

AKHIL JAIN

214-546-5509 | engg.akhil@gmail.com | <http://AkhilJain.com> | <https://www.linkedin.com/in/akhil10>

SUMMARY:

- 10 years of experience in Financial Advisory/Investment Management Services and Telecom domain with expertise in Data Analysis, Business Systems Analysis, Quality Assurance and IT Consulting
- Excellence in Data Analytics, Requirement Gathering, Reporting, Agile Management, SOA, SAAS and SQL

SKILL SET:

- **Methodologies:** Structured (Waterfall), RAD (Phase Development), Agile (Scrum, XP)
- **Agile Tool:** SCRUM certified, XP, TDD, Story Grooming/Prioritization, Time boxing, Kanban, JIRA, IBM RTC
- **Languages:** JavaScript, AngularJS, HTML, CSS, XML, RESTful API modeling, SQL, AWS basics
- **RDBMS/DB Tools:** Oracle, DB2, MySQL, SQL plus, PL-SQL, Oracle SQL Developer, Rapid SQL, and Toad
- **Tools:** MS (Visio, Excel, Access), Quality Center, Rational Quality Manager, SoapUI, Splunk, EDMS, ServiceNow, Charles web debugger, Joomla, Wordpress, XMLSpy, Camtasia, Google Postman, XLMiner, SAP Business Objects, Rumba Mainframe, XTRAC workforce, Genesys agent, SharePoint, Confluence, Jenkins, MKS Source Integrity

PROFESSIONAL EXPERIENCE:

Fidelity Investments, Westlake TX- Lead Systems/Data Analyst

Jan 2012 - Present

- Executing Business Object reports to interpret and analyze monetary/clerical data for the business. Creating SQL script, mining data to generate reports of consultants, institutional investor, insurance agent and advisor funds
- Metadata analysis, debugging MQ, transactional logs and analyzing current vs. historical data for salesforce CRM app, genesys call center app & institutional.fidelity.com. Data harvesting and analyzing splunk logs to identify IRA/money market funds, asset management data, financial trades, books of business for data acquisition
- Performing backlog grooming sessions and sprint planning in a test-driven development environment. Gathering user stories from business and converting them into acceptance test, UI, functional, regulatory and systems requirements. Designing UI swim lanes/wireframe, process flow to support user requirements.
- Facilitating the transition of user stories to technical requirements and creating acceptance criteria which serves as an effective bridge between epic stories and agile sprint development phase
- Creating REST Domain Model API, including URI, HTTP methods, header parameters, and data types. Validating the SOA (Soap/REST web services) architecture through Charles, SoapUI and Postman. Working on the stateless app, redesigning of legacy website, service virtualization, 2 factor authentication (2FA) and debugging APIs
- Triaging production support incidents and managing change management issues through ServiceNow. Managing business rules, mainframe batch job flows, systems specs and product guides in EDMS and Confluence
- Integrated Genesys telephony client with the trading app and replaced the legacy aspect contact center
- Worked on indexing requirements for tax form, statements, reports and mapping of XML elements w/ DB tables
- Conducting project budgeting, gap analysis, scope determination, and estimating agile projects
- Testing of the stateless app, cross browser testing and debugging the web services. Involved in performance testing and comparing production website transactions per seconds (TPS) w/ new development
- Performing SOAP/Rest API testing, functional testing, backward compatibility, shakeout and project regression testing during UAT. Participating in executing manual test case, writing test scripts and creation of test plan

Cognizant Technology Solutions, Dallas TX - Systems Analyst

Jun 2010 - Dec 2011

- Worked on Business Transaction Model for functional modeling that includes mapping of the business requirements to systems specs (UML diagrams, use cases, functional, messaging and system requirements)
- Provided time-cost estimates, work plan and captured logical data model, use cases, test cases which covered all combinations of the system requirements that cover the macro level of business needs
- Delivered business/system requirement specifications for ATT B2C ecommerce sales and support which captured data flow, swim lanes, content design, XML schema, activity diagram and requirement traceability
- Conducted JAD lite sessions to interact with the stakeholders, performed business process automation and defined application interface solution to bridge the gaps. Analyzed order fulfillment, entity types and semantics
- Set up test case scenarios to ensure application aligns to business requirements and conformity to quality assurance standards. Mined customer fulfillment data for the customers order through the AT&T.com

Executive Education, UT Dallas TX - Research Assistant **Jan 2010 - May 2010**

- Created marketing campaign and organized the 'Strategic Awareness on Sustainability' workshop
- Worked on process management, documented the processes and created records of the customers
- Involved in activities like designing mockups, website development & gathering data on business sustainability

Wirevibe, Irving TX - IT Analyst **Jan 2009 - Aug 2009**

- Provided social media and search engine consulting for different clients. Managed website development through all the phases of project life cycle
- Developed websites in Joomla/Wordpress w/ standard compliant code & incorporated programming standards

School of Management, UT Dallas TX - Research Assistant **Feb 2008 - Apr 2008**

- Generated statistical analysis to understand Indian software industry outlook and its link to US economy
- Conducted a research study, which explores the IT aspects of Mergers and Acquisition

HSBC Global Technology, India - Analyst/SCM **Jul 2006 - Dec 2007**

- Documented the functional/non-functional specs and created business process model, behavioral model, use case diagrams for Business Internet Banking (B2B), HSBC US
- Validate technical design created by developer against business/functional requirements for telephony media interface a software representation of physical phone used by agents in call centers (Client: HSBC Hong Kong)
- Captured business requirements for the Personal Internet Banking, B2C (HSBC Buffalo) and collaborated with the stakeholders to understand the in-scope requirements and highlight the problems from the offshore
- Worked as a software configuration manager and collaborated with various IT groups within HSBC. Conducted baseline audits as per periodicity with the audit teams. Managed updating pareto chart, defect reports, risk registers, change requests, test cases, project plans project repository
- Prepared test cases and performed acceptance/functional testing to make sure the defects raised by the UAT team were resolved up to the management expectation by the developer group

CERTIFICATIONS/TRAININGS:

- Certification: **SCRUM Master Certified**, Business Analysis- Verify and Validate Requirements, Business process modeling, ISTQB Software quality engineering (QA SQE), Project Management user story gathering, MS Office Project 2007 managing projects, Core concepts in Business Analysis, Machine Learning [R] hackathon
- Business Analysis BABOK: Planning, Requirement Analysis, Requirement Elicitation, Communication, Monitoring, Enterprise Analysis, Solution Assessment and Validation, Requirement Management
- System Design- Object Oriented Analysis and Design with UML: Exploring System Behavior, Analyzing the System, System and Object Behavior, Designing the System, Structured System Analysis

EDUCATIONAL QUALIFICATIONS:

MS-Information Technology & Management, University of Texas at Dallas TX **Jan 2008 - Dec 2009**
"Dean's Excellence Scholarship" - School of Management GPA: 3.66/4.0

BE-Computer Science & Engineering, Walchand Institute of Technology, India **Aug 2002 - May 2006**
Five technical papers presented at National Level on IPSec Protocol

ACADEMIC PROJECTS:

- System Analysis & Project Management: Developed UML design for a real-estate web system which included structure/behavior diagrams of business process and problem statement
- SAP Business Warehouse: Hands on knowledge of OLAP, ETL process and logical data mart
- Software Project Management: Gained understanding of the five process groups, nine knowledge areas of the PMI BOK and approaches to manage the software development process

ACTIVITIES:

- Worked for Association of Information Technology Professionals (AITP) and SAP users group at UT Dallas
- National paper presentation on "Internet Security and Cryptography" protocol
- Appeared in the National Mathematics Olympiad sponsored by Government of India