

NAME

BACKGROUND:

- Analytical, enthusiastic and innovative Business Analyst with over 7 years of Information Technology experience in business analysis, deployment and web development developing business processes and system solutions for Pharmacy, Banking, Retail, Consumer Lending, Mortgage (LOS), Auto and Web Application.
- Comprehensive knowledge of Software Development Life Cycle (SDLC), having thorough understanding of various phases like Requirements, Analysis/Design, Development and Testing.
- Extensive experience in gathering, managing and documenting business and functional requirements, communicating effectively with upper management, developers and QA engineers.
- Adept at creating and transforming business requirements into functional requirements and designing business models using UML diagrams - Context, Use Case, Sequence, Activity diagrams in Enterprise Architect , MS Visio and Rational Rose.
- Excellent facilitation skills in conducting walkthroughs, surveys, questionnaires, interviews, brainstorming and JAD and JAR sessions.
- Comprehensive knowledge of RUP, Waterfall, Agile and Six Sigma methodology.
- Strong experience in conducting UAT and documentation of test cases. Familiar in designing and developing manual and automation test cases and test scripts using Test Director 7.6 and Winrunner 7.5.
- Exceptional problem solving and sound decision making capabilities, recognized by alternative solutions, and confident, accurate, decision-making coupled with excellent communication and interpersonal skills. Excellent track record for meeting deadlines and submitting deliverables on time.
- Well versed in different management scenarios like Change Control, Quality Assurance, Defect Tracking, System Integration, and Scheduling.
- Have exposure in educating internal customers on business systems and procedures and working with other analysts and QA team to set priorities and schedules.

TECHNICAL SKILLS:

Management Tools: MS Project, MS Visio, Word, Excel, PowerPoint

Tools: Enterprise Architect 6.1, Rational Rose, Rational Requisite Pro, ClearCase, ClearQuest, PVCS Dimensions

Testing/Reporting Tools: Test Director 7.6, Winrunner 7.5, SilkTest 5.0.3, Crystal Report

Languages: C++, SQL, Perl, Java, JSP, XML, JavaScript, XML, Html

Platforms: Mac OSX, Windows NT/2000/XP, UNIX, LINUX, SOLARIS, z/OS

Database: Oracle 10g/9i/8i, IBM DB2, MS SQL Server, MS Access

Networking: TCP/IP, Ethernet, HTTP, DHCP, FTP, Cisco 2500/2600

Other Tools: VI, SQL*PLUS, MS FrontPage, Outlook, SharePoint, Remedy, Lotus Notes, Weka, Hogan, Shaw, Falcon, XML Spy

EXPERIENCE:

Retail Company, San Mateo, CA

2/07 –

PresentBusiness Systems AnalystProject: File Replacement (TPM)

As a Business Analyst my role is to write Technical Specification documents by analyzing legacy Cognos (MNT) system and replacing existing outdated pricing, drug product and third party edits interfaces with one new, comprehensive web-based application. The new application is more user-friendly and streamlines the data entry process.

Responsibilities:

- Prepare Technical Specification Document.
- Conduct and participate in status meetings to collect data from business users.
- Validate Screen Technical Specification with technical designs created by IT developers.
- Implement business modeling using MS Visio to develop screens for the application.

Environment: Windows XP, Microsoft Word/Excel/PowerPoint/Project/Access/Visio, Oracle 9i, Oracle SQL Developer, Informix SQL Editor 4.0, Remedy, PrintKey, ADX (Pharmacy System), HP 3000, Linux.

Bank, San Francisco, CA

11/06 – 1/07

Business AnalystProject: Gap Analysis & Customer Online View Functional Specification

As a Business Analyst my role was to analyze log files from various channels and perform gap analysis. Wrote functional specifications online banking to integrate look and feel with current interfaces, minimizing the number of places/screens customers and bankers have to go.

Responsibilities:

- Conducted GAP analysis to identify customer channel usage trends and interactions focusing on likelihood to buy, product recommendations and reduce customer attrition.
- Analyzed functional specifications and data from various data sources like mainframe, oracle database and flat files.
- Conducted conference calls with SMEs to gather information.
- Used data mining applications like Weka to generate models and refined rules based on the data analysis.
- Used XML Spy to view XML Schemas and WSDL files.
- Authored Functional Specifications and communicated them to development and testing teams.

- Participated regularly in Review meetings with Project Manager, Architect, Application System Engineers and Business Analyst.

Environment: OS, IBM DB2, Hogan, Shaw, Falcon, Microsoft Word/Excel, XML Spy 2004, Enterprise Architect, Weka 3, Windows XP, Oracle 10g

Career Services, St. Louis, MO

9/99 – 1/01

Web DeveloperProject: Web Based Registration System

The project was a web service registration system. The old system was paper based. The new system performed functions of allowing students and employers to login to a webpage and search/post jobs.

Responsibilities:

- Gathered business requirements by conducting detailed interviews with business users, stakeholders, and Subject Matter Experts (SME's).
- Prepared Business Requirement Document and then converted Business requirements into Functional Requirements Specification.

- Conducted GAP analysis to understand the shortcomings of the paper based process and evaluated the benefits of the new system.
- Risk Assessment/Prioritizing drafting, executing and documenting risk areas.
- Constructed prototype early toward a design acceptable to the customer and feasible.
- Architect and implemented a brand new website (www.scsucareers.com) for online registration from scratch.
- Developed web pages using Java and PHP with MySQL database backend. Used PHP and MySQL for dynamic page generation. Also wrote code in HTML, PERL and JavaScript.
- Setup Windows 2000 Servers, including user, class, and administrative shares, network installation, DHCP and IIS 5.0 services.
- Performed User Acceptance Testing (UAT).
- Trained fellow employees, provided documentation for procedures, and submitted/tracked problem reports using web spiders.
- Updated and maintained www.scsucareers.com on a daily basis.

Environment: Windows 98/NT/2000, Java, PHP, MySQL, XML, HTML, PERL, JavaScript, IIS 5.0, UNIX, Linux, Apache, Visio, MS office suite.

EDUCATION:

- MS, Software Engineering, concentration in Project Management and Software Quality Assurance, University of Delaware, Newark, DE.
- BS, Business Information Systems, University of Delaware, Newark, DE.