Employer details:​

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**Anu | Business Analyst**

**PROFESSIONAL SUMMARY**

* Over 6+ years of Industry experience in Property and Casualty, Banking and retail domain as a Business Analyst with solid understanding of Business Requirements Gathering.
* Proficient in Technical and Business Writing, Business Process Flow, Business Process Modeling, Business Analysis and Testing various methodologies.
* Knowledge and experience in Guidewire Policy Center implementation.
* Experience in facilitating Joint Requirement Planning (JRP) sessions with Business User Groups, conducting Joint Application Development (JAD) sessions with IT Groups and Conflict Management with Project team members.
* Strong understanding on Property and Casualty insurance.
* Experience working with Guidewire for Claims, Billing and policy management.
* Excellent business writing skills in writing System Requirements document, Systems Design Specification and System Requirement Change Request.
* Well versed in project management tools like MS Project for project planning, Project scheduling.
* Insurance experience includes Personal Property Casualty and Commercial Automobile Product knowledge, Reinsurance for Commercial Property Casualty, Group and Life Insurance Systems, Health Insurance, Auto Insurance and Homeowner Insurance.
* Involved in Test Planning, Test Preparation, Test Execution, Issue Resolution and Report Generation to assure that all aspects of a Project are in Compliance with the Business Requirements.
* Strong understanding of project life cycle and SDLC methodologies including Waterfall and Agile.
* Competent in Creating Unified Modeling Language (UML) diagrams such as Use Case Diagrams, Activity Diagrams, Class Diagrams and Sequence Diagrams.
* Performed Gap Analysis to check the compatibility of the existing system infrastructure with the new business requirements.

**Skills and Tools:**

* **BA Tools**: Visio, MS Project, UML, MS Office, Lotus Notes, MS Outlook, SharePoint, Confluence
* **Methodologies**: Waterfall, Agile Scrum, Kanban
* **Database**: SQL, SQL Server, MS Access 2000/XP/2003, Oracle, DB Visualizer
* **Languages**: SQL, PL SQL,
* **Testing**: Quality Center 9.0, Jira, Jama, Azure DevOps
* **BI Tools**: Tableau, Power BI

**PROFESSIONAL EXPERIENCE**

**Selective Insurance- Branchville, NJ May 2020 – present**

**Business Analyst**

**Responsibilities**

* Analyzed User Requirement Document, Business Requirement Document (BRD), Technical Requirement Specification and Functional Requirement Specification (FRS).
* Prepared and analyzed AS IS and TO BE in the existing architecture and performed Gap Analysis. Involved in creating workflow scenarios, designed new process flows and documented the Business Process and various Business Scenarios and activities of the Business from the conceptual to procedural level.
* Involved in Designing Document Flow Diagrams (DFD's), Entity Relationship Diagrams (ERD's), and web page mockups using modelling tools.
* Work with process owners and SMEs to define requirements and design solutions, mapping them to the ServiceNow tool.
* Worked on Commercial lines Property and Casualty Insurance including both policy and claim processing.
* Involved with all the phases of Software Development Life Cycle (SDLC) methodologies throughout the project life cycle.
* Responsible for testing the Policies for both Auto and Home Property Insurance of the customers.
* Performed Business End-User testing of all Guidewire Policy Center/Business Objects claim reports.
* Worked with business SMEs, Delivery teams in gathering the requirements & documents inline of agile methodology. It includes identification high level business needs, Preparation of Guidewire specific Detail Requirement docs (DRS), Preparation of Application Workflow.
* Prepared the function flow of application; prepare the Page Mockups and all allied screens using Balsamic and MS-Excel.
* Perform analysis of the given data and draw accurate inferences by visualizing the data in Tableau and generate reports, in accord with the objectives of the analysis.
* Involved in Data mapping, logical data modeling, and creating class diagrams and ER diagrams and used SQL queries to filter data within the Oracle database.
* Facilitate JAD sessions involving the management, development and user teams for clarifying requirements and facilitating better communication.
* Followed a structured approach to organize Requirements into logical groupings of essential Business Processes, Business Rules, and Information needs that ensures any Critical Requirements are not missed.
* Followed the UML based methods using Microsoft Visio to create: Use Cases Diagrams, Activity Diagrams, State Chart Diagrams, Sequence Diagrams and Collaboration Diagrams.

**Walmart, Bentonville, AR                 Jan 2019 – April 2020**

**Business System Analyst**

**Roles and Responsibilities**

* Performed the Gap Analysis to define the current and future business requirements by analyzing As-Is/To-Be business processes.
* Conducted Joint Application Development sessions and interviewed Subject Matter Experts, interviewing detailed functionality aspects of business processes, translated and updated the information to the requirements in an understandable format.
* Created Mock-up Screens and Wireframes for an overview of GUI and UML Diagrams such as Sequence, Activity and Use Case Diagrams using Lucid Chart for proper visualization of the software in order to elicit requirements and manage changes.
* Documented User Stories, Definition of Ready, and Acceptance Criteria for the PSPI (Potentially Shippable Product Increment).
* Worked with Mobile application team to create wireframe and Mock-ups of the website to appear the same in Mobile platform.
* Created Workflow for mobile application platform to update the product catalogues and user profiles. Captured customer engagement through Mobile application and desktop application to create various reports such as customer interaction metrics.
* Extensively used JIRA to capture, manage User stories, collaborate teamwork and participated in all the Scrum Ceremonies.
* Created Data Mapping Document to capture Source to Target Mappings and ensured required datasets were present in system.
* Assisted team in creation various diagrams such as Use case, Activity, sequence diagram, BPMN diagrams using Lucid Chart.
* Used SQL queries (select, insert, update, sub-queries, joins, etc.) to manipulate and validate the data.
* Created mockup screens using Balsamiq software as per requirements and implemented the feedback from end customers.
* Created high and low fidelity Mockups, Wireframes to prototype the User Interface using Balsamiq and Lucid Chart software.
* Extensively involved in various scrum ceremonies (Sprint Planning, Daily Scrum, Sprint Review, and Sprint Retrospective.)
* Used Tableau to create customized dashboards consisting key metrics and KPIs, showing reports of the on-line store activity.
* Developed Test Plans, Test Cases and Test Scripts to assist testing team in Platform Testing, Functional & Non-functional tests.

**Environment**: Agile-Scrum, UML, Lucid Chart, JIRA 4.6, Tableau, MS SQL server, Balsamiq.

**Citizens Property Insurance -Tallahassee, FL Dec 2016 – December 2018**

**Business Analyst**

**Responsibilities:**

* Expert in commercial (P&C) Property and Casualty and Personal Lines Insurance experience with national carriers
* Analysis of business requirements and system requirements of the client and also for Property and casualty (P&C) modules
* Responsible for acting as a liaison with operational and financial management, systems support and sales to identify business opportunities. Developed a file of ACORD Forms used as the standards in all (P&C) Property and Casualty markets, for both Personal and Commercial Lines of Business.
* Gathered requirements for the Guidewire Billing & Policy Center Integration Team by coordinating with SMEs from external systems and also with the Billing & Policy Center functional and configuration teams.
* Involved in reviewing Test cases for (P&C) property and casualty Insurances for Different Levels of Business
* Elicited requirements and provided specific business and technical requirements guidance for the construction of the system. The requirements set comprised of Business Requirements Document (BRD), functional requirements, Business and System Use Cases.
* Constructed and maintained UML models using Rational Rose, and created use case diagrams, class diagrams and sequence diagrams for all the use cases
* Co-ordination with multiple teams and integration architects, in performing analysis for issues regarding speed and stability
* Involved in Inception Phase and prepared Logical Data Models that contains set of diagrams and BRD (Business Requirement Documents) supporting documents containing the essential business elements, detail definitions, and descriptions of the relationships between the actors to analyze and document business data requirements.
* Scheduled meetings with developers, System Analysts (SA) and testers to collaborate resource allocation and project completion using MS Project.
* Extremely proficient in using Agile methodologies following sprint sessions and used Rally software extensively to write User Stories, assign tasks to individual team members
* Created targeted Questionnaires for SMEs to gather requirements. Collaborated with business owners, SME's, project managers and IT personnel to define project objectives.

**Key Bank, Pittsburgh, PA                  July 2015 - Nov 2016**

**Jr. Business System Analyst**

The project scope was to provide online banking facility to its customers. The project aimed at building software that would facilitate viewing of multiple account balances, statements, pending transactions and cancelled transactions, tracking deposits, transfer of funds between accounts, mortgage activities, transfer history and maintenance of customer profile.

**Responsibilities:**

* Reviewed System Requirement Specifications (SRS), Functional Requirement Specification (FRS) & design documents.
* Assisted product owner for conducting interactive workshops with stakeholders & development team to list high-level requirements and managed to document the requirements in the Business Requirements Document (BRD).
* Actively working with Project manager on managing the Sprint ceremonies and managing the sprint backlog items.
* Prepared Requirements Traceability Matrix (RTM) to help the stakeholders trace the business requirements.
* Provided weekly management status reports and coordinated meetings between test team and development team to review defects and track them to closure. Created Macros which helped in enhancing the reports for the work done in the team.
* Validated the database using various SQL queries like Joins, group by & SQL Aggregate functions for data profiling.
* Documented Test Plans, Test Scenarios, Test Cases based on business requirements & design documents & logged defects.
* Prepared Test Data for positive and negative test scenarios for functional testing using boundary value analysis and exhaustive testing as documented in test plan. Performed User Acceptance Testing (UAT) to cross verify the result with expected result.
* Took part in all phases of testing such as Smoke testing, Graphical User Interface (GUI), Functional testing and System testing.
* Documented Bug Report and Categorized them based on severity level and Priority level. Used Quality Center to store all test results and for defect tracking and reporting using the Project Management tools such as JIRA and Confluence.

**Environment**: Waterfall, MYSQL Server, MS Office (MS Excel, MS Word).