Jagat J. Golay

**Business Analyst**

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# Summary

* 3 years of experience in the field of Business Analysis and Requirements gathering.
* Experience in working with different Software Development Life Cycle (SDLC) involving both traditional methodologies such as Waterfall and Agile methodologies such as Scrum.
* Efficiently collaborated with Business Owners, Business Users, and senior stakeholders.
* Elicited requirements using various techniques such as Joint Application Development (JAD) sessions, Interview sessions, Document analysis, Focus Groups, Requirement workshops, and Questionnaire.
* Familiarity in writing Business Requirement Document (BRD), Functional Requirement Document (FRD), System Requirement Specification (SRS), Requirement Traceability Matrix (RTM) as per company requirement.
* Good working knowledge of JIRA for managing User stories and contributed to Scrum Ceremonies like Release Planning, Backlog Grooming, Sprint Planning, Sprint Review, and Retrospective also assisted in choosing prioritizing techniques like Moscow, KANO.
* Knowledge of creating UML diagrams like Use Cases, Activity, Sequence, and Class diagrams using MS Visio and worked on both High Fidelity and Low Fidelity Mock-up Screens and wireframes using Lucid Chart and Balsamiq.
* Experience in implementing Microsoft Office, SharePoint.
* Direct and manage the Change Management Control process for the projects by facilitating group meetings and/or one-on-one interviews/meetings with work stream owners to discuss change request impact on timelines and scope.
* Experience in performing Cost-Benefit analysis and Gap Analysis (As Is, To Be) in various projects.
* Experience in defect tracking, defect analysis & ability to organize, document & track changes using Jira.
* Assisted the QA team to design Test plans and Test Cases for User Acceptance Testing, Black-box Testing, Functional Testing, various System Testing, Integration Testing, Regression Testing, Security Testing, Load/Stress Testing, and Performance Testing in both manual and automation testing environment and creation of Test plans, Test cases and Test scenarios for validating it against business requirements document.
* Attained better communication and developed stakeholder friendly attitude skills through meeting stakeholders, System developers, other teams, and external business partners.

# Education & Certifications

# BS in Finance May 2021

# ***St. Cloud State University***

**BS in Information Systems Dec 2022**

***St. Cloud State University***

**GCE A Level – Accounts, Business, Economics, & Mathematics 2016**

***St. Xavier’s College***

# SIE certification, FINRA, 2023

* **Investment Banking Analyst, J.P Morgan Chase, 2022**
* **Scrum Master Certification, SMAC, 2022**
* **AWS Cloud Foundation, AWS Re: Invent, 2022**
* **Network Fundamentals, uCertify, 2022**
* **CompTIA Linux+, uCertify, 2022**
* **Business Intelligence, HBS Herberger Business School, 2023**

# Skills

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| **Languages:** | Oracle, XML, JSON, SQL, and Visual Basic |
| **Technical Skills:** | Microsoft Project, Jira, Rally, Confluence, Azure DevOps, Pega Agile Studio |
| **Modelling and Reporting Tools:** | MS Visio, Lucid Charts, Draw.io, Adobe XD, Tableau, MS Power BI, Axiom SL, SAP Crystal Reports, SAP ECC, SAP BPC, XSL-FO |
| **Database:** | TOAD, ORACLE 10g/11g/12c, MS suite, MySQL, SQL-Server, DB2, Postgres |
| **Framework:** | Agile and Waterfall |
| **Testing Tools:** | Swagger, Postman, HP Quality Center/HP ALM |
| **Core Competencies:** | Stakeholder engagement, Product Analysis, multi-phase tasks & processes, QA/QC Testing, Performance Management, Investigation, Problem-solving |

# Experience

# BNY, |NY| Sep 2022 - Present

# Role: Business Analyst

* Working with Agile methodology for Project development.
* Interviewed clients, SMEs & business users to understand their Business & Functional Requirements, gathering their future needs & transforming them to Functional Specifications for the benefit of the team.
* Conducted one-to-one meetings & web-Conferences as well as JAD sessions with different stakeholders; analyzed and assisted in creating a Business Analysis Process Model using Rational Rose and MS Visio.
* Converted the requirements and was responsible for creating the Business Requirements Document (BRD).
* Assisted Project Manager in creating Project Charter and Task Breakdown Document (TBD) using MS Project.
* Performed Gap Analysis to identify the deficiencies of the current business systems and to identify the impact.
* Worked closely with the technical team to convert the functional requirements into technical specifications like Graphical User Interface (GUI) and User Interface (UI) mock-ups using Balsamiq.
* Assisted creation of Test Cases, Test Plans, Test Scenarios, and updated Requirements Traceability Matrix.
* Worked with the Business and End-user in understanding the existing functionality and the required functions.
* Performed Impact Analysis on how the database will be affected by the change in trade rules between parties.
* Assisted and maintained the creation of Test Plans, Test Cases, Test Results in ALM. Created dashboards in ALM for reporting test analysis to the management. Assisted in performing functional tests, regression tests, smoke tests, and the end-to-end tests.
* Analyzed the Key Performance Indicators (KPIs) such as Sprint Burn-Up and Burn-Down Chart and assisted Scrum Master in calculating their velocity to track progress and prepare the status reports.

**Climb Hire | San Francisco Bay Area, CA | (Remote/Part-Time) March 2021 – August 2022  
SIE & FINRA**

**Role: Financial Services Rep**

* Facilitated client relationship management strategies focused on establishing long-term strategies wealth and risk management plans via customizing Salesforce [Sales Cloud](https://www.salesforce.com/products/sales-cloud/overview/) and [Service Cloud](https://www.salesforce.com/products/service-cloud/overview/) apps to include market trends and analysis.
* Reviewed and supported new salesforce releases by building reports through assessment tools such as Alteryx and Tableau for senior-level management, driving successful implementation and delivery, track outcomes, and evolved based on results.

# JPMorgan Chase & Co., NY | Feb 2020 – Feb 2021

# Role: Business Analyst

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* Work with clients to develop quality improvement plans based on opportunities identified through market data analysis.
* Collaborated in data collection from different database sources and analyzed them for historical trends and forecasting.
* Analyzed customer data, contracts and determine customer entitlements to licenses with expert usage of software like MS Excel, etc.
* Interacted with customers to determine the deployment of licenses and developed reconciliation reports and financial reports.
* Advised/consulted with accountable stakeholders in the HPE & MF Software business unit, as needed.
* Trained the team size of 15-20 for HPE and MF products and worked in global teams and communicated effectively.
* Conducted Variance analysis as compared to actual for senior management review & deep dive into the reasons for variation.
* Worked with the management for improving and giving new ideas for designing future processes transactions dealing with claim adjustments, claim processing from point of entry to finalizing, claim review, identifying claims processing problems, their source and providing alternative solutions using best practice model and principles.
* Gathered, reviewed, and consolidated financial data as well as performed ad-hoc financial analysis and reporting.
* Accumulate data from internal & external source and provide a consolidated report for the management on the performance and evaluation.