**Salesforce Business Analyst /Data Analyst**

**Location:**

[Richardson, TX, 75080](https://www.postjobfree.com/l/Richardson,-TX,-75080/resumes)

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SUMMARY

Over 10 years of industry experience as a Business Analyst and certified Scrum Master with solid understanding of Business Requirements Elicitation, Business Process Flow, Use Case modeling using UML, ER Diagram, System Development Methodologies Business Process Modeling. Involved in supporting Enterprise organizations in the Medical Devices, Banking, Educational, Healthcare, Logistics and IT sectors, with clients including Johnson and Johnson, HSBC, ETS, First National Bank, CITI and CIGNA.

Certified Scrum Master from Scrum Alliance.

Interacted and coordinated between end-users, expert team, development and QA team and suggesting key enhancements and changes to the business rules.

Worked on Data Lineage using Ab-Initio tool to track ETL process and understand golden source for any data element.

Experience working with Tableau, creating dashboards and reports.

Experience in Data Governance creating definition and business glossary using Collibra.

Knowledge of Relational Database Management System (RDBMS), ER Modeling, BPMN Modeling and relationship diagrams.

Worked and documented Data Modeling and JSON creation for endpoints.

Experience mapping business process using BPMN tools to technology.

Experience in Data Warehouse development working with Data Migration, Data Conversion, and Extraction/Transformation/Loading using SQL Server.

Wrote SQL Statements to extract Data from Tables to verify the output Data of the reports.

Excellent understanding of System Development Life Cycle.

Experience in working with SAS Enterprise Guide Software for reporting and analytical tasks.

Worked on Salesforce CRM, SAS, SAP Business One, Siebel CRM, fully integrated ERP application suite.

Strong experience with Scrum methodology and well versed in writing user stories.

Skilled in creating Use Cases, Entity Relationship diagrams, Work Flow Diagrams, Activity diagrams.

Extensive experience in preparing Business & functional requirement documents.

Experience in conducting Joint Application Development (JAD) sessions with Project sponsors and Development team.

Strong experience in conducting User Acceptance Testing (UAT) and documentation of test Cases. Expertise in designing and developing test plans.

Ability to organize, document and track changes and defects using the JIRA, Rational Clear Quest and archive change request in Clear Case.

Strong expertise in Client Relationship Management (CRM), worked as a liaison between businesses, technical and non-technical departments within IT organizations.

PROFESSIONAL EXPERIENCE

Toyota Manufacturing NA, Plano, TX Feb 2023 – Present

Data Analyst

Responsibility/Achievements:

●Perform gathering requirement and discussing business process with stakeholders and document the process

●Responsible for data preprocessing, data standardization, data normalization and EDA using SQL

●Perform data profiling and analyzing anomalies at source before ingesting in target environment.

●Interact and coordinate between end users, development team and QA team for testing and suggest key enhancement changes involved into business rules

●Analyzed data using SQL, understanding of excel VLOOKUP and analysis using excel

●Generate PowerBI reports and present to stakeholders for validation and approval.

USAA, San Antonio, TX Sept 2022 – Feb 2023

Data Analyst

Responsibility/Achievements:

●Gather requirements from users, prepare mapping documents, maintain requirement traceability along with process improvement

●Perform Data Governance activity and data lineage, data security and auditing at source.

●Collaborate with Data Steward and business stakeholders to document and maintain governance policies and procedures.

●Design workflow and rules to monitor modification and storage processes in Master Data and audit data to be following governance structure.

JCI, Boca Raton, FL May 2021 – Sept 2022

Data Analyst

Responsibility/Achievements:

●Gather requirements from users, prepare mapping documents, maintain requirement traceability along with process improvement.

●Responsible for data preprocessing, data standardization, data normalization and EDA using SQL

●Interact and coordinate between end users, development team and QA team for testing and suggest key enhancement changes involved into business rules.

●Worked on importing flat file into database and analyze data using SQL, understanding of excel VLOOKUP and analysis using excel.

●Gather data from difference sources and ERP solutions, mainly Salesforce CRM, Oracle Siebel Essbase/HFM

TDB.ai, Indore, India April 2020 – April 2021

Data Analyst

Responsibility/Achievements:

●Responsible for data preprocessing, data cleaning, data standardization, data normalization and EDA

●using Python and R to prepare building machine learning models

●Implement regression and classification algorithms, develop visualization graphs using sklearn libraries and Tableau

●Achieved increasing model efficiency by 2% by identifying redundant information in the dataset

●Interact and coordinate between end users, development team and QA team for testing and suggest

key enhancement changes involved into business rules

Client: Depuy Synthes – JnJ Companies, Boston, MA Nov 2017 – Dec 2019

Scrum Master

Responsibilities:

●Perform as Core Team Member for Master Data Management Team in Rainbow Spine and Rainbow MiTek Project to provide data governance and correctness of data quality for downstream business operations

●Gather requirements from SMEs and stakeholders, identify key deliverables, change processes, prepare use cases and design documents, develop testing scenarios, maintain requirement traceability along with process improvement for Master Data Team and Extended teams, Operation Services, Document Management Team

●Perform validation of data for pricing, quotation, purchase and billing in Salesforce CRM, and data governance when seamless integration with other SAP ERP

●Lean and successful implementation of a compliance program, provides system readiness to introduce ~10K variant product data, to various distribution controls in the supply chain

●Achieved successful implementation with FPX/Agile SDLC process, implementing 98% of user stories

Client: HSBC Bank, New York City, NY May 2017 – Oct 2017

Business System Analyst

Working for HSBC Bank, the project was to implement adequate data integrity and data quality controls to confirm completeness of data feeds, mapping and lineage from different source system to AML Monitoring and Sanction Screening System like CAMP Trade, Norkom and Actimize. As part of US Chief Data Office (CDO) Team our responsibility was to implement remediation plan to improve data governance and data lineage for identified critical data elements.

Responsibilities

Interact with different Line of Business (LOB) to gathered & managed requirements from business users by meeting them personally and by interviewing them.

Responsible to create and update business requirement document (BRD) to maintain scope and business rules for the project.

Managed JAD sessions to track updates and distribute meeting minutes to the participants.

Worked on end-to-end data lineage using Ab-Initio tool to understand the movement of data from golden source to every system following target compliance system and any transformation logic implemented.

Worked on current state lineage to transform to target state linage stages to align the data with golden source.

Worked on data governance using Collibra tool to manage data glossary for identified CDE with its physical and logical information for an individual system.

Worked with data modeler to understand the data flow within various systems analyzing ER data model.

Involved in planning process to perform completeness, validation and consistency check for identified data elements from source system to target compliance system.

Worked with business to identify the data rules performed between source systems to target compliance system.

Involved in DQIM process to perform data quality profiling for in scope data elements.

Environment: MS office, MS Visio, Ab-Initio, Collibra, JIRA, SharePoint, MS Project, PM Clarity.

Client: Educational Training Services (ETS), Princeton, NJ April 2016 –May 2017

Scrum Master / Sr. Business System Analyst

Working for Educational Training Services (ETS), the project was to implement an end-to-end product for K-12 program and scalable for addition programs for future requirements. As a team, our responsibility was implementation with seamless integration between various modules for Winsight Management System (WMS) and design score reporting processes. Major responsibilities and task as BSA revolved around in designing modules like Onboarding and Configuration, Homepage and Dashboard, Test Scheduling and Score Reporting.

Responsibilities

Gathered & managed requirements from business users by meeting them personally and by interviewing them.

Implemented ETL to Extract and Transform data from Flat File or CSV, SQL Server 2005 instances and to load into Staging Database.

Collaborated with data architecture and data modeler on designing the database and reviewing the ER Model.

Worked on critical modules for the WMS application and business process management like Onboarding and Configuration, Homepage and Dashboard, Test Scheduling and Score Reporting.

Conducted JAD sessions for gathering requirements using interview process and tracking requirements with open-ended questions.

Developed Use Case and Functional Requirement Document for business to review and follow-on for any changes.

Interacted with developers, architects and UX team for creating Application Interface Specification (AI Specs) and Software Component Document for modules and review with developers.

Worked on Agile process using JIRA to track time and manage requirement backlogs for modules.

Worked on testing of endpoints for various modules on Postman application and log issues in JIRA.

Worked on SQL servers to join tables and cleanse data.

Track daily issues and dependencies and coordinate with team to work with various impedance lists and manage clear communication for effective delivery.

Provide with overview presentation for the new onboarding members on project.

Environment: MS office, MS Visio, Power Designer, Postman, JIRA, SharePoint, PostgresSQL, MS Project.

Client: First National Bank of Omaha, Omaha, NE April 2015 – Mar 2016

Sr. Business Analyst

Working for First National Bank, few of my tasks were involved to implementing features of First Impression (FI) tool for easy usability and accessibility of application for customer representatives. Also being a part of the team to upgrade of First Impression. Involved in other projects involving various commercial program and consumer banking changes and enhancements for employer’s experience. The project was to enhance UI/UX Design for the customer representative using CRM.

Responsibilities

Gathered & managed the requirements from stakeholders and users by meeting them personally and by interviewing them.

Analyzed business requirements and segregated them into high level and low level Use Cases, Activity and Sequence according to UML methodology.

Responsible for defining the scope of the project, gathering business requirements, doing gap analysis and documenting them textually or within models.

Worked on UI wireframes for designing the screens using Balsamiq application.

Worked on ER model to create data flow between different systems and review the design.

Analyze the import of csv flat file into database and cleaning of duplicate data using SQL.

Worked with First National Bank, creating new programs and enhancing existing employee’s experience programs to increase usability and easiness for Customer Representative.

Worked on Agile Scrum process, role defined as BA to Scrum Master depending on requirement of the project.

Conducted JAD sessions, functional walkthroughs, User Acceptance Testing (UAT), worked along with developers and Quality Assurance team.

Wrote detailed System Delivery Specification document and reviewed with stakeholders.

Client: Citi (previously Citigroup), Jacksonville, FL Jan 2014 – March 2015

Lead Business Analyst

Working for Citi N.A., few of my tasks were involved to enhance features of Siebel Marketing Resource Management and SAS Enterprise tool for easy usability and accessibility for business also to implement Siebel CRM Full Suite. Led other projects involving various commercial program changes and enhancements for Citi Credit Card members. Also worked on monitors the money laundering activities/ transactions through AML systems - Actimize and Norkom. The project involved quality and integrity analysis of the data used for the alert generation process for the AML systems.

Responsibilities

Responsible for performing gap analysis and maintaining the documentation for business rules in Business Requirement Document (BR) and Functional document (FR) for technical team to refer.

Created and transformed business requirements into functional requirements and designed business models using UML diagrams, ER Model, activity diagrams, mockups, prototypes.

Worked with Citi Credit Cards projects, creating new programs and enhancing existing cards programs to increase overall Net Promoter score (NPS).

Integration various systems, like Vendor Management, Forecasting, Invoicing and Accruals Management, Financial Reporting with Siebel MRM tool.

Experience in working on Oracle Database using SQL, Excel and MS Office tools.

Worked on the database, to check duplication of Account and Invoicing, cleaning of data, for analysis to perform forecasting.

Worked in converting the flat file received from legacy system to load in application with data analysis missing information using SQL.

Conducted JAD sessions, functional walkthroughs, User Acceptance Testing (UAT), worked along with developers and Quality Assurance team.

Documented Process and Controls for Actimize tool to identify gaps worked on stages like Raw, Staging and Final areas of data flow.

Worked with SME’s and other stakeholder teams on requirements gathering to write the Business Requirements, follow scope of project, Functional and Non Functional Requirements.

Identification of business rules, business and system process flows, user administration, requirements and assumptions.

Wrote detailed System Delivery Specification document and reviewed with stakeholders.

Worked with offshore teams in India.

Environment: MS office, MS Visio, Caliber RM, SQL Server and Oracle, SAS, Blueprint, SharePoint, MS Project.

Client: CIGNA Healthcare Inc. Greenwood Village, CO June 2013 – Oct 2013

System Analyst

Cigna Healthcare is a global healthcare company it offers large range of health insurance options related products, service to customer and clients. With new healthcare reforms Cigna provides health insurances at marketplace and individual. My recent project was on analysis of Risk Management undertaking risk scores for individual and family plan involving Affordable Care Act (ACA). I was involved in gathering functional requirement from business and finance team, create and maintain the table structure with development team.

Responsibilities

Gather requirements from business users, prepare mapping documents, and maintain requirement traceability along with process improvement.

Have understanding of Risk Corridors, Risk Adjustment, Re-insurance and Cost Share Reduction (CSR) related to Affordable Care Act. Work on risk scores understanding the prevalence factor for the disease.

Gathered information from business team and understand documents from Wakely, Infogix and Altegra for the risk scores and prevalence factors. Create mapping document using the available information.

Design the data model structure, mapping specification and created clear understanding in FRD for the effective approach in delivering new data model.

Implemented ETL process to Extract and Transform data from Flat File or CSV to SQL Server instances and to load into Staging Database.

Environment: MS office, MS Visio, Caliber RM, SQL Server and Oracle, TOAD, Rally, SharePoint, Steelray Project Viewer, MS Project.

Octopuse Systems LLC, Mumbai, India June 2007 - Jan 2011

Business Analyst

Responsibilities

Worked in SAP Business One, for providing clients the best solution on which they can best run their businesses that was all automated and replacing existing system.

Obtaining a detailed knowledge of the business process being followed in the project environment.

Extracting the business requirements from the end users keeping in mind their need for the application, and documenting it for the developers.

Involved in the migration of data from non-SAP application to SAP system.

Understanding the current business process, defining scope of the project along with position statement. Conducted a budget planning of the project through walkthroughs and meetings involving various leads from Development, QA and Technical Support teams.

Meeting with users and stakeholders to understand the problem domain, gathering customer requirements through surveys, interviews (group and one-on-one) along with JAD sessions.

Analyze business requirements and segregated them into Use Cases and activity diagrams using MS Visio

Preparing Business workflow models that cover "How" business processes are accomplished.

Analyzing Business Requirements to produce System Requirements for the technical team using MS Visio.

Testing the final application for Usability testing to verify whether all the User Requirements were catered to by the application.

Trained the official and executives before Go Live and performed demos of SAP Business One.

Interacting with the developers on resolving the reported bugs and various technical issues.

Preparing a simple and detailed User manual for the application, for an intended novice user.

Environment: Windows XP, SQL, MS Visio, ER Modeling, MS Project, Enterprise Architect (EA), iGrafx Flowcharter, SAP Business One, MS Office Suite, Crystal Report, SQL Developer.

TECHNICAL SKILLS:

Languages:

C,C++, Java, SQL, PL\SQL, Visual Basic, Python, R

Databases:

Oracle, MS SQL Server, DB2, Excel, Access, PostgresSQL

Tools:

SDLC Methodologies:

SAS, Tableau, PyCharm, SAP MDM, SAP Business One, MS Visio, Quality Center, MS Project, Caliber RM, JIRA, Balsamiq, SAP Power Designer

Waterfall, Agile, RUP

Defect Tracking Tools:

Test Director, Rational Clear Quest, Win runner, Load runner

Web Development/Tools:

HTML, XML, Java Script, Perl Scripting, Dreamweaver.

Content Management Tools:

Vignette, SharePoint, IBM ECM, Open text

EDUCATION

New Jersey Institute of Technology, Newark, NJ May 2013

Master’s in Business Administration (MBA-MIS and Marketing)

Thadomal Shahani Engineering College, Mumbai, MH May 2007

Bachelor of Engineering (B.E.)