**PROFESSIONAL SUMMARY:**

* Over 8+ years of experience as a Business Analyst/ Scrum Master in various domains.
* Strong knowledge of the Software Development Life Cycle methodologies (phases) like Agile, SAFe Agile and Waterfall models.
* Extensive experience in Business Requirements gathering and writing skills with expertise in developing and documenting Business Requirement document (BRD), Functional Requirement Document (FRD) across the deliverables of a project.
* Strong Business Process Management skills and experience including Process Mapping & Modeling, Process Visualization, Business Process Analysis, Business Process Frameworks & Methods, Business Rules, and Business Process Standards such as BPMN.
* Extensively worked on POS, Supply chain Management, Warehouse Management Systems, Ecommerce websites.
* Expertise of OMG UML in visualizing and documenting the artifacts using Use Cases, Use Case Diagrams, Activity diagrams, Data Flow Diagrams, Business Flow Diagrams, Sequence Diagrams using MS Visio. Expertise in SQL queries.
* Experience in facilitating Joint Application Development (JAD) sessions, conducting user interviews and acting as a liaison between the customers, development team and testing team.
* Analytical, methodical and resourceful approach to problem solving, identifying root causes and corrective actions to meet short and long-term business, financial and system requirements.
* Performed Gap analysis to check the compatibility of the existing system infrastructure with the new business requirements.
* Expertise in broad range of technologies, including business process tools such as Microsoft Project, Primavera, MS Access, MS Visio, technical assessment tools, Data Warehousing concepts and web design and development.
* Experience in Change Management Process (Identify, Analyze, Evaluate, Plan, Implement, Review and Close).
* Excellent meetings facilitator with excellent interpersonal and conflict resolving skills.
* Participate in user acceptance testing (UAT) to validate all changes. Data analysis, report review and research functions to protect the integrity of the data.
* Signed off progress and completion reports, which were then submitted to project management on a weekly basis.
* Self-starter, quick learner with excellent communication skills to perform well both independently and as a team player.

**EDUCATION:**

**Masters in Electrical Engineering.**

**Bachelors in Electronics & Communication Engineering.**

**TECHNICAL SKILLS:**

|  |  |
| --- | --- |
| **Project Methodologies** | Agile (Scrum), SAFe Agile, Kanban, WaterFall |
| **Business process modeling Tools** | Business Process Analysis & Design, BPMN, Process Improvement, Requirement Gathering, Use Case Modeling, JAD Sessions |
| **MS office tools** | Microsoft Office Suite, Microsoft Project, Microsoft SharePoint, Microsoft SQL Server |
| **Project Tracking Tool** | JIRA, Rally,HP ALM |
| **OMG UML Tools** | Axure, Balsamic, Visio |
| **Languages/Standards** | SQL, XML, HTML, OMG UML |

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### PROFESSIONAL EXPERIENCE:

**FedEx, Memphis Feb 2018- Current**

**Business Analyst**

**Description:**

Fedex Express has a BPMN representation of the business process for better understanding of the new business ideas for signoff. These flows are even used for training purposes. As a Business analyst for new and modified business process models in BPMN 2.0 using Enterprise Architect(Sparx).

* Worked Closely with the assigned project managers/ scrum masters and business to define scope of the project.
* Arranged and led meetings with SME’s to ensure accuracy of process re-engineering, Acceptance Criteria.
* Actively prioritized backlog, making priority decisions, approving completed work based on DOD, ensuring work meeting DOR to be brought into sprint etc.
* Identified risks, issues, assumptions, dependencies to support solution delivery.
* Co-ordinated in **PI planning** between team and ART in coming up with team’s objectives for the release.
* Mapped business processes to identify value streams for potential process re-engineering.
* Created and managed Business Process Model (BPM) Team Standards and Guidelines document.
* Used JAD sessions, interviewing and brainstorming to elicit and define requirements and create the Business Requirement Document.
* Used best practices to develop and maintain all models and documentation.
* Led a team of business analysts and provided training in business process modeling.
* Generated and published HTML reports to display metrics for management reporting.
* Conducted peer reviews to evaluate the quality of team work products.
* Collaborated with User Experience (UX) Team for Software User Testing.
* Delivered presentations of business process modeling practices to senior leadership.
* Proactively identified ways to create process improvement and change management.
* Served as a subject matter expert to provide tactical guidance and support by answering questions and aiding and resolving difficult issues.

**Environment:** Microsoft SharePoint, Microsoft Office suite, Enterprise Architect(Sparx), JIRA,Rally

**AT&T- Dallas, TX Nov 2017 - Jan 2018**

**Business Analyst**

**Description:**

AT&T is the leading full-service communications provider with over 30 million customers across 22 states of the USA, offering a wide range of communications products and services including voice, data, Internet, security monitoring, messaging, cellular, wireless data and directory services. AT&T is using Salesforce CRM E-Communication application for maintaining the customer information like Contacts, Accounts, Address and Orders for which they are planning to implement Product, Pricing and Order Management process using Salesforce CRM revenue recognition for a financial services eCommerce software firm.

**Responsibilities**:

* Developed and maintained KPI dashboards or reporting for merchandising and partnered with ecommerce leadership to help identify improvement opportunities. Analysis to support potential new business initiatives.
* Develop and maintain reporting to assist with monitoring order flow.
* Involved in tasks such as search tuning, online merchandising rule modifications, and management of Services enhancements and bug fixes with IT staff.
* Designed and implemented applications in B2C ecommerce, CRM, etc.
* Facilitated JAD sessions to collect requirements from system users and prepared business requirements that provided appropriate scope of work for the technical team to develop prototype and overall system.
* Keep on delivering value and innovation through the product line.
* Configured Account, Contact and Address Management as per the Client Requirements.
* Implemented Error Handler functionality for tracking errors.
* Worked on Workflows for implementing the Account Hierarchy creation process.
* ed sprint planning meetings at the beginning of every sprint with an end result being a backlog of requirements/sub-requirements that the team anticipates completing at the end of the sprint.
* Prepared and managed sprint backlog using Salesforce Agile Vision and Jira that estimated the time it will take to complete that work with the entire team and put the incomplete requirements back to the product backlog at the end of each sprint.
* Facilitated daily stand up meetings to collect requirements from system users and to keep track of what was done the day before and what is to be done that day and strictly enforced time-box approach for these meetings.
* Coordinated with onsite coordinator on a regular basis regarding the project activities.
* Worked on Business Services and e Script to implement business functionality in Contact and Address Management as per the business requirements.
* Worked on various aspects of Salesforce Application like visibility rules based on positions and responsibilities, Workflows.
* Worked on the development and changes to the look and feel of the web application and performed user acceptance testing (UAT) for errors and System Testing.
* Involved in Administration activities migrating the repository from development to testing environment, and assisting the production support team during deployment activities.
* Involved in resolving the issues found during Unit Testing & User acceptance Testing.
* Responsible for collecting, understanding, and transmitting the business requirements for the project, and translating these into functional specifications and detailed test plans.
* Assisted the data analyst in resolving issues with Data modeling and Data Mapping (such as understanding the fields and its attributes).

**Environment**: Agile, JIRA, Salesforce CRM, SQL.Demonstrated the CMS/website on a weekly basis to the business stakeholders

### Sam’s Club, Bentonville, AK

### Business Analyst  April 2014- Oct 2017

Sam’s Club Corporation operates membership warehouses, which offer a selection of branded and private label products in a range of merchandise categories in no-frills, self-service warehouse facilities.

Sam’s Club was implementing a new system for improving the point of sale performance. New functionality was added to the registers at the store, to keep track of slow moving inventory, overstocked items, stock out so as to ensure optimum level of stock in the store and maximize sales by increasing the speed of credit card sales. The project was to work on a part of the supply chain management system; point of sale application, which includes functionalities like credit card processing, accounting, financial analysis and inventory control.

**Responsibilities:**

* Performed Requirements Gathering and Analysis, interviewed the SME (Subject Matter Experts), and ensured that contributors and all key stakeholders were motivated to complete assigned tasks.
* Worked directly with software engineers to ensure clear communications on requirements and defect reports.
* Facilitated Joint Application Development (JAD) Sessions for communicating and managing expectations.
* Created Process Workflows with supply chain perspective, Functional Specifications, and responsible for preparing Software Requirement Specifications (SRS), Functional Specification Document (FSD).
* Performed Gap Analysis to identify the deficiencies of the current system and to identify the requirements for the proposed system.
* Well-versed in supply chain based software needs for application across multiple industries and utilized this knowledge to partially define the functional design of supply chain analytical and operational tools.
* Participated in planning, designing and implementing data warehouse and data marts solutions. Implemented Logical and physical data modeling for the data warehouse.
* Data Warehouse consultant tasked with providing consulting in business unit data and information needs, liaison between Legal Compliance and IT business units.
* Maintain a detailed knowledge of the SQL Server and Oracle data warehouse contents and the business rules underlying the data warehouse data and schema.
* Performed GAP Analysis to define gaps between AS-IS and TO-BE processes.
* Acted as a facilitator in JAD sessions to analyze and prioritize competing business needs.
* Analyzed, developed and evaluated data mining in a data warehouse environment.
* Performed data replication, extraction, loading, cleansing, and data modeling for data warehouses.
* Developed test cases for manual testing.
* Used Mercury Quality Center for bug tracking, reporting and analysis.
* Worked with the development team to make sure that they understood the user requirements and that the system developed met those requirements.
* Worked with the Project Manager on various Project Management activities like keeping track of Project Status, Deadlines, Environment Request, and Compliance Issues.

**Environment:** Agile, UML, SQL, HTML, MS VISIO, MS OFFICE (Word, Excel, MS Access, PowerPoint, Project.