[Name]
[Email ID]
[Contact Number]

PROFILE SUMMARY

- 15+ years of IT experience in Consulting and worked with the Major clients for the Implementation/Support projects on various Business Domains.
- 10 years **of** relevant experience as a Business Analyst as Business /Systems Analyst in eCommerce, Telecom, Finance and Banking Domain in all phases of Software engineering, such as Business and software systems modeling with UML (Unified Modeling Language), in requirement gathering (functional specification/use cases), systems analysis and design, debugging and testing, acceptance tests, start-up, troubleshooting and training.
- Conducted JAD sessions with extensive involvement from Business, Development, Testing teams, Architects, SME's (Subject Matter Experts) and Managers of various Business Units.
- Experience in Software Analysis & Design, Gathering Functional and Business Requirement Specifications, User Interface Specifications, Technical Design, Test Cases and Test Plan.
- Modeled requirements, managed and communicated requirements throughout the project life cycle, performed Gap and Impact Analysis against requirement specifications to determine fit.
- Performed extensive Gap Analysis between the Company's Legacy System and Guide wire Policy System.
- Proficient in performing Gap Analysis, evaluating the key differences between the actual and the potential performance of the system and identifying the key requirements for system reengineering.
- Used MS Office extensively (Word, Excel, Access,   Visio, Power Point, Outlook, Project) for calculations, graphs, analysis, presentation and documentation throughout the project.
- Expertise in developing testing documents - Test strategies, test plans, test design specifications, test case specifications and test procedures. Sound knowledge of defect reporting and tracking tools like Test Director.
- Expertise in identifying, developing and Functional Requirements Specifications(FRS), User Requirements Specification(URS), System documenting Business Requirements Specifications(SRS), nonfunctional requirements, Business rules and Supplementary Specifications.
- Excellent verbal and written communication skills and the ability to interact professionally with a diverse team (User Experience Group, Lead Engineers, Quality Assurance Team, Subject Matter Experts, Technical Product Managers and Project Manager.
- Innovative, excellent team player yet performs well on solo projects and possesses good requirement and data analysis skills.
- Worked on wireframes, for creating mock screens.

TECHNICAL SKILLS:

Process Methodologies	RUP – Rational Unified Process, Waterfall, UML,Agile
Visual Modeling Tools	Visio, Enterprise Architect
Applications	Microsoft FrontPage XP, UML, SQL
Requirements Tools	Rational Requisite Pro
Databases	Microsoft Access, Oracle
Testing Tools	UAT, Test Director
Project Management	MS Project
Office Tools	MS Word, Excel, Power Point, Outlook
Platforms	Windows 95/98/2000Pro/NT/XP Pro, MS - DOS

Professional Experience

[Company Name]   **04/2015 - Present**
Role: Sr. Freelance Functional Analyst

[Project Name]
[Project Description]

Responsibilities:

- Assisted in shaping and delivering digital solutions for clients that solve tangible business problems in creating pages.
- Lead interviews to define business goals, elicit business requirements and understand business processes.
- Determined documentation needs and manage the documentation efforts
- Defined and documented business requirements.
- Prioritized requirements collaboratively with business stakeholders, creative, user experience and technology disciplines.
- Facilitate client decision-making at project team level through formal and informal working sessions and reviews
- Review design deliverables for consistency and as a source of requirements
- Conducted Smoke testing and created bug/ defects /issues in JIRA and assigned to appropriate developers. Followed up and closed tickets.
- Serve as a subject matter expert for the internal team and provide input into other deliverables as appropriate (e.g. wireframes, design comps, etc.)
- Planning and scoping FA work streams

- Assisted AEM development team to understand the functional requirements and answered all the questions raided by the AEM tech team to build the templates.
- Assist in planning development tasks and provide development support
- Contribute to business development efforts.

Environment: Agile Methodology, JIRA, Version one, MS Office, Evernotes.

[Company Name]   **10/2014 – 12/2014**
Role: Business Analyst

[Project Name]

[Project Description]

Responsibilities:

- Elicited requirements using document analysis, requirements workshops, business process descriptions, use cases, scenario analysis, task and workflow analysis
- Proactively communicated and collaborated with external and internal business stakeholders to analyze information needs and functional requirements.
- Wrote user workflows with activity diagrams and Worked with business stakeholders to define concepts, under direction of product manager.
- Worked with UX team to incorporate the workflow into wireframes.
- Wrote user stories in JIRA and Managed the assignment of user stories to relevant team on the feature and process expertise
- Facilitated Scrum planning meetings to coordinate between Clients, Product Owner, Dev and QA teams.
- Shadow and assist some of the Product Owner activities by providing high level estimates, prioritizing stories for the sprint and maintaining backlogs and release plans.
- Collaborate with developers and subject matter experts to establish the technical vision and analyze tradeoffs between usability and performance needs.
- Drive completion of UAT and Production validation with the different business teams, including coordinating testing of report changes, gathering test scripts, and managing issue resolution JIRA.

Environment: Agile Methodology, JIRA, MS Office, OmniGraffle.

[Company Name]   **08/2013-06/2014**
Role: UI Business Analyst

[Project Name]
[Project Description]

Responsibilities:
- Worked on understanding the current state in Liferay (existing Site) and documented (UI Elements and Description) the required changes for Future state (future Site).
- Worked on high level requirements into functional business requirements for development resources (white boarding, user focus groups, conceptualization, design).
- Worked closely with project managers, business users to formalize a business idea and define requirements.
- Conducted JAD and brain storming sessions with the business users and stakeholders.
- Conducted meetings with all the division supervisors to ensure that all the requirements are met.
- Implemented the approved suggestions and modified the current process flows.
- Created Requirement Traceability Matrix to make sure the current project requirements are being met.
- Created prototypes, mockups and wireframes for visual understanding of future state.
- Implemented the concepts and requirements for B2B and B2C users in design docs.
- Worked closely with different third party vendors to gather information and coordinate required information from them.
- Worked on mapping content and recognized the type of the content to be gathered and worked initial draft to create folios in oracle web center.
- Gathered knowledge in Search Engine Optimization (SEO), OCM, UCM, GSA procedures for web positioning.
- Work with Development and QA teams to transition business requirements into QA test cases and assist in UAT.

Environment: ACE, Wiki, EBS, MS Office, Windows, Axure, Greenshot, Windows, Visio

[Company Name]   **06/2010-05/2013**
Role: Business Analyst

[Project Name]
[Project Description]

Responsibilities:
- Involved in designing business requirement collection approach based on the Project scope and SDLC Methodology.
-

- Coordinated and prioritized outstanding risks and enhancement/system requests based on business requirements, allowing sufficient time frame to ensure accuracy and consider deadlines.
- Worked on Quality Center to capture, trace and manage requirements during the projects lifecycle.
- Conducted JAD sessions with Project's Stakeholders identifying problems and coming up with best alternative to resolve that. Created targeted Questionnaires for SME's to gather requirements.
- Implemented UML methodologies to design Use Case Diagrams, Data Flow Diagrams, Activity Diagrams, and Sequence Diagrams.
- Created Use-Cases and Business Use-Case Model after accessing the status, scope of the project and understanding the business processes.
- Interviewed Subject Matter Expert's to recorded requirements that could be reviewed and understood by management and all other stakeholders.
- Managed all the requirements in MS Word templates, making requirements available to all team members.
- Performed Feasibility Analysis and Risk Analysis on vendor/third party tools.
- Conducted walkthroughs with the development team and QA Team and other relevant stakeholders to review Testing Strategies and Test Plans ensuring that the test cases reflect the user needs.
- Assisted team to prepare test plan for the system. Developed and implemented test cases on the GUI interfaces to ensure that requirements were met.

Environment: Windows, MS Office Suite, MS Visio, Requisite Pro, Agile Methodology

[Company Name]   **09/2007-06/2010**
Role: Business Analyst

[Project Name]
[Project Description]

Responsibilities:
- Performed Business Modeling to understand their current business process and existing application.
- Participated in Joint Application Development (JAD) sessions by convening project sponsors, end-user representatives, development team members, subject-matter experts, technical personnel, and different stakeholders to communicate their perspectives with each other, resolve any issues and come to consensus.
- Identified Use Cases and wrote Use Case Narratives.
- Worked closely with the development team to help them understand Use Case Narratives.
- Conducted requirement workshops among all project stakeholders to verify and validate the business requirements.
- Handled the development of business requirement documents (BRD) resulting from JAD sessions.
- Gathered Business Requirements from users and used Rational Requisite Pro for documenting the requirements.
- Involved in maintaining Requirements Traceability Matrix (RTM).
- Participated in identifying opportunities and parameters for business process improvements.

- Used the guidelines and artifacts of the Rational Unified Process (RUP) to release multiple iterations of the deliverable over the span of the project lifecycle; propounded early development and base-lining of a robust executable architecture.
- Created Use Case Diagrams and Activity Diagrams using MS Visio.
- Assisted QA department to write and execute Test plans and Test Cases.
- Created End-User Training Manuals as well as documented Release Notes.

Environment: UML, MS Word, MS Excel, MS Visio.

[Company Name]   **02/2005-07/2007**
Role: Business Analyst

[Project Name]
[Project Description]

Responsibilities:
- Coordinating all aspects of projects such as initiation, planning including budgeting, scheduling, task assignment and tracking, change Management, status reporting and risk management.
- Facilitated team meetings to coordinate activities for project schedules, presented deliverables to the management, conducted JAD sessions to elicit requirements.
- Managed requirements to minimize scope issues. Understand all systems requirements within deliverable and provide feedback, collected requirements from customers, users and prioritized them.
- Involved in walkthroughs and meetings with development team to discuss related issues.
- Implemented an integrated RUP solution with complete line of traceability for all the artifacts of projects.
- Involved in the creation and maintenance of the Workflow plans and artifacts.
- Prepared Business Process Models that includes modeling of all the activities of the business from the conceptual to procedural level. Followed top down, leveled technique for building Business Process Models.
- Performed gap analysis between current performance and desired performance (i.e. critical customer requirements).
- Examined, analyzed and modeled Test plans Use Case Model cases & Test procedures based on RUP methodology.
- Used Rational Rose to visually determine the proper structure, key elements and optimal design for database
- Wrote clear, concise detailed system requirements specification (SRS) documents and user documentation in accordance to guidelines and standards of a level where developers can interpret, design and develop the application with minimum guidance.
- Worked closely with project manager in handling whole project.

Environment: UML, Use Case Analysis, MS Visio, MS Office.

[Company Name]   **08/2003-12/2004**
Role: Business Analyst

[Project Name]

[Project Description]

Responsibilities:
- Performed analysis on existing systems, recommended enhancements, and implemented strategies to streamline current processes using UML.
- Heavily used Business process modeling to streamline the existing processes, channels through which customers contact UHC (like phone, web, email, thru doctors, pharmacies, etc). It was noted that same information is being passed on through all the channels, which required to update some pharmacy, doctor provider related information systems.
- Similar process modeling was done for claim processing as well, removing the pain points & bottlenecks in claim mapping, member identification & uniquely identifying that member, claim adjudication, removing duplicate claims, etc. Through these restructuring, system performance was highly improved.
- Extensive use of BEA Plum tree was done and multiple port lets were designed for above functionality. Implementation was done on BEA Aqua logic.
- Grouped the Use Cases and other diagrams into sequence and collaboration Diagrams using Rational Rose based on RUP, UML methods; thereby defining the business process model.
- Involved with all the phases of Software Development Life Cycle (SDLC) methodologies throughout the project life cycle.
- Aided management in standardizing Web Applications by preparing GUI standards and recommending alternatives for incorporation in a phased, iterative manner.
- Involved in testing the conversion of the application into web application using XML web services.
- Prepared High Level Logical Data Models and BRDs (Business Requirement Documents) supporting documents containing the essential business elements, detailed definitions, and descriptions of the relationships between the actors to analyze and document business data requirements.
- Assisted the PM in setting realistic project expectations and in evaluating the impact of changes on the project plans accordingly and conducted project related presentations.
- Analyzed system performance and initiated process improvement measures for mainframe and Web-based applications.
- Assisted with user testing of systems, developing and maintaining quality procedures, and ensuring that appropriate documentation.
- Conducted User Acceptance Testing (UAT).

Environment: RUP, UML, Word, Excel, PowerPoint, Project, Visio.

[Company Name]   **12/1997-02/2002**
Role: Business Analyst

[Project Name]
[Project Description]

Responsibilities:
- Worked on the preparation of Project plan, user acceptance testing.
- Exposure in detailed understanding of business functionality and took the responsibility of preparing the project.
- Functionality Test Plan which was used by testing team while doing their testing process.
- Involved in the meetings with Sr. Business Analyst and managers and understood various process plans, business process, and functionality in detail.
- Prepared Integration Test Plan which was used by functional team as well as development team for doing detailed testing on the business applications.

EDUCATION
Xxxxxxxxxxx.