**PROFESSIONAL SUMMARY**

* Experienced Business Analyst and SME Consultant with extensive experience in domains like Supply Chain, Retail & Health care
* Extensive Knowledge in Business Process Mapping, UML diagrams, Workflow, Use-case diagrams, Business Process Modeling Notation (BPMN) using MS Visio
* Reporting Metrics & providing updates to the Key stake holders of the business
* Experienced in working with different SDLC methodologies such as Agile, Waterfall and Iterative models
* Interacting with clients and internal team members for open issue log and clarifying un-resolved issues
* Acted as a liaison & Subject Matter Expert (SME) for variety of Business users from Networking, Operations, Deployment team, offshore teams, Performance testing team
* Documented the SOP’s and Process Maps on all the processes during Transition and Knowledge Transfer phase
* Validating process maps and SOPs with respective Supply chain Managers and process owner and responsible for Periodic reviews and updates on the SOP’s
* Defect management & Issue triaging from Business user standpoint during the Development process
* Participate/occasionally Organize all Agile meetings like Stand-up, sprint planning, backlog grooming, story writing, sprint retrospective meetings, T-shirt sizing meetings
* Creation and maintenance of End-to-End project management documents like Business Requirement Document (BRD), Requirement Traceability Matrix (RTM), Change Requirement Document, Functional Requirement Specifications (FRS)/ System Functional specifications (SFS), System Solution Design (SSD), System Requirement Specifications (SFS), Technical User Guides, MIG (Message Implementation Guideline),
* Responsible & assigned as point of contact (POC) for Customer, weekly communication & escalation point for the clients
* Create and maintain JIRA dashboards using Kanban methodology

**BUSINESS SKILLS**

|  |  |  |
| --- | --- | --- |
| Requirement gathering & Analysis | Business Process Planning & Management | Business Intelligence & ERP (WMS, SAP, Manhattan) |
| User Acceptance testing | Change Management | Project Management |
| Policy/Audits/Standard Operation Procedures | Application/Product Development | Storyboard Illustrations |
| EDI project Development & Deployment | Mobile & Web based application development | Agile Methodology |

**TECHNICAL SKILLS**

* ERP : SAP, Oracle WMS, Manhattan TMS, EDI, PeopleSoft
* Project Management tools : Jira, Confluence, Oracle Test Manager, MS office, HP ALM
* Methodology : Agile, SDLC & Waterfall
* Programming Languages : C++, XML, Unix Shell
* Data base : TOAD, Oracle, SQL server
* Operating system : Unix, Windows, Mac

**PROFESSIONAL EXPERIENCE**

**Sr. IT Business Analyst**

**Ross Stores Inc, Charlotte**

**Dec 2020 - Present**

* Interpreted stakeholder business needs and translating them into actual practice
* Prepared rich business documents for business users like COO (Concept of Operations), Requirement & Specification documents like BRD, SFS, SSD, RTM
* Set up review meetings with operations team & application development team to go through the business & engineering user stories respectively
* Developed Workflows, use case diagrams for system Design/Architectural planning using BPMN, UML processes from MS Visio
* Managed the release planning end to end by performing Agile Commits, freezing the scope of release, raising a change request, and performing production readiness review (PDRR)
* Appointed as point of contact (POC) for all upstream applications, production support (operations), development & offshore regression testing team
* Worked with multiple teams to get commitment for their dependencies and then coming up with project deployment plan (contingencies, rollout, Approval requirements, Go/No-Go decisions, Rollback plan etc.)
* Worked with Solution Architect & Database Admin (DBA) teams to design the schema for the to-be developed
* Organize/Participate in Sprint planning, Daily Scrum stand up and Sprint Retrospective meeting
* Participated in Business Report creation workshops with business users, IBM Cognos developers to create business critical reports for smooth operations

**Tools**: SharePoint, Jira, Confluence, Qtest, MS Word, MS Excel, MS Visio, MS PowerPoint, Toad (SQL, PL/SQL), XML, Notepad++, OpenText, EDI testing

**IT Business Analyst**

**Ross Stores Inc, Charlotte**

**Mar 2018 – Nov 2020**

* Facilitated Project plan review meetings, working sessions, Testing status meetings & Deployment update sessions
* Interacted with business solution owners to gather, assemble & curate the business requirements, translated them to functional requirements for new modules and change requests, writing use case, designed business models using UML diagrams.
* Reporting Metrics & providing updates to the Key stake holders of the business
* Worked with change management to create the SOPs (Standard Operating Procedures) for training & communicating to the key business owners
* Interacting with clients and internal team members for open issue log and keep track of the unresolved issues until a fix is available or have an acceptable workaround
* The deferring of the logged issues to next phases of the project or to other issues is also practiced
* Participate in Code Merges for the software and curating the change documents for some essential changes in the software
* Scheduled checks on Configuration of the software product environments (Prod & Non-Prod)
* Creating test scenarios & test scripts for each phase of testing
* Running Regression & Performance tests as part of routine system stability checks around non-Production environments (Staging & UAT environments)
* Running SQL queries to fetch the test data, configuration data for the Test runs and Reports
* Technical writing the Requirements & tracking them for Business owners with a traceability matrix
* Configure the permissions & roles for the software users & specialists
* Active role in Design & Planning of the SDLC cycle for the Freight pay Inbound project
* Worked closely with Testing team for the phases - System Integration, End to End & User acceptance testing
* Mapping, Testing & Deploying the Electronic Data Interchange (EDI’s – 990, 997, 204, 210, 214) modules of the project.
* Third party 3P testing, deploying & Onboarding with OpenText/EDI. Phasing out the Carrier onboarding & training documents to provide to the carriers.

**Tools**: SharePoint, Oracle Test Manager (OTM), Jira, Confluence, MS Word, MS Excel, MS Visio, MS PowerPoint, Toad (SQL, PL/SQL), XML, Notepad++, OpenText, EDI testing

**Business Analyst**

**Abbott Diabetic care, Plano**

**Oct 2016 – Feb 2018**

* Created Functional requirements and Non-functional requirements for the Mobile application that will be undergoing development. Documented all the requirements, prototypes in Functional Design Specification (FDS)
* Determined & Built project goals and deign build strategies from gathered requirements, in-scope & relevant statistics
* Made sure the project implementations are within the original budget.
* Participated in Budget revisions and Resource allocations for the Change Requests from Business users (Change Management)
* Relaying user/story journeys in the app throughout the development process using UI Storyboards
* Acted as Subject Matter Expertise (SME) during the Project Implementation phase for the solutions that are configured
* Acted as a liaison for Development & Business users’ team to deliver and better facilitate customer business processes
* Construct an overall architecture for current and future customer business needs.
* Ability to prepare and deliver presentations for user, management, and executive level audiences
* Assisted Project Manager(s) in planning efforts. Ability to estimate effort of task level implementation activities that are within the scope of the project and recommend appropriate role to execute those tasks
* Able to ask appropriate questions to assess business needs that fall outside the standard solution, assess integration complexity, architecture constraints
* Conducts/leads business process analysis or design, construction, validation, and deployment phases of the project
* Lead the project team to design and develop functional specifications for modifications, interfaces, reports, and screens to ensure smooth integration between technical and functional business requirements. Created and modified procedural and system documentation throughout the project
* Supported the development and execution of test scripts to ensure software consistently meets the customer's business objectives
* Served as a functional liaison and attended and contributed to key meetings between Project Manager, Solution Architects, key customer contacts, and customer users, up to and including key executive project sponsors.

**Genpact India LLC/ Penske Logistics Inc- Hyderabad, India**

**Process Developer/ Project Management Team**

**Dec 2014 – July 2016**

* Assessing business needs, designing, and executing strategic transportation and logistics initiatives
* Customized JDA/ I2 TMS system to meet the business process design and application requirements. Assisted in defining and reviewing requirements for the application through functional workshops
* Configured the freight costs based on the distance and the gross weight of the shipment, by maintaining the multidimensional condition types by maintaining Scales to determine the Gross Weight and Distance
* Recognized and highlights incremental revenue opportunities with existing customers/projects
* Facilitates/leads business diagnostics, process analysis and/or design workshops to help flush out as-is and desired to-be solution state and ultimately writes a solution design document to support business requirements
* Worked very close with the P2P and Finance teams for the settlement and Invoice verification and cost center and GL account determination.
* Fully understand the capabilities and limitations of the native JDA/ I2 TMS technical architecture/ solution thereby to address any common technical gaps that may cause implementation issues.
* Functional adherence and verification of migrated content throughout the implementation cycle
* Documentation – Requirement specifications, Training Materials& Presentations, Testing & Verification, Business User Training for UAT
* Develop a high -level (master data) application design to be used in technical detailed design. Provide status to the project management regarding the work stream
* Had to communicate with the super users to resolve their issues on timely basis and train them with the new functionalities.
* Assessing business needs, designing, and executing strategic transportation and logistics initiatives
* Scheduling and coordinating with local vendors, suppliers, and transport carriers