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**Sr. Business Analyst**

**Professional Summary**

Highly driven, object-oriented Business System Analyst with over 8 years of experience working on large scale application development projects in the Banking, Finance and Healthcare Domain. Possess detailed, well-rounded knowledge and experience working with Payment processing, Anti- Money Laundering in Banking , and Healthcare claims. Specialized in applying technical expertise to develop insightful solutions applicable to current business practices.

**Professional Summary**

* Closely collaborated with **project stakeholders**, **managers**, **product owners**, and subject matter experts (**SME**s). **Gathered requirements** and ensured comprehensive documentation of all aspects in each phase.
* Collaborated effectively with **off-shore** and **on-shore** teams throughout the development lifecycle, actively participating in **Scrum ceremonies** such as **backlog grooming sessions**, **sprint planning meetings**, **daily standup meetings, sprint review sessions, and sprint retrospective** meetings.
* Experienced in effectively collaborating within **cross-functional ceremonies such** the **Scaled Agile Framework (SAFE)** maintaining Cadence to refine EPICS to features in various ceremonies as **PO Sync, PMC, Pre-PI Planning, PI Planning, and Scrum on Scrums meetings**.
* Led requirement gathering and documentation utilizing various tools like **JIRA, Azure DevOps, Rally, MS SharePoint, Confluence** to ensure status traceability, **KPI** tracking, and **dependency mapping.**
* Extensive experience in creating **Meticulous artifacts** like Business Requirements Documents **(BRD)**, Functional Requirement Specifications **(FRS)**, Software Requirement Specifications **(SRS)**.
* Proficient in developing comprehensive **UML** diagrams, **Business process diagrams** such as **Use case diagrams, Activity flow and sequence flow diagrams, Process flow diagram, data flow diagrams, Orchestration, Mockups, prototypes, and Wireframes**.
* Assisted **UI/UX** team by creating dynamic **workflow automation** by **mockups, Prototypes, wireframes** with **HTML, MS Visio, Figma, Lucid Charts, and Balsamiq**.
* Involved extensively in **end-to-end testing** on **SOAP** and **REST APIs** by utilizing the **Postman tool**.
* Engaged with the development team in integrating **AJAX** functionalities for dynamic and interactive UI.
* Assisted My team with business rules for **client-side, server-side,** and **database-side validations**.
* Proficient in working with databases such as **Oracle** and **MS SQL Server** for tasks including **workflow automation** **data processing**, **Data Governance,** **Data mapping source to Target, Data modeling**, as well as data standardization, cleansing, scrubbing, and data visualization using Tableau or Power BI.
* Utilized extensive experience in **IAM** projects to enhance Role based management systems, ensuring robust security measures and compliance adherence by implementing **Authorization and authentication**.
* Proficient in MS Office Suite – **Excel (VLOOKUP, Pivot tables), MS Word, PowerPoint, MS suites.**
* Assisted Test Leads with **Test Cases**, **Test Scenarios**, **Scripts**, and **Test Plans**. Involved in User Acceptance Testing (**UAT**), **Smoke, Integration, Functional testing, Performance, load, Regression testing using Selenium and other tools.**
* Strong knowledge and understanding of Test-Driven Development (**TDD**) for code testing, Behavior-Driven Development (**BDD**) for behavior-oriented functionality testing, and Acceptance Test-Driven Development (**ATDD**) for user-oriented testing within applications.
* Excellent knowledge of **data Governance**, **data** **Modelling** (OLAP) of the **Star and Snowflake Schema**.
* Experienced in comprehending **Stored Procedures**, **Stored Functions**, **Database Triggers, OLTP, and OLAP** in **ETL**, as well as proficient in extracting specific data using **SQL** and **defining reports.**
* Possess exceptional **Communication**, **problem-solving**, critical thinking, conflict resolution, facilitation, and **documentation skills**, with a proven track record of delivering high-quality work under tight schedules and effectively multitasking to achieve business objectives.
* Demonstrates excellent understanding of **ACH payment** products and **payment gateways**, financial services intricacies, proficient in customer relationship management (CRM).

**TECHNICAL SKILL SET**

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| --- | --- |
| **Methodologies** | Agile – Scrum, SAFE, Waterfall, Hybrid |
| **Web Technologies** | JSON, XML, HTML, SOAP, RESTful Web Services, API, AJAX |
| **Protocols** | HTTP, HTTPS, SOAP |
| **Project Management Tools** | Microsoft Project, Jira, Rally, Azure DevOps |
| **Database** | Oracle 12c, MS SQL Server 2012 |
| **Data Warehousing Concepts** | OLTP Database, OLAP - Datawarehouse, ETL process through SSIS |
| **Languages** | SQL |
| **Modeling Tools** | MS Visio, Figma, Lucid Charts, Draw.io, Balsamiq |
| **Reporting Tools** | Tableau, MS Power BI, SAP Crystal Reports, XSL-FO |
| **Documentation Tools** | MS Office Suite, SharePoint, Confluence |
| **Testing Tools** | Swagger, Postman, HP Quality Center/HP ALM |

**PROFESSIONAL EXPERIENCE**

**PROJECT: Enhancement of Payments in Banking May 2022 - Present**

**CLIENT: World Bank Group Location: Washington DC**

**Role: Sr. Business Analyst**

**Responsibilities:**

* Interacted with stakeholders, IT teams and end users to understand and gather requirements for **Business process**, creating the Business Requirements Document (**BRD**) and Functional Requirement Document (**FRD**), and Requirements Traceability Matrix (**RTM**) using confluence, Jira and share point repositories.
* Attended **Pre-PI** and **PI** planning workshops, mapped out **dependencies** for EPICS, **Features**, and facilitated **system demo**, inspection, and adaptation workshops in **SAFE** and **Release Management.**
* Expertise in performing **GAP analysis** using the **AS-IS** and **TO-BE** formats, alongside conducting **Risk analysis, Impact analysis** for **change requests** and **Root cause analysis** to find out **defects/bugs.**
* Facilitated Joint Application Design (**JAD)** sessions with stakeholders to define **project scope, Objectives** and gather requirements by elicitation techniques for a unified payment processing platform.
* Utilized **Microsoft Visio** to prepare graphical depictions such as **Business process diagrams, Activity Diagrams**, **Sequence Diagrams, and Process Flow Diagram**, for Merchant Onboarding.
* Supporting the team in identifying and **resolving impediments**, collaborating with **SME**s, ensuring optimal **resource utilization**, and effectively maintaining **sprint velocity /Capacity.**
* Maintained detailed **sprint reports** for **sprint review sessions**, ensuring the validation of sprint demo **functionality** and keeping **stakeholders** updated with the product roadmap and release cycles.
* Responsible for developing **User stories** in **INVEST criteria**, checking in **JIRA, RALLY**, and ensuring user stories moved from **Product Backlog** to **Sprint Backlog** and maintain **Healthy Backlog** in SAFE.
* Participated in **Backlog grooming sessions**, **sprint planning, and sprint retrospective meetings,** maintaining artifacts, **product backlog, sprint backlog,** and **KPI’S burnup and burndown charts.**
* Conducted **ad-hoc grooming sessions** to refine user stories for accepted **change requests** and initiate development tasks, draft Impact analysis report to **Change Management Board** and Stakeholders.
* Ensured the **Orchestration** of triggering mechanism in **Transactions** to meticulously monitor and identify suspicious patterns, leading effective flagging in accordance with **GDPR, ISO 20022** compliance.
* Utilized **WADL/WSDL** and **UDDI** to gather information on **API**s and **Web Services** used by developers, to understand End Points, Functions, Data elements Source and Target APIs with Databases.
* Deployed **IAM** strategies tailoring in unified payment platforms, optimizing role-based controls, authentication processes, and authorization mechanisms on the dashboard according to RBAC.
* Facilitated seamless end-to-end **API integration** for a **Global API gateway**, ensuring authorization checks by OAuth for all payments and data reconciliation using SQL queries SSIS, SSMS, Excel, **Tableau or Power BI**.
* Utilized **SQL** extensively, executing **Business process** forData Manipulation Language (**DML**), Data Definition Language (DDL), and (**DCL**) to reconcile the payments with matched and unmatched data.
* Implemented **ETL** processes to ensure Transactions, data reconciliation, enabling the bank to verify payment settlements efficiently and accurately and daily, monthly report generation using SSMS.
* Experienced in developing various **custom reports**, **Canned reports**, and **Ad-Hoc reports** for **Business process** customer suspicious activities and screening for merchant onboarding using **Tableau.**
* Implemented thorough validation processes covering **client-side, server-side, and database-side** validations for diverse payment widgets to ensure **AJAX** functionality and adherence to business rules.
* Produced comprehensive documentation (RTM) including **Functional Specifications** and **User Manuals** **Guide** for **UAT**, regression testing with current system, by maintaining release calendar and release cycle.
* Participated in **Triage call**s to **identify and prioritize defects**/**Bugs**, conducted thorough **root cause analysis**, development, and retesting processes meticulously to maintain Product roadmap.
* Streamlined the report generations by adding triggers, enhancing customer experience, and improving efficiency in handling transactions with banking industry standards such as **ISO 20022**.
* Ensured that the project complied with all adhering to **industry-standard compliances** likedata protection laws such as **GDPR** (General Data Protection Regulation) and upgrading the **PCI-DSS**.
* Ensuring that the development team was following good coding practices and adhered to regulatory bodies like **FINCEN,** and compliances like **Bank Secrecy Act (BSA), SEPA, GDPR, NACHA, KYC, and CD.**

**Environment:** Agile – SAFe, SOA, (HTML/CSS, Angular JS, Java, SQL, Oracle 12c, DB2), Tableau Desktop, AJAX, SOAP, XML, REST, Microservice, UML, Jira, Confluence, MS Excel, MS Visio, Informatica Power Center, Swagger.

**PROJECT: Wealth Management Aug2021-April2022**

**CLIENT: World Bank Group Location: Washington DC**

**Role: Sr. Business Analyst**

**Responsibilities:**

* Gathered requirements by elicitation from multiple **Business Clients, Stakeholders**, developed and maintained **Supporting System Requirement**, business rules, source to target mappings, and assisted in **test cases**.
* Analyze client’s business requirements and **Business process** through **document analysis, interviews, Focus Group sessions, JAD/JAR, Observations, Mockups, Prototypes for** Capital Markets.
* Involved in the entire **SDLC** and **STLC** extensively used SharePoint, Confluence, and successfully achieved tasks in protecting the client’s wealth management, Asset information and portfolio dashboard.
* Conducted thorough **Gap analysis** to evaluate current portfolio dashboards, Audit reporting, pinpointing discrepancies, and areas for improvement in efficiency, accuracy, and compliance adherence.
* Assisted in organizing sprints and facilitated **SAFE/SCRUM** meetings to streamline the project management process, ensuring team alignment and successful achievement of **sprint goals**.
* Led **Backlog Refinement Sessions** to craft **Technical and Functional User Stories**, prioritize backlog using Fibonacci estimation, and ensure alignment with **D.O.D, D.O.R and Acceptance Criteria.**
* Experienced in developing various custom reports, **Canned reports**, and **Ad-Hoc reports** for NPV analysis, and **Business process diagrams** for TCO analysis to flag accounts which reaches the threshold.
* Proactively tracked the **Project** and **Team’s Progress** using **Rally KPI’s** like **Burnup Charts, Burndown Charts,** andshared the **Weekly Progress Reports** to the key stakeholders.
* Implemented **Security mechanism (OAUTH 2.0)** for the API.
* Leveraged **Swagger** to document external **API**s and **Web Services**, including **KYC** checks, in the project, actively contributing to Service Level Agreements (**SLA**s) for effective project management.
* Facilitated the implementation of **orchestration** processes and **defined reports** to ensure compliance with regulatory requirements following the Financial Institution.
* Generated detailed financial **canned reports** utilizing techniques such as Return on Investment (**ROI**) analysis, providing stakeholders with valuable insights into the costs, benefits, and potential **ROI** of proposed solutions, aiding decision-making on **Capital investment** in **Capital Markets**.
* Assisted data analysts in developing **Data Models**, **Business Process Diagrams** encompassing **logical and physical flows**, to enhance understanding of databases and optimize data retrieval efficiency.
* Implemented **API integration** strategies using tools like **Postman and Swagger**, enabling seamless data exchange and system communication, thus enhancing interoperability and overall functionality.
* Utilized **SQL** queries to extract and analyze data for **workflow automation** from **Relational databases**.
* Utilized financial modeling techniques to **forecast the financial performance** of proposed solutions, informing resource allocation decisions. Collaborated with data analysts to develop **Data Models**, **Physical and Logical Flow** optimizing **database efficiency** and enhancing Audit Reporting.
* Utilizing ETL techniques, developed a **Client Demographics** widget to enhance data analysis, empowering stakeholders and marketing with actionable insights and optimizing operational efficiency.
* Extensively utilized **Tableau and Power BI** tools to **visualize** product details and volumes across various channels, facilitating comprehensive insights for informed decision-making.
* Attended **Functional Testing and Smoke Testing**, **integration testing, load testing**, performance testing System Integration testing (**SIT**) regularly to ensure the basic functionalities and server performance of the system are working efficiently in the context of financial institution by maintaining R.T.M.
* Ensured all artifacts adhered to regulatory compliance standards such as **CCPA, GDPR, GAAP, FINRA.**

**Environment**: Agile Framework, Jira, Confluence, Oracle, SQL Developer, Data Warehouse, XML, MS Project, MS SQL Server, MSBI Suite (SSIS, SSRS, SSAS), MS Visio, MS Office Suite, SharePoint, Power BI.

**PROJECT: Enhancement of AML in Banking Aug 2018 – June 2021**

**CLIENT: Morgan Stanley Location: Atlanta, Georgia, US**

**Role: Business Analyst /Product owner**

**Responsibilities:**

* Demonstrated exceptional proficiency in conveying **complex ideas** with good communication skills both as **written** and **verbal channels**, fostering effective communication across diverse stakeholders, and facilitating clear understanding of project requirements by performing various elicitation techniques.
* Performed **risk assessments** to identify potential issues for suspicious accounts screening, maintained documentation for **Business process, Systems**, **Process flows and other UML diagrams.**
* Maintained documentation like Functional specifications, Business requirement Documentation **(BRD**), Traceability matrices (**RTM**) and typical deliverables for the Dashboard enhancement.
* Coordinated with the **product owner** in **backlog management/grooming** **Features** and meeting product deliverables and **KPI’S** like **burn down chart, Team charter, Team velocity/ Capacity.**
* Translated **business requirements** into clear and actionable **technical specifications**, guiding development teams by making prototypes for defining reports and UI web pages.
* Actively engaged in **Agile/Scrum Ceremonies**, contributing to impact analysis and root cause analysis documentation, and crafting **Business and Technical User Stories**.
* Utilized **Jira** and **Azure DevOps** as project management tools to store documents, **user stories**, and other project-related **Artifacts**, ensuring centralized and organized access to critical project information.
* Collaborate with **cross functional teams** and **build schedules and plans**, **identify, and manage system, data, and process dependencies** with other internal or external teams to align deliverables.
* Exceptional **Analytical, Problem-solving, Strategic Planning, and Decision-Making Skills**. Strong communicator and creative problem-solver, adept at crafting innovative solutions.
* Implemented **API integration** solutions and established Service Level Agreements (**SLAs**) to ensure seamless communication and data exchange between systems, enhancing operational efficiency.
* Developed and implemented workflows in case management systems to track **AML**-related cases, ensuring compliance with regulations such as the Bank Secrecy Act (**BSA**) and the **USA PATRIOT** Act.
* Conducted **workflow automation** by **Data mapping, Data mining**, and **SQL queries**, alongside creating **Activity flow diagrams** and graphical representations using **MS Visio and Figma** to illustrate **Control, Process, and Data flows.**
* Implemented **Credit risk scoring** for **credit and debit cards** in **payment systems**, enhancing identity and access management capabilities to meet regulatory requirements and mitigate security risks.
* Collaborated with testers to develop comprehensive **Test Plans, Cases, and Scenarios**, aligned with user story Acceptance criteria, Business Requirements, and technical specifications, ensuring thorough testing.
* Led **Functional Testing** and **User Acceptance Testing (UAT)**, developed **User Manual Guides**, **Gathered Feedback**, facilitated **Triage calls** for bugs, and **Resolved Defects**, concurrently maintaining documentation through Requirement Traceability Matrix (**RTM**).
* Actively engaged in **pre-production**, conducting comprehensive **regression testing** alongside dependent teams and contributing to **GO/NOGO** meetings to ensure seamless transition to production environment.
* Assisted in Project Management by establishing and maintaining tracking applications such as **Confluence and GitHub**, ensuring streamlined workflow management and collaboration within the team.

**Environment:**, MS Office MS Word, MS Excel, MS PowerPoint, Java/JEE, SOA, MS SQL, SharePoint.

**PROJECT: Claims Adjudication July 2015 – Dec 2017**

**CLIENT : HDFC Life Location : Hyderabad, IND**

**Role: Business Analyst**

**Responsibilities:**

* Proficient in conducting **Focus group** sessions with stakeholders, **JAD** sessions with developers, and Document analysis to gather requirements effectively, ensuring comprehensive understanding.
* Exemplifies strong **Communication Skills**, adept at utilizing various Elicitation Techniques to Gather Requirements and proficient in converting them into **Functional and Technical Specifications**, as well as writing **User stories** maintain Product roadmap, product deliverables.
* Conducted comprehensive **impact analysis, risk analysis**, and **Business process** to enhance operational efficiency and improve project management tool functionality and optimize outcomes for fraud detection.
* Prepared, scheduled, and led meetings between **technical resources and project manager**, resulting in more efficient and productive meetings with fewer follow-up questions and communications.
* Good understanding of **EDI** Transactions 270/271, 276/277, 837I, 837P, 835, 834, 820.
* Ensured all artifacts adhered to regulatory compliance standards such as **HIPAA** and **HL7**, safeguarding sensitive healthcare data and maintaining patient information integrity.
* Facilitated the implementation of **orchestration** processes and **defined reports** for **EDI 837I Validation**, ensuring compliance with regulatory requirements banking environments.
* Communicated with data analysts during **ETL operations** to identify the source files from **OLTP** and implemented the **transformation logic** for achieving **data uniformity** for patient data management.
* Validated **Test Plan, Test Cases, and Test Scenarios** based on user stories and acceptance criteria, ensuring alignment for thorough testing coverage in the realm of fraud detection.
* Performed tests under various environments like **Q/A, UAT, Pre-production and Going live.**

**CERTIFICATIONS:**

* Scrum Master Certification
* Lean Six Sigma White Belt Certification

**EDUCATION:**

Master’s: Business Analytics Jan 2018- June 2019

University: Texas A&M University Grade: 3.6

Bachelor’s: Mechanical Engineering Aug 2011 - May 2015

University: Gokaraju Ranga Raju Institute of Engineering and Technology Marks - 820