**Business System Analyst**

**Business System Analyst– River source Insurance and Annuities**

**Business System Analyst** with over 7 years of experience in **Business Analysis, Requirements Gathering, Business Process Modeling, Operation Lead and Mainframe Development**. Seeking a position where I can nurture my passion for technology and management.

* **Strong domain knowledge in Financial, Health Care, Insurance and Annuities System.**
* **Engineering expertise in business software arenas and IT Business System Analyst with genuine interest in all software technologies.**
* **Process Improvement:  Professional Scrum Master, Agile Methodologies, Retrospectives, Operation**

**/Incident Management Lead for more than 6 years with Specialization in Financial, HealthCare,**

 **Insurance and Annuities Domain Applications.**

* **Organized and facilitated sprint planning, daily stand-up meetings, reviews, retrospectives, release planning, demos and other Scrum-related meetings.**
* **Communication: Excellent speaking and written language skills, presentation design, business communication between technical and business stakeholders, meeting coordination.**
* **Outstanding ability to facilitate project status meetings - Identified agenda items, Compiled meeting materials, captured meeting minutes and action items. Well versed in Status Tracking, Reporting & Escalation.**
* **Expert in Business Process modeling, activity diagrams, use case diagrams, usability analysis and documentation.**
* **Expertise in making Test plans, test cases and scenarios, test strategies for quality assurance and complete test coverage.**
* **Extensive knowledge of Business Analysis methodologies and tools iterative SDLC processes. Well conversant with agile methodologies**
* **Focuses the team on the goals of the current iteration, keeping them on track, work with the Product Owner, providing a check and balance between getting more done and maintaining high quality and efficiency**
* **Good knowledge on creating Business Requirements Documents (BRD), Functional Requirements Document (FRD) and Requirements Traceability Matrix (RTM).**
* **Strong Subject Matter Experts (SME) to gather business and functional requirements across business.**
* **Expertise in Issue and Risk Management, Incident and Change management and metrics based performance reporting.**
* **Good exposure to Release management process with more than 6 years of experience in creating, championing and maintaining processes, procedures and policies.**
* **With over 7 years of work experience on every layer of multi-layered software architecture.**
* **Excellent problem solving skills in multiple functional infrastructure/application areas with Strong customer service orientation and an inherent sense of urgency and attention to details for resolving issue.**
* **Full system life cycle experience: analysis, designing, coding, testing, performance tuning, installing, documenting, maintaining and Agile/Waterfall Implementation.**

Expert in leading, requirement gathering designing, testing, supporting and maintaining scalable end-to-end enterprise software products that deliver services to different client applications and customers. I am leading River Source Insurance and Annuities project as a Business System Analyst. Proficiencies include:

 **-Agile/Scrum - High Performance Solutions**

 **-Business System Analysis - Process Improvement**

**TECHNICAL SKILLS/TOOLS**

Vantage, Mainframe, Cobol, JCL,SQL, DB2, SPUFI, Xpeditor, VSAM, CICS, Version One, Jira, MS Visio, Lotus Notes,

Data Mapping Expert , Service Now Expert , Incident/Change/Problem Management, ITIL/ITSM Expert , MS Excel,

IBM Tivoli Workload Scheduler(TWS), Dynatrace(Gomez), CA Release Automation, Quality Centre ,

MS Word, Excel, MS Project and Power Point**.**

**PROFESSIONAL HISTORY**

**Ameriprise Financial, Minneapolis, MN Feb 2015 - Present**

**Business System Analyst, River Source Insurance and Annuities**

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| Agile/Waterfall Methodology | Requirement Gathering/Web Application  | Quality Assurance |
| Testing/Data Mapping Expert  | Scrum Master  | Business Process Modeling  |

* Lead the first Portfolio transformation through Agile for River Source Insurance and Annuities.
* Requirements elicitation and business requirements document preparation.
* Working as Business Analyst, closely interacting with teams spread across diverse geographic regions, Stakeholders including business, Marketing Services teams & design teams.
* Created test plan and test scenarios ensuring complete test coverage of all cases and linked to business and system requirements.
* Document requirement artifacts using process flows, context diagrams, use cases.
* Developing Business Based Functional Test Scenarios, Business Requirement Analysis, System Specification Analysis, Testing Methodology and Test Plan Formulation
* During the Agile transformation, worked with Agile Transformation Committee and other Scrum Teams to guide and lead through the transformation effort.
* Set baselines upon obtaining requirements package sign-off and support requirement change management, analyze impact and obtain change sign-off throughout Ameriprise’s Technology Delivery Life Cycle (TDLC) framework.
* Application functional analysis and User documentation, Technical documentation, Production Support Documentation.
* Responsible for making Process flow diagrams and Data flow diagrams to document Business processes and creating user documentation.
* Works with architects/development teams to ensure that proposed design meets System/Functional requirements.
* Test plan and test scenarios design and handled overall communication with vendor(Venture) in SIT.
* Responsible for Business reviews, Functional and System Level Requirements and Design implementation.
* Raised defects in System Integration Testing and Leading weekly test & defect status call.
* Performed integration testing on Vendor site and assisted business users with User Acceptance Testing (UAT).
* Extensively involved in weekly status review meetings with all business groups
* Influence agile process improvements to smoothen transitions in software development lifecycle.

**Ameriprise Financial, Minneapolis, MN Feb 2013 – Feb 2015**

**Application/Production Support Lead, River Source Insurance and Annuities Operation**

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| Operations Lead  | Batch Support  | Major Contributor for RCA of all P1/P2  |
| Service Now Lead  | Incident/Problem/Change Management Lead  | ITSM Support  |

* Working as an Operations Lead primarily supporting 11 Mainframe/Vantage/Distributed Applications. (Universal Life, Financial Advisor, Financial Direct, Repetitive Payment System, CAPS Brokerage, Quarp, Exam Complete, Falcon, Encompass Illustration, Traditional Life , Oracle Adminserver ).
* Communication and Status updates to all the Leaders on nightly production batch with regular meetings and minutes.
* Ensure action plans are in place to address recurring issues, including escalation and effective hand-off to other teams as required.
* Follow strict change management processes – RFC (Request for Change); ensuring balance between business requests and impact/risk.
* Work towards aggressive root cause analysis/permanent resolution for all the business impacting recurring technical issues.
* Coordinate and drive restoration of service disruptions/business escalated issues to meet and exceed established SLAs/OLAs.
* Work towards quick resolution/recovery of the high priority incidents in a time-bound manner to ensure business continuity and minimum downtimes.
* Identify and articulate the need for requirements change and assessing the impact of the change.
* Continuous Service Improvement Initiatives to Improve effectiveness and efficiency of existing processes.
* Identified gaps in inventory of applications and associated artifacts (DR plans, support guides etc.).
* Test Plan, Release Plan, Implementation Plan Reviewer.
* Utilized monitoring tools and creative pro-active monitoring practices to ensure system availability, functionality and performance 24/7.
* Developed processes, with cross-functional teams, to deliver improved efficiency and effectiveness.
* Lead various critical batches like month end and year-end batch cycles.
* Owning, tracking, and reporting of all I&A problem tickets.
* Extensively involved in weekly status review meetings with all business groups
* Communicated to business and technical partners on changes to the application or infrastructure which may impact the system performance or availability.
* Improve performance, fault tolerance and resolved major production issues while supporting legacy systems.
* Optimize Mainframe Batch process for on-demand computing thus reengineering and savings ($1.2 million/year) for the company.
* Automated financial month-end, quarter-end batch jobs saving 15 man-hours per month.
* Work with different financial vendors like Goldman Sachs, JPM for automating feeds.
* Incident/Change Management Lead for more than 13 Teams.
* Focal for managing various application related incidents and Problems end to end to ensure SLA targets are met.
* Implemented proactive measures to reduce incident volumes down by 30% from 70% to improve service delivery KPIs
* Representing RVS Tech in Change Advisory Board (CAB) meetings
* Ensuring compliance to the Change Management Process, Procedures and Policies by all participants
* Communicating inefficiencies, deficiencies, and improvement opportunities related to the process to the Change/Incident/Problem Management.
* Working with Change Manager to assist with the creation of RCA documents for failed changes and ensuring effective preventative action plans are identified and followed up.
* Facilitate resolving conflicts in the schedule, and negotiating adjustments with the relevant parties
* Leading by-weekly Problem Ticket Management Call.
* Change/Problem ticket reviewer.
* Providing training to new resources on the usage of Change Process, procedures and relevant tools(Service Now) .

**Humana, Louisville, KY Dec 2011- Feb 2013**

**Sr. Developer (Customer Interface -Medicare Enrollment)**

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| Batch/Online Program Coding  | Agile Analyst  | CICS Screen Testing  |
| Troubleshooting | CICS Screen Development  | UI Design |

* Successfully lead a New Welcome Kit Project/Illinois State Tax Project for Medicare from requirement gathering to post install support.
* Agile Analyst for New Welcome Kit Project. Completed all user stories in only four iterations (five months earlier than expected), far exceeding the expectations of the team and our upstream/Downstream partners.
* Worked on all the phases of agile methodology which includes client Interaction, Requirement gathering, Analysis, Coding and Testing.
* Analyzing the COBOL programs to find the root cause by doing peer analysis of the process and preparing High Level Analysis (HLA)/Low Level Analysis (LLA) Document.
* Worked on Coding/SIT/UIT of 3 new CICS Screens by which agent is enrolling any new Medicare clients in Humana.
* Expert in Coding Cobol programs, JCLs, CICS programs, PROCs, Sort cards etc.
* Strong hold on creation of Proc,Sort,Easytrive .
* Created test plan and test scenarios ensuring complete test coverage of all cases and linked to business and system requirements.
* Strong hold on Enhancement and Development of Batch/Online programs.
* Expert in creating User Experience Reviews and UI Specifications Document.
* Managed the CICS Screen Development sessions with Business(PO) and made sure agenda was on track.
* Communicated and presented weekly updates to stakeholders and program managers.
* Served as point-of-contact for escalation of all issues related to multiple teams as well as for special requests.
* Handling Support Request and Service Request, Job Monitoring, Analysis and its implementation.
* Coordination with all other scrum team member located on different geographical locations on daily basis for service request and technical solution.
* Expert in using REXX Utilities for Business Reports.
* Expert in analysis of the Client FVM report for the team.
* Automated financial month-end, quarter-end batch jobs saving 15 man-hours per month.
* Involved in development of innovative ideas and process improvement.
* Received Humana Delivery Excellence Award.
* Debugging various major production issues.

**Idea Cellular (Intern) June 2010 – April 2011**

* Prepared call detail reports and system analysis reports
* Prepared allocation cost reports and budget estimates for installation and maintenance
* Installed new systems and confirmed that everything was fully operational.
* Offered detailed instruction on how to use newly installed equipment.
* Performed troubleshoot to determine problems with equipment
* Prepared call detail reports and system analysis reports

**CERTIFICATIONS**

* ITIL V3 Foundation
* Professional Scrum Master
* Implementing Agile using SCRUM
* E1 Health Care Domain

**EDUCATION**

**Bachelor of Engineering in ECE**

**Acropolis institute of technology and Research, Indore, MP, India GPA of 7.2 of 10**