

**AISHWARYA RAJENDRAN, Business Analyst Phone: 7324198474**

**Professional Summary:**

* **Certified Scrum Product Owner** with overall’ 11 years of experience in Business Analyst **building ERP, Mobile apps, AI Chatbots, ETL Projects across multiple domains like B2B e-commerce, Commercial Printing and Packaging, Legal, Healthcare and Financial Services.**
* Hands-on experience in **application and data migration** from legacy on-premises systems to cloud based ERP.
* Extensive experience in understanding business problems, requirements elicitation and translating business needs into holistic software solutions.
* Expert in developing **Epics, User Stories and Acceptance Criteria, Project Charter, Business Requirements Document (BRD), Functional Requirement Document (FRD), Software Requirements Specifications (SRS) and User Persona, User Journey maps.**
* Comprehensive knowledge of **Software Development Life Cycle (SDLC) like Agile-Scrum and waterfall methodologies.**
* Practical knowledge of product development strategies like **PI Planning, Product Roadmaps, Product Vision, Product Backlog, and agile methodology including scrum ceremonies like Sprint Planning, Daily Scrum, Sprint Review and Sprint Retrospective.**
* Advanced knowledge in creating **Business Process Modeling diagrams, AS-IS and TO-BE process flow diagrams, workflow diagrams, Data flow diagrams, use cases and software wireframe creation using Microsoft Visio, Balsamiq and Adobe Express.**
* Managed stakeholders by communicating the project updates and status reports in **Microsoft excel**, acknowledging their inputs and worked with cross functional team including Software development, Vendors, Infrastructure, Data Security, Sales to develop products.
* Experience in configuring software products, analyzing AS-IS business processes, risks, identifying areas for efficiencies by performing **GAP Analysis, Competitor Analysis, Impact Analysis, SWOT Analysis and understanding of Cost-benefit Analysis.**
* Performed **test plan reviews, integration, and regression testing, UAT**, created user manuals and provided end user training.
* Prepared sales proposals and pitch decks using **Microsoft PowerPoint Presentation** by collaborating with senior leaders, IT project managers and IT Ops team.
* Performed **preliminary data analysis** of application performance metrics to identify areas of improvement and developed features to maximize conversion rate.
* Self-starter, detail-oriented with ownership mindset, techno-functional BA skillset and demonstrated leadership, excellent communication, and stakeholder management skills.
* Extensive experience with **project/agile management tools like Microsoft AzureDevOps, Jira, Confluence, Service Now**.

**Education & Certifications:**

* Bachelors in Electronics and Communication, Anna University, India
* Certified Scrum Product Owner
* Certified Scrum Master
* Certified Appraisal Team Member (CMMI Audits) – Dev 2.0.

**Technical Skills:**

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| **Application Portfolio:** | ERP Implementation, SAAS Development, Mobile Apps, ETL Projects, AI Chatbots, Low code No code Development - ONIT |
| **Software Development Lifecycle (SDLC):** | Agile, Waterfall |
| **Database:** | MS-SQL |
| **Project Management Tools:** | Microsoft Azure DevOps, JIRA/Confluence, Service Now |
| **Software Wireframing Tools:** | Microsoft Visio, Balsamiq, Adobe Express |
| **Other Tools:** | Microsoft Office, Google Suite |

**Professional Experience:**

**Client: RR Donnelley, Chicago, Illinois June 2017 – Till date**

**Role: Business Analyst**

### **Project: Metrics – Workflow Management Software (SAAS ERP)**

### **Project Description:** Metrics is a workflow management software (SAAS tool – 30k+ users) which is used to automate back-office processes and manage the workflow of the processes across multiple domains like B2B e-Commerce, Healthcare, Legal, Commercial Print and packaging and Financial Services.

The back-office processes like Claims processing, Legal document proofreading, marketing collateral creations have a predefined workflow such as Intake, Job allocation, Production, QC, Delivery and with this tool each of the workflow steps and fields within each functional page can be configured depending on client needs.

Some of the configurable features that I developed by collaborating with the product owners and stakeholders include User Management, Job Queue Management, Live user tracking, Reports Management, Job Intake process automation (Integration with client systems to create daily jobs, Excel upload), File Management, Integration with third party design software, AI Chatbot integration and Mobile Apps.

### **Key Responsibilities:**

* Gathered business requirements from stakeholders by conducting interviews, using questionnaires, observing users, analyzing legacy systems and translated them into comprehensive technical objectives.
* Co-led the development of **AI/ML** **based conversational chatbot** to automate financial transactions and answer user queries which helped eliminate customer help desk support by 20%.
* Developed hybrid mobile apps to automate the back-office processes and tracked app performance metrics.
* Partnered with sales team to drive the marketing initiatives of the **custom ERP** and increased customer base by 30%.
* Performed detailed **requirement analysis** and developed product vision, product strategy by partnering with product owners and business stakeholders.
* Developed **business requirements document (BRD) using Microsoft Word, use cases, solution diagram, AS-IS and TO-BE process flow diagrams using Microsoft Visio.**
* Created **Data flow diagrams** for the developers to assist them in understanding the workflow and constructing the system architecture.
* Collaborated with developers to build **Minimum viable product (MVP)** and product owners in backlog refinement meetings and documented product backlog items in **Microsoft AzureDevOps.**
* Created **epics, user stories, acceptance criteria in Microsoft AzureDevOps** and developed **User Persona, User Journey maps and software wireframes using Microsoft Visio, Adobe Express and Balsamiq.**
* Briefly elaborated the user stories and acceptance criteria to the scrum team in sprint planning meeting, answered all queries regarding software requirements and contributed to effort estimation.
* Configured the custom-built software according to client requirements and set up the user management.
* Participated in daily scrum calls and elaborated on the work done, work pending, raised any impediments that arise while performing tasks and resolved any roadblocks for the development team.
* Conducted product demos and gathered feedback from stakeholders.
* Performed **integration, regression, UAT testing** and supported clients during UAT phase and analyzed customer feedback.
* Analyzed and supported development team to resolve production issues raised in **Service Now**, monitored system performance proactively and responded to the problem to minimize impact to the business.
* Monitored defect lifecycle to ensure the defects are fixed and re-tested on time in **AzureDevOps**.
* Coordinated with development team during production deployment and communicated updates to leadership and stakeholders.
* Created user manuals and trained end users on software products by providing product demos and conducting workshops.
* Mentored 4+ junior colleagues on the BA skills, provided KT on organization practices and the Workflow Management software, peer reviewed user stories and solution.

**Environment:** Agile - Scrum, MS Visio, Balsamiq, MS Office, Google Suite, Microsoft AzureDevOps, Adobe Express.

**Client: RR Donnelley/TIAA Financial Services, Chennai, India April 2016 – May 2017**

**Role: Business Analyst**

**Project: Team Margin and Subsidiary Governance Portal (ETL)**

**Project Description:** The Teachers Insurance and Annuity Association of America-College Retirement Equities Fund (TIAA, formerly TIAA), is a [Fortune 100](https://en.wikipedia.org/wiki/Fortune_100) [financial services](https://en.wikipedia.org/wiki/Financial_services) organization that is the leading provider of financial services in the academic, research, medical, cultural and governmental fields. The Team Margin and Subsidiary Governance Portal (ETL) is used to collect financial data such as profit margin, spending and revenue from internal team and TIAA subsidiaries to understand the organization’s financial budget.

**Key Responsibilities:**

* Organized and led the requirement discovery meetings, facilitated **JAD sessions,** and developed technical requirements.
* Reduced manual tasks by 20% by automating the entire process of team margin calculations.
* Identified data sources such as Team Margin information on **Microsoft Excel, Access and .NET based custom ERP** as input for the portal.
* Defined front end data validation logic on excel upload and exception handling while fetching data from the batch file(.CSV).
* Performed **Data mapping, logical data modeling** and developed transformation rules to load the data into **Tableau** for creating visualizations.
* Translated business cases and ideas into comprehensive business requirements, design documents, analyzed impacts.
* Developed **Business requirement document, Software requirement specifications** by elaborating the functional/non-functional requirements, Assumptions, Risks, and constraints.
* Created **epics, user stories and acceptance criteria in JIRA/Confluence** for Phase 2 of the project.
* Created **system architecture diagram** and conducted requirements walkthrough sessions with development and testing teams to help them break down larger user stories and understand the end user business requirements.
* Served as a liaison between the customer and the development team in designing and implementing functionalities by answering their queries.
* Performed **impact analysis** of the new business requirements and ensured existing features are not impacted.
* Coordinated with development team to perform **Root cause analysis of UAT defects** and resolved issues.
* Managed a team of 3 junior colleagues by delegating project tasks, conducting peer review and leading them to successfully complete the tasks.

**Environment:** Agile – Scrum (Project Phase 2), Waterfall (Project Phase 1), MS Visio, Balsamiq, MS Office, Google Suite, JIRA/Confluence, SQL, Adobe Express.

## **Client: HCL Technologies/Disney Worldwide Services, Chennai, India June 2014 - Sep 2015**

## **Role: Software Engineer**

## **Key Responsibilities:**

* Developed feature enhancements by analyzing the requirements and performed product maintenance and production support activities for various financial applications like SunGard’s Get paid and REVAL applications.
* Developed Get Paid Admin Portal to automate the insertion of financial credit data and reduced the time required for activity completion from 24 hours to 30 minutes.
* Supported, Coordinated with Middleware, SAP teams to ensure availability (24/7) of Get Paid, REVAL Systems based on priority of the tickets and maintained accuracy, timeliness in completion.
* Mentored junior developers, performed code reviews, and resolved defects by resolving the root cause of the issues.

**Environment:** Agile-Scrum, Java, J2EE, JDBC, JavaScript, Struts 1.1, Hibernate frameworks, Tomcat 7.0, IBM Rational Software Architect (RSA), IBM Rational Team Concert (RTC), Oracle SQL Developer, HP Service Manager, Service Now, Eclipse IDE, Microsoft Office, JIRA.

## **Client: HCL Technologies/USAA, Chennai, India May 2011 - June 2014**

## **Role: Software Engineer**

### **Key Responsibilities:**

* Developed and enhanced the loan origination system by analyzing the user stories and developing borrower, wire transfer modules using Core Java, Struts and Hibernate frameworks in IBM Rational Software Architect and Eclipse IDE.
* Performed unit and integration testing by deploying the modules in the local development server via IBM Rational Team Concert (RTC).
* Collaborated with senior developers for peer code reviews, incorporated feedback and performed code optimization.
* Analyzed defects by recreating the issue in the test environment and identified the root cause, performed code fixes, and created root cause analysis documents using Microsoft Word.
* Acted as offshore scrum master to facilitate the product owner, development team and acted upon identified barriers reported by the team.
* Presented status reports on iteration progress to stakeholders and documented retrospection points.

**Environment:** Agile – Scrum (Project Phase 2), Waterfall (Project Phase 1), Java, J2EE, JDBC, JavaScript, Struts 1.1, Hibernate frameworks, Tomcat 7.0, JBOSS, IBM Rational Software Architect (RSA), Star team, IBM Rational Team Concert (RTC), Oracle SQL Developer, HP Service Manager, Service Now, Eclipse IDE, Win SCP, Microsoft Office, Microsoft TFS, ALM – IT Planner