**Neha Venkatesh**

**Sr. Business Analyst/Project Manager**

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**Professional Summary:**

# Results-driven Senior Business Analyst with over 10+ years of experience in leading cross-functional teams, managing complex projects, analyzing business processes and delivering data-driven solutions to optimize business operations. Proficient in Agile methodologies, data analysis, and project management tools. Proven track record of enhancing business performance through strategic analysis, improved workflows, and data-informed decision-making.

* Expertise in gathering and documenting requirements, process modeling, and collaborating with cross-functional teams to deliver high-impact projects.
* Adept at end-to-end project management, resource allocation, risk management, and stakeholder communication.
* Excellent skills in gathering requirements and creating Business Requirements Document (BRD) and Functional Requirement Specification (FRS) documents, facilitating Joint Application Development (JAD) sessions, rapid application development (RAD sessions, Disaster Recovery Plan (DRP), developing Use Cases, Test Approach, User Acceptance Testing (UAT), Requirements Traceability Matrix (RTM).
* Directed comprehensive change management throughout the entire project lifecycle, from initial concept and planning through to testing and final delivery. Oversaw software development and implementation across varied business and technical environments, showcasing effective leadership, strategic vision, and strong communication abilities.
* Possess a deep understanding of business process flows and case tools within the Capital Markets and Equity Structured Products space. Experienced in analyzing associated risk profiles across Fixed Income, Equity, and Derivatives. Projects include Portfolio Asset Management (PAM), Fixed Income, Credit Default Swaps (CDS), Credit Index, Collateral Management / Risk Management, Credit Risk, Cash Equities, Mortgage, Fund Transfer & Operations, Hedge Funds, Mutual Funds, Loans, Corporate actions, Commodities, Brokerage, Equities, Hedge Funds, Annuities, Actuaries Insurance (Life, Auto, Property & Casualty) & Reinsurance.
* Strong expertise in working with healthcare data standards (HL7, ICD-10, HIPAA) and applying healthcare regulations to optimize processes and improve patient care outcomes. Proven track record of collaborating with cross-functional teams to deliver projects on time and within scope, including system integrations, electronic health records (EHR), claims processing, and healthcare analytics.
* strong track record of implementing end-to-end ecommerce solutions.

### **Technical Skills**

* **Project Management/Collaboration tools :** JIRA, Trello, Microsoft Project, Smartsheet, Confluence, SharePoint.
* **UI/UX design tools:** Figma, Adobe Illustrator, Photoshop, Microsoft Visio, Lucidchart, Dubbot, Lambda Test, OWCS, AEM
* **Data Analysis, Database & Reporting:** SQL, MySQL, Tableau, Microsoft Excel (Advanced), Google Analytics
* **Modeling Tools**: UML, Rational Rose, oops, MS Visio, Rational Requisite Pro
* **ETL Tools**: Informatica Power Center, Data stage, Tableau, QlikView, and Axure.
* **Business Analysis & Tools**: Software Development Life Cycle (SDLC); Rational Unified Process (RUP), Agile, Scrum, Waterfall, Requisite Pro
* **Automation Tools**: WinRunner, LoadRunner, and Rational Suite.
* **Trade Order Management Systems:** Bloomberg (POMS), CRD (Charles River Investment Management System), SunGard Trading Systems,
* **Portfolio Management and Investment Accounting:** Eagle Investment Systems (Eagle STAR), Fiserv (GIM2), Princeton Financial Systems, Inc. (PAM), SunGard (InvestOne, APS2), Murex, Thomson Financial (PORTIA)
* **Risk Mgmt. Software:** Basel II, BlackRock Solutions (Aladdin - Risk Analytics), Moody’s KMV, Murex Risk Mgr., Risk Metrics
* **Operating Systems**: MacOs, Windows, Linux, Unix.

# **ACADEMIA:**

## **University of Central Missouri, USA — Masters in Computer Science** **- Dec2014**

## **Osmania University, Hyderabad, India —** **Bachelor’s in information technology - April 2013**

# **PROFESSIONAL EXPERIENCE**

**Avaya, Irving, TX - Sr. Business Analyst/Scrum Master Sept 2019 - PRESENT**

Avaya is a recognized innovator and leading global provider of solutions for customer and team engagement. The company provides technologies for unified communications and collaboration, contact center and customer experience management, and networking, along with related services to large enterprises, mid-market companies, small businesses, and government organizations around the world.

**Key Responsibilities**

* Conducted business process gap analysis, risk analysis, and created BRD, FRS, and SRS documentation.
* Collected, documented, and analyzed business requirements and created user stories.
* Tracked and reported project status, milestones, and plans to project management and owners on a weekly basis.
* Developed detailed project plans that outline tasks, timelines, and resource allocation
* Developed informative, coherent, and usable project documents (project artifacts) for multiple stakeholders covering functional and non-functional business requirements.
* Collaborating with UX/UI teams to enhance customer journey and interface design
* Tracked project progress using JIRA, Smartsheet, and Microsoft Project, reporting on key milestones, dependencies, and risks to senior management.
* Ensure daily stand-up meetings are held, keeping them focused and time-boxed to discuss progress, blockers, and priorities.
* Help the team define the goals and scope for each sprint, ensuring that the work is well-understood and achievable.
* Facilitate the review meeting at the end of each sprint, where the team demonstrates completed work to stakeholders.
* Assist the Product Owner and team in refining the product backlog by ensuring that user stories are clear, properly estimated, and prioritized.
* Streamlined existing processes for efficiency.
* Created Key Performance Indicators (KPIs) and reports.
* Prepare dashboards, reports, and presentations to communicate status of execution of strategic plans and annual priorities, tailored for specific internal and external stakeholders
* Designed, developed, and implemented user acceptance testing cases and plans.
* Created test cases, scripts, and gathered test data.

**Barclays, NJ - Project Manager / Lead Business & Support Analyst MAR 2017 - AUG 2019**

**Key Responsibilities**

* Identified & provided analysis of legacy pricing systems & documented functional requirements to be included in the strategic platform, responsible for Fixed Income products - reference pricing data within bank on a cross-asset basis.
* Worked with Global Wealth Management team to provide business requirements, functional & non-functional market data (pricing) requirements, use cases to implement & maintain strategic repository of global pricing for both internal & vendor sources for billing /settlements processes and front/middle/back office for OTC Derivatives.
* Managed & supported both domestic and foreign complex algo/ black box trading system - trading multiple asset classes on several exchanges – coordinated development, testing, troubleshooting FIX connectivity issues, resolving live trading system components & deployment of new exchange connectivity.
* Monitored and confirmed settlement of trades for equity, fixed income, options, futures, swaps and currency products.
* Managed a team of 24 people, wrote Global/ Regional business and functional Requirements followed by UAT, Involved End-to-end management of project status, testing teams.
* Defined Business Requirements Document (BRD) and authored Functional Requirements Documents (FRD); process and system design for North America, EMEA and Asia Pacific Corp Actions including User Interface (UI) with Client settlements platform, CPR/GPDW, Global Entitlements etc.
* Risk analytics technology exposure with systems: SunGard, Risk Metrics and in-house systems to cover sensitivity across a broad range of instruments including, Commodities, Equities, Fixed Income, FX, Mortgages and Structured Credit, using multiple Value at Risk (VaR) methodologies and flexible stress-testing.
* Supervised, researched and corrected the set-up of bonds, term loans, syndicated loans, equities and swaps in all reference databases.
* Determined data processing rules, data mapping for Market/Price Data vendors (Reuters, Bloomberg, Telekurs).

**PNC Bank, Pittsburgh, PA - Sr. Business System Analyst May 2015 – Feb 2017**

The objective of the project was to implement an enterprise resource planning application that will meet states budget, accounting and procurement needs.

**Key Responsibilities**

* Involved throughout the System Development Life Cycle (SDLC) of Waterfall methodology.
* Identified and analyzed business needs using techniques such as JAD, Document Analysis, Interface Analysis, Requirements Workshops and Interviews with SMEs and stakeholders.
* Prioritized the development of missing tools and content in the existing framework by performing the GAP Analysis. Documented the gap between the existing system and the desired system.
* Developed a high-level Business Requirements Document (BRD) and had them base-lined from the business owner and stakeholders.
* Worked with GUI development team to assist them in creating the initial UI wireframes and mockups.
* Created Use Case document by specifying actors, normal flow and alternative flows for all use cases.
* Extensively used MS SharePoint for team collaboration and version control.
* Constructed Requirements Traceability Matrix to determine the source of the requirement, ensure all requirements are met and locate affected system components when the requirements change. Maintained the traceability matrix until business requirements were signed off.
* Change Management performed by handling change requests and performing change impact analysis on the business and technical side and getting approval from the Change Control Board (CCB), to make the appropriate changes.
* Integrated various OLTP to the OLAP by using Informatica as an ETL tool and Tableau as reporting tool.
* Written SQL queries to extract, manipulate, and/or calculate information to fulfill data and owning requirements including identifying the tables and columns from which data is extracted.
* Actively involved in Data Mapping of tables from Source system to Target system, including preparation of Entity Relationship Diagram.
* Performed SQL queries using JOINS and nested queries to fetch data from MS SQL Server.

**Department of Health, State of NY, Albany, NY - Business Analyst**  Sept 2014 – April 2015

**Project Description:** The Center for Environmental Health uses SDWIS to track public water system information related to compliance with state and federal drinking water regulations.  It is also used for mandatory data transmittal to the United States Environmental Protection Agency (EPA).  As it currently exists, SDWIS is outdated and unsupported by the EPA and its contractor, SAIC. At the direction of the Governor’s Office, NYS Department of Health (DOH), NYS Department of Environmental Conservation (DEC), and Office of Information Technology Services (ITS) will work to redesign SDWIS and to develop an inter-agency platform to share and analyze information on water quality and contamination risks.

**Key Responsibilities**

* Converted BRD describing the major functionalities of the system into FSD. Created Major use cases for system enhancement.
* Generated a unique WBS for the project by incorporating principles of Waterfall (for project planning and requirement gathering phases) as well as Agile Scrum Framework (during design, development and test phases).
* Supported project scope and execution tracking throughout project iterations using Jira and Microsoft projects.
* Designed new indicators in UDW data to incorporate ACA compliant requirements as mandated by CMS. Facilitated 3R and Periodic reconciliation reports for senior management.
* Extensively performed GAP analysis in the project, as there were numerous, ‘As – is’ and ‘To – Be’ conditions, by facilitating meetings, interviews and Joint Application Development (JAD) sessions with business users, system architects and development teams
* Worked on Impact analysis for each of the systems and their sub entities for both inbound and outbound systems.
* Understood the detailing of Medicare/Medicaid Claims processes from Admin/Provider/Payer side which were later part of the training program to vendors.
* Create a layout and mockup of the change to be made in the form of the report.
* Created UAT Test Plan and executed Test Cases to test the major functionalities of the system
* Highly expertized in tracing requirements throughout the development process and verifying adherence to Requirement Traceability Matrix (RTM)
* Analyzed the risks involved by conducting SWOT and Cost-Benefit Analysis in Microsoft Office Environment
* Acted as a Scrum Master, documented sprint backlogs, organized and conducted sprint planning sessions, daily scrum meetings. Created sprint burn down charts and release backlogs for effective Project Management.
* Developed Business Flow diagrams, Entity Relationship diagrams and Sequence diagrams using MS Visio environment so the development team and other stakeholders can understand business processes.
* Trained Business-users in using our newly incorporated functionalities pertinent to Obamacare and Geo- rating changes. Reviewed official artifacts (BRD, RTM, FDDs) prepared by project BAs during project execution and design phase. Coached Mid-level and junior BAs in project execution and BA material design.
* Utilized Share Point 2013 tool for document management and accessibility between chore and ancillary teams. Maintained project website and posted active feeds on project web portal.
* Analyzed the Federal Reporting Requirements and prepared federal reports by comparing data and data allocation on the report.