
EXECUTIVE PROFILE

- 10+ years of diverse experience **as a Business Analyst**.
- Ability to coordinate multiple **projects simultaneously**; known for ensuring deliverables meet or exceed timeline and budgetary targets.
- Met **customer deadlines** and Service Level Agreement
- Ensured the development teams are practicing the **Agile principles**. Involved in product demonstrations, retrospectives, and assisted Product Owner with Backlog maintenance
- **Organized and conducted** weekly meetings with trade partners and other community leaders to plan for the upcoming week
- Clearly communicated problems and **progress to upper management** via status reports and presentations
- Provided **daily communications, scrum notes, sprint reviews** reports, project retrospectives, and regular snapshots of project velocity and budget burn rate.
- Experienced in documenting **Business Requirement Documents (BRD), Functional Requirement Documents (FRD) & User stories**
- Facilitated **Release Planning, Sprint Planning, Backlog Grooming, and Retrospective meetings**.
- Good knowledge on **Salesforce**
- Interacted directly with clients to define project requirements. Prepared scope of work, project delivery resource requirements, **cost estimate & budget, work plan schedule & milestones**, quality control, and risk identification
- Created and presented proof of concepts to both internal and external clients
- **Strong Domain knowledge** in Life Insurance, Hospitality, HealthCare & Airline (Crew Management & Maintenance) and
 - Excellent knowledge of various modules of **Insurance** like New Business, Policy servicing, Claims management, **Underwriting, Non-Forfeiture and Reinsurance**.
 - Excellent knowledge in **US Healthcare** System like HIPAA, COB & TPL, FWA, claims processing, Claims Adjudication, Different codes (Revenue, Diagnosis, Procedure), Medicare and, Medicaid
 - Good Knowledge in **Crew Management, Loans & Borrow airline parts**
- Experience in conducting interviews, **Joint Application Development (JAD)** sessions and facilitating presentations.
- Expert in **Software Development Life Cycle (SDLC)** methodologies like **Waterfall, RUP, Agile/ Scrum**.
- Experience in **Risk analysis, Feasibility study, SWOT Analysis and Cost Benefit Analysis**.
- Experience in tracing business requirement using Rational Requisite Pro while maintaining customer needs and maintain **Requirements Traceability Matrix (RTM)**.
- Efficient in gathering, detailing, documenting and validating business and functional requirements
- Performed **Gap Analysis** to check the compatibility of the existing systems new business requirements using **AS-IS and TO-BE** business requirements.
- Experienced in creating **Data Flow Diagrams and Business Flow Diagrams**
- Created **UAT Test Plans, Test Cases and Test Scripts** and performed manual/ functional testing activities
- **Planned and executed** solutions and services in partnership with sponsors and clients.
- Created **Business Process Model and Notation (BPMN)** to demonstrate the business process to difference group of stakeholders.
- **Innovative, excellent team player** and possesses great data analysis skills.
- **Expert skills** in Microsoft Excel, including the ability to utilize the following functions: V-Lookup, Concatenating formulas, Conditional formatting, Pivot Tables etc.
- Proven ability to **work under pressure**, prioritize tasks and meet deadlines. Open to **dynamic work environment** and ability to work collaboratively with other business analysts, testers, developers, Senior Architects, and other team members.
- **Working knowledge in SQL** for basic data analysis & data verification

- Excellent experience in handling **Offshore-Onshore** model

TECHNICAL STRENGTH

Methodologies	Agile/SCRUM/ Kanban, SDLC, RUP, UML, Waterfall
Business Modeling Tools / Other Tools	MS Visio, RUP Tools, Rational Requisite Pro, Balsamiq, Zeplin
Operating Systems	Windows, Mac OSX, Unix
Databases	Oracle 11i, MS Access, SQL Server 2012/2008, DB2
BA Tools	JIRA , Rally, Microsoft Office Suite (Word, Excel, PowerPoint, Access, Outlook, SharePoint 2010), Microsoft Project, Microsoft Visio, SharePoint.
QA Tools	HP Quality Centre (HP ALM), Rational Quality Manager, Google Analytics, SOAP UI
Testing Strategies	Integration, Regression, UAT
Project Planning tools	MPP (Microsoft Project planning), MS Exce
BPMN/ UI Modeling Tools	BP Visual Paradigm, MS Visio, Camunda Modeler, and Caretta
Functional knowledge	IBM Product Suite & Enterprise Content Management (Documentum & Captiva)

PROFESSIONAL EXPERIENCE

CLIENT: INTEGRITY MARKETING GROUP, LLC

ROLE: Sr. Business Analyst, Coppell, TX (August 2018 to Current)

Area: Insurance & Financial domain

Description:

Revenue Analysis & Reporting using Vue Software. This role is a business analyst interacting with different teams and stakeholders and making sure in providing timely & accurate updates to business users and the upper management

RESPONSIBILITIES:

- Performed detailed data analysis to provide detailed business and data mapping requirements for complex data.
- Reconciliation of Revenue and deposits through Financial analysis.
- Created process flows, presentations and reports to document recommendations and delivered them to the business stakeholders.
- Worked with Sales team for Revenue analysis.
- Worked with business leads and users to ensure alignment to industry data standards and identify any potential data gaps
- Performed detailed analysis of complex business processes, data requirements and proposes solution.
- Assist in interview processes to understand and document how source systems map to desired target structures
- Analyze and problem solve issues with current and planned systems as they relate to the integration and management of data
- Prepared ad-hoc business reports and, conducted comprehensive analysis with written summaries providing recommendations to senior executives
- Requirements gathering by interacting with different stakeholders
- Collaborated and interfaced with cross-functional technical and business teams
- Define and track project deliverables, tasks, and resource requirements

- Manage communications and interface with project stakeholders, management, and executive staff.
- Acted as a liaison between the business community and the IT organization in order to provide solutions to meet user needs
- Preparing templates, charts, diagrams, workflows, and visual media for targeted audiences in support of business requirements gathering and other key business comms
- **Configuring the Jira** based on the project needs i.e. for timely and efficient tracking of tasks

Environment: Vue Software, Jira, MS PowerPoint, MS Project, MS Excel, SharePoint

CLIENT: PACIFIC GUARDIAN LIFE

ROLE: Scrum Master, Plano, TX (Jan 2018 to July 2018)

Area: Life Insurance

Description: Migration from LSP Legacy System to a Concentrix Solution, GIAS.

The scope of the project was to document the “As is” state of the LSP systems that are encompassed within the Customer Systems Development. This “As is” view includes documenting the business processes along with system associations and data entities associated with both the systems and business processes. As a Business Analyst I also ensured that projects met quality standards, this including working cross multiple projects, participating in meetings, understanding the cross project and system impacts and grading requirements documents

RESPONSIBILITIES:

- Conducted meetings with the Users for gathering requirements for the As-Is processes and prepared a Gap Analysis for the To-Be processes.
- Created process models with to discover gaps in uses cases and ensure new functionality and all functional impacts were clearly documented.
- Responsible for researching and gathering data, analyzing supplier and stock performance, identifying problems, and developing recommendations that support the GIAS
- Acted as a Subject Matter Expert (SME) on many occasions to explain in brief to the business users about the internal systems.
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- Developed test cases based on process models to ensure all new system functionality was thoroughly tested.
- Coordinated efforts with test leads to ensure test plans met the needs of each project and included at least the minimum required test cases.
- Extensive use of MS Office tools like MS Access, MS Word, MS Excel, MS PowerPoint, and MS Project for data migration and data mapping.

Environment: Camunda.Org, MS PowerPoint, MS Project, MS Excel, SharePoint, SQL Server

CLIENT: G6 HOSPITALITY

ROLE: Business Analyst, Carrollton, TX (From Apr 2017 to Nov 2017)

Domain: Hospitality

Description: Motel 6 and Studio 6 — to become the universally recognized leader in economy lodging. We operate our business with the drive and creativity of an entrepreneur, guided by a heart that is dedicated to hospitality and service. G6 Hospitality continuously strive to reinvent the economy lodging category while remaining 100 percent committed to delivering a great experience to the guests, team members, franchisees, and partners. In 2015, G6 Hospitality was rated one of the top ten hospitality companies according to the Hotel Management.

RESPONSIBILITIES:

- Meet with strategic partners to discuss contracting their customer base
- Coordinate and schedule on boarding clients working closely with business owners
- Consult on best business practices to help grow and manage our client needs
- Nurture and grow positive relationships with existing clientele and business owners
- Prepare and present software proposals/Business plans to decision makers to negotiate agreements

- Evaluate overall business operations, support franchisee in goal setting, and provide support in business development and implementation of the business operating system
- Quickly build report with all levels of management and significantly improved relationship between IT and business
- Prepared Business Case documents for new proposal opportunities
- Extended helping hands to all the stakeholders involved such as Content designer, developers, testers, user document teams, infra teams, consulting teams, customers, and vendors
- Extensively worked with people on business as well as technical sides. Comfortable in communicating with cross functional teams.
- Managed Requests for Proposal and subsequent vendor evaluations. Benchmarked solutions for business needs

CLIENT: NORTHWESTERN MUTUAL INSURANCE

Role – Business Analyst – Milwaukee, WI (June 2015– Feb 2017)

Domain - Life Insurance

Description: The Northwestern Mutual Life Insurance Company is an American financial services mutual organization based in Milwaukee. The financial security company provides consultation on wealth and asset income protection, education planning, retirement planning, investment advisory services, trust and private client services, estate planning and business planning.

The effort was to provide requirements to development team for creating templates that automatically determine the Form using metadata and placed in the respective folders, this reduced a lot of manual effort. And I was also involved in Captiva upgrade.

RESPONSIBILITIES:

- Involved in reviewing the business process and possible improvements based on user requirement.
- Interviewing the Stakeholders and other end users, asking detailed questions and carefully recording the requirements in a format that can be reviewed and understood by both business users and technical people.
- Followed Agile in delivering the product to the client &
- Partnered with developers to automate manual processes, saving time and money while decreasing errors. Credited as a primary driving force behind a 3% increase in margins for the respective fiscal year
- Involved in detailing project mission, Data Process Flow Diagrams, and timelines.
- Lead modeling efforts within group of process-oriented Web Developers and Business Analysts in defining business and operational requirements for electronic file /Enterprise Content Management ECM system modernization initiative.
- Formed a bridge between the Project Manager and different teams with effective presentations.
- Unit testing documentation developed using Excel. Artifacts were created and listed for UAT validation. Writing/validating Use Case Documents.
- Involved in reviewing and writing Functional Requirements. And, used MS Visio to create business process flowcharts and workflow diagrams.
- Involved in process modeling, conducted & Participated in Joint Application Development (JAD) sessions with System Users.
- Performed Digital transformation studies for easier & faster Claim process and, for reaching to customer with ease & better understanding
- Performed the user acceptance test (UAT) and suggested recommendations for the applications.
- Worked with SQL queries for data manipulations.
- Used pivot table & pivot chart representations, Financial, math and logical functions using MS Excel.
- Thorough documentation for the entire process along with all its activities.

Environment: MS PowerPoint, MS Project, MS Excel, BP Visual Paradigm, Lean Kit, SiSense

COGNIZANT TECHNOLOGY SOLUTIONS – DELIVERY EXCELLENCE GROUP

Role: Product Owner – Chennai, India (From July 2009 to Jun 2014)

Domain: IT Service Management & Process Management

RESPONSIBILITIES:

- Prepared Business Case documents / Business Requirements Document (BRD) / Use Case Documents / User Stories for new product opportunities
- Build a customizable end to end Service Management Portal to manage Requests, Incidents, Problems, Issues, Defects & Risks.
- Collected the product needs by iterating with stakeholders such as SMEs (Subject Matter Experts), Specialized focus groups such as Agile COE (Centre of Excellence), Agile Coaches, Knowledge gurus, Service line COEs, C2 Management working geographically
- Managed Roadmap & Backlog of Work Port products and Cognizant 2.0 by participating in scrum meetings, tracking the delivery, validating the requirements, and implementing to the end users.
- Created / Reviewed the System Requirements, Integration Requirements for various tools
- Participated in various product fairs, summits, exhibition, product demos and gather the product requirements and needs
- Referred to Reports from external agencies such as Forrester / Gartner on current trends and keep collecting inputs, requirements & gaps
- Extended helping hands to all the stakeholders involved such as Content designer, developers, testers, user document teams, infra teams, consulting teams, customers, and vendors
- Developed Prototype using UI modelling tools such as MS Visio, Caretta and prepared process flow diagrams, functional domain model diagram and entity relationship diagram.
- Prepared UAT test plans / test cases; did intensive UAT testing, defect triaging; reported status to leadership
- Went through BCP training to develop and implement plans to avoid business disruption in the event of an emergency or disaster
- Involved in process modeling, conducted & Participated in Joint Application Development (JAD) sessions with System Users
- Effectively communicated project scope, schedule, and budget with both customers and contractors
- Met customer deadlines and Service Level Agreements.
- Identified clients' needs to recommend the most effective production based on individual project budget

Environment: Windows, MS Office (MS Word, MS Excel, MS PowerPoint, MS Visio), MS Access, Requisite Pro, Agile WorkPort, Rational Rose, MPP

CLIENT: RADIOSHACK MERCHANDISING OPERATIONS AND AUTOMATION

Role: Business Analyst / Business Consultant – Chennai, India (From, Mar 2008 – Jan 2009)

Domain: Retail

DESCRIPTION: RadioShack Technology Services (“RSTS”), a division of RadioShack Corporation and CTS developed a generic workflow engine called Merchandising Operations Document Automation which automates the data entry and the approval process for new products and service SKU requests.

RESPONSIBILITIES

- Involved in regular discussions with the onsite coordinator for requirements gathering and analysis
- Involved in the User Acceptance Testing (UAT) of different levels of the module
- Involved in implementing the Quality Process for the project
- Wrote Business Requirements to leverage knowledge base of each application’s communities
- Coordinate and schedule on boarding clients working closely with business owners
- Consult on best business practices to help grow and manage our client needs
- Prepare and present software proposals/Business plans to decision makers to negotiate agreements
- Evaluate overall business operations, support franchisee in goal setting, and provide support in business development and implementation of the business operating system

CLIENT: MARKS AND SPENCER

Role: Senior Support Analyst – Chennai, India (From, Feb 2007 – Feb 2008)

DESCRIPTION: Integration Services facilitates timely and cost-effective integration of systems. The vision for Integration Services is to enable the seamless interoperability of our internal systems with each other and with those of M&S key business partners, irrespective of the platform these systems are built upon. It consists of core set of services which enable an application on any platform, to request the transmission of data or invoke a function, without knowing or needing to consider the destination platform or system that will service this request.

RESPONSIBILITIES

- Involved in providing 24X7 support in production
- Involved in building and deployment of different production servers efficiently
- Resolved many critical tickets and provided permanent resolution
- Worked with ASSYST tool for tracking the tickets to closure
- Direct dealing with clients and users

Education Qualifications

- Bachelors in Information Technology at Archarya Nagarjuna University (2002 – 2006)
- High School (2000-2002)