**SHIV**

Buffalo, NY

Visa : GC

Employer: Manisha / [manisha@itbmsglobal.com /](mailto:manisha@itbmsglobal.com/) 732-902-6753

*A position to blend my experience and education allowing me to develop my analytical skills that can help create value for the company and the efficient solution which in return would help the organization to achieve the best solution in business for best return on investments.*

**SUMMARY**

* A Business Analyst with **6 plus years** of experience and thorough understanding of **Financial Services, Secondary Mortgage, Investment Banking, Asset management and Education Industry**
* Strong knowledge of **Software Development Life Cycle** – Feasibility Analysis, Design, Implementation, Deployment and Testing
* Experienced **Joint Application Design (JAD)** facilitator and meeting coordinator/ excellent interpersonal and conflict resolution skills
* Experienced in requirement gathering by conducting one on one interviews, developing questionnaires, brainstorming, or role-playing to get a better understanding of client business processes and creating requirements traceability matrix
* Experienced in both **Waterfall** and **Agile methodologies**
* Worked with **Commercial Of The Shelf (COTS) product at MATC**
* Sound Proficiency in analyzing and Creating **Use Cases, Use Case Diagrams, Activity Diagrams, Data Flow Diagrams, Business Flow Diagrams and Sequence diagrams using MS Visio**
* Comprehensive Knowledge in reviewing **Test Procedures**, extensively interacted with the QA Team in executing the Test Plans for UAT, providing Test Data, creating Test Cases, analyzing bugs, interacting with team members in fixing errors and also assisted in Post-Production support. Worked on Black box, White box Testing and also worked with stakeholders to obtain deliverable sign-offs
* Excellent skills in writing Business Analysis Documents such as **Business Requirement Document (BRD), System Design Specification (SDS), Functional Specification Document (FSD) and Non-Functional Specification Document**
* Proficient in documenting requirements using **Use Case Diagrams, Activity Diagrams** etc.
* Experienced in conducting **GAP and SWOT** analysis
* A quick learner who possesses excellent communication skills along with being optimistic, good listener and the ability to get along with people from different backgrounds, helped build a positive and productive team environment
* Possesses strong Time Management and Problem Solving Skills
* Proficient in writing meeting minutes
* Creative and Aggressive personality; capable of forming and maintaining a productive team environment

**TECHNICAL SKILLS**

Operating Systems: Win XP/VISTA/7/8/10, UNIX and Mac OS X

Databases: MS SQL Server, Oracle DB

Languages: Java, C++, UML, X-Code and SQL

Methodologies: Agile, Waterfall

Workflow Tools: MS Office (Word, Outlook, Excel, PowerPoint, Visio, TOAD, Rally and Rational Clear Quest (SharePoint), HP ALM,

DOORS

**PROFESSIONAL EXPERIENCE**

**FANNIE MAE, Washington, DC** **Apr 14 – Present**

***Business Analyst***

FANNIE MAE operates in Secondary Mortgage market to ensure that mortgage bankers and other lenders have funds to lend to homebuyers at low rates. It exists to expand affordable housing and bring global capital to local communities in order to serve the U.S housing market.

**Project Description**:

Single Family REO (SFREO) is the current sub-ledger accounting system for both Real Estate Owned (REO) and Non-REO properties. The system runs at the end of the month and relies primarily on upstream application for all input data. SFREO calculates and books journal entry to General Ledger, which replaces the corresponding Journal Entries, created by the upstream applications. The system interfaces with several other systems providing loan data, transactional data, charge off data etc. I worked as requirements analyst in 2015 release of SFREO application.

*Responsibilities:*

* Led requirements gathering for SFREO application release.
* Independently conducted various requirements gathering sessions with stakeholders in order to elicit requirements.
* Conducted walkthroughs with stakeholders for requirements review.
* Facilitated UAT test case walkthrough with the stakeholders.
* Validated all test cases and the attached evidence (SQL Scripts and actual results) performed by the UAT team.
* Lead the defect review sessions to identify the production defects to be addressed in the current and future releases.
* Generated and gathered all necessary documentation required for PQO checkpoint for e.g. RTM (using ALM and Clear Quest), Scope Document (using DOORS), Test Cases with steps (using ALM), Business Requirement Document (using DOORS) etc.

## MADISON AREA TECHNICAL COLLEGE, Madison, WI Jan 13 – March 14

## *Business Analyst*

MATC is a technical and community college, which serves to 12 counties in South Central Wisconsin. The school offers more than 175 associate degrees and technical diploma programs, as well as trade apprenticeships and other certifications.

**Project description**:

Madison College is implementing the Workday Human Capital Management and Finance modules. Workday is a securely hosted integrated HR/Payroll and Finance system. This will improve its HR and Finance processes by adopting the best practices. It also allows to better address emerging compliance needs, and to off-load some administrative work via the new self-service functionality. As this is hosted off-site, it allows Madison College to have a smaller on-site footprint for the HCM and Finance modules. It replaces an existing HCM/Finance system that is approximately 13 years old and is due for replacement.

*Responsibilities*:

* Review, analyze and evaluate Absence Module and Time Tracking Module business systems.
* Continuously worked with the product owner to prioritize the backlog for the Workday Application.
* Maintain clear communications within the team sharing the changes to a user story or its acceptance criteria.
* Worked closely with the scrum master and product owner to facilitate the sprint grooming and planning session.
* Performed thorough GAP analysis to create the to-be system flow.
* Participate as a team member to achieve successful business process reengineering.
* Act as a liaison to the organizational prioritize backlog team to communicate change management implications of Workday Core Team discussions and decisions.
* Worked directly on WRS (Wisconsin Retirement System) using Workday.
* Communicate status accurately to management and teams.
* Worked with internal teams and with Workday vendor team to properly configure Workday HCM and Workday Finance.

## STATE STREET CORPORATION, Boston, MA Aug 10 – Dec 12

## *Business Analyst*

STATE STREET CORPORATION (SSC) is one of the world's largest global financial services companies. It focuses its services on institutional investors and investment management.

**Project Description**:

The Application Processing Unit (APSU) in State Street maintains and supports around 84 applications on various platforms. Prime function of the project was to convert three existing applications (Danger Point, Sandside and Canadian Client Borrowing) to have their current features along with the enhancements requested by the users.

*Responsibilities:*

* Performed critical Gap Analysis on Danger Point, Sandside and Canadian Client Borrowing.
* Wrote requirements on how the three applications can be Merged into one.
* Facilitated UAT test case walkthrough with the stakeholders.
* Generated all necessary documents for e.g. Business Requirement Document, Scope Document etc.
* Helped the lead in creating UML activity diagrams, Use Case diagrams for the three applications.

**EDUCATION**

**UNIVERSITY AT BUFFALO**  **BUFFALO, NY**

Bachelor of Science in Business Administration 2010