**Summary:** Over 10 years of experience as a Business Analyst with solid understanding of Business Requirements Gathering, Data warehousing, Data Modelling, Translating Requirements into Specifications, Application Design. Having expertise in all phases of Software Development Life Cycle ("SDLC"). Certified in - Developing Big Data Solutions with Azure Machine Learning (Certificate ID [**924d57a95c7640ec8da43ed8de049879**](https://courses.edx.org/certificates/924d57a95c7640ec8da43ed8de049879)).

* Highly motivated self-starter with excellent communication, presentation and interpersonal skills, can perform well both independently and with a team, always willing to work in challenging and cross-platform environments.
* Expertise in Software Development Life Cycle (SDLC), Object Oriented Analysis and Design and Agile Methodology. Experience in JAD Sessions, Live Meetings and Interviews.
* Excellent understanding of Data services, Data ETL using SQL query tools and applications. Experience on Azure Data Service and Products: Data factory, Data lake, Azure
* Conducting Joint application development (JAD) sessions for gathering requirements, and Rapid application development (RAD) sessions to converge early toward a design acceptable to customer and Request for Proposal (RFP), Request for Information (RFI).
* Working expertise in Workflows and UML diagrams such as Use case diagrams, Activity diagrams, Sequence diagrams and Class diagrams.
* Experienced in Projects with Waterfall, Agile and Proprietary methodologies in all areas of project life cycle in a highly-structured change management environment
* Knowledge of update set import set and transform maps in ServiceNow for data mapping and data transformation from legacy system to ServiceNow.
* Agile experience includes; leading sprints through sprint planning and development, creation and prioritization of the product backlog, as well as user story and acceptance criteria development. Experienced in leading sprint review and sprint retrospective sessions.
* Extensive experience in creating Business Requirement Document (BRD), Use Cases, Test Cases, Test Scenarios, Change Requests Forms *(including respective business cases)*, Requirements Traceability Matrix (RTM), Metric Specification Requirement Documents *(along with respective data mapping)*, Training Guides and other extensive support documentation; throughout the Life Cycle of a project
* Gathering business and technical requirements from both formal and informal sessions through interviews, Net-Meeting, questionnaire, video conferencing, JAD sessions and conference calls. Documentation of Business assumptions and Constraints with stakeholders and other parties
* Designed, developed and implemented Power BI Dashboards, Scorecards & KPI Reports. Also capable of designing the same in other visual analytics tools such as Tableau, OBIEE, etc.
* Involved in project scope meetings with the Pricing manager to understand the type of requests and issues handled by the pricing team and documented the high-level business requirements to the product backlog using JIRA
* Involved in Joint Application Development sessions with SMEs and development teams and documented functional business requirements as product backlogs using JIRA
* Extensive experience in developing Test Scripts, Test Cases and Test Plans for the UAT (User Acceptance Testing).
* Experience in performing GAP analysis, SWOT analysis, PESTEL Analysis, Cost benefit analysis, and Risk analysis. Also, good at complex data analysis using MS Excel and SQL.
* Expertise in creating UML based modeling views like Activity/ Use Case/Data Flow/Business Flow /Navigational Flow/Wire Frame diagrams using Products like MS Visio and Concepts Draw Pro.
* Extensive experience in implementing BI concepts like self-service analytics and data visualization. Deep experience with the design and development of Tableau visualization solutions

**EDUCATION & CERTIFICATIONS**

**MBA** (Global Business) – [Coventry University, UK]

Bachelors of Electronics & Communications Engineering

DAT228x: Developing Big Data Solutions with Azure Machine Learning

**TECHNICAL SKILLS**

|  |  |
| --- | --- |
| **Data Science/Machine Learning Tools** | OBIEE, MS Power BI, Tableau, Azure ML Studio, Minitab, Advanced Excel |
| **Operating Systems** | Windows, LINUX, Mac |
| **Data Bases** | Microsoft Access, Oracle 8i/9i/10g, MS SQL Server |
| **Programming Languages** | Working knowledge on Java, .net, Python, UNIX, SQL, DevOps, HTML |
| **Workflow Processing Tools** | Balsamiq, SVN Pro, MS-Visio, MS-Project, MS-Excel, MS-Word, MS-PowerPoint |
| **Packages** | MS Office, MS Visio, MS Project, MS Share Point, SalesForce, ServiceNow, ER Studio, FieldGlass |
| **Project Methodologies** | Agile (Scrum), Waterfall |
| **Bug Tracking/ Ticketing Tools** | TFS, ALM, JIRA, ISM, HP QC |
| **Content Management Tools** | Drupal, REST, SEO, Adobe Acrobat Pro/DC, HTML, Cross-browser Compatibility (IE, IE Edge, Mozilla, Google Chrome), Section 508 Compliance, Adobe LiveCycle Designer for creating forms, JAWS, NVDA |

**PROJECT EXPERIENCE**

**Department of Health, Albany, NY Nov’19 – Present  
Lead Business Analyst**

Working on NYWIC (New York Women, Infants and Children) project through ITS, at Dept of Health.

**Responsibilities:**

* Currently worked on migrating on-premise server to Azure Cloud. Single point of contact with vendor team (enterprise Microsoft customer support),
* Following waterfall methodology, where candidate responsible for creating and maintaining the documentation like – Business Requirements Documents, Use Cases, Test Cases, etc.
* Responsible for conducting the formal UAT sessions for every quarter’s release.
* Leading the effort of coordination between multiple teams, i.e. vendor(s), program, sections, data mart team and ITS team for gathering requirements through JAD sessions, adding enhancements.
* Working on rebuilding the complete reports produced by the vendor, to make them specific to NY state. This effort needed revisiting all the existing reports in the tool, validate them on datamart using OBIEE tool and came up with proposed reports designed as per needs of the Local Agencies.
* Created process flows using MS Visio and identified potential gaps in the process.
* Created the tool to comply to federal guidelines for qualifying the participants based on their employment status, and salary level.
* Lead the effort in analyzing the existing reports and make sure that they are New York State specific and comply as per the section’s requests.
* Lead the effort of compiling the new requirements for continuous integration and development every quarter, as per the enhancement requests provided by the program, sections and Local Agencies. These were logged in ISMS, which were further analyzed and compiled into meaningful requirements.
* Involved in policy analyses, where the candidate is responsible for analyzing the complaints raised on Bureau of Special Investigations (BSI) module. BSI module handles case management as well.
* In this project, the tool needs to comply to federal guidelines for qualifying the participants based on their employment status, and salary level.
* Created data dictionary for often used retail and technical terminology for benefit of developers and customers respectively and worked for Request for Proposal (RFP), Request for Information (RFI)
* Lead the effort of compiling the new requirements for continuous integration and development every quarter, as per the enhancement requests provided by the program, sections and Local Agencies. These were logged in ISMS, which were further analyzed and compiled into meaningful requirements.
* Did the GAP analyses for the implementation of Vendor Monitoring Mobile application and other web-based interfaces. These analyses were helpful for the creation of new application as the exact places of improvement were clear, due to as-is and to-be analyses.

**Environment**: MS Azure Cloud, NYWIC (all 3 instances), OBIEE, MS Office Suite, EBT Cards (Local Terminals used on ITS network for testing), MS-Visio for creating manuals,

**Cushman and Wakefield, Houston, TX Nov’18 – Nov’19  
Lead Business Analyst**

**Senior Business Analyst**

Worked in the ArcGIS team. This team is responsible for making and implementing the 3D web scenes for the worldwide markets of Cushman and Wakefield.

**Responsibilities:**

* Lead activities during analysis, design, construction and testing phases of large scope projects.
* Facilitate in requirements and design sessions for large projects.
* Develop process and data models using modeling and process tools.
* Prioritize system and data functionality requirements based on user needs, business analysis, and project constraints.
* Incorporated Power BI Dashboard in the market overview page of ArcGIS tool, for showing the market stats.
* Working knowledge on fieldglass which is used majorly for time entry purpose. Implemented the HR policy in fieldglass.
* Extensively used Azure Machine Learning to set up the experiments and creating Web services for the predictive analytics
* Designed and implemented basic SQL queries for QA testing and report/ DATABASE validation.
* Led agile scrum team to add enhancements to Confidential web site. Enhancement features relating to user interface and navigation, show loan types and rates, page add-on for FAQ, content management revisions, addressing vulnerability assessment findings, and site catalyst reporting
* Used multiple data sources by blending data on a single worksheet in Tableau Desktop
* Created DevOps technical documents including large library of Readme files, Developer documentation and Release Engineering process guides.
* Develop KPIs and provide ITSM performance metrics reports using ServiceNow Performance Analytics Module
* Worked as a part of scrum team, in an agile methodology with sprint cycles, daily stand ups and story implementation. large cross functional project and support teams.
* Serve as a point of contact for the client’s stakeholders and provided customer support in addition to team building with on and off shore agile teams.
* Geo-coding the clients and updating the clientele on SiteSolutions, which is proprietary database of Cushman and Wakefield)
* Geo-code all the respective clients and fill the necessary details by working with the third-party companies partnered with Cushman and Wakefield.
* Maintain and update the clientele with the latest details provided by the sales teams.
* Perform high-level ETL tasks for the data in SiteSolutions
* Receive various forms of data (SQL, Excel files and Microsoft Access) and map them the respective tables and columns in SiteSolutions.
* Responsible for collecting the respective Data Mapping for all the data elements for the respective tables.
  + Designed high level ETL architecture for overall data transfer from the OLTP to OLAP with the help of SSIS
  + Gathered report requirements and determined the best solution to provide the results in either a Reporting Services report, Analytical Cube or an Excel pivot table
  + Designed SSIS packages to Extract data from different sources like SQL server 2014, MS Excel, MS Access, transform and then load into Dimension and Fact tables in Data Warehouse using SSIS
* Requirement gathering through interviews, workshops, JAD sessions with clients, developers and QA Analysts and referring to existing system documentation and procedures.
* Document findings of study and prepare recommendations for implementation of new systems, procedures, or organizational changes.
* Use in-depth understanding of system to write reports for users and/or clients from system(s) which aid in business decision making.
* Define and document functional and system specifications. i.e. Business Requirement Document (BRD) and Functional Specification Document (FSD)
* Develop presentation materials and conduct presentations to users as well as senior management.
* Review design documentation with users and developers.
* Develop test plans and QA activities.
* Create training materials and manage content on JIRA Confluence.
* Create the training materials for teams to get the detailed overview on, how to use the proprietary tools.

**Environment:**ServiceNow, ESRI’s ArcGIS Online, Azure ML Studio, MS Power BI, PractiTest, JIRA,MS Office Suite, Adobe Acrobat Pro/DC, HTML, Cross-browser Compatibility (IE, IE Edge, Mozilla, Google Chrome), Adobe LiveCycle Designer for creating forms, SQL

**NYSED, Albany, NY Nov’17 – Nov’18  
Lead Business Analyst/Lead Technical Writer**

Working in the Web Redesign and Accessibility Project. This team is responsible for making the web content (documents and pages) accessible, as per Section 508 compliance.

**Responsibilities:**

* Created Use Cases to document the throughput of the project from estimation to final design and delivery.
* Acted as an effective liaison between the technical team and the business team to ensure smooth flow of communication existed for the project
* Framed a detailed agenda for JAD and facilitated JAD sessions between the various teams involved in the development of the application
* Created screen mockups and wireframes for the application.
* Performed in depth GAP analysis on the requirements, identified the gaps, and documented the GAP analysis reports.
* Delivered all key documentation for the above including Business Case, BRD, FRD, Use cases, Business Rules, Process flows
* Involved during various phases of Rollout of Client profiling and Banking Business Account related service products.
* Proposal Writing, Proposal Content, RFP Request for Proposal RFI Request for Information , streamlined, responded to inquires, created tracking of all RFP's to completion.
* Managed change control log and version control documents to avoid confusion and avoid documentation gaps.
* Prepared As-is To-be business models Gap Analysis to highlight the Gap and outline the future capabilities of the products.
* Identified the organizational needs and provided suitable Agile system-based solutions.
* Remediated the documents (PDFs’ and MS Office Documents) for the departments under NYSED. Migrated static web content to Drupal 7 platform.
* Created training materials required for training the Web Masters from each of the departments, on how to perform accessibility remediation.
* Conducted JAD sessions with the Business users, Technical architects, Data management team and the UAT team.
* Created new forms using Adobe Live Cycle, for one of the departments under NYSED. This involved 3 step process – creating the form and sending them to the department, make the changes if there are any and complete the form and perform accessibility remediation in Adobe Acrobat Pro.
* Used Web Accessibility Evaluation Tool (“WAVE”) for doing the primary check on the web pages for the accessibility related errors
* Worked as a part of scrum team, in an agile methodology with sprint cycles, daily stand ups and story implementation.
* Used NVDA for testing the content for accessibility.
* Analyzed the pages web traffic by using Google Analytics, and remediated the pages upon the respective Google Analytics priority. This process has also helped in analyzing the pages which were never used

**Environment**: MS Office Suite, WAVE, JIRA, Drupal, Google Analytics, Adobe Acrobat Pro XI, Adobe Live Cycle.

**State of Michigan, Lansing, MI Nov’16 - Nov’17  
Lead Business Analyst – DTMB Team**

DTMB team supports all the teams which support work force agencies of the state. The major projects include MAERS (Michigan Adult Education Reporting System) and OSMIS (One Stop Management Information System).

**Responsibilities:**

* Planned and executed the archival of several mainframe legacy and distributed systems applications to include reporting and data extraction.
* Coordinated annual enrollment process for welfare benefits working closely with client service managers and customers for seamless enrollment
* Translated requirements into user stories using Agile methods and processes.
* Wrote, reviewed and edited business requirements for large-plan customers adhering to business and legal requirements
* Collected the requirements using JAD sessions, managed the requirements and change requests, making updated requirements available to all team members and stakeholders involved in the project.
* Planned and executed the archival of several mainframe legacy and distributed systems applications to include reporting and data extraction.
* Produced operational reports in SSRS i.e. drill-down, drill-through, dashboard and matrix reports. Responsible for ETL through SSIS and loading Data to DB from different input sources.
* Involved in loading data from Oracle and SQL Server and performing maintenance on the database servers for optimum performance that helped the firm with better customer service to the users.
* Analyzed the existing reports of the reporting system in the database. Checked the consistency of the data after ETL process using SQL queries.
* Reviewed and edited welfare and Adult Education literature (MAERS) on time for communications consultants and writers
* Conducted cross browser testing with knowledge of browser specific rendering issues. Involved in cross browser testing and cross platform testing.
* Used various transformations in SSIS like Lookup, Fuzzy grouping, Row count Transformations
* Converted manual reports pasted together into parameter driven stored procedures to be used with Microsoft Reporting Services 2012
* Involved in the team, with Sr. DBA for Database Administration Jobs like Security & User Admin, Job Scheduling & Notification, Database backups & Restoring, Index Management etc.
* Attained legacy data to use as a source to develop new reports previously compiled and maintained manually
* Developed functional and technical documentation to assist in the design, development and/or maintenance of deliverables
* Created SSRS Data Model projects using Microsoft Visual Studio 2012 and using Report Builder for report server to create reports
* Responded to AD-HOC requests and special projects that require immediate attention while at the same time maintaining deadlines on existing requests.
* Developed and maintained system documentation, diagrams and flowcharts.
* Worked with project manager and technical leads for resolution of technical issues.
* Worked with senior managers and internal business partners on complex project plan delivering successful annual enrollment for 23 MWAs’ (Michigan Works Association) within tight deadlines

**Environment:** HP QC,MS Office Suite, TFS (for ticketing), REST, SEO, Adobe Acrobat Pro/DC, HTML, Cross-browser Compatibility (IE, IE Edge, Mozilla, Google Chrome), QTP, Adobe LiveCycle Designer for creating forms, HTML, PL/SQL

**Wells Fargo, Charlotte, NC May’15 – Nov’16  
Lead Senior Business Analyst – Wholesale Data Governance Team**

Worked on 2 critical projects simultaneously – Sampling and Post Booking Control (Project Lead). Major responsibility is to train the users using these applications (7800). Identified **very** critical problem and reconciled the complete processes for the above two controls, as per CICAT audit principles. These projects involved a large collaboration of teams for constant inputs and continuous approvals. Worked closely with **Credit Risk and Finance team (for reports - FR Y-9C, FR Y14 Q, FFIEC 101, FFIEC 031/041** and **BASEL reports)**, Data Integrity Managers (for all Wholesale Line of Businesses), Product Development Team, Technology Partners (vendor) and SMEs’ (for the System of Records – SORs’ and System of Origins – SOOs’).

**Responsibilities:**

* Led business analysis efforts including BA peer reviews, oversaw Waterfall to Agile BA methodology transitions, established long-lasting BA processes, documented functional requirements and user stories from website wireframes, facilitated JAD front-end development teams to ensure requirements are being met within Promotional Review Committee guidelines, and resolved requirement conflicts within tight release timeframes.
* Responsible for providing the Data Mapping for the Critical Business Elements and the respective data elements mapping
* Querying data from a variety of data sources, joining tables to pull data together, verifying data and creating executive level dashboards and graphs
* Analyzed the **AS-IS** and **TO-BE** processes (GAP Analyses) to understand the key findings, the short-term considerations, the long-term considerations and its benefits.
* Understood the business process and developed a workflow diagram using **Balsamiq and MS Visio**.
* Responsible for overall documentation development and editorial cycles for DevOps and other IT Infrastructure groups using Confluence Wiki.
* Conduct meeting with stakeholders to document potential gaps in the data we are unable to capture or the data which is not captured as per the **CICAT** rules
* Used ServiceNow reporting to analyze and troubleshoot reports, ensuring data accuracy and timeliness
* Designed the **UAT** test plans, schedules and handled the entire responsibility for **UAT** testing, Defect resolutions and issue resolutions including the implementation of issue escalation procedures.
* Projects worked on support the following set of regulatory reports **–FR Y-9C, FR Y14 Q, FFIEC 101, FFIEC 031/041** and **BASEL reports.**
* Research and recommend tools for Agile process management.
* Mentor business analysts on Agile processes and traditions.
* Training users and staff on how to use PBC and Sampling
* Designed and delivered a Training Plan and in-person and remote training to internal and external users of the new system (7800 – users)
* Performed data modelling, developed the Statistical Analysis database in SQL Server Database 2012 from different major data warehouses and implemented an entirely new reporting system with SSIS and SSAS and SSRS Moving Range, Box Chart. Bar chart more and the use of Statistical Analysis Tools Mini-Tab.
* Designed and developed different use cases, activity diagrams, sequence diagrams, Object Oriented model (class/object diagrams) using **Balsamiq**, **MS Visio** and **MS PowerPoint**.
* Developed advanced analytics, performed detailed data analysis from multiple data sources with the ability to seek out meaningful extrapolative trends and predictive patterns to provide actionable business insights.
* Worked on several lean and Six Sigma process improvement projects with extensive training on train the trainer, lean methodology, Six Sigma principles.

**Environment**: ServiceNow, HP QC, HTML, Cross-browser Compatibility testing (IE, IE Edge, Mozilla, Google Chrome), QTP, LiveCycle Designer for creating forms, MS Office Suite, Oracle 9i, Informatica, ER Studio, MiniTab

**ERP Analysts, Columbus, OH                                                                              Jun13 to Apr’15**

**Business Analyst/Data Analyst**

This project is fora confidential insurance client, which is a U.S. insurer group of automobiles, homes and small businesses and provides other insurance and financial services products.

Primarily worked on Fast Quote, Online Bind Application and Mobile Solutions projects during the tenure.

**Responsibilities:**

* Supported multiple teams, developed and delivered numerous BI reports, operational scorecards, actionable KPIs, predictive trend analyses using complex Excel Macro, power pivots, Power View, Power BI, OLAP Cube, MDX to analyze efficiency performance and to predict future level of operational activities.
* Performed data mining, data analysis to provide for business insight on performance, revenue growth, budget forecasts and trend analyses for the senior management of EPG. Corporate Accounting other divisions.
* Working knowledge on fieldglass which is used majorly for time entry purpose. Implemented the HR policy in fieldglass.
* Performed analyses on business data, operational financial results, analyzed trends variances investigated any significant unexplained variations, alert the operation management for any potential operational issues and pursuit for innovative solutions to business issues with positive future financial and operational impact.
* SQL server systems administrator for the MS Office Quality Team and managed user access system security.
* Extensively used Azure Machine Learning to set up the experiments and creating Web services for the predictive analytics
* Worked in Presales with DevOps team in helping team scale from Confluence and JIRA tooling on premises to Cloud based deployment.
* Streamlined data flows automated processes to improve data integrity accuracy and reporting accuracy.
* Creation of multiple, very complex reports in SSRS and Power BI, that run on high volume of data, with response time less than a few secs and which pulls data from SQL Server as well as Mongo DB.

**Environment: MS Power BI,** DevOps, Azure ML Studio,SalesForce, ALM, TOAD, JIRA, Java (eclipse), J2EE, HP Quality center, MS Visio, MS Project, MS Office Suite

**PlaySpan (VISA), San Francisco, CA** **Apr’12 to Jun’13**

**Lead Business Systems Analyst**

PlaySpan’s UltimatePay is the first Monetization platform for digital goods offering more than 100 payment methods to various online merchants including Facebook, Disney, WarGaming and others to enable easy "monetization" of their digital goods. I ensure continuous product innovation, expansion and improvement by addition of new payment methods to the portfolio and enhancing the existing ones to drive business growth. Business Analyst for key partners including payment providers such as PayPal (DGEC), Amazon, Skrill (Moneybookers), and many others. Other responsibilities also include

**Responsibilities:**

* Documented user stories and managing product backlog.
* Work in Scrum team as Product Owner and facilitate Sprint planning meeting, Spring Review meeting, and participate in Daily Scrum. Prioritized user stories into product backlog.
* Gathered requirement changes based on sprint review meeting feedback and manage them into product backlog.
* Coordinated activities between business unit and technical staff, developing new methods, policies and procedures to meet the business needs
* Designed and developed analytical reporting tools, complex financial models with Access, Advance Excel Macro, Pivot tables, SQL Server Databases, Oracle and PeopleSoft Excel finance BI tools.
* The secured platform which PlaySpan provides is a web-based application onto which other PSPs’ integrate to.
* Multiple web applications created as per the requirements of the PSPs’.
* Performed analyses on operation performance and resolved investment position discrepancies.
* Engaged with stakeholder management to define project scopes, to draft functional specs, negotiate budgets, to establish development schedules priorities and to arrange implementation plans.
* This project largely involves integration of PSPs’ (Payment Service Providers) onto the secured platform of VISA. All PSPs’ needed different prototypes as a part of how their payment service shall look like once integrated to the company’s secured platform which is accesses by Facebook and Disney
* Involved in project scope meetings with the Pricing manager to understand the type of requests and issues handled by the pricing team and documented the high-level business requirements to the product backlog using JIRA
* Involved in Joint Application Development sessions with SMEs and development teams and documented functional business requirements as product backlogs using JIRA
* Used Snagit for capturing screenshots and explaining the respective points to be discussed as per the agenda.
* All the documents created during the tenure are as per the PSP’s documents.
* Designed and delivered a Training Plan and in-person and remote training to internal and external users of the new system
* Responsible for team developing Test Plans and test scripts, perform manual and automated testing and defect tracking and resolution
* Generic regular tasks in the tenure
* Merchant settlement calculations and analysis
* Fraud monitoring and reporting
* External communication with all payment service providers
* Bug and Task prioritization in JIRA for engineering to pick up

**Environment:** SalesForce, ALM, TOAD, JIRA, Java (eclipse), J2EE, HP Quality center, Oracle, MS Visio, MS Project, MS Office Suite

**Quality Data Mill, India Jan’ 09 to Apr’11**

**Business Systems Analyst –** *Worked as intern for first 12 months*

**Responsibilities:**

* Conducted meetings, interviews and JAD sessions with SMEs, business users and stakeholders to understand their business process and gather requirements
* Created multiple As-Is to To-be analyses, for the organization throughout the tenure.
* Created process flows using MS visio and draw.io for all the projects involved in.
* Created epics and user stories in JIRA for product backlog. Prioritized release and sprint backlog with product owner and stakeholders. Defined testing scenarios and acceptance criteria. Addressed normal and exception flows including data validation requirements.
* Interfaced with other domain scrum teams for dependencies and prioritization of user stories
* Created stories for additional layer of customer authentication for high risk transactions for internal and third-party vendor use
* Created non-functional stories regarding security, PII data encryption and caching to improve performance
* Led scrum meetings for story grooming, pointing and refinement. Led discussions for release and sprint planning for stories and prioritization and updated JIRA
* Created process flows, interaction diagrams, data mapping and API specifications using Swagger
* Ensured API specifications are aligned with existing enterprise and platform standard
* Created process document on how to onboard and subscribe APIs for consuming third-party apps
* Managed scrum issues on requirements and mapping and collaborated with SMEs to resolve
* Obtained Information Security approvals on user stories
* Participated in retrospective for sprints and follow-ups
* Coordinated with PMs and Business on change requirements and updates to business logic
* Involved in project scope meetings with the Pricing manager to understand the type of requests and issues handled by the pricing team and documented the high-level business requirements to the product backlog using JIRA
* Involved in Joint Application Development sessions with SMEs and development teams and documented functional business requirements as product backlogs using JIRA

**Environment:** MS Office Suite, JIRA, MS Visio, Balsamiq,Adobe Acrobat Pro/DC, HTML, Cross-browser Compatibility (IE, IE Edge, Mozilla, Google Chrome), ALM, TOAD, JIRA, HP Quality center, MS Visio, MS Project, MS Office Suite