



Ruchira

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Professional Summary:

IT Professional and **Certified Scrum Master** with expertise delivering large-scale global technology initiatives through leading requirement gathering and analysis, coordinating and conducting testing, managing stakeholder communication, and learning customized enterprise software systems to provide high level support including handling of escalated issues during production.

- Experience includes serving as the **lead Business Analyst** in an initiative to implement a new city government agency procurement system for the **New York City Mayors Office of Contract Services**.
- **Microsoft Certified Professional** with intermediate skills in **SQL Server** with skills in database design, development and implementation.
- Value-added skills in information technology includes experience in **programming** with the ability to provide **production support** following **application releases**.
- Experience providing **recommendations** leading to resolution of business and issues identified in production.
- Skilled collaborating with developers, support teams and vendors to **resolve application** and business issues.
- Proven track record of delivering high-performance technology solutions by driving all phases of the software development lifecycle, identifying and resolving issues and driving consensus among team members.
- Expertise authoring high-level project artifacts including use cases, **UML diagrams, test cases, test plans, business process flows, data flows, technical and non-technical specification documents and design documents**.
- Proficient creating project visualizations including mock-up screens, application prototypes, and wireframes using **Balsamiq**.

Programming	SQL Server, VC++, C++
Testing	UAT, Unit Testing, Acceptance Testing, Smoke Testing
Other Tools and Skills	UML diagrams , Production Support, Agile, Scrum , Functional Analysis, Wireframe Diagrams, Sanity Checks, MS Office, MS Visio, JIRA, Balsamiq

Education/Certification:

- Bachelor of Engineering, Mumbai University, Mumbai, India
- Certified Scrum Master (CSM)
- Microsoft Certified Professional (MCP) - **Designing and Implementing Databases with Microsoft SQL Server**

Professional Experience:

Client: NYC Mayor's Office of Contract Services (MOCS) through UNIVERSAL Technologies, New York, NY Title: Lead Business Analyst	Sep 2019 – Present
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Project: PASSPort

Lead Business Analyst responsible for **leading the implementation and application support** for the PASSPort project. PASSPort is a transformational initiative to reengineer, simplify and speed the procurement process for City agencies and Vendors by implementing a series of policy reforms, restructuring of rules and regulations, centralizing portions of procurement oversights and building a web-based system to support these reforms to dramatically shift the City's procurement process.

Responsibilities:

- Partnered with the PASSPort functional team, technical team, and relevant project stakeholders to deliver a high quality, low defect product in an **Agile** Development environment.
- Led a team of BA staff and supported the senior team in strategic planning of IT projects.
- **Oversaw the delivery** of the **functional designs, technical designs, and quality assurance plans.**
- Facilitated communications between the Policy, Business Analyst, Quality Assurance, technical teams and external stakeholders.
- Provided high level production support with responsibility for **handling escalated issues** within the PASSPort system.
- Collaborated with team from **New York City DoITT** regarding **PASSPort** User authentication.
- **Make recommendations** leading to resolution of business and issues identified in production.
- Collaborated with developers, support teams, and vendors to triage and resolve issues and defects.
- Liaised with stakeholders to lead meetings, conducted **business requirement gathering activities** and developed, verified, and documented **functional and technical specifications.**
- Researched, analyzed, and documented **business requirements.**
- Developed high quality analysis work products including business and activity diagrams and **data flows, process flow diagrams, business requirements specifications, functional and, traceability matrices.**
- Maintained and updated existing documentation for changes to existing specifications.
- Collaborated with data modelers, ETL programmers and Front-End Developers to ensure the data foundation supported the requirements of the business domain owners.
- Investigated, documented, and **proposed recommendations** for resolution of business and software issues.
- Developed comprehensive **end-to-end test scenarios.**
- Performed and **coordinated testing activities** for IST and UAT and tracked defects and fixes.
- Performed special projects and initiatives as assigned.

Client: KPMG, NJ Title: Lead Business Analyst	Feb 2015 – Aug 2019
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Project: Development of a **web-based collaborative audit platform** for KPMG Advisory team to perform internal Audits for global clients, leveraging intelligent content tools for industry specific guidance.

Responsibilities:

- **Led requirement gathering and analysis** to understand and optimize the internal audit flow.
- Created a unified approach by converting the existing manual process into a **web-based system.**
- Directed prioritization of development and enhancements as part of Scrum Agile process.
- Authored flowcharts and UML for concepts and **detailed requirement documentation.**
- Identified **root causes** and corrective actions to meet short and long-term business goals.
- Delivered cost effective, **high performance technology solutions.**
- **Collaborated with stakeholder groups** across the organization to ensure business and technology alignment.
- **Proposed solutions** meeting defined specifications and needs.

- **Managed project deliverables** through status meetings, weekly reports, **identifying risks**, and tracking issues.
- Performed **quality assurance, system integration** and **user acceptance testing (UAT)**, facilitated on-time, on-budget implementation for over **20,000 global users**.
- Tracked project deliverables using **JIRA**.
- Created project visualization including wireframes in **Balsamiq** and UML diagrams using **MS Visio**.

Project: Development of a financial audit management application for KPMG that integrates **KPMG's audit methodologies** with the auditor's industry and country-specific knowledge.

Responsibilities:

- Facilitated brainstorming and product backlog sessions to perform benefit analysis from value-add perspective resulting in effective work prioritization.
- **Gathered and documented business requirements** for audit phases.
- **Evaluated test cases from the QA team, reviewed unit test cases from development team and performed smoke tests** and sanity checks on products before every release.
- Collaborated with clients on **User Acceptance Testing (UAT), documentation**, and prioritization of **defect resolution process**.
- Established open communication channels with all levels of business and IT leadership including Client Partners to solve problems, build consensus, and achieve objectives in a timely manner.
- Worked with development team to provide **production support**.

Client: TCS Corporate, Mumbai, India

Jan 2013 – Jun 2014

Title: Business Analyst and Project Coordinator

Project: Development of a Learning Management System that leveraged delivery modes of learning to track and build employee skills and competencies.

Responsibilities:

- Conducted **functional analysis** and **authored wireframes using Balsamiq**.
- Synthesized complex and contradictory business requirements into concise, unambiguous written **requirements** that met the strategic business needs.
- Created **Proof of Concept** by evaluating video recording tools including Camtasia Studio and Captura.

Client: Citibank, New York, NY

Sep 2007 – Dec 2012

Title: Project Lead – Lead Business Analyst

Project: Development of Unix-server based application for opening and managing Commercial Banking accounts using Jam Panther tool for UI screens and C++ for business logic.

Responsibilities:

- **Managed Business requirements** and **testing of new product development** for Commercial account opening in Citibank.
- **Led the project team** and acted as a liaison between Business, development, leadership and quality control teams.
- Managed the offshore team and **provided requirements** and design-related activities across systems.
- Collaborated with project architects and business analysts to formulate **business process flows, data flows, technical specification documents** and **design documents** for opening Commercial Accounts.
- Provided **production support**.

Client: Aviva, Manchester, UK

Jan 2007 – Sep 2007

Title: Project Lead

Project: Transitioned the RAC (Roadside Assistance Control) system used by Aviva UK and Ireland from another vendor to Tata Consultancy Service (TCS).

Responsibilities:

- Helped to kick off the transitioning project onsite in Manchester, UK.
- Captured **new business requirements** for enhancing the system and moving it offshore.
- **Provided production support and acceptance testing support.**

Client: NSDL, Mumbai, India

Oct 2004 – Jan 2007

Title: Project Lead – Programmer

Project: Performed maintenance of an application based on Windows NT Service Programming and Socket Programming, business logic was in VC++ and used **SQL Server (7.0 / 2000)** as back-end.

Responsibilities:

- Completed **data encryption** for inter depository communication using RSA Algorithm.
- Monitored the entire SDLC for every project release including **requirement gathering, requirement analysis, designing, coding, testing, deployment, and production.**