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| Radha R. |

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**OBJECTIVE**

Results-oriented professional with experience in gathering stakeholder requirements and converting them into system specifications throughout the full software development life cycle. Excellent analytical and problem solving skills along with current technology experience.

# PROFILE SUMMARY

* Strategic and results-driven Business Analyst with an outstanding track record of implementing successful software solutions and to be involved in resolving business problems/opportunities by assimilating and analyzing business scenario to achieve business success.
	+ Excellent interpersonal and communication abilities, as well as a strong capacity to persuade.
	+ A skilled communicator with experience communicating at all organizational levels.
	+ Excellent understanding of the entire Application / Product / Software Development Life Cycle (SDLCs).
	+ Coaching the Development Team in self-organization and cross-functionality to install Agile values and principles.
	+ Ensuring that goals, scope, and product domain are understood by everyone on the Scrum Team.
	+ Helping the Scrum Team understand the need for clear and concise Product Backlog items.
	+ Facilitating scrum events as requested or needed.
	+ Experience working independently and managing team members to produce technical solutions for defined business requirements, as well as managing business expectations.
	+ Develop crucial functional requirements specifications, creating detailed user stories along with acceptance criteria to support functional specifications.

# CORE COMPETENCIES

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| --- | --- |
| * Business Analysis Modeling
* Process Re-Engineering
* Scrum Events Facilitator
* Agile (Scrum) and Waterfall
* Requirements & Elicitation
* Documentation
* GAP Analysis
 | * Prototyping/Mockups
* Stakeholder Management
* User Stories & Acceptance Criteria
* User Acceptance Testing
* Analytical Thinking
* Collaborator
* Meeting Facilitation
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# EXPERIENCE

### February 2020–December 2023

## Business Analyst

## TBC Corporation | Palm Beach Gardens, FL

**Roles and Responsibilities:**

* Worked with Product Owners to ensure features and user stories are clear, concise, prioritized, and understood by every member of the Agile team.
* Created an environment of collaboration within the teams that allowed for open dialogue and productive solutions for resolving conflicts.
* Worked with the product managers and stakeholders to create user stories, acceptance criteria and ensured that the user stories map with approved business requirement.
* Involved in documenting a Project Vision and Scope document to specify high level business needs and (As-Is/To-Be) scenario.
* Elicited & documented Requirements using UML & Managed User Acceptance Testing.
* Facilitated meetings for internal/external stakeholders and distributed MOMs for the same.
* Ensured all the specified requirements are correctly translated and reviewed the test scripts.
* Assisted development and QA teams in understanding the requirements as a part of the overall SDLC; validated the test cases, provided clarifications & prioritized the issues.
* Involved in performing functional testing and documented the test results.
* Ensured system usability, consistency, and compliance is designed into the systems for maintenance and security related enhancements.
* Provided periodic updates to customer stakeholders on the progress of the customer implementations.
* Conducted User Acceptance Testing (UAT) of the developed application along with the end users.

### September 2006 – November 2011

## Software QA Engineer

## Embed Technologies | India

Roles and Responsibilities:

* Enhanced software quality by designing and executing comprehensive test plans for various applications.
* Reduced defect rates by conducting thorough root cause analysis and implementing corrective actions.
* Improved project efficiency with effective collaboration across cross-functional teams.
* Streamlined QA processes, resulting in accelerated product releases and improved customer satisfaction.
* Minimized risks associated with software releases by performing thorough regression testing before each deployment.
* Identified opportunities for process improvements within the QA function, leading to increased overall product quality.
* Evaluated emerging technologies in the field of software quality assurance, recommending adoption where appropriate to enhance team capabilities.
* Fixed identified issues to improve workflows.
* Kept scripts and test cases updated with current requirements.
* Monitored resolution of bugs, tested fixes and helped developers tackle ongoing problems by providing QA perspective.
* Tested functional and compatibility of new programs or updates in comparison to existing applications.

# PROJECTS HANDLED

### project #1: TBC has signed an agreement with Midas regarding the BI data extract from Central Service. Requesting to create an extract for R.O. Writer 3.1. Update the TSQLBI02 Database with the new Gen 3 tables/files. Updated RO Writer BI data was previously unavailable. Now with a signed contract, this data can be extracted. TBC cannot update Midas to the new RO Writer Package until this update has been completed.

### project #2: Opti-Trace web application is management software allowing for remote monitoring and control of modules installed in CH3000 chassis via SNMP through CX3001 communication module. This web application interface design is similar to Opti-Trace shelf.

# TECHNICAL SKILLS

### Operating Systems : Windows XP/7/10

### Documentation Tools : MS Office

### UML Tools : Bizagi and draw.io

### Prototyping Tools : Balsamiq and draw.io

### SDLD Methodologies : Water fall and Agile (Scrum)

### Project Management Tools : JIRA

### Collaborative Tools : Zoom, Google Meet, MS Teams, gotomeeting

### Database Tools : SQL

# EDUCATION

## Bachelors in Computer Science and Engineering

## Jawaharlal Nehru Technological University, India, 2005

# LEGAL AUTHORIZATION

### GREEN CARD HOLDER