# Sanjay S Thakur

Tukwila, WA

US Citizen

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## BIOGRAPHY

Project Lead / Business Analyst with close to 14 years of experience in the IT industry. Worked in domain such as Banking, financial, retail, e-commerce, and telecom. Performed business process analysis/modeling, business requirements gathering for both web based as well as mobile based applications. Extensive experience in conducting studies and performed Impact analysis & GAP Analysis. Excellent experience in enterprise data governance and expertise with using and handling Metadata in the IGC tool. Particularly good experience in data mapping using source to target logic. Good Experience with Software Development Processes & Models like Waterfall and Agile Scrum. Experienced in various testing types like Functional, Integration, System, Stress, Black Box, Grey Box, Regression and User Acceptance Testing of mobile and WEB applications. I have diligently worked with Product Manager as well as Project Managers and assisted them in creating LOE and setting up milestone and help them chase it. I am a self-starter and can work independently as well as in team with very less supervision.

* In-depth knowledge of creating use case, activity, logical, component and deployment views with rational tools to extract business process flows and workflows thereby helping development and quality assurance teams in understanding the requirements.
* I organized walkthrough session for the LOB’s for the IBM IGC tool and explained them about the metadata features and shown them the data lineage.
* Analytical, methodical, and resourceful approach to problem solving, identifying, and documenting root causes and corrective actions.
* Performed Gap Analysis to check the compatibility of the existing system infrastructure with the new business requirements.
* Created Business Requirement Document (BRD) and User Case Documents (UCD)
* Extensive experience with process modeling using UML, flow charts, task diagrams, Sequence Diagrams, Activity Diagrams and Use Cases.
* In Depth understanding of the AS-IS and TO-BE business processes, Gap Analysis, and experience in converting these requirements into technical specifications for preparing test plans.
* Experience with Software Development Processes & Models: Agile, Waterfall, RUP, Scrum Model.
* In-depth knowledge of using HP Quality Center. Worked on all 4 modules of Quality Center like Requirement, Test Plan, Test Lab & Defect. Involved in Manual WEB Testing (Browser Testing, Platform Testing, Link Testing, Visual Testing, etc.)
* Generated multiple Graph report, Project Report and excel report using Quality Center.

**Project Lead / Project Manager**

* LOE Creation
* Milestone setup,
* Sizing the requirement based on peer review.
* Team building & requirement mapping.
* Participated in quarterly PI planning to find product dependency with various teams.

**Business Analysis**

* Business case and feasibility study.
* Scope & project definition, Gap & Impact analysis
* Business process analysis and modeling using UML.
* Requirement elicitation and documentation
* Prototype and mockup creation / documentation.
* High level user scenario, use cases, functional requirements, and user stories.
* Use case creation, data modeling, data mapping
* BRD, FSD/FRS, Requirements Traceability Matrix creation.
* Implementation and release planning.
* Sprint Vision, Sprint Session
* Product Backlog Items, Scrum activities
* Backlog Define Meetings, Sprint Planning, End-of-Sprint-Review and Retrospective.

**Quality Assurance**

* Test Strategy, Test cases
* Smoke testing, Regression testing, Stress testing
* Black Box, Grey Box testing
* Wrote test cases and test scenarios.
* User acceptance testing - planning & execution (UAT)
* Performance testing, Load Testing
* Compatibility testing in a cross-browser testing

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## TECHNICAL EXPERIENCE

Operating Systems: Windows, Macintosh, Unix

Project Management: MS Project, SharePoint

Modeling Tools: MS Visio, Xmind

Data Bases: MS Access 2010, SQL 2008

Requirement management: Rational Requisite Pro, HP Quality Center, Lean Kit, JIRA

Testing Tools: HP ALM (Quality Centre) 10,11, 11.5, SoapUI, Jmeter, Test Anywhere

Packages: MS Word, MS Excel, MS PowerPoint

Markup Language: HTML, XML

Methodologies: Agile, Waterfall, RUP

Data Management: IBM IGC, Data Lake, Big Data

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**PROFESSIONAL HIGHLIGHTS**

**Working as a IT Solution Analyst for Wright-Patt From 2/2020 till Date**

*ACH Error & Dispute Resolution*

Wright-Patt Credit Union is a US credit union or financial cooperative headquartered in Beavercreek, Ohio. It is the Largest Credit Union in Ohio and seventh Largest in North America.

***Responsibilities:***

* Understand the current Landscape of New Account Opening process (CASA / Loan) from Meridian Link / Loan IQ till it gets absorb by Episys Platform.
* Understand the current Process of addressing the ACH error and proposed solution keeping NACHA & RegE requirement in mind.
* Created several mockup and explain the idea to all the stakeholder with proposed Web Forms solution.
* Created Flow Diagram and Wrote requirement (BRD, FSD) for the Technical Team.

**Environment:** Meridian Link, Episys, SharePoint, MS Office Suite, MS Visio, Remedy, and Planview PPM Pro

**Performed as a Project Lead / Business Analyst for 5/3 Bank From 8/2018 till 9/2020**

*MB Financial – Merger (RDC)*

53 Bank has acquired MB Financial bank and decided to retain some of its application and bring it into 53 bank environments from their current data center in Chicago. In the ongoing effort, we were responsible and managing 4 RDC suites of applications to bring them into existing EDM application.

***Responsibilities:***

* Managed all the onboarding responsibilities related to extending request, identifying stakeholders, presenting & seeking approvals from governance panel for the RDC suites of application.
* Prepared DR plan for the applications those does not had recent documentation from MB Financial by doing a reverse processing and talking to the stakeholders.
* Completed RSG, RTO & ITAC process for RDC suites of applications along with required approvals.

**Performed as Consultant / Project Lead for 5/3 Bank From 6/2018 till 9/2020**

*Check Upgrade Project*

53 Bank has identified 12 different applications that was on the radar for End of life / End of Support for old hardware & software and decided to upgrade it to be in sync with the latest product update with its vendor to use the updated features.

***Responsibilities:***

* Lead the initial consulting approach and studied all the scoped application to understand it’s AS IS features, current landscape and dependencies.
* Drafted all the hardware & software changes and testing approach which would be needed to conduct a regressive full testing for all 12 in scope applications.
* Created LOE and estimated work hour required for these upgrades and presented it to the stakeholders. On successful review passed the same information to the contract team to get it documented in the SOW.
* Created BRD, FSD, User Stories and mockup artifacts related to the project on various levels.

**Performed as a Project Lead for 5/3 Bank From 12/2017 till 5/2018**

*ARGUS – Data Migration & Reporting*

Argus, a Verisk business, is a leading provider of intelligence, decision support solutions, and advisory services to financial institutions across the global commerce ecosystem. Since 5/3 bank decided to bring in all its historical data in-house which was stored on Argus storage systems bank decided to kick start this project data migration project.

***Responsibilities:***

* Worked on the data inventory and created a filtered list of 55K tables out of 110K that has been marked as high priority and reporting scope.
* Gathered requirement and prepared a mapping tracker for unmasking and validation of tables that is in scope.
* Prepared **SIT & UAT plan** along with the team to give a holistic coverage to entire project from delivery prospect.
* Mapped all the tables required to prepare the delta load from Sep 1st for Q3 & Q4 for 2017 from the inventory received by the technical team.
* Wrote all the business requirements and created BRD as per 5/3 template to cover the reporting need for the business.
* Wrote test cases for validation and executed it whenever it was needed as per project health.

**Environment:** IBM IGC, SharePoint, MS Office Suite, MS Visio, Remedy, and MS Project

**Performed as a Project Lead for 5/3 Bank From 1/2018 till 3/2018**

*Metadata – IGC (Phase-2)*

As in second phase of the Metadata project the EDO leadership has decided to bring 30 systems under the central Metadata repository.

***Responsibilities:***

* As a project lead, I kick started this project from scratch and design the project road map and set up the milestone for the team.
* Diligently worked with Hadoop / Big Data team and updated them about the current state of metadata ingestion.
* Worked with all different SMEs of the scoped applications and aggressively followed up with them for the entire required inventory needed for ingestion.
* Worked with several database administrators including db2, SQL, Oracle, and SAS in order to create functional ID and password vault.
* I felicitated several meetings and brought the LOB and technical team together and addressed their concern and successfully gathered the required technical information critical for this project.

**Environment:** IBM IGC, SharePoint, MS Office Suite, MS Visio, Remedy, and MS Project

**Performed as a Lead Business Analyst for 5/3 Bank From 5/2017 till 12/2017**

*Metadata – IGC (Phase-1)*

5/3 bank has around 800 applications through which they operate and serve their customers. Majority of its application are hosted within the bank network but there are several applications which happened to be the 3rd party providers are hosted outside network which transmit data to the bank through different secure platform. The Data leadership within the bank decided to create a central repository of Metadata and Data to create a data lake within and to establish and understand the lineage for better business decision making. As in First phase the leadership decided to bring 93 applications under the central Metadata repository.

***Responsibilities:***

* Interacted effectively with business partners, LOB, DPO and analysts to conduct survey and gathered information about their respective applications.
* Based on the inputs received in the survey, prepared the set of questionnaires, and requested the DPO / SME for the inventory for the metadata ingestion.
* Involved in all the preparation work and created CSV files as per the layouts for the Metadata Ingestion.
* Wrote queries on IGC tool as required and generated report as per the leadership request.
* Involved in data mining, data warehouse, and worked on data marts with metadata development pertaining to IBM IGC.
* Created several user guide and documentation using MS Excel and MS Word for the IGC Metadata.
* Created the TMA & BMA sheet and raised attestation request and followed with the respective LOB / DPO for the attestation.
* Conducted walkthrough session for the LOB’s for the IGC tool and explained them about the metadata feature and shown them the data lineage.

**Environment:** IBM IGC, SharePoint, MS Office Suite, MS Visio, Remedy, and MS Project

**Performed as a System Analyst for 5/3 Bank From 12/2016 till 5/2017**

*MS Access DB Mapping – Consolidation Project Wholesale Lockbox*

5/3 bank has many MS Access databases that is being used for reporting purpose. The Scope of this project was to map the inflow and outflow of data and gather the requirement to create a fresh .net application which will replace 3 MS Access databases like Cincinnati Performance database, MyStats Database and BPO Database. This will further lead to phasing out the wholesale lockbox (IntegraPay) and transiting into Retail Lockbox (Image RPS) for future reporting.

***Responsibilities:***

* Introduce the agile way of gathering the requirement and broke the functional requirement to the lowest level setting the acceptance criteria.
* Performed Requirements Gathering and Analysis, interacted with the Subject Matter Experts and lead the kickoff meetings.
* Analyzed 3 separate MS Access Database (**Cincinnati Performance, MyStats and BPO**) and identified the input and output source by doing source to target mapping. Identified the wholesale and retail reports with the flagger.
* Sourced all the SQL queries which runs behind the report and identified the ODBC connections.
* Created the UI mockup and took screen shot which helped in creating the initial wireframes.
* Analyzed business and functional requirements and created user stories and wrote acceptance criteria.

**Environment:** MS Access, SQL 2008, SharePoint, MS Office Suite, MS Visio, and MS Project

**Performed as a Business System Analyst From 5/2016 till 10/2016**

*SNAAC NOW LOS upgrades*

SNAAC NOW loan origination system is SNAAC’s own internal built system focusing on Military customer base. It is sales driven application that has been constantly upgraded to compete with the current market requirement focusing on driving the sales. As a company SNAAC has been awarded as best place to work in Cincinnati area 2 years in a row.

***Responsibilities:***

* Analyzed business and functional requirements and developed test plan, test cases and executed it doing manual testing.
* Acted as an agile coach and guided the team to adapt the agile way of gathering the requirement successfully.
* Worked on few critical requirements gathering process for Adverse Action, Stipulations and Solution by text.

**Environment:** Team Foundation server, SNAAC NOW LOS, SharePoint, MS Office Suite, TrackIt BMC, MS Visio, MS Project and SQL

**Performed as a Lead Business Analyst for Walmart – ISD From 10/2015 till 5/2016**

*3P substantiation*

3P is large third-party payment platform which provides ability to allow or prevent purchase of any item or set of items funded by third parties through preset rules tied to payment of identification device. The incremental revenue potential of this project is $260 million a year.

***Responsibilities:***

* Identified and implemented processes for developing and documenting detailed business requirements. Data was collected from end-users and analysts.
* Elicited business requirements through interviews, document analysis, design workshops, surveys, use cases, and workflow analysis.
* Performed Requirements Gathering and Analysis, interacted with the SME (Subject Matter Experts), and ensured that contributors and all key stakeholders were motivated to complete assigned tasks.
* Created various flow diagrams and came up with many use cases and assisted the tech lead and architect to give them the high-level understanding of the business expectation.
* Acted as the scrum master initially and organized the daily scrum call, documented the impediment and coordinated with different offshore and onshore team.
* Conducted sprint planning and sprint retrospective with other follow thru calls.
* Acted as a deputy to the Project Manager and addressed and directed all the queries in his absence to the concerned authorities.
* Diligently worked with Product Manager as well as Project Managers and assisted them creating LOE and setting up milestone and help them chase it.

**Environment:** Lean Kit, JIRA, HP ALM 11.5, SharePoint, MS Office Suite, MS Visio, MS Project

**Performed as a Technical Analyst for Cloud Xtension From 7/2012 till 8/2015**

*FGS-FAST (Fast Goods System for Flextronic Authorize Service Technology)*

It’s a large web-based e-commerce technical project. It covers the new fast goods service like RIM Blackberry, Sony and Nokia mobile authorize service center solution by the work order generated by the Flextronics in the third party MES gateway Data sweep. The FAST system will recover all the technical as well as functional details from the Data sweep web service and incorporate into the own system and raised the final amount by PAYPAL payment gateway. The most interesting and challenging part of this project is the hosting free for all the new customer or client of Flextronics.

***Responsibilities:***

* Translated high-level business and user requirements into functional requirements and specified in an appropriate level of detail.
* Prepared Business Workflow models that covered business processes. Prepared Workflow diagrams to analyze “AS IS” and “TO BE” scenarios and designed new process flows.
* Documented user requirements and business processes.
* Created Use-Cases, User Interface documents and functional/requirements specification documents to document business needs.
* Requirements were gathered through interactions and meetings and periodic walkthroughs with potential users of the application.
* Participated and Facilitated Joint Application Development (JAD) Sessions for communicating and managing functional requirements and project expectations.
* Coordinated with the Project Manager to set project activities like keeping track of Project Status report, Deadlines, and Compliance Issues.
* Manage the Requirements (Business as well as System requirements), performed requirements analysis along with the creation of Use Case Scenarios.
* Created Process Workflows, Functional Specifications, and responsible for preparing Software Requirement Specifications (SRS).
* Analyzed business and functional requirements and developed test plan, test cases in HP Quality Center (10.0).
* Diligently worked with Product Manager as well as Project Managers and assisted them creating LOE and setting up milestone and help them chase it.
* Assisted Product Manager in calculating man hour as well as budget burn rate.
* Generated multiple Graph report, Project Report and excel report using Quality Center.
* Helped QA team in creating Requirement Traceability (RTM) matrix to insure full test coverage.
* Participated in preparing templates and guidelines to be used by the project team with detailed screen layouts with regards to various types of corporate actions.
* Defined and promulgated test cases based on the requirements outlined in the test plan as part of the development cycle.
* Involved and coordinated the tests with the QA team to verify implementation of new features and enhancements.

**Environment:** Rational Req Pro, HTML, HP Quality Center (10.0), SOAPUI, XML, SQL, Jmeter, MS Office Suite, MS Visio, MS Project, SharePoint

**Performed as a Technical Analyst for Valiantica Inc, Inherent Technologies & Synchron Systems From 12/2007 till 7/2012**

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## EDUCATION PG (MBA) - Information Technology

## Amity University, India 2007