**MOHAMMED FAYSAL**

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Business Analyst / Business Analyst Consultant / Subject Matter Expert

**OBJECTIVE**

Detailed-oriented Professional and Ambitious Business Analyst with 4+ years of hands on experience in all stages of the Software Development Life Cycle (SDLC) gathering, documenting, and translating requirements to assure optimum delivery and business satisfaction. I’m seeking an opportunity to utilize my extensive and professional experience as a Business Analyst where I can become a valuable asset and continue to grow professionally.

**EDUCATION & ACCOMPLISHMENT**

Bachelor of Business Administration Brooklyn College, Brooklyn, NY 11210

**TECHNICAL SUMMARY**

| Requirement Tracking Tools | JIRA, Enterprise Architect, Word, Excel, Rally |
| --- | --- |
| Modeling & Designing Tools | MS Visio, Enterprise Architect, Axure RP, MS Paint |
| Methodologies | Scrum, Agile, Waterfall |

**PROFESSIONAL QUALIFICATIONS**

* Business Analyst with the ability to understand the As-Is business processes, To-Be business processes and become a Subject Matter Expert for the I.T. team
* Modeled the proposed application and functional workflows through various UML diagrams and Wireframes
* Expertise in all phases of the Software Development Life Cycle (SDLC), including the requirements gathering phase, analysis phase, design phase, implementation phase, testing phase, and deployment phase as well as software engineering methods like Waterfall and Agile
* Experience in creating user stories and use cases by collaborating with Stakeholders and Line of Business
* Managed and facilitated Joint Application Development (JAD) sessions with business users and the development team to drive out detailed business requirements
* Experience creating prototypes using MS Visio and Axure to convert the modules into the design that best meets the user requirements and is feasible for developers
* Created Test cases and assisted in User Acceptance Testing (UAT) sessions prior to going Live
* Strong team player with excellent interpersonal skills; including the ability to persevere, motivate, and successfully drive the team to reach its project completion
* Experienced in working on projects with offshore/onshore teams and helping Dev and QA teams understand Requirements and Acceptance Criteria
* Strong analytical problem-solving, written communication, organizational skills, and attention to detail with a strong desire to deliver a high-quality level of work

**PROFESSIONAL EXPERIENCE**

**HSBC, New York, NY**  December 2022 – Present

***Business Analyst/ SME***

* Facilitate JAD sessions with enterprise stakeholders, end users, and I.T. team to identify, understand, and document business and technical requirements into User Stories while engaging in Agile practices
* Monitor and report to business partners and management on the status of project efforts, identifying issues that inhibit the attainment of project goals, and implementing corrective actions
* Develop detailed and effective requirements documents based on approved projects with the understanding that requirements drive development and testing
* Proactively track activities in the product backlog and work with stakeholders to identify features for all upcoming releases
* Participate in the daily Scrum, Sprint Planning, Sprint Retrospective, and Sprint Demo to provide status updates, mitigate roadblocks, and show Sprint progress
* Create User Stories, and Business Requirement Documents (BRD) and document user stories, and support them with UML activity diagrams and wireframes as needed
* Manage the development and QA teams to ensure timely and accurate reporting on all projects
* Coordinate with onshore and offshore teams and work closely with the developers/testers to ensure a thorough understanding of the User Stories and the Acceptance Criteria
* Ensure all documentation is complete, understandable, and accessible across the Business and I.T. team
* Use Jira for requirements management, planning, scheduling, defect tracking, and managing the defects
* Engage in Business Prioritization meetings to identify requirements scheduled for the upcoming release, and propose business solutions that best fit business needs
* Identify gaps and shortcomings in the solution and help determine necessary workaround and/or changes to the solution proposed
* Create test plans, develop test cases, conduct and coordinate business acceptance and regression testing
* Perform User Acceptance Testing (UAT) and support UAT testers during UAT week, and involved in scheduling UAT on a monthly basis with the SME’s to make sure that all the requirements are addressed in the application

**Met Life Insurance, New York, NY**  October 2020 - December 2022

***Business Analyst Consultant***

* Engaged in requirement gathering sessions, collecting and defining requirements, and translating them into functional design, test planning, and user documentation processes.
* Provided advice to internal business groups on process improvement projects by analyzing business process flows and identifying changes
* Assisted in the creation of As-Is-Business Models, required for auditing purposes as well as be used for standard operating procedures, by working closely with SME’s from various line of business
* Participated in constructing mock-ups and prototypes, and the testing of new or enhanced applications
* Worked with the Product Owner to ensure the product backlog was prioritized and ready for development
* Participated and actively engaged in project discussions and review meetings to update the QA team on impact analysis, test cases, script enhancements, and defect tracking
* Identified ongoing issues and gaps within project plans, in order to eliminate implementation issues.
* Worked closely with the developers/testers and assisted in sprint planning meetings to review user stories, and provided any UML diagrams when needed
* Coordinated weekly sprint review meetings with stakeholders to demo features accomplished during the sprint
* Wrote numerous SQL queries and executed the queries against the Oracle Database to ensure the accuracy of the data store
* Worked closely with Developers, Product Manager, QA, and Technical support team to ensure comprehensive communication across all team members