and enforcing systems, policies, and procedures.
• Maintained organization's effectiveness and efficiency by defining, delivering, and supporting strategic plans for implementing information technologies.
• Directed technological research by studying organization goals, strategies, practices, and user projects.

Sr. Business Analyst - Healthcare IT

Kindred Healthcare
December 2012 to August 2013

Responsibilities:
• Collaborated and provide critical thought and best practice discipline in the planning, design, development, and deployment of new applications and enhancements to existing applications.
• Acted as an advisor to senior leaders to develop an IT strategy which aligns with business needs
• Involved in implementation of HIPAA EDI Transactions (835,837)
• Worked with the management for improving and giving new ideas for designing future processes of the HIPPA transactions dealing out with EDI'S 271, 276 and 270, 470, 835, 837, 834, HIPAA 4010, 5010, claim adjustments, claim processing from point of entry to finalizing, claim review, identifying claims processing problems, their source and providing alternative solutions using best practice model and principles
• Well versed with ICD10, FACETS.
• Documented stakeholder requirements using interviews, document analysis, workshops, and workflow analysis
• Attended daily standups and hosted SCRUM backlog grooming sessions.
• Acted as a liaison between business stakeholders and the IT team to ensure requirements are accurately captured and fully understood by involved parties
• Analyzed and documented business requirements and processes; communicated these requirements to technical personnel by constructing basic conceptual data and process models, including workflow, use case, domain models, and activity diagrams.
• Performed gap analysis to define and map current and future state processes

• Analyzed complex data relationships to determine data requirements and model data
• Worked with UAT tasks involving FACETS application and claims processing
• Monitored Facets, Onyx, and CCMS configuration settings to ensure support of current business processes.
• Maintained and modified training documents
• Extracting data from databases and preparing reports for auditing/SOX compliance purposes
• Created wireframes and mock-ups to graphically represent the functionality
• Determined process flow for new systems or technology/data transfer between existing systems; modeling design and requirements to follow system and/or product cycles to completion
• Captured, defined, analyzed and translated functional and non-functional business requirements into activity diagrams, system use cases and supplemental specifications that contribute to effective software development
• Defined best practices, processes, and standards in an effort to continuously improve efficiency within the business analysis discipline.
• Worked with the quality assurance team to validate system acceptance and user acceptance test plans and test scripts to ensure error free applications, tools and reports. Assisted in analyzing testing results throughout the project
• Worked closely with the technical team to ensure functional requirements are accurate and complete. Ensured detail design documents accurately reflect customer needs and expectations

Idaho Power, ID

Lead Business Analyst
TFS - Power, Idaho, US
February 2011 to December 2012

Company is a regulated electrical power utility. Its business involves the purchase, sale, generation, transmission and distribution of electricity in eastern Oregon and southern Idaho. First project was based on understanding business requirements of Reliability Engineering group, building short- and long-term roadmaps for IT support teams for enabling IT to support the business group.
Second project includes designing Integrations for the new Outage Management System being implemented for Idaho Power. This project also includes designing the Outage Data Mart (which includes Data Base Modeling, ETL design, data conversion etc.) for reporting the outage data.

Responsibilities:
• Lead and developed a strong engineering team and drove it towards a common engineering goal.
• Managed diverse portfolio of 20+ tools/application/portal built in .Net, SharePoint, TFS etc.
• Defined the roadmap for services that I managed and partner with business stakeholders to derive the roadmap.
• Lead new Software implementation project from scratch for multiple Oracles' outage management system (OMS)
• Helped create meaningful and innovative mobile, web and IoT products, help research and design User Experience flows
• Helped integrating fleet management modules of the OMS systems to existing Idaho Power Systems
• Worked with vendors in creating a traceability matrix for the OEM product.
• Worked with the product leadership and vendor dev teams to customize the OMS to Idaho Power needs
• Managed the development of outage Data Mart to provide reporting and support auditing needs.

• Created the project execution plans, writing functional specification and testing to ensure that product meets the requirements.
• Worked on Many IOT software used by engineers, to do gap analysis and system enhancements.
• Managed the infrastructure requirements for the team OMS and EDW datacenters specifically to help Reliability requirements.
• Measured release size using Function Point Analysis on every software release, including both Agile and Waterfall development methodologies regarding both commercial off-the-shelf (COTS) and custom developed code.
• Performed Function Point counts on business requirements for new or enhanced capabilities, received through business service management processes.
• Identified and address dependencies and conflicts before they become showstoppers.
• Managed Resource Mobilization & project resources logistics.
• Followed up on project work plans, targets and timescales.
• Managed billing and collection process with client.
• Actively evaluated resource allocation, scheduling and coordination with the proper sense of urgency.
• Developed strong relationships with key partners within the enterprise.
• Managed the sustainment work for 30+ applications.

Sr. Business Analyst
Verizon Wireless
April 2008 to February 2011

Project: IVR Implementation

Verizon Communication, providing telecommunications an Internet services in the United States. The project was developed around IVR application that automatically captures the customer's phone number and response using touch-tone phone. When calling the VERIZON Communication, the potential customer hears the company custom greeting and the instructions on how to use the Hotline. The hotline was customized to ask some or all prequalifying questions such as: Account Number, Address, Down Payment, Desired Monthly Payment, Transfer account etc.

Responsibilities:
• Regularly reviewed the activities performed by the Project Managers and shared the status with the Managing Director as and when required.
• Reviewed comprehensively all contract documents i.e. drawings, specifications & contract conditions.

• Initiated & directed the development of the project planning processes including telecoms. Method, schedule, team organization, procurement schedule, labor manning schedule, equipment, approval of temporary facilities plans.
• Establish in consultation with client representative procedures/forms governing project billing cycle.
• Initiate & direct the development of the project planning process including telecoms. Method, schedule, team organization, procurement schedule, labor manning schedule, equipment, approval of temporary facilities plans.
• Establish in consultation with client representative procedures/forms governing project billing cycle.
• Review & communicate to staff the project/s budget & ensure that all expenses are within & in conformity with budget allocation.
• Direct the preparation of and review progress & special reports needed by client / company management.

• Oversee safety & security plan & ensure its proper implementation.
• Prepare & submit the final project report & prompt close out of the contract.
• Evaluate performance of personnel reporting to him, review & decide upon the evaluation of all employees in the project.
• Motivate continuous performance improvement of all functions & employees in the project.
• Responsible for managing a program of multiple projects providing remote projects support and monitoring projects performance through managing a central support projects management desk & doing cost building, preparing quotations and biddings.

Sr. Business Analyst
Sasken Communications
January 2006 to March 2008

Sasken Communications spans the globe with its high-capacity broadband fiber-optic network.
The project was based on Call accounting systems, which capture, record, analyze and organize information about telephone calls from the system's Station Message Detail Reporting (SMDR) port, and then prepare reports on the data. It also allocates telephone-calling costs among departments and divisions.

Responsibilities:
• Defined the scope of the project, gathered business requirements and documented them textually or within models for system enhancement and integration solutions.
• Excelled in guiding the work of technical teams. Articulated project goals and scope, translated business needs into technical terms, prepared detailed work breakdown structures (WBS) and instilled shared accountability for achieving project milestones.
• Created cost-benefit analyses and ROI assessments that were used as the basis for decision-making on proposed IT implementation projects.
• Acts as the company representative with vendors and suppliers during project execution.
• Resolved numerous project issues including staffing shortages, tactical matters, scope creep and divergent business and user needs.
• Conducted planning and operational readiness assessments to provide an effective transition into production.
• Mitigated risk by identifying, escalating and resolving issues across multiple delivery groups and/or projects.
• Assessed project issues and identify solutions to meet productivity, quality and customer goals.
• Managed resource allocation across multiple projects including tracking resource bandwidth and forecasting future availability for scheduling new projects.
• Guaranteed the attainment of key milestones by proactively tracking metrics and project outputs.
• Applied effective project management methodologies and control techniques.

Business Analyst
Yahoo Inc
January 2003 to December 2005

Project: E Commerce Projects

Yahoo! Is a global brand that changed the way people communicates with each other, conduct transactions and access, share, and create information. Yahoo! Inc. attracts hundreds of millions of users every month through its innovative technology and engaging content and services, making it one of the most trafficked Internet destinations and a world class online media company Integrated

Consumer Experiences, Applications (Communications and Communities), Search, Media Products & Solutions, and Mobile. The project was to create and enhance the customer facing website/portal and customer facing email pages.

Responsibilities:
• Defined the scope of the project, gathered business requirements and documented them textually or within models for system enhancement and integration solutions.
• Interviewed business area experts, asked detailed questions and carefully recorded the requirements in a format that can be reviewed and understood by both businesspeople and technical people.
• Prepared Business Workflow models that cover "How" business processes are accomplished. Involved in detailing project mission, Data Flow Diagrams and timelines.
• Formed a bridge between the Project Manager and different teams with effective presentations.
• Analyzed business requirements and segregated them into high level and low-level Use Cases, activity diagrams using Rational Rose according to UML methodology thus defining the Data Process Models.
• Analyzed data with Access to generate information about clients and their attributes and drafted a data requirements document.
• Held meetings with users and stakeholders to identify problems, resolve issues and improve the process to ensure a stable and accurate solution.
• Prepared Business Workflow models and process diagrams depicting how business processes are accomplished.
• Used SQL query for back end testing
• Designed individual physical structure of the business using .NET Framework and OLAP.
• Supervised the implementation of Data Transformation Services in converting current data into SQL Server.
• Performed web creations and development using ASP.NET, MS Visual Studio .NET and C#. Created web reports for conferences using Crystal Reports
• Grouped the Use Cases and other diagrams into sequence and collaboration Diagrams using Rational Rose based on UML methods thereby defining the business process model.

Business Analyst - Finance
Bank of New England
January 2002 to December 2003

Projects: Banking Projects

The Project involved installing IMPAC system and integrating it with their current bank system. The project also involved developing and disseminating M&A information packet and data conversion.

Responsibilities:
• Conducted meetings, interviews and JAD sessions with stakeholders to collect business requirements. This information along with the vision document was used to transform business requirements into System Requirement Specifications.
• Work with System such as AFS, ALS, CACS, APPRO, UNIFI, LoanServ, FD, DATASCAN4, Leasemaster
• and various in house and vendor applications.
• Managing a team of user acceptance testers (UAT), who perform testing for all mortgage origination systems (Home Connect, Wholesale Connect, and UNiFi).
• Conduct market comparable and market transaction analysis.
• Drafted data requirements for conversion from AIX to Windows and from Access to Oracle formats.

- Ported products to run on Solaris, HP-UX, AIX, and Windows x64.
- Queried and presented data conversion issues on source data for ownership, classification and updating.
- Performed data cleansing prior to certifying readiness for conversion.
- Utilize various databases (e.g., Bloomberg, Thompson, SNL).
- Prepare presentations and Coordinated meetings and activities with various region and country counterparts
- Track and monitor progress.
- Supported M&A and restructuring leaders in various tasks.
- Undertook back end testing using SQL and wrote queries.
- Identified various types of risks such as the Market Risk and Credit Risk.
- Used applications, which included fixed protocol to interact with other systems and brokerage houses.
- Helped identifying reports for decision support system and was interacted with database designers and architect.
- Extracted the business requirements from the end users keeping in mind their need for the application and documenting it in MS Excel and MS Visio for the developers.
- Conducted milestones planning of the project through walkthroughs and meetings with various leads from Development, QA and Technical Support teams.
- Documented System Requirements and features requirements and supplementary requirements using Rational RequisitePro.
- Used Use Case Models and Business Object Models.
- Created both high-level and detailed Use Case Models to define the features of the application to be used by the development team.
- Prepared Business Workflow model.

Education

Master's

Skills

- Agile
- SQL
- SDLC
- Data Warehouse
- Waterfall
- XML
- Scrum
- Microsoft SQL Server
- Project Management
- Program Management
- UML
- Vendor Management
- Strategic Planning
- Strategic Sourcing

- Architecture
- Hiring
- stakeholder management
- Budget Management
- Budget Development
- User Acceptance Testing
- Requirements Gathering
- APIs
- Application Development
- JavaScript