

## Professional Summary

- 10 years of professional experience as a **Business** System **Analyst** in Supply Chain management (SCM), Order Management Systems (OMS), Warehouse Management Systems (WMS), Retail, E-commerce & ERP.
- Extensive experience in Functional, **Business**, & Technical requirements gathering. Exceptional writing skills with expertise in developing **Business** Requirement document (BRD), Functional Requirement Document (FRD), Software Requirement Specification (SRS), Technical Requirement Documents across the deliverables of a project.
- Experience in conducting JAD sessions with Subject Matter Experts (SME), Stakeholders, Developers and End-user representatives to make sure all the stakeholders and developers are on the same page.
- Experience in conducting Joint Requirement Development (JRD), Requirement Workshops, GAP analysis, UML Modeling, Analysis creating artifacts, created Use cases, sequence, activity diagrams.
- Experience in requirement elicitation, design, analysis, and maintenance of solutions facilitating **business** requests.
- Expertise in UML methodology to create UML Diagrams including Use Cases Diagrams, Data Flow Diagrams (DFDs), Sequence Diagrams, Activity Diagrams, ER Diagrams using Rational Rose and MS Visio and thus defining the Data Process Model and **Business** Process Model.
- Expert in Tracing requirements throughout the development process and verifying adherence using the requirements Traceability Matrix (RTM).
- Expertise in Software Development Life Cycle (SDLC) methodologies, assisting **Scrum Master** on several projects, vast experience working in Agile, Waterfall, RUP, Spiral methodologies and got opportunities to put hands on all of them.
- Experienced in Salesforce/Apttus CPQ (Configure Price Quote) and CLM (Contract Life Cycle management) package configurations and customizations as part of (QTC) Quote to Cash process.
- Strong knowledge on Order Management System (OMS), Customer Relationship Management (CRM), Omni - Channel, Retail Stores, Supply Chain, Retail Point of Sale (POS) Applications, E-commerce, Kiosks, Digital Platforms, Mobile apps, and Websites.
- Strong Working experience of developing to refine and document REST API technical specifications for the AMEX Developers Web Portal to be consumed by external Card Partners.
- Extensive experience in resolving conflicts, improving supplier relations and transportation logistics, reducing costs and recommend ways to improve operations.
- Responsible for providing solution and Implementation of Apttus CLM & CPQ for different **business** internally.
- Extensive knowledge of the E-commerce ecosystem & Retail Sales lifecycle, Warehouse Management System (WMS), Transport Management System (TMS), Fulfillment, and Support.
- Experience in all aspects of Global Demand Planning, Supply Chain Management (SCM), Inventory Management, Aggregate Forecasting, Planning, **Master** Scheduling, Risk and ROI Analysis.
- Experience working with Content Management Systems (CMS), Order Management System (OMS) Supply Chain Management and UX teams.
- Strong experience of Reviewed and configure TSYS APIs into exciting application to accept payments through multiple channels.
- Extensive Experience of with multiple WMS systems, and IT technologies integrated with WMS systems in a high-end Retail Warehouse.
- Extensively worked on supply chain & logistics teams to plan for omni channel shopping process and also in development of extensive product returns mechanisms.

- Responsible for performing all tasks required to develop, implement, and support the Salesforce application integration of the Apttus CLM and CPQ.
- Experience in E-Commerce platform as Shopify, Demandware, Inter-spire, and BigCommerce.
- Good experience at ATG Dynamo B2B Commerce, ATG B2C Commerce, Demand ware Shopping Cart, Merchandizing, Droplets & Product Catalog.
- Expertise in Systems, & Risk analysis, Requirements for enterprise integration, Oracle Locate Order Broker, POS system enhancements for Oracle XStore, and Retail Interact.
- Intensive work experience on E-commerce portals, Web, Application developments, Content Management Systems, B2B, B2C, for Ecommerce like Oracle ATG, Salesforce Commerce cloud, Magento.
- Expertise in managing multiple projects while maintaining constant communication with the relevant stakeholders.
- Experience on various Software and Customer Relationship Management (CRM) packages.
- Experience in creating SQL Queries and good understanding of data & analytics.
- Expertise in Tracking and Maintaining Stakeholder requested enhancements and changes through SharePoint.
- Experience in Building, publishing dashboards and customized interactive reports, report scheduling using Tableau server.
- Proficient in using Version control tools, Team Foundation Server (TFS), agile management tools like JIRA, GITHUB, GitLab and RALLY.
- Expert in performing backend writing & testing, Teradata for data integrity and SQL Queries for testing RDBMS such as SQL Server, Oracle.
- Experience in testing applications based on cloud service providers like AZURE, AWS in an Agile environment.
- Experience in Running Stored Procedures SQL Server Reporting Service (SSRS), Executing Queries.
- Experience and full understanding of QA Life Cycle, which includes Designing, Developing, Execution and Documentation of the Test Cases, Automation of Test Plans & Test Scripts.

## Professional Experience:

### **Sr. Business Analyst**

**Albertsons Companies - Boise, Idaho**

**Sep 2020 to Present**

This project required a secure, robust, and flexible platform to support all of their POS devices also client needs were to align OMS, WMS and Supply chain as a whole. The solution was required to result in cost savings, improved sales tools, easy integration with e-devices, smooth integration between disparate systems, and electronic audit trails.

### Responsibilities:

- Gathered and documented Functional Requirement Document (FRD), Business Requirement Document (BRD) and Technical Requirement Document (TRD) by conducting JAD Sessions, also from both formal & informal sessions and validate the needs of the business stakeholders.
- Perform GAP analysis between As-Is & To-Be process & design, risk analysis of existing system and evaluate benefits of new system for potential business process changes.
- Functioned as the primary liaison between the business line, operations, and the technical areas throughout the project life cycle.
- Performed Requirement Analysis and developed Use Cases, Activity Diagrams using Rational Rose.
- Involved in creating business processes and modeling diagrams using Rational Unified Process (RUP).
- Developed a thorough knowledge and maturity in all the phases of SDLC and familiar with industry standard best practices & frameworks such as AGILE, Lean & Rational Unified Process (RUP).
- Interacted constantly between legal and marketing departments with the PM regarding various compliances which need to be in place before anything can be finalized.
- Documented Omni channel requirements for OMS in collaboration with business stakeholders including logistics and supply chain management teams and with Manhattan OMS development team to successfully rollout BOPUS and BOSTS orders.
- Good Understanding of POS web orders & through Demandware.

- Developed function specifications for modifications of POS system for multiple chains. Included integrating new chain into existing systems which encompassed, specific brand requirements and full POS integration
- Strong skills in Retail functions like Retail POS interface, Inventory Management, Promotions, POS Store Functions & Pricing.
- Improve the Point-of-Sale system (POS) for the Exchange retail stores to increase the process efficiency and reduce the overall operation time.
- Working on projects which helps crew to take orders with a smaller number of clicks on POS and reduces the Turnaround time for customer's order. POS, Kiosk and Mobile app configurations.
- Analysis and requirements for Oracle XStore Mobile POS implementation.
- Established connectivity to all major buy-side vendor order management systems (OMS).
- Manage all **Business** Objectives, Requirements, and Specifications Requirements in SFDC.
- Analyzed the current Supply Chain Management (SCM) from receiving an order in Order Management System (OMS), WMOS (Warehouse Management Open System) and complete processing till final delivery to customer and suggest best remedial methods.
- Coordinated in operational research and improvement activities with warehouse control vendors within a Manhattan WMS environment.
- Optimized efficiency of supply chain & logistics planning by eliminating the errors occurring at distribution centres by enhancing product availability at stores.
- Maintained internal API standards documentation to improve clarity in the API design process.
- Worked on creating SOP's based on standard supply chain management (SCM) functionality as well as simple to complex customer enhancements to Manhattan WMS Product suite and performed functional testing on standard functionality and on custom modifications.
- Provided project management, risk analysis, systems analysis & requirements for enterprise integration and POS system enhancements for Oracle XStore, Oracle Locate Order Broker & Retail Interact / AS400 Systems.
- Involved in data validation of the results in Tableau by validating the numbers against the data in the database tables by querying on the database.
- Involved in SQL Queries to generate relevant reports from the Data Ware house using Informatica.
- Provided application support for API functionality that is used by client facing UI and Excel Plugin which resulted in a quicker turnaround time for Developers to fix production issues.
- Delivered continues support in the areas of SFDC configuration, administration, reporting, data migration, solution design and project co-ordination.
- Interfaced closely with developers to define technical requirements used to create the OAuth authentication API developer's guide in MS Word.
- Provided multiple demonstrations of Tableau functionalities and efficient data visualizations approaches using Tableau to the senior management.
- Worked with Technical team to design models and create data mapping documents for data analysis and created reports adopting **business** objects.
- Involved in Data mapping, logical data modeling, preformed class diagrams, ER diagrams & used SQL queries to filter data.
- Developed Test cases for manual testing & automated using Win Runner, Silk, Load Runner, Silk performer & QTP.
- Integrated multi-channel marketing and marketing automation projects primarily involving Marketo, Eloqua and SFDC.
- Developed action plans for correcting the issue in incremental steps and comparing outcome against the KPIs set, streamlined logistics activity.
- Maintained and kept track of stakeholder's requests for enhancements & changes using Rational Clear Quest;
- Manually verified the validity of the failed test cases.
- Assisted QA testing in formulating the test plans, reviewed QA test plans for appropriate test coverage and managed the Change request documentation for Change management processes.
- Translated **Business** processes into Informatica Mappings for building Data marts.
- Used UML notations for Object Oriented Design and Documentation.
- Worked with the team and Performed Web service testing using RESTful API and Managed multiple API deployments, directing Backlog, Development Iterations.

- Wrote Test Cases & Test plans in Mercury Quality center that would test various Test scenarios e.g., Integration testing and system testing.
- Worked with the team and used Durable Subscription method to Test REST API on BPM services to Test Message event reaches the services returns the information in timely manner.
- Involved in Planning, developing, documenting and testing the programs by applying SFDC technical knowledge.
- Interfaced with the development team utilizing ASP, JavaScript and Visual Basic and produced detailed user-interface prototypes and performed usability testing.
- Managed API platform services by offering solutions to clients including implementations, enhancements and customer support.
- Performed Integration Testing, GUI testing, Smoke and Sanity Testing, and Acceptance testing in the new builds for Basic Functionality Checking.
- Coordinated various kinds of User Acceptance Testing (UAT) including regression testing, system testing, integration testing, functional testing, alpha & beta testing.
- Authored test plans, test cases for various test scenarios and helped testing team to better understand the test scripts.

### **Sr. Business Analyst**

**Amazon, Seattle, WA**

**July 2018 – Aug 2020**

The goal of the project was to allow a self-service model via enabling the corporate **business** users to manage their corporate credit cards.

#### **Responsibilities:**

- Worked on various web-based applications and systems development projects including customized Content Management System (CMS)
- Performed Requirement Traceability Matrix (RTM), GAP analysis, Test Matrix, and SWOT analysis to check the compatibility of the existing system infrastructure with new **business** requirements
- Involved in preparing SDLC Documents such as **Business** Requirement document (BRD), Functional Specification document (FSD), Statement of Work (SOW), Project Plan, Quality Management Plan, Test Plan, Test Report.
- Facilitated daily **scrum** meetings and weekly backlog grooming meetings with the entire project team in Agile **Scrum** development methodology.
- Gathered requirements for Order management, Warehouse management system (WMS), Ecommerce B2C and B2B portals.
- Documented omni channel requirements for OMS in collaboration with **business** stakeholders including logistics and supply chain management teams and with Manhattan OMS development team to successfully rollout BOPUS and BOSTS orders.
- Launched multiple e-commerce platforms with integrated enterprise and content management systems
- Worked on identifying existing Product Data and Inventory Data attributes and mapping them with redesign requirements and came up with suggestions on new Product Data and Inventory Data attributes that were needed to meet new requirements for new Facets, BOPUS, BOSTS, Pre-sell and Available in Store.
- Worked closely with various **business** stakeholders to come up with wireframes and get functional requirements for Buy Online Pick up in Store (BOPUS), Buy Online Ship to Store (BOSTS), Auto Refill, Product Comparison and Product Bundling etc. for desktop and mobile platforms.
- Analysed statistical data and reports to ascertain trends in performance, resulting in maximum effective and efficient use of logistical resources.
- Involved in implementing Omni channel point of sale (POS) and upgrading Order Management System (OMS) with third party vendor support.
- Assisted the **business** team with ATG customization and setting up configurations for catalog management and product hierarchy via BCC.
- Assisted the **business** team to set up content data for various products via BCC on a day-to-day basis.
- Assisted the **business** team in setting up targeted email campaigns via BCC.
- Collaborated with on-shore and off-shore development team and **business** users to create and implement EPIC/User stories for desktop/mobile application features.
- Worked on the Optimization of retail and logistical procedures using DCR tool to identify and eliminate duplication or Purchase Orders using DCR tool.

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- Used IBM WebSphere for Mobile application in giving seamless shopping experience to guest in selecting products, shopping cart, check out, bill payments modes.
- Compiled and analyzed various reports: E-commerce internal support report (Tableau, Access, Excel).
- Worked on data profiling and analyze data in the database SQL server by running SQL queries. Expertise in running SQL queries on databases, Microsoft server etc.
- Created Use Cases for the applications and created Test Plan and Test scripts based on Used Cases.
- Grouped the Use Cases and other diagrams into sequence and collaboration Diagrams using Rational Rose based on UML methods thereby defining the business process model.
- Involved in Staples online store Production Support that included incident troubleshooting and resolving tickets.
- Used Microsoft Azure for building, managing applications, testing, deploying, and services.
- Tested the user stories for accuracy and compliance to ensure undisputed acceptance and validation of stories.

## **Business Analyst**

**Best Buy - Minneapolis, MN**

**Jan 2017 to June 2018**

The target is to centralized management of not only its website, but its call center and Order Management Systems (OMS), as well. With ATG, Abercrombie and Fitch gained total control of its multichannel business. The new ATG platform enabled Abercrombie and Fitch to manage the entire customer experience from the retail store to the Web site to the call center. It also gives the client the foundation they needed to grow their existing brand and launch new ones.

### **Responsibilities:**

- Gathered analyzed, documented business and technical requirements from both formal and informal sessions and validate the needs of the business stakeholders.
- Participated in conducting interviews with end-users to collect requirement and business process information.
- Developed business process models in RUP to document existing and future business processes.
- Involved in performing extensive Requirement Analysis including data analysis and GAP analysis.
- Participated in various stages of data and requirement analysis for project needs.
- Analyzed Business Requirements and segregated them into high level and low-level Use Cases, Activity Diagrams / State Chart Diagrams using Rational Rose according to UML methodology thus defining the Business Process Models.
- Used Rational Tools for creating use cases, version control and defect tracking, monitoring. Use Rational Unified Process (RUP) methodology in all areas of the software development life cycle (SDLC).
- Provided recommendation for use of ATG Commerce for B2B and B2C business.
- Worked on preparing user training manual for merchandising team on managing commerce assets through ATG BCC (Business Control Centre).
- Designed flexible project foundation enabling rapid implementation of e-commerce website capabilities.
- Documented the evaluation of various reporting tools like Oracle Analytics/Business Objects, made recommendations about the product depending on the reporting requirements
- Worked on creating and deploying Azure cloud services (Web Role) for the Web Application. Also, created App Services for web API deployment on Azure.
- Used MS Visio for Process modeling, Process mapping and Business Process flow diagrams.
- Managed workload, schedules and coordinated status review meetings with project managers, business managers and team members.
- Created relationships in Requirement Traceability Matrix linking Business Requirements to Functional requirements and Functional Requirements to Systems Requirements.
- Established traceability matrix using Rational Requisite Pro to trace completeness of requirements in different SDLC stages.
- Used Rally tool for requirements management and tracking user stories in a sprint and product backlog.
- Worked on developing customized SQL reports and queries for management decision-making and operational management.
- Involved in developing strategies with Quality Assurance group to implement Test Cases in Mercury Test Director for stress testing and UAT (User Acceptance Testing)



- Assisted with the development of test plans and strategies, coordinated testing events, and executed test cases in support of changes to **business** systems.
- Participated user acceptance testing cycle; worked with **business** users to define **business** scenarios, user acceptance test cases and user acceptance criteria.
- Conducted user interviews, gathered requirements, and analyzed the requirements using-Rally.

### **Business Analyst**

**Miakoda, Hyde Park, NY**

**Sep 2015 – Dec 2016**

The project was to integrate and enhance the existing Web Based E-commerce platform for purchasing apparel and sporting stock using Microsoft Commerce server to provide **Business** Analytics, Product Catalog, Targeting, and Profiling. The enhanced application provides utilities for selecting products, shopping cart, checkout, payment modes, and membership login for the discounts. The system is fully web enabled when a customer login and order products by selecting from e-catalogue, the data is transmitted to the application server, which in turn transmit to the process server and to the database server, accountabilities included procuring requirements for order management system.

#### **Responsibilities:**

- Gather requirements by conducting meetings and brainstorming sessions with end users and SME and document them using Requisite Pro - the documentation tool offered by Rational.
- Conducted JAD sessions which include the management, development and user teams for clarifying requirements and facilitating better communication.
- Deep understanding of all the phases of Software Development Life Cycle (SDLC) methodologies throughout the project life cycle.
- Conducted workflow, process diagram and GAP analysis by identifying existing technologies, documenting the enhancements to meet the end state requirements.
- Partially involved in the Wire Frames, User Interfaces, AS-IS and TO-BE flows and the Use Cases to encapsulate the information with ease.
- Rewrite existing requirements, breakout into new requirements, and create additional documentation where appropriate.
- Provided subject matter expertise for functional and technical aspects of the Demand Ware E-commerce platform.
- Restructured store operations, creating new positions to oversee the growing custom products part of the **business**.
- Gathered requirements for the integration of Point of Sales (POS) system with the supply chain system.
- Functional Expertise in Merchandising, Pricing, Warehouse Management System (WMS), Planning, Optimization and Omni channel.
- Involved in implementing Omni channel Point of Commerce (POC) and Point of Sale (POS) upgrading Order Management System (OMS) with third party vendor support. Experience in IT industry with focus on E-commerce, Retail and Supply chain domain.
- Participated in design and build of different OMS modules - Order Capture, Order Processing, Order Promising & Fulfillment, Payment Processing, and etc.
- Worked with Development to figure out the different Activities OMS does for inter Applications data transfer with CRM in Java.
- Created datasets for Omni channel reporting project that incorporates email, marketing, and member interaction data.
- Worked on Implementation, enhancement and support solutions to meet client's needs using Demandware ecommerce platform.
- Designed and developed Activity Diagrams, and Sequence Diagrams utilizing MS Visio.
- Designed workflows and allocated permissions within SharePoint.
- Participated in Reviewing Stored Procedures for reports and wrote test queries against the source system (SQL Server) to match the results with the actual report against the Data mart (Oracle).
- Assisted QA team in developing test strategy, and test cases and actively monitored various types of testing - functional testing, Progression testing, system testing, load testing, smoke testing, and regression testing.
- Created and tested Campaigns and Promotions on Salesforce Commerce Cloud (Demandware) platform.

- Created and maintained user stories in JIRA for better understanding of the requirements for the development team. Also used JIRA for bug tracking.
- Reviewed the Test Plan developed by the testing team for testing the application.
- Created Test Scripts & Test Scenarios to check report content, layout, and parameters.

### **Business Analyst**

**Cooper Tire, Findlay, Ohio**

**Aug 2014 to Aug 2015**

This project was based on redesigning Order Fulfillment and Shipping operations. I also worked on implementing an E-commerce website that dealt with Inventory management system, CRM, which included Stock management and distribution of goods.

#### **Responsibilities:**

- Gathered analyzed, documented **business** and technical requirements from both formal and informal sessions and validate the needs of the **business** stakeholders.
- Involved in the creation of new E-Commerce Products in Inception Phase and prepared vision statement and initial data models that contain **Business** Requirement Documents and supporting documents that contain the essential **business** elements and detailed definitions.
- Participated user interviews, gathered requirements, and analyzed the requirements using-Rally.
- Worked on AS IS and TO BE processes using MS Visio.
- Worked on elaborating **business** requirements document with project teams. Extracted, discussed, and refined **business** requirements from **business** users and team members.
- Act as a resource in understanding how IS systems carry out **business** functions and assists in ensuring the timely and effective implementation.
- Documented the evaluation of various reporting tools like Oracle Analytics/**Business** Objects, made recommendations about the product depending on the reporting requirements
- Used Rational Tools for creating use cases, version control and defect tracking, monitoring. Use Rational Unified Process (RUP) methodology in all areas of the software development life cycle (SDLC).
- Planned and defined Use Cases created Use Case diagrams, Scenarios and Use Case Narratives using the UML methodologies.
- Created relationships in Requirement Traceability Matrix linking **Business** Requirements to Functional requirements and Functional Requirements to Systems Requirements.
- Performed the requirement analysis and documented the requirements using Rational Requisite Pro.
- Established traceability matrix using Rational Requisite Pro to trace completeness of requirements in different SDLC stages.
- Suggested measures and recommendations to improve the current application performance.
- Applied Supply chain Management (SCM) methodologies to ensure coordination in the supply chain.
- Involved in the creation of new E-Commerce Products (Arrival Notices and Customized Reporting) and worked with Front-end and Back-end systems.
- Worked on creating and deploying Azure cloud services (Web Role) for the Web Application. Also, created App Services for web API deployment on Azure.
- Extensive knowledge of Inventory management including GR/IR, transfer posting, stock transfer automatic movement, movement types and reservations.
- Created Mock-up forms in MS word for better visualization and understanding of the software solution.
- Tracked change requests and monitored workload and schedule.

# Mushfiqur Rahman

- Hoboken, NJ, US

## Contact Information

- eki-9e8-e1n@mail.dice.com
- 8624011282

## Work History

Total Work Experience: 9 years

- Sr. **Business Analyst** Albertsons Companies  
Sep 01, 2020
- Sr. **Business Analyst** Amazon  
Jul 01, 2018
- **Business Analyst** Best Buy  
Jan 01, 2017
- **Business Analyst** Miakoda  
Sep 01, 2015
- **Business Analyst** Cooper Tire  
Aug 01, 2014

## Skills

- **business** analysis - 9 years
- retail - 9 years
- **business** requirements - 8 years
- documentation - 8 years
- functional requirements - 8 years
- joint application design - 8 years



- **sdic** - 8 years
- **activity diagrams** - 7 years
- **use cases** - 7 years
- **as-is process** - 6 years
- **implementation** - 6 years
- **oms** - 6 years
- **operations** - 6 years
- **order management** - 6 years
- **supply chain management** - 6 years
- **ibm rational** - 5 years
- **oracle** - 5 years
- **reporting** - 5 years
- **to-be process** - 5 years
- **gap analysis** - 4 years
- **qa** - 4 years
- **test cases** - 4 years
- **test plans** - 4 years
- **ibm rational requisitepro** - 6 years
- **electronic commerce** - 4 years
- **microsoft visio** - 4 years
- **software** - 4 years

## Work Preferences

- Desired Work Settings: No Preference
- Likely to Switch: True
- Willing to Relocate: True
- Travel Preference: 100%
- Preferred Location:
  - New York, NY, US
  - New Brunswick, NJ, US
  - East Brunswick, NJ, US
- Work Authorization:
  - US
- Work Documents:
  - US Citizen
- Security Clearance: False
- Third Party: False
- Employment Type:
  - Contract - Corp-to-Corp
  - Contract - Independent
  - Contract - W2

- Contract to Hire - Corp-to-Corp
- Contract to Hire - Independent
- Contract to Hire - W2

## Profile Sources

- Dice:  
<https://www.dice.com/employer/talent/profile/252f26069b0d75cd832d28d4c0cd6d6e>