**JAYA KIRAN  
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**Sr. Business Analyst**

**Professional Summary**

* An adaptable IT professional with over 9+ years of versatile experience in IT, spanning business analysis, quality analysis, and software project implementation across banking, finance, healthcare, and e-commerce sectors.
* Expertise covering the complete spectrum of Software Development Life Cycle (SDLC), Software Test Life Cycle (STLC), Business Analysis, Business Modeling, Change Management, Requirement Gathering, Technical Documentation, and Data Analysis, Testing, Defect Tracking, and Reporting.
* Proficient across various SDLC methodologies, including waterfall, agile/scrum, and RUP (rational unified process), demonstrating strong knowledge in each phase.
* Skilled in all facets of requirements management, encompassing gathering, analyzing, modeling, detailing, and tracking business requirements.
* exceptional proficiency in technical writing; adept at documenting business requirements (BRD), user requirements specifications (URS), system requirements specifications (SRS), and system design specifications (SDS).
* Capable of crafting user stories, use cases, and data modeling using UML, facilitating the creation of use case diagrams, workflow diagrams, sequence diagrams, class diagrams, etc.
* Experienced in leading Joint Application Design (JAD) sessions throughout various system development life cycle phases.
* Well-versed in bug report generation, tracking defect status, and analyzing bugs using defect tracking tools, along with generating defect reports using Quality Center.
* Proficient in conducting GAP analysis, SWOT analysis, risk analysis and mitigation plans, cost-benefit analysis, and ROI analysis.
* Expert in user interface design, proficient in creating screen mock-ups and wireframes using MS Visio, Rational Rose, and MS Word.
* In-depth knowledge of the Software Testing Life Cycle (STLC), including manual testing, user acceptance testing (UAT), web services testing, and drafting test plans and test cases.
* Experienced in crafting manuals (system guides, training material for business users, deployment guides).
* Active participation in change request processes and impact analysis to ensure improved outcomes.
* Familiar with change management processes and change control procedures, aligning with the client's contractual specifications and ITIL methodologies.
* Extensive experience in ensuring quality in web-based applications, mobile applications, and client-server-based applications.
* Hands-on experience collaborating with Quality Assurance (QA) teams to ensure consistency across the user interface (UI) and reviewing defined test cases.
* Possess a disciplined, professional, and quality-centered approach with robust analytical and problem-solving skills, capable of thriving under pressure in dynamic, cross-functional, and cross-cultural environments.
* Demonstrates a detail-oriented nature with excellent communication and interpersonal skills, recognized for contributing effectively as a valued team player.

**Technical Skills**

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| **Databases:** | Oracle, SQL Server, MySQL, and MS Access |
| **Applications:** | Project, Visio, Excel, PowerPoint, Word, Outlook, OneNote, SharePoint, and Lotus Notes |
| **Skills:** | Project Management, Risk Management, Business Analysis, Change Control, UML (Unified Modeling Language), BPM (Business Process Modeling), Waterfall Software Development |
| **Operating Systems:** | Windows, UNIX, Android, and iOS |
| **(QA) Testing:** | UAT (User Acceptance Test), Defect Management |
| **Testing Tools:** | MTM, TFS, QTP, QC, and LoadRunner |
| **Other Technical Skills:** | SQL, XML, HTML, SOAP/REST, CSS, JavaScript, JSON, HTTP, ITIL/ITSM |
| **Management Tools:** | Rally, JIRA, and Confluence |
| **Agile/Scrum Software Development:** | Full Product Development Lifecycle |
| **Defect Tracking Tools:** | TFS, MTM, Bugzilla, and JIRA |
| **Design and prototyping:** | wireframe sketcher, Balsamiq, Mockingbird |
| **Leadership and Training:** | Supervisory, management, and training skills |

**Professional Experience**

**Sr. Business Analyst**

**CareFirst SBP , MD October 2023 to Present**

**Responsibilities:**

* Collaborated with stakeholders in CSS (Client Support Services) and the Visa Global Tools team to identify enhancements or process improvements for critical business tools.
* Conducted research and Gap analysis to document current processes, identifying opportunities for improvement and providing formal recommendations.
* Assisted in managing the resolution of application issues and tracking/implementation of change requests in collaboration with management and IT partners.
* Gathered customer requirements through surveys, interviews, and JAD sessions, creating various artifacts to capture them effectively.
* Participated in product/team backlog refinement, retrospectives, defect management, and agile team release planning sessions.
* Experienced in Salesforce.com development lifecycle, application design patterns, integration, and deployment planning.
* Managed and monitored systems associated with IAM solutions, providing incident and problem management support.
* Collaborated with application and infrastructure architects to provide security overlays for IAM development and deployment patterns.
* Managed and tracked requirements across project deliverables using RTM produced by the teams.
* Proficient in writing Business Requirements Documents (BRD).
* Gathered and analyzed IAM, PAM security requirements, identifying processes and solutions for complex problems.
* Integrated Salesforce.com with external systems like SOAP API.
* Utilized Unified Modeling Language (UML) methodologies to design Use Case Diagrams, Activity Diagrams, and Sequence Diagrams in MS Visio.
* Wrote concise and effective User Stories and defined precise acceptance criteria for developers, automation test frameworks, and stakeholders.
* Designed UI requirements through screen mockups and Wireframes for better application illustration.
* Ensured end-to-end security of Visa products through hands-on testing and risk remediation.
* Periodically reprioritized product/team backlog based on customer feedback and business priority.
* Organized and managed all phases of the SDLC, including planning tests, writing test cases, executing tests, and tracking defects using Quality Center, QTP, and Load runner.
* Facilitated formal defect review meetings with project teams and developers to report, prioritize, and suggest issue resolution during testing.
* Assisted testing team in Integration Testing, Unit testing, and User Acceptance Testing (UAT).
* Possessed good knowledge and support experience of Planisware Project with a thorough understanding of the release process.
* Developed reports using Planisware Explorer Module.
* Maintained Requirements Traceability Matrix and traced business requirements to test cases and built robust use cases.
* Utilized HTML and JavaScript to enhance report functionality for end-user friendliness and interactivity.
* Analyzed massive and highly complex data sets, performing ad-hoc analysis and data manipulation using advanced excel functions.
* Performed data validation between various systems and drove changes to ensure financial data integrity, along with creation and consolidation of reports.
* Interacted with the QA team and conducted end-to-end testing of interfaces with various scenarios to ensure complete and accurate Interface Integration for different data and protocols (positional, XML data via SOAP, SFTP, HTTP protocols).
* Involved in training end users and documenting training manuals.
* Assisted Project Lead in reviewing project deliverables for completeness, quality, and compliance across all project phases.

**Environment**: Agile/Scrum, JAD, UML, Requisite Pro, Rational Rose, Jira, JavaScript, SQL, Windows, HTML, HTTP, SOAP, XML.

**Sr. Business Analyst**

**Goldman Sachs , TX February 2021 to September 2023**

**Responsibilities:**

* Engaged with business proprietors to identify system needs, proposed solutions for business challenges, and assessed alternative approaches to enhance the efficiency of the system integration platform.
* Conducted analysis and documented business system requirements, outlining their impact on clinical operations.
* Collaborated closely with IS/IT teams to ensure alignment with Sysmex policies, procedures, and technical best practices.
* Produced workflow diagrams to assess current and future scenarios, devised new process flows, and documented business processes and various scenarios.
* Facilitated multiple Requirement Gathering Sessions to elicit business requirements from end users, ensuring alignment with application needs and documenting them for developers.
* Undertook technical writing tasks, translating business specifications into technical documentation, including specifications, quality control procedures, security measures, customer manuals, and online guides.
* Developed test scenarios, plans, conditions, and cases based on business requirements, technical specifications, and product knowledge.
* Managed user-reported system defects by triaging and troubleshooting, educating users on training and data issues, and collaborating with application programmers for resolution.
* Conducted User Acceptance Testing (UAT) and implemented various testing strategies such as Black Box testing and Load testing.
* Collaborated with business stakeholders and cross-functional teams to achieve project deliverables.

**Environment**: Rational Requisite Pro, Rational Rose, RUP, UML, SQL, MS Office (MS Word, MS PowerPoint, MS Excel, MS Access

**Business Analyst**

**Giant Eagle, Pittsburg , PA March 2018 to January 2021**

**Responsibilities:**

* Utilized various techniques such as interviews, JAD sessions, document analysis, brainstorming, and questionnaires to gather business requirements from stakeholders.
* Conducted research and analysis on pharmacy rebate payments to support business needs and internal/external audit activities.
* Produced essential documents including BRD, Scope Matrix, Functional Requirements Specification, wireframes, data mapping, and business process flows, while conducting gap analysis against critical requirements.
* Demonstrated proficiency in Business Process Modeling (BPM), crafting Use Cases, Activity and Sequence diagrams.
* Facilitated weekly SCRUM meetings to track project progress.
* Identified core business needs, translating them into Epics and user stories, further decomposing Epics, performing story analysis, and documenting acceptance criteria.
* Collaborated with team and stakeholders to maintain a robust product backlog, identifying and resolving impediments.
* Managed Agile SDLC projects using offshore and onshore managed service models.
* Tested SOAP web services for XML file transmission and analyzed systems and databases, crafting Test Plans, Test Cases, and scenarios.
* Validated existing workflows for member eligibility verification and portal security access.
* Provided expertise and support to development teams on HIPAA and EDI transactions and processes.
* Coordinated with QA team to create Test Cases and conducted UAT for usability testing.
* Ensured compliance with HIPAA guidelines by communicating with developers and QA's and referring to HIPAA guidelines.
* Facilitated training and rollout of user guides for the newly developed application to aid end-users in navigation.

**Environment**: CRM, Scrum, Agile, Java, SQL Server 2008 Management Studio, XML, SOAP, HTML, JIRA, Visio, MS Office Tools - MS Word, MS Excel, MS Visio, MS PowerPoint, MS Access.

**Business Analyst**

**Allvy Software Solutions, Hyderabad, India September 2016 to December 2017**

**Responsibilities:**

* Used Requisite Pro for the Requirement Documents Preparation and Prepared Business Process Models that includes modeling of all the activities of the business from the conceptual to procedural level. Followed top down, levelled technique for building Business Process Models.
* Played a substantial role in the process definitions and business and functional requirements gathering, in an effort to develop a practical technology solution for automating sales methodology.
* Created Use Cases / Activity Diagrams / State Chart Diagrams, Sequence Diagrams, and Collaboration Diagrams thus defining the Data Process Model and Business Process Model.
* Created Test Plans, Test Cases and Test Scripts in Jira using BRDs, Functional Specifications and Dev Design Documents.
* Converted Business Requirements to the Functional Specification and Conducted JAD Sessions to develop an architectural solution that the application meets the business requirements, resolve open issues, and change requests.
* Identify and validate key accounting requirements, create work instructions, lead cross-functional accounting teams, troubleshoot and resolve IFS ERP system issues as they arise.
* Lead multiple project teams of technical professionals through all phases of the SDLC using technologies including Oracle, Erwin, Data Stage, Data Warehousing, WebSphere and Cognos.
* Performed extensive data modelling to differentiate between the OLTP and Data Warehouse data models.
* Develop training curriculum and conduct formal training sessions with clients. NetSuite ERP Administration for contracted clients.
* Created defect tracking using HP QC and JIRA and reviewed them in subsequent iterations of the application development process.
* Defined Functional Test Cases, documented, Executed test script in Facets system.
* Identified/documented data sources and transformation rules required populating and maintaining data warehouse content.
* Implemented and monitored Individual Development Plans focusing on total performance, including both quality and productivity and validated technical designs created by IT developers against functional specifications.
* Extensive experience in all phases of RUP and SDLC processes
* Involved in Monitored client expectations through client involvement and communication throughout the lifecycle of the project; educate clients and stakeholders on the benefits and risks associated with the project.
* Developed Test cases to cover all Tech requirements using Jira.
* Involved in Evaluated the Rational comprehensive approach to software development, featuring seamless integration between tools, services and best practices, enables the organization to successfully deliver high quality software while deriving impressive business benefits for their customers.
* Involved in Developed, evaluated, and conducted training programs.
* Approved all purchases, handled bids, negotiated contract pricing, and performed technical research.
* Assisted in the installation, configuration, and management of a LAN.
* Involved in Analyzing, evaluating, and resolved hardware and software conflicts.
* Diagnosed application errors and network connectivity problems.
* Installed, modified, and made minor repairs to microcomputer hardware and software systems and provided technical assistance and training to system users.

**Environment:** Requisite Pro, Jira, Oracle, Erwin, Data Stage, Data Warehousing, WebSphere, Cognos, NetSuite ERP, HP QC, Rational Unified Process, Rational Tools, Facets System, and LAN

**Business Analyst**

**L&T – Hyderabad, India May 2014 to August 2016**

**Responsibilities:**

* Analyzed and reconciled vendor statements and presented complex information in an understandable and concise manner.
* Manage, update and manipulate reports and dashboards with the use of advanced Excel functions including pivot tables and V-lookups.
* Drive direction/identification for root cause analysis for financial process improvements.
* Develop resources back up and contingency plans and provide implementation assistance as and when the need arises.
* Support business and operations with strategic and ad-hoc analysis.
* Document all the process changes, operating manuals, exceptions and ensure it's up to date. Managed communications between IT and business for all the functional requirements
* Gathered and analyzed information to address business issues
* Wireframed the design as needed and created business need definitions and documentation
* Worked in a SAFe methodology, using Jira to manage the features and user stories
* Utilized Microsoft Visio to prepare workflows, as required
* Conducted sprint planning and sprint retrospective sessions for my team
* At times, conducted daily stand ups to keep the status of tasks and any risks involved
* Monitored performance and data growth while assisting business teams

**Environment**: SAP, Avaya, Microsoft Office (Excel, PowerPoint, Word, Outlook, Visio), Lotus Notes, ADONIS.