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| Aashima AAshima  Wellington, Florida · 612-458-4402  aashima.analyst@gmail.com |
| **Professional Summary**   * Results-driven Business Analyst with **8 years** of experience with **Business/System Analysis**, Design, Quality Process Improvement, Software Testing Life Cycle, Business Process Flow, Business Process Modeling and Quality Assurance & Analysis. * **Dataflow analysis** using use cases, data flow diagrams, state diagrams, activity diagrams, state chart diagrams, communication diagrams, behavioral state machine diagrams, class diagrams, sequence diagrams, deployment diagrams, data flow diagrams (DFD), entity-relationship diagrams and collaboration diagrams using Rational Rose and MS Visio. * Expert in **AGILE/SCRUM** Framework creating user-stories, epics, maintaining product backlogs, working in sprints & producing quality artifacts with process & quality improvement. * Wrote complex **SQL** queries to conduct data analysis & validation against the tables in data warehouse * Excellent Business writing skills in developing **Business Requirements Document (BRD)**, Use Case Specifications, **Functional Specifications Document (FSD)**, **Systems Design Specification (SDS),** **Systems Requirements Specification (SRS),** Workflows and Project Plan. * Responsible for month-end closing, variance investigation, and **root cause analysis** through **KPIs** * Expertise in the development and management of **annual budgets and forecasts** for the department. * Expertise in **Interviews, Joint Application Development Sessions (JAD),** Focus sessions for requirements gathering, analysis and design with stakeholders, SME’s, Developers, and system architects. * Wrote and Enhanced **test cases and test scripts** to meet new functional requirements as per the new business requirements * Participate and contribute to lessons learned sessions and prepare the documents Logged and reviewed Defects, documented the whole **Bug life cycle** using Quality Centre. * Excellent team player work in conjunction with testing, development and other teams in validation and testing complex scenarios and projects and in the maintenance of **Quality Standards** in Projects. * Experience on **bridging the gap** between Business/Product department and IT. * Result oriented, committed, and hard working with a quest to learn **new technologies** and undertake **challenging tasks**. * Proficient in Developing and executing Test Plans, performing functional, usability testing and ensuring that the software meets the system Requirement. * Excellent team player work in conjunction with testing, development and other teams in validation and **testing complex scenarios** and projects and in the maintenance of Quality Standards in Projects. * Extensive experience with **MS Visio** for drawing flow charts and screen mockups and **MS Project** for status reporting and planning. * Proficient in Test Planning, Test Management, Test Execution, Reporting Aspects, Resources Management, Schedule and Cost Management, **Client Interaction, Status Reporting to Senior Management.** * Extensive experience in Unit testing, Platform Testing, Acceptance Testing, Functional, Module, Black-box, Integration, Regression, System, Smoke, Database, Backend, User Acceptance, Performance, Load and Stress Testing.  Education  * BS in commerce, Maharshi Dayanand University, India * MS in commerce, Panjab University, India * MS in Information Technology and Management, Florida Atlantic University, USA * CSM (Certified Scrum Master) certification from Scrum Alliance  Tools  |  |  | | --- | --- | | Methodologies | Agile, Waterfall, RUP, UML, SDLC, Scrum, RUP, V-shape modeling | | MS Office | MS Project, MS Word, MS Excel, MS PowerPoint, MS Access | | Programming Languages | Structured Query Language (SQL). | | Reporting | Crystal Reports, MS Excel | | SDLC Methods | Agile, RUP, Waterfall, Cost/Benefit Analysis, Gap Analysis, Feasibility Analysis | | Agile/Scrum | CA Agile Central, Confluence, JIRA, TestRail, Rally | | Databases | Oracle 7.3-10g, IBM DB2, Sybase, SQL Server 2000/2005/2008 | | Operating Systems | MS Windows 95/98/NT/2000/XP, Mac OS, Unix | | UI/UX | InVision, Figma, Balsamiq, Sketch, Lucid Chart | | Other Tools | Microsoft Project, TOAD, MS Office, MS FrontPage, Microsoft tools, Dreamweaver, Marketing Studio, Draw.io, Proggio, Tableau | |

# Experience

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| Jan 2021 – PRESENTSenior business analyst, Orangetheory, boca raton, Florida **Projects:**   * **Workout Design Application:** Worked as a **Product Owner** for the project. **Roadmap** feature development with executives sign offs. Conducted JAD sessions, interviews, gathered requirements and structured the work and organized all the Epics and User stories and helped with **Sprint Management**. Played a facilitator in deployments and testing. * **OTBeat, OTConnect, OTHub:** Gathered requirements and enhancements for all the InStudio applications. Supported testing and deployment process. * **Generation 2 Treadmills:** Development, testing and successful deployment of Freemotion generation 2 treadmills across multiple studios in the US. Managed **key relationships** with IT Vendors, IT Team, Business Teams.   **Responsibilities:**   * Successfully managed **multiple projects**, including the Workout Design Application, OTBeat, OTConnect, OTHub, and Generation 2 Treadmills, employing exceptional analytical skills and **deep knowledge of SDLC methodologies and IT systems**. * Employed **GAP Analysis and Data Mapping techniques** to translate business requirements into functional specifications for all projects, developing, writing, and communicating business requirements for the implementation of business solutions. * Meticulously **logged and reviewed defects** for all projects using Quality Center, facilitating the timely detection and resolution of bugs and optimizing project outcomes. * Played an essential role in developing, refining, and improving structure and processes, creating quality standards and documentation, and **managing key relationships** with IT vendors, IT teams, and business teams for all projects. * Functioned as the **Product Owner** for the Workout Design Application project, spearheading **feature development roadmaps** with executive sign-offs, and executing **JAD sessions** and interviews to elicit requirements. * Orchestrated the development and triumphant **deployment** of Freemotion generation 2 treadmills across multiple studios in the US, managing pivotal relationships with IT vendors, the IT team, and business teams. * Developed responsive web portals for different departments of the company and implemented graphical solutions for data interpretation. * Developed **wireframes** with images and clickable elements, design patters and created formal functional specification documents for development team. * Iterated designs based on user feedback to enhance the user experience for stakeholders. * Delivered **high quality design docs**; diagrams, user flows, mocks ups and specifications for the end users. * Applied use case diagrams to validate and test web application design against the UI architecture. * Oversaw and led the UI/UX onshore and offshore team to develop design patters for the application * Strategized requirements and enhancements for the InStudio applications, including OTBeat, OTConnect, and OTHub, and provided zealous support for **testing and deployment**. * Directed the **sprint process** for the Workout Design Application project, ensuring efficient organization of Epics and User Stories, and streamlined **progress tracking via JIRA**. * Facilitated **deployments and testing** for the Workout Design Application project, fostering close collaboration with the IT team and business partners to ensure efficacious product delivery. * Collaborated with stakeholders to gather and document requirements for the InStudio applications, meticulously scrutinizing **priority and feasibility** of requests. * Formulated and communicated functional specifications for IT execution, aligning them seamlessly with business requirements for the InStudio applications. * Fostered robust relationships with key stakeholders, including IT vendors, business teams, and senior executives, to ensure seamless **software product delivery.** * Provided cerebral leadership and participated in executive operations for the Workout Design Application project, conferring with senior business stakeholders to strategize effective collaboration. * Foster a solid working relationship with business partners and IT colleagues to collaborate on prioritization of business needs and established action plans for completing approved initiatives. * Bolstered the **testing and deployment process** for the InStudio applications, guaranteeing that they meet the needs of the organization and impart tangible value to its operations. * Interacted with local business units, franchise owners and area representatives, IT Vendors and internal IT leaders and customer resources related to tracking and resolution of internal and external operational issues on a regular basis. * Aided in establishing and **implementing short and long-range departmental goals,** objectives, policies, and operating procedures.   **Environment:** MS Visio, AWS, Azure DevOps, JIRA, MS Project, MS Office Suite 2013, HTML, Visual Basic, Outlook, Figma, Balsamiq, Lucidcharts, InVision, Sketch. |
| June 2016 – Jan 2021Senior Business Systems Analyst, Cross Country Healthcare, Boca Raton, Florida **Scout Project**  Worked on **Cub Scout and Scout project** migrating from a **legacy system to new ATS software**. Responsibilities included to ensure that **projects/software system implementations** and **on-going changes** represent existing and on-going business process and workflow and **update/maintain** company business processes with any changes as released. Ensured that the **documentation needs** are met on time and on budget to support increasing **employee adoption and usage**, and **focus on change,** including changes to business processes, systems and technology, job roles and organization structures.  **Responsibilities:**   * Oversaw and lead any operating model, business process definition and documentation, including the **researching, implementation and assessment** from start to finish * Worked in **AGILE** & create storyboards, user-stories, wire frames while working in **Sprints**, analyzed & validated acceptance criteria are documented for user stories on multiple projects in AGILE. * Extensive knowledge of the **SDLC** models/methodologies, IT systems and their direct implementation to projects. * Conducted **GAP Analysis& Data mapping** for project implementation as well as also developed RFP for vendor analysis, did detailed data mapping, data validation & data analysis for multiple systems * Captured detailed **BRD/FRD** & conducted testing: SIT/UAT: Test-Plan development/Test-Cases development/Test-Data creation etc. * Planned, developed, organized, wrote and edited operating model, business process documentation and systems training documentation * Experienced in collaborating with remote/satellite teams using **JIRA** robustly * Involved in 4 **successful releases** of application and played a critical role in each success. * Gathering and translating business requirements into functional requirements, configuration **Log owner and Admin of the Production system configuration** * Created and Maintained the **Requirement Traceability Matrix (RTM)** throughout the project. * Reviewed and Approved the Technical Specifications documents provided by the vendor with **custom software requirements.** * Collaborated, assisted and performed with the technical architecture team with **customization and configuration decisions.** * Assisted and **managed multiple data migrations** into new environment * Managed updates and revisions to IT business systems related documentation * Created and conducted the **coaching and training sessions, including e-learning** for various audiences, including customer management and leadership * Ensured **project goals** are met and executed by working with numerous internal resources * Ability to build relationships with both clients and colleagues, support and engage senior leaders and coach and train managers and supervisors. * Supported organizational design and definition of roles and responsibilities * Completed **change management assessments** * Participated and contributed to lessons learned sessions and prepare the documents Logged and reviewed Defects, documented the whole **Bug life cycle** using Quality Centre. * Coordinated master data definitions in business process definition, workflow and training documentation * Coordinated efforts with other specialists (i.e. Subject matter experts from business, Business intelligence) * Performed various **test cases and test scenarios for functional components of the tool** * **Lead testing team** & ensured delivery of artifacts on time & measure test effectiveness throughout the testing phase. * Created **Test** **Matrix**, measured defects density, defect closure standards as per the compliance and standards. * Initiated Test Plans, developed and executed test cases and scenarios, worked with users to develop specific acceptance criteria and prepare test exhibits. * Performed functional testing, smoke testing, regression testing, usability testing, integration testing, etc. * Leading of the **QA efforts** for the new ATS, performing as well as the QA documentation writer UAT plan, test scripts, etc. * Maintained **comprehensive library of documentation** and analyzed documentation to maintain continuity of style * Maintained **organizational standards** for content and to unify communications, developed standards and protocols for internal documentation * Integrated documentation activities into project plan, evaluated and ensured user readiness , track and **report issues** * Defined and measured success metrics and **monitor change progress** , supported documentation at the organizational level * Supported the **transition process** from Legacy Systems to the new ATS * **Lead the Production Support Team,** provided production support, release management, incident control management as required by the team   **Environment:** MS Visio, MS Project, Proggio, MS Office Suite 2013, HTML, Visual Basic, COBOL, Toad, Windows XP, Unix, Outlook, Test Director, Oracle, Ultra Edit. June 2014 – June 2016Business systems analyst, Oxygen DevelopmentProject: Worked as a Business Analyst in the **Filling and Assembly Department.** I was responsible for managing **data collection**, as well as **validating and analyzing the data** to provide **factual information** for the basis of decisions. Thus, **increasing efficiency** and **reducing waste** in company processes in a manufacturing environment.  **Responsibilities**:   * **Develop, analyze and manage balanced scorecards and periodic standardized** reporting to support business decisions. * Train and audit Team Leaders (TL) alongside Production Team Manager (PTM) with regards to **data integrity and inventory accuracy**. * Collaborate with Process Engineer (PE) to **develop, audit, and ensure data integrity** within a given process. * Innovate ways to reduce paperwork to **promote efficiencies and leverage available technologies** for data collection and business decisions * Identify and source **variances between standard and actual labor costs** (Time & Labor reconciliation) for capacity planning. * Followed a structured approach to organize requirements into logical groupings of essential business processes, business rules, and information needs, and **ensured that critical requirements are not missed.** * Responsible for **month-end closing, variance investigation, and root cause analysis** through KPIs Participate in the development and management of **annual budgets and forecasts** for the department. * Initiate necessary Information Technology (IT) requests for improvements to **facilitate functional needs** and business analysis within the process unit. * Participates in **root cause analysis** in order to recommend appropriate actions to improve process. * Set up a systematic approach to **key inventory supply items** Maintained and improved KPI analysis, calculation and data collection * **Designed and implemented Excel-based models**, to assist with data management and visualization * Applied different **cost estimation techniques** as per available data and nature of projects * Analyzed, Identified, and explained **manufacturing cost variance** * Evaluated **weekly production and aligned routings** * Prepared **department budget**, monitored and analyzed cost/performance and generated **weekly forecast** * Acted as a **project manager** on some projects. * Participate in group efforts to collect and **analyze metrics** and continually improve processes owned by the group. * Working knowledge of **Six Sigma** and **Lean manufacturing principles**. * Excellent team player work in conjunction with testing, development and other teams in validation and testing complex scenarios and projects and in the maintenance of **Quality Standards** in Projects.   **Environment**: MS Excel, MS Project, MS Visio, Tableau, Redzone, MS Office Suite 2013, HTML, Visual Basic, Windows XP, Unix, Outlook, Test Director, Oracle, Ultra Edit. |
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