**Jothi Agnitha, CSM®**

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**Career Summary**

* Business Analyst with 8 + years of experience, primarily in Life Insurance, Supply chain, health care and pharmaceutical industry.
* Experience in coordinating with Business stakeholders, Consumers and IT across all phases of software development cycle.
* Managed Agile Projects using JIRA as JIRA Admin, and for tracking internal project issues, defined and created new flows, screen attributes, flow transition status.
* Responsible for identifying, managing and escalating issues and risks and developing risk mitigation strategies.
* Validate estimates, risks, assumptions, constraints and interdependencies for viable solution options.
* Managed all the day to day activities of a project. Responsible for producing project management deliverables. Control project scope and facilitate change management process.
* Identify opportunities within area of ownership and makes strategic or tactical recommendations that display strong business judgment.
* Look deep into data and analytics to solve problems and inform decision making.
* Experience working in Business Intelligence reporting using Teradata, Google BigQuery, Tableau, SQL, MicroStrategy(MSI).
* Proficient in analysis of ERP systems, databases, business applications, and EDI management software.
* Document data and process migration between ERP systems.
* Experience in working with EDI transaction types 810 (Invoice), 850 (Purchase Order), 855 (Purchase Order Acknowledgement), 856 (Ship Notice/ Manifest), 857 (Shipment and Billing Notice), 864 (Text Message), 997 (Functional Acknowledgment).
* In-depth knowledge of Software Development Life Cycle (SDLC) methodologies including waterfall, Rational Unified Process (RUP) and Agile.
* Expertise in gathering, analyzing and documenting business requirements and developing business requirement documents and functional requirements.
* Proficient knowledge with SQL queries and SQL data analysis.
* Extensive knowledge of computer system validation and system manual documentation.
* Experience in coordinating with IT application development team, business stake holders and trading partners for problem resolution in support of the business and system software.
* Expertise in writing and implementing Test scenarios, Test cases, system testing, regression testing, user acceptance testing and maintaining traceability matrices for baseline documents.
* Excellent experience in developing and documenting user interface and dashboard requirements.
* Expertise in analysis and process flow and detail documentation of the as-is process with in the business system or application. Documentation includes business process flows (using MS Visio), data flow (using MS Visio), use case narratives and system appreciation document.
* Lead training on special order process and 6 software programs (Microsoft Dynamics AX, Data Masons’ Vantage Point, Inovisworks™, JIRA and 2 In-house applications).

**Education**

* M.Tech. (Master of Technology), Vellore Institute of Technology, Vellore India
* B.Tech. (Bachelor of Technology), Bharathidasan University, Trichy, India

**Certification**

* **Certified Scrum Master: CSM**® – Scrum Alliance- License Number: 000963782

**Professional Experience**

**Senior Business Analyst Jan 2020 – Current**

Static IQ – Greenfield, WI

Managed Benefit Account Management project, developed features around payment system. Actively participated in Agile functions, gathered requirements with technical specifications from process owners. Collaborated with cross teams in prioritizing stories.

**Responsibilities:**

* Create Product Backlog Items (PBIs) to support business needs, development, and testing through sprints in Azure DevOps.
* Analyze complex business processes, systems, risks, and technical constraints with various business and technical teams.
* Continuously refine evolving backlog items and prioritizes new and backlogged items against project scope in Azure DevOps.
* Meet with Product Owner to identify pain-points, close expectation gaps, and achieve consensus for business requirements.
* Lead sprint planning, attains daily scrums, and facilitated sprint demos/reviews with project teams and stakeholders.
* Connect with teams to review and resolve issues, address requirement clarifications, and provision queries from offshore.
* Ensure requirements are communicated effectively to parties responsible for sign-off/approval, implementation, and testing.
* Verify and validate sprint deliverables upon deployment to ensure technical solutions meet specifications of user stories.
* Write documentation detailing PBIs that were implemented in prior sprints to manage change control and business decisions.
* Use appropriate business modeling tools, use cases, workflows, and GUI design screens to create product requirements and organize and outline complex business rules, system processes, and user interactions.
* Ensure PBIs maintains quality compliance standards with established solutions architecture, policies, and regulations.
* Granularly define epics and features into user stories with appropriate acceptance criteria; assists in bug creation and testing.
* Execute SQL queries of to analyze backend database structures and ensure quality of application data.
* Assist in business process redesign documentation and creates visual mockups to detail proposed GUI to business leads.
* Coordinate User Acceptance Testing (UAT) activities with testing/development team and associated project management teams to facilitate successful deployment of applications into client environment.

**Environment**

Agile, JIRA, MS Office, SQL, MS Visio

**Product Manager / Senior Business Analyst Sep 2019 – Dec 2019**

Kohl’s – Menomonee Falls, WI

Product Manager for Kohl’s , owner for products to set strategy, define a technology product roadmap, and partner in execution with engineering and the business in order to solve major challenges facing the Merchandising organization and realize business benefit.

**Responsibilities:**

* Support all or a majority of the tasks for several products that impact future product developments.
* Develop roadmap by analyzing business and user’s needs.
* Translate business needs to actionable requirements in the form of user stories and acceptance criteria in an agile environment.
* Work closely with cross-functional internal and external teams to continuously build and launch new technology products, platforms and features.
* Effectively communicate with Manager on progress and impediments.
* Support market and competition research.
* Identify opportunities within area of ownership and makes strategic or tactical recommendations that display strong business judgment.
* Perform Data Analysis to generate report requirements and build report working with Development team.
* Look deep into data and analytics to solve problems and inform decision making.

**Environment**

Teradata, Google BigQuery, Tableau, SQL, MicroStrategy(MSI), Agile

**Senior Business Analyst/ Project Manager Feb 2019 – Sep 2019**

Northwestern Mutual – Milwaukee, WI

Project Manager for Northwestern Mutual, The financial security company provides consultation on wealth and asset income protection, education planning, retirement planning, investment advisory services, trust and private client services, estate planning and business planning. Its products include life insurance, disability income, and long-term care insurance, annuities, investments, and investment advisory products and services.

The Project was aimed to enhance features to a portfolio management tool used by life insurance field office agents to lead maintenance and tracking of policies and to compare and calculate premium for policies.

**Responsibilities:**

* Manage all the day to day activities of a project.
* Responsible for producing project management deliverables.
* Control project scope and facilitate change management process.
* Work with Business stakeholders to maintain alignment with project.
* Conduct workshop meetings for project kick off and planning.
* Lead and mentor staff in project management techniques.
* Responsible for identifying, managing and escalating issues and risks and developing risk mitigation strategies.
* Validate estimates, risks, assumptions, constraints and interdependencies for viable solution options.
* Track and manage resource allocation for the project.
* Coordinate production deploy activities including scheduling, documentation of roll off procedures and sign offs.

**Environment**

JIRA, Windows, Microsoft Office, Confluence

**Senior Business Analyst Feb 2017 – Jan 2019**

Milwaukee Tool Corporation –Milwaukee, WI

Business Analyst for Milwaukee Tool Corporation, an industry-leading manufacturer of heavy-duty power tools, accessories and hand tools for professional users worldwide.

This project was aimed at implementing new ERP system, migrating data and process from old ERP to new ERP environment, setting up EDI for trading partners.

**Responsibilities:**

* Worked on business process such as Order to Cash (OTC) and Procure to Pay (P2P)
* Worked as liaison between IT Development team and business teams such as Supply Chain, Sales and Marketing, Shipment Processing and Finance teams.
* Worked with 200+ clients and vendors located across the globe such as USA, Mexico, Germany, Canada and China to gather client and vendor requirements
* Implemented and maintained customer and supplier EDI/ XML trading partner implementations including translator/ mapping to ERP setup and configuration.
* Documented functional and non-functional requirements supporting processes such as purchase order processing, invoice processing, inventory management, and supplier or vendor management.
* Documented use cases and process flows for current and future processes for the following processes: Purchase order processing, Invoice processing, purchase order acknowledgment generation, Invoice reconciliation, Inventory Management and Shipment processing.
* Performed gap analysis, identified and documented process improvements.
* Documented data specification for ERP migration from existing ERP system to Microsoft Dynamics AX.
* Analyzed and documented process improvement to leverage new ERP system features and functionality.
* Worked closely with 3rd party vendor to document and implement vendor support procedures and training documents for the vendor owned software interfacing ERP and EDI files processing.
* Supported QA testing for ERP implementation, assisted in comparing EDI files generated out of old and new ERP systems.
* Created training documents and trained end users and provided post Go-Live support
* Involved in the management, analysis, development & testing of transaction sets involving ANSI X12 & EDIFACT.
* Recommend process changes to increase EDI acceptance and rejection rates and improve operational efficiencies, based on supply chain compliance needs.
* Work independently with Trading Partners to configure and maintain existing Transaction sets.

**Environment**

JIRA, Kayako, Windows, Microsoft Dynamics AX, Data Masons’ Vantage Point, Inovisworks™

**Associate/ Business Analyst Apr 2006 – Nov 2010**

Jubilant Biosys Ltd. – Bangalore, India

Associate/ Business Analyst for Jubilant Biosys Ltd., a company which provides comprehensive drug discovery services – from target discovery to candidate selection in partnership with leading healthcare companies worldwide.

The project was aimed at building a centralized data store for scientific assay results data from different departments within the organization and creating a customizable reporting dashboard in order to make the client data reporting easier.

**Responsibilities**

* Analyze the as-is process, propose and document the future process.
* Provide solutions and alternatives to meet the business requirements, in line with current standards.
* Interface with clients/ business users from various major health care clients to prepare and update the business process requirements and software system requirements.
* Document requirements for Data Collection for assays performed.
* Design dashboard based on client requirements, to represent and visualize data collected from different departments within the organization.
* Ensure all artifacts were in compliance with corporate SDLC process and guidelines.
* Document test cases and performance testing.
* Prioritize outstanding defects and system problems, ensuring accuracy, and deadlines were met.

**Environment**

Waterfall, MS Office, Rational RequisitePro, Clear Case, Clear Quest, Quality Center, MS Visio, Balsamiq®.

**Skills Sets**

* Analyzing and Validating EDI transactions integrated to ERP system.
* Conducting Joint Application Development (JAD) and Joint Requirement Planning (JRP) Sessions involving Business Owners, QA Leads, Developments leads, Enterprise and Software Architects.
* Analyzing entire system and identifying the impact of associated backend and frontend applications.
* Creating application prototypes and screen mockups for dash boards and reporting for better interpretation of scientific data and presented to business stake holders and clients.
* Creating graphical representation of complex business processes. Documentation was presented to and approved by Organization’s Higher Managements and Business stake holders.
* Querying and creating SQL reporting and performing Data analysis using SQL and Excel-PIVOT tables.
* Highly motivated team player with excellent interpersonal and customer relation skills, proven communication, organizational, analytical, presentation, and leadership skills.
* Work with internal customers and external consultants and vendors to develop functional business system design and solutions.
* Managed all the day to day activities of a project. Responsible for producing project management deliverables. Control project scope and facilitate change management process.
* Identify opportunities within area of ownership and makes strategic or tactical recommendations that display strong business judgment.

**Technical Skills**

* ERP: Microsoft Dynamics AX
* Tools: Data Masons’ Vantage Point EDI (EDI and XML Processing Platform), Inovisworks™ (electronic business documents exchange), Tableau, MicroStrategy(MSI)
* Databases: SQL Server, MS Access, Teradata, Google BigQuery
* Documentation Tools: Visio, Word, Excel, Clear Quest, Clear Case, Balsamiq®
* Project Management: MS Project, JIRA, Kayako, Confluence
* Defect Tracking: Quality Center, Clear Quest, JIRA
* Platforms: Windows, MSDOS