**Amir Salem**

Business Analyst

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**PROFESSIONAL GOAL**

Intellectual and Profession Business Analyst with 3 years of experience conducting JAD Sessions with Business Stakeholders and various SME’s to gather Business Requirements and transform them into User Stories with Acceptance Criteria. Experienced working in Agile and Waterfall Environment in both Financial and Retail Domain

**SUMMARY OF QUALIFICATIONS**

* Business Analyst with the ability to facilitate and lead Joint Application Development (JAD) sessions with Business and I.T. team to capture requirements and translate them into User Stories
* Experience in creating documentation such as Business Requirement Document (BRD), Functional Requirement Document (FRD), and User Stories
* Knowledge in executing projects in various methodologies such as Waterfall, Agile, SCRUM, and leading IT team in designated environments
* Experience working in all the phases of the Software Development Life Cycle (SDLC) and ensuring all responsibilities were fulfilled
* Manage working on projects with offshore/ onshore teams, as well as assisted Development and QA teams with understanding Business Requirements and Acceptance Criteria
* Expertise in modeling proposed workflows by creating Wireframes, and UML diagrams such as Use Case Diagram, Activity Diagrams and Flow Charts
* Strong team player with excellent interpersonal skills; written and oral communication skills, and ability to successfully drive the team to reach its goal

**PROFESSIONAL SUMMARY**

Prudential Financial – New York, NY (REMOTE)

Business Analyst | December 2021 – Current

* Worked closely with Developers, Product Manager, QA and Technical support team to assure comprehensive communication across all team members
* Used JIRA as a tool to manage the product backlog, document user stories and add acceptance criteria
* Created UML diagrams such as Activities Diagrams and Work Flow Diagrams and Wireframes to provide a visual representation of project end goals
* Coordinated UAT on a monthly basis with the SME’s to make sure that all the requirements are addressed in the application and that the application was free of bugs/defect
* Participate in Daily Scrum, Sprint Planning, Sprint Retrospective, and Sprint Demo to provide status updates, mitigate roadblocks and show Sprint progress
* Maintain Sprint burn-down and burn-up charts and provided Sprint release status updated to Senior managers and ensure the IT is up to date with project status
* Engaged in requirement gathering sessions with Business Owners and IT team to document and translate requirements into User Stories/ Use Cases
* Identified both functional and non-functional requirements provided by Business & created Business Requirement Documents (BRD)
* Act as a liaison between Business users and Technology team to understand the Business Requirements, Business Process Flows, User Stories, and Workflow Diagrams

CVS– Orange Park, FL

Business Analyst | June 2020 – November 2021

* Facilitate Stakeholder Joint Application Development (JAD) sessions and interviews to gather and define requirements, and conduct meetings with project teams as needed to assure comprehensive communication between business and IT Team
* Assist both QA and Development team to have a better understanding of the requirements and step-by-step process by creating and providing various forms of wireframes and UML diagrams
* Clarified any outstanding questions, issues and risk that may arise during project
* Analyzed, researched, escalated and resolved all technology related issues for various LOBs
* Monitored project performance and reported on progress to all stakeholders.
* Assessed project issues and developed plans and mitigation strategies to meet project milestones.
* Collaborated with onshore/offshore teams to execute projects through the entire Software development lifecycle
* Helped team migrate from waterfall to Agile methodology, and used JIRA as requirement tracking tool

**TOOLS**

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| --- | --- | --- | --- | --- |
| SCRUM | AGILE | WATERFALL | MS POWERPOINT | MS VISIO |
| MS EXCEL | MS WORD | JIRA/ RALLY | SDLC | CONFLUENCE |