**Apoorva Vishwanath**

**Summary:**

* **11 years of Professional Experience as a Business Analysis & Scrum/Agile Management** with detailed understanding of BRDs, FRDs, Risk Assessment, Sprint Planning, Work Scheduling / Contingency planning, Requirement Gathering, Process Flows, Business Process Modeling & Business Analysis.
* **Comprehensive knowledge and experience in SDLC Methodologies like Agile, Kanban, RUP, Waterfall Models with strong knowledge base in various Process & Data Models.**
* In-depth Experience in Collection, Analyses, Documentation of User Stories & Requirements, as well as Organizing interviews, User meetings, Workshops and JAD sessions.
* **Expertise in the management of User Request Change, and handling User Conflicts.**
* Assisted PM/SMs in developing Scope/Vision Documentation, Mission Statements, Project Plan & Project Blue Prints. Assisted Program Managers in tracking Multi-Project Processes.
* Worked with diverse teams & resources to ensure successful project deliveries and worked with different levels of professionals across organizations.
* **Extensive experience in documentation of business requirements and system functional specifications, including BRD, FRD with proficiency in Use Cases, Use Case and Activity Diagrams.**
* Working knowledge of Quality Center and developing **QA Test Plan, Test Conditions, and Test Cases; ensuring adequate testing of software, stress testing, conducting and documenting UAT & regulatory reports.**
* Proficient in Microsoft Office and fair understanding in Database Concepts.
* Facilitate and Coordinate root cause analysis (RCA)
* Excellent Business Communication and Presentation skills. **Working and presentation experience with high level business users, software developers, senior management as well as business leaders.**

**Skills:**

**Requirement Management Tools**: JIRA, Confluence, Rational Requisite Pro, MS Word

**Modelling Tools:** MS Visio, Star UML, Lucid charts

**Languages/Business Intelligence:** SQL, Tableau**,** Power BI

**Software Testing Tool:** Win Runner, Load Runner, Clear Quest, Requisite Pro, Cucumber /Gherkin

**Project Management:** JIRA/Confluence, Agile/Sprint, Waterfall, and Rational Unified Process (RUP)

Working knowledge through various projects on Web Development tools like MS-front page, InterDev, UI Design, HTML, DHTML, data warehousing, ETL-Informatica IDQ and Cognos

Others: MS Office, SnagIt, Salesforce, Selenium

**Work Experience:**

**Project Manager | Morgan Stanley via Compunnel Inc. | Coral Gables, FL Feb 2024 – Oct 2024**

* **Business analysis and support** – Analyzing complex business processes, workflows and product support models to identify opportunities for enhancements. Articulate critical information, size impacts and model resource requirements, costs, implementation timelines on initiatives and coordinate across multiple groups and stakeholders to implement enhancements.
* Develop and maintain data analysis, diagnostic and evaluative models, visualizations, and reporting on key performance, adoption and risk metrics. Collect analyze growth data (balance, revenue, penetration) by FA.
* Develop management presentations and communications to articulate initiatives progress and support business management and development. Develop and competitive assessments, gap analysis of international cash management and lending capabilities.
* **Project management** – Provide project management support on complex initiatives supporting and driving progress and accountability to advance portfolio of initiatives for the business. Collect inputs and prepare weekly project progress updates; document meeting outcomes, key decisions and next steps, identify and communicate with task owners to drive accountability and accelerate progress. Develop PowerPoint presentations to provide business overviews, strategic updates, growth initiative updates.
* **Risk measurement** – participate in analysis of the lending portfolio to help identify risks, coordinate with specialists the remediation of the risks. Be responsible for tracking and monitor risk metrics and reporting. Coordinate and support management in preparing/tracking progress from weekly and quarterly reviews with Credit Risk.

**Business Analyst & QA | Verizon |Miami, Florida** **Oct 2021 – Feb 2024**

A multibillion-dollar telecommunications company specializing in pre-paid cellular service with more than 20 million active subscribers. Part of Carrier team creating requirements, bugs reporting and CR for Straight Talk & AT&T plans

* Prepared reports, business models’ flowcharts and diagrams to communicate with all levels of stakeholders.
* Authored technical specifications for introduction of new plans for two major brands.
* Gathered and analyzed on new products and services, collaborating closely with developers to allocate relevant data.
* Translated business requirements and technical information into non-technical terms for communication and collaboration with development, operations, and leadership groups work well in fast-paced, customer and deadline driven environment.
* Ability to analyze results, draw conclusions from test results and make recommendations.
* Monitored issues around Straight Talk & AT&T
* Responsible for Creating Test plans, Test cases as per Business Requirement for each release.
* Analyzed promos in connection with existing offers and aligned with carriers’ plans
* Utilized Visio to present the business rules and create in Unified Modelling Language (UML)use case, data flow and process flow diagrams.
* Performed root cause analysis (RCA) for key issues, chaired post-incident reviews (PIRs) and presented documentation to senior management.
* Conducted feasibility studies and Proof of Concept (PoC) on automation tools such as Selenium, QTP, Automation Anywhere to determine the best fit for handset testing automation.
* Ensured product teams adhered to UI standards and processes, incorporating user feedback and testing throughout the design and development phases.
* Involved in eSIM UAT -SIM profile, web response, push notifications, SMS/MMS.

**Business Analyst | Vanguard Investment Bank |Miami, Florida** **Feb 2018 – Nov 2020**

Vanguard is a renowned investment bank operating across the globe in various countries with functional expertise in Market Investments, Trading & Wealth Management. Worked with their Retail Investors Group where the focus is building and enhancing their online tools for investment products. This team is required to take up Java code enhancements dealing with upgrading existing online tools, regulatory & compliance upgrades and build completely new applications as required. In a span of 2 years, I successfully executed 7 small & 2 medium/large projects. Successfully elevated Account valuations and ECWR - Enhanced Check Writing projects

* Requirement planning and creating MMFs, Epics, Features & Stories for the agile process.
* Working with business to gather User Stories & story points and derive Use cases & swim lanes.
* Leading the BSA in breaking down user stories and drafting the GWTs for story completion.
* Setting up the JIRA board and work allocation to onsite and offshore teams.
* Leading daily scrums, impediments, and work progress tracking Burn Up & Burn Down charts.
* Time & Work estimation, Contingency Planning, Risk Assessment & Mitigation.
* Sprint / Bucket Planning, scheduling, and conducting Project Retrospective.
* Coordinating with the PMO for Project Procurement, Business Resource Assignment.
* Management Reporting and PMO status tracking. Complete ITGPS fulfillment.
* Managing the BA, Development & QA/Testing teams (3 onsite & 8 offshore).
* Design and develop responsive UI components as well as resolving UI bugs
* Responsible for data mapping and data mediation between source data table and WMO data tables using MS access and MS Excel.
* Coordinating with business for requirement planning, setting up Requirement / JAD Sessions and ensuring timely sign-offs on artifacts.

**Business Analyst | Florida-HRA, Govt of Florida, Miami July 2015 – Oct 2017**

The City of Miami - Human Resources Administration (HRA), has undertaken a new Case Management System (CMS) initiative for the Employment Services (ES) and the Wellness, Comprehensive Assessment, Rehabilitation and Employment (WeCARE) programs, with a goal to create a consolidated Case Management System for these programs to manage employability and wellness for HRA Clients. The proposed framework and the implementation methodology will provide HRA with a case management system that is easily configurable for on-going updates and modifications after go-live. The solution will also be highly scalable to meet additional user load, and compliant with HRA’s preferred technology stack for an application of this size and complexity. This project work will be executed in three releases…

Release 1: WeCare Case Management Development

Release 2: Combined WeCare and Employment Services Case Management Functions

Release 3: Employment Services Case Management Function

* Handled the Employment Services track completely from Requirements planning to QA Walkthrough.
* Responsible for complete track scheduling & managing requirement gathering (BA Team) for the track.
* Created Work Breakdown Structure (WBS) for the track providing dates & scheduling client sessions.
* Broke down the track into 12 independent & 9 common dependent modules.
* Assisted in creating a Hybrid Project Management plan with a fusion of Agile & Waterfall methodologies.
* Created JIRA instances for the track (with a JIRA Admin) & ensured requirement are captured in JIRA
* Worked with PMO in Template planning and created sign-off templates as part of Client Deliverables.
* Completed the requirement gathering & BRD within allotted time and got approvals from client.
* Managed detailed Use cases from User Stories & provided a Requirement & Use case traceability matrix.
* Responsible for daily scrum calls for the team & providing status for weekly progress to PMO.
* Created complete Project Plan for all 8 Phase Gates for client deliverables.
* Managed the development timelines and quality by monitoring the outsourced development work to a completely different vendor. (The PMO, Development & Testing were being handled by three different vendors).

**Business Analyst | Cube Axis Design |Benagluru, India Jan 2013 – June 2015**

* Part of Bloomberg team involved in gathering requirements for e-commerce web building, stakeholders’ engagement, documentation, change management and UAT testing for multiple projects like e-commerce and mobile applications.
* Involved in requirement gathering, and analysis of the requirements from the business owners and users using Agile SCRUM methodology.
* Accumulated business requirements from various business users and translated them into the business requirements document.
* Liaised between technical personnel to ensure a mutual understanding of process and application.
* Translated stakeholder requirements into different deliverables, such as functional specification, use cases, user stories, workflow/process diagrams, and data flow/data model diagrams.
* Assist with user testing and training to ensure solution meets business requirements.
* Coordinate with team leaders to enhance processes and improve metrics.
* Interface with clients to determine mitigation priority.
* Contributed to presentation preparations and offered discussion in client and stakeholder meetings.
* Worked on understanding data and build requirements for various projects, perform enterprise level analysis, and develop metrics/reports.
* Interact with designers, product managers, product analysts, business stakeholders, and end users to understand requirements and implement UI that satisfies business and user needs

**Education:**

Master of Business Administration

University of Mysore

Business Analytics-Certification

Manipal

Certified Scrum Master

Scrum Alliance