**Saad Khan**

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**Iselin, NJ**

**SUMMARY**

* Business System Analyst and Certified Scrum Product Owner with 8 years of experience creating and documenting business requirements, process flows, functional and non-functional requirements, and system functional specifications including use cases.
* Quality Assurance experience includes writing test scripts, executing test cases, and performing User Acceptance, Integration, Software Performance, Unit, Functional, and Regression testing.
* Experience in design and management of strategies for Salesforce CRM implementation, customer training, database conversions, and pilot group user support.
* Experience delivering weekly Salesforce trainings and creating training manual for Account Reps.
* Agile expert and Facilitator/Organizer of Agile ceremonies including Business Prioritization /Backlog Grooming, Sprint Planning, Retrospective, and Daily Standup meetings in addition to conducting/organizing User Acceptance Testing (UAT.)
* Experienced in translating business requirements and user expectations into detailed specifications using Unified Modeling Language (UML) and drawing UML, Activity, SwimLane and State Diagrams using IBM-Rational Rose and MS Visio
* Plays the role of Subject Matter Expert of the business requirements when interacting with Development teams.
* Experience working in very fast-paced environments.
* Excellent communication, presentation, and time management skills.

**Education**

Bachelor of Science, Information Technology, University of Greenwich, London, United Kingdom 2009

Certified Scrum Professional Product Owner, Scrum Alliance 2020

Certified Scrum Master, Scrum Alliance 2020

**PROFESSIONAL EXPERIENCE**

**Securitas Inc, Parsipany NJ April 2019 – Current**

**IT Business System Analyst**

Working on the implementation of ServiceNow from the legacy Ivanti system

**Role & Achievements:**

* Analyzes Current Legacy System (Ivanti) and gathers current ASR Fulfillment requirement documentation for ServiceNow process and application integration with upper and downstream system application development activities
* Works within a very fast-paced environment with weekly sprints and conducts sprint planning meetings for the upcoming sprint.
* Creates data flow, workflow and process flow diagrams in Visio.
* Works with offshore teams within different time zones to finalize a requirement into development.
* Creates ServiceNow interface mapping, designing and developing the ServiceNow application as per the functional business requirements.
* Directs and manages project lifecycle from beginning to end by defining project scope, goals and deliverables to support business goals in collaboration with Stakeholders.
* Works closely with the solution architect to make sure that the data architecture is correct.
* Participates in major project decisions and provides guidance for ensuring and attaining project goals/objectives.
* Develops, communicates, and implements program and project risk, issue management, plans, and strategies.
* Designs and develops end user training materials.
* Develops the Test Plan/Testing Strategy, understanding the front and backend changes to ensure a comprehensive test is planned.
* Performed Unit and User Acceptance Testing and documented detailed defects.
* Works on change management process requests for ServiceNow

**Estee Lauder Companies, Melville NY September 2016 – April 2019**

**Business System Analyst**

Project centered around global rollout of a Product Registration application (Veeva) in 48 countries.

**Role & Achievements:**

* Worked with cross technical teams (7-8 work streams – SAP, Middleware, Cornerstone, Veeva, Okta, Fordge Rock)
* Captured business requirements and presented as-is and propose options to the business.
* Wrote comprehensive BRDs and assisted with TRDs.
* Wrote Functional Requirement Specifications (FRS) and User Requirement Specifications (URS).
* Articulated requirements to developers in a clear manner.
* Formulated business scenarios into user stories.
* Proactively liaised with business stakeholders, Process Owners, team members, and Senior Leadership of different Product Registration functions.
* Identified business challenges in 48 different countries and proposed solutions while supporting existing processes.
* Trained 48 Global Brand Specialists in different countries on how to write their user requirements and test scripts.
* Assisted the Program Manager in the conceptual Agile deployment plan and implementation for the assigned process solution team in alignment with IT strategy.
* Performed detailed analysis of current and future business processes and requirements, propose systematic solutions that add value, incorporate best practices, and enforce effective standards.
* Developed the Test Plan/Testing Strategy, understanding the front and back end changes to ensure a comprehensive test.
* Performed Unit Testing, User Acceptance Testing, and documented detailed defects.
* Tested data integrations from different cloud-based software into Veeva.
* Designed and developed end user training materials.

**Environment:** Veeva Vault, MS Office Suite, MS Visio, MS Project, Jira, HP Quality Center ALM, Service now, Power Point, Share Point, SAP, Cornerstone, Okta, ForgeRock, Team Foundation Server (TFS)

**Tapestry, NYC August 2013 – September 2016**

**Sr. Business Analyst/ Product Owner**

COACH/COACH Europe, Kate Spade (KS)/Stuart Weitzman (SW) Omnichannel POS Order Management and Fulfillment project for NA/EU/Asia region.

**Role & Achievements:**

* Analyzed Customer Order Management and Fulfillment requirement documentation, OMS Application Module (Inventory Management, Business Center, Call Center, Store Module, Customer Order orchestration process, application integration with upper and downstream system application) development activities
* Created OMS interface mapping, designed and developed OMS application functional business process using IBM Sterling OMS application
* Directed and managed project lifecycle from beginning to end by defining project scope, goals and deliverables to support business goals in collaboration with Stakeholders
* Participated in major project decisions and provided guidance for ensuring and attaining project goals/objectives
* Developed, communicated, and implemented program and project risk, issue management, plans, and strategies
* Designed and developed end user training materials.
* Developed the Test Plan/Testing Strategy, understood the front and backend changes to ensure a comprehensive test was planned.
* Performed Unit and User Acceptance Testing and documented detailed defects.
* Performed data integration testing, system integration testing, and data mapping of the SKU codes that were integrated from ecVision to SAP.

**Environment:** IBM Sterling OMS, Aptos POS, Atlassian Jira/Confluence, ASP, VB Script, ASP.NET 2.0 – 4.6, XML, Oracle 11g, IBM Rational, Service Now, Web Services, Team Foundation Server (TFS), MS Office Suite, MS Visio, MS Project, Axure

**Bottomline Payment Processing Group, Portsmouth, NH May 2012 – July 2013**

**Sr Business Analyst**

The project was to streamline Bottomline multi layered business processes into a Salesforce Globalized Business Process model. My focus was to manage multiple CRM initiatives across the organization in preparation to Microsoft Dynamics AX implementation.

**Role & Achievements:**

* Managed multiple CRM initiatives across the organization in preparation for Microsoft Dynamics AX implementation and integration with Salesforce.
* Worked with business resources to identify detailed requirements to support the integration between MS Dynamics AX ERP with Salesforce.
* Developed custom EMF processes to further bill the corporate clients through euroClear importing real time receivables data into Salesforce Service Cloud.
* Designed, implemented and managed strategies for Salesforce CRM implementation, customer training, database conversions, and pilot group user support.
* Conducted weekly trainings for the Account Reps to use Salesforce and created training manual.
* Coached business users on the importance of data integrity in the source environments to gain true visibility in the CRM tool.
* Collaborated across various sites to manage TrackWise related communication and trainings.
* Partnered with Dev team in the deployment phase, making front end changes to meet Business requirements.
* Participated in multiple demo sessions with business partners to inform them of changes to be expected in the phased SDLC approach.
* Created project schedule and developed resource models allowing the business to evaluate and decide on options to provide operational visibility from departmental Management up to the top Executive level.
* Assisted the Products team in reconciling Apptus as the accumulated product repository.
* Worked with different Line of Business owners, Solution Architect, Server Implementation Engineers, Application Implementation Engineers, and Configuration Managers to coordinate, plan and oversee the successful deployment of solution design packages into the Production environment.
* Analyzed and evaluated performance of the tool and conducted UAT for successful implementation.
* Mapped the current and proposed process and conducted GAP analysis.
* Generated Use Cases, Use Case Scenarios, Activity and Data Flow Diagrams.
* Initiated the implementation of Communities/Knowledge customer care channel for all customers across fourteen lines of business internationally.

**Environment:** Salesforce Marketing/Sales/Service Cloud, Communities Platform Lightning), Dynamics Great Plains, Apptus, MS Dynamics AX, Jira, Confluence, SharePoint, CFS dev tracking, ServiceNow