Piyush Kashyap
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Sr. Business Analyst with more than **9 years** of professional experience in Software Development for Financial Services, Utility and Home Care Industry.

9.4 years - Business Analysis | 12 months - Strategy Consultant | 6 months - Product Manager

PROFESSIONAL SUMMARY

- Excellent communication, presentation, interpersonal and leadership skills
- **MBA** from top US Business School & **Bachelor of Engineering** from top Indian School
- Hold various achievements and awards: UBS excellence award, Citi Gem Award
  - o Developed an award-winning training environment for client advisors at UBS Bank
  - o Delivered a BI reporting system EERS to Citibank
  - o Migrated Applications for APAC to USA both at Citi & UBS
  - o Performed cross platform database migration without affecting data integrity
- **Certification:** ITIL, Data Analyst, Scrum Master, ISO 9000 Process Improvement Lead.
- **Project handled in sectors:** Banking Financial, Human Resources, and Retail
- **Trained teams on Scrum implementation at UBS and ReciproCare Solutions**
- Successfully managed multiple projects surpassing quality and customer expectations.
- Managed Business Analysts, Technical Teams (Infra), Development Teams and Users
- Comfortable in dealing with customers, user needs, on-shore and off-shore teams, vendors and senior management in a cross-cultural environment at various levels
- Handled end-to-end trade cycle of various financial products: Bonds, Mutual Funds, Forex, Dual Currency Trades, Loans, Futures, Swaps, Exchange Traded Derivatives etc.
- Hands-on experience of developing talent accusation platform for an emerging healthcare startup from concept to the deployment in production
- Winner of US' one of the biggest new venture competitions, in top 5 out of 700 pitches
- Holds strong entrepreneurial mindset with innovation at the center of execution based on customer surveys/interviews, competitive, market and pricing analysis
- Implemented CMMI L5, highest SDLC standards, in Waterfall and Scrum framework in Agile software development environments
- Analytical skills/problem solving: evaluated many data driven business cases while leading teams, adhering to diplomatic people & project management skills
- Thrived on BRD/FRDS/Test Cases/Test Plans/Use Cases/User Stories/Story Points/Product Backlog/Business Requirement Gathering & Analysis/ UML/ Process Flows/Data Flow/ Deployment/ QA - UAT/ Production Release/User Signoff and ongoing Enhancement and Bugfixes
- Designed new applications as a Product Manager; handled large projects and teams

- Proficient in using proprietary and commercial tools: BI, MS Office, Project, & JIRA
- Well versed in System, User and Prod Acceptance Testing (SIT/UAT/PROD)
- Proven project management skills, tracking KPIs, performance metrics, and deadlines
- Humble and approachable. Alacrity to accept change and improve on weaknesses

TECHNICAL SKILLS

Methodologies:	Waterfall and Agile Scrum, Kanban, ITIL
Business Analysis:	Business/Functional Requirements Document (BRD/FRD), Data Mapping, System Requirements Specification (SRS), Gap Analysis, Impact and Risk Analysis, Feasibility Analysis, Work Breakdown Structure (WBS), Statement of Work (SOW).
Elicitation Techniques:	JAD sessions, JRP Sessions, Brainstorming sessions, Interviews, Surveys/Questionnaires, Document Analysis, Observations
Business Modeling:	UML 2.0 (Use Cases, Process, Workflows/Swim lane diagrams, Sequence diagrams, Activity diagrams).
SaaS Business Tools:	Microsoft Word, PowerPoint, Excel, Access, Visio, and Outlook; Google docs, Share point 2010, JIRA, AHA, SharePoint, SAS, and JMP Data Analytics.
Change Management Tools:	Virtual Ticket, Intellect Vault and Service now
Operating Systems:	Windows, Mac, iOS, Android, UNIX, WebSphere
Database:	Sybase, Oracle, SQL Server, MS Access
Programming Technologies:	C, SQL, and Unix shell scripting

PROFESSIONAL EXPERIENCE

Con Edison, New York, USA   **Nov 2017 – Present**
Sr. Business Analyst – ITIL – IT & PMO Services

Consolidated Edison, Inc., commonly known as Con Edison or Con Ed, is one of the largest investor-owned energy companies in the United States. It supplies electricity, gas, and steam to New York residents.
- Led ITIL Service Design Package (SDP) documentation project for more than 45 services under 9 service centers, such as IBM CICS Operations Support Service, ITLAB Windows Imaging, 3rd Party Software Management etc.
- Listed service goals, service objectives, service description, service category, and service icons and assigned service delivery managers, service owners and service implementation members
- Facilitated project communication, requirement gathering, SDP review and signoff meetings with service centers representatives and service center owners
- Designed UML service hierarchy trees, approval flow diagrams, and service fulfillment (swim lane) diagrams
- Collected and configured standard operating procedures for respective services under implementation
- Identified entitled service requesters and profile configurations for the requesters and approvers
- Documented service metrices and service level objectives for the services under consideration
- Helped service centers in framing pricing policies for their various categories of services
- Drafted improvement plans, and initiatives based on industry best practices and ITIL frameworks
- Maintained SDP repository and version control on the changes suggested by the managers

- Presented SDPs to ServiceNow developers for configuring services in the ServiceNow ITSM tool

ReciproCare Solutions, Washington, DC   **Jun 2016 – Dec 2016**
Product Manager

ReciproCare is centralized talent acquisition SaaS solution for the home care work force, serving USD 48 billion market segment. My overall responsibility was to initiate the development of the application from concept to deployment, which involved frequent communication with the stakeholders, CEO, CTO, UX/UI, users, developers, vendors and investors.
- Documenting business requirements into user stories, epics, application design and tech specifications
- Designed surveys and analyzed responses to identify the product usability needs
- Established/consumed Amazon Web Services API's for the S3 database and EC2 server
- Led a 3-member UX/UI team to get the wireframes, themes and logo of the application's user interface – UI – development
- Facilitated inhouse development and estimated the outsourcing cost of few modules to the Indian and US software development organization
- Identified key markets for the product launch timeline and platforms, such Android
- Performed detailed impact assessment to list application vulnerability, carried application vulnerability testing, and managed known issues in product backlog
- Communicated requirements through screen mocks and process flow charts to ensure effective user flow/experience
- Achieved project milestones by delivering 3 successful sprints and conducting Scrum
- Facilitated project budgeting and resource allocation using SaaS Budget Maestro
- Prioritized user stories to maximize development team's effort and solve urgent issues
- Managed change request process by involving various stakeholder, such as CTO, users, CEO, business leaders and developers etc.
- As a Scrum Master, held team meetings, sprint planning, daily scrum, sprint review and sprint retrospective and developed process models for internal day to day requests
- Provided product milestone status to the CEO, CTO, customers and investors
- Tracked product development progress using SaaS AHA, an online Product Management tool

Humanity First Foundation, Mumbai, India
Project Manager (Co-Founder)   **Feb 2013 – Apr 2015**
One of the largest non-profit organizations, currently operating in India, Dubai, Muscat and Qatar. As a Project Manager and Co-founder, I gained people and project management experience and successfully increased non-profit reach through online and telecom portals in 26 states

- Implemented CRM channels and assign responsible technology administrators to manage the services
- Managed a team of 600 volunteers and 14 fulltime associates to execute assigned projects all across Mumbai
- Gathered technology requirements from the business managers and write proposals for the purchase of the goods
- Led a 3-member mobile content development team to reach volunteers and workers
- Established various administrative processes, such as leave approval system, volunteer recruitment and training program, volunteer engagement registry etc.
- Directly took interviews during team recruitment and oriented new hires to the organizational vision and job requirement

- Improved processes by removing redundancy and assigning liability of each process stage to the specific employees
- Helped management in developing and executing projects all across India
- Managed $350k project portfolios in health-care segment, extending primary health care services to more than 1,600 patients in 2 years' time frame
- Revamped organ donation awareness and blood donation campaigns in Mumbai through tie-ups with blood banks and hospitals; and boosted results-based financing from 42% to 78%

UBS, Singapore
Sr Business Analyst   **Mar 2011 – Jan 2013**

As a Sr. Business Analyst, worked on following banking solutions:

Project, I: **Investment suitability (IS) Engine**   April 2012- Jan 2013
Implemented a rule-based client order assessment engine, which performs investment suitability or risk bearing capacity checks on a client's portfolio, a check based on various parameters to reduce client's exposure to the market risk while trading financial products, including loans, mortgage, bonds, mutual funds etc. "IS" rule engine is a web solution which serves assessment request from multiple peripheral trade order applications.

Project, II: **JPTOES**   Jun 2012 - Aug 2012
A WM's trade capturing system, which models canonical web architecture. It provides REST protocol-based web service to support market users to book and track forex and money market trades. Backend is interfaced with investment banking cash flow management quote engine.

Project, III: **Client Order Processing System**   Mar 2011 to Jan 2013
COPS is a complete end to end client order booking system capable of processing trades in equities, bonds, mutual funds, options call/put, time deposits, loans, fund or asset management, DCI, PMLI, spot, forwards, ETD, GROI. It's also known as next generation multi-channel trade management system with broad peripheral connectivity. It has straight through process (STP) features with direct connectivity to the bank's capital markets exchange trading systems and direct linking to private banking equities brokers.

Roles and Responsibilities:
- Provided end-to-end coordination for business' software requirement management and application operations, liaising with production support teams, business managers, end users and Change-The-Bank (development) team
- Facilitated onboarding of resources and initiated business process automation efforts through Autosys
- Delivered results using Agile practices and offered technical supervision to dev teams
- Enhanced operational efficiency of UBS' Client Order Processing System ($2 billion trade/day) by fixing software bugs, resulting in 18% reduction in incident tickets
- Played active role in daily scrums conveying requirements to the 9-member development team and reporting impediments to Scrum Master and Product Manager
- Prioritized and refined Product Backlog Items (PBI) based on story points and bandwidth of the development team
- As a secondary scrum master planned and coordinated Scrum meetings
- Accomplished application and database migration from APAC to North America

- Followed UBS' documentation standards and compliance requirements, such as confidentiality of customer data and prevention of insider trading
- Implemented encryption of various database objects, tables and columns and entitlement-based access to the various features and IS systems through application
- Participated in monthly Sprint review/research meetings with customer services, trading managers and settlement teams, presenting new features development
- Create business rules, budgeting, data mining and forecasting scripts using R.
- Documented user stories, story board, work-flows and functional and nonfunctional requirements; lead backlog refinement, and design process flows, UX/UI, wireframes and user persona in various scenarios
- Track repetitive incidents and share bug fix/enhancement requirements with the Change-The-Bank (CTB) team
- Help managers in developing budget and budget reports on a cloud web SaaS interface
- Worked with PM, CTB, and Scrum Master to establish sprint priorities
- Maintain and communicate Burn-down chart, heat maps, and sprint rate to all stakeholders, mapping it to project milestones and sprint goals for each sprint
- Document and initiate change management process in PROD as per the ITIL guidelines; get managerial approvals for the implementation; communicate to all impacted parties and test users; and lead the organizational change management activities as per plan
- Coordinated the project life cycle rollout, demo and release management
- Manage escalation channels to get approvals or attention to immediate requests
- Track daily night batch upload duration and data volume, providing early heads-up to database and server administrators to provide additional space and memory
- Reduced Autosys batch upload time from 8 hrs. to 4 hrs.;
- Keep domain specific knowledge repository up-to-date and train new member about end-to-end order life cycle of various financial products, such Bonds, MF, Securities, Forex etc.
- Keep track of daily volume of trades in terms of number of orders under each category and worth in USD providing weekly reports and graphs to the business users
- Successfully handover more than 40 SOPs extensively reducing upstream tickets
- Ensure Run-The-Bank teams are meeting SLA, providing feedback to the management
- Analyzed Fix messaging XML files for the incident troubleshooting
- Assign and educate resources on business systems and special activities like month-end, year-end freeze, continuity of business (COB), and disaster recovery exercises
- Helped Facilitate/conduct test cases and UAT scenarios (user acceptance criteria)
- Worked with finance subject matter experts (SMEs), beta users and production users to get application deployment sign-off's

Citibank - Singapore
Tech. Consultant   **Oct 2007 - March 2011**

As an IT Consultant, worked on following information security projects:
Project I: **CitiSAFE**   Oct 2007 – Mar 2011
A security product built on Citibank's desired security architecture and used by Citibank US and APAC. It provides a set of services that any financial institution can use to meet their security requirements. These security services help in defining and enforcing the security checks and policies at the individual application level as well as on a group of applications running at a site. CitiSAFE also provides peripherals built around the security services, like Common Login Program, to enable users for a single sign-on to multiple applications like servers, databases, etc. It also provides Public

API's as a set of library functions to ease the development of application interface with CitiSAFE.

Project II: **WebCL** Nov 2008 – July 2010

A web based security application. It provides SOAP protocol based API channel that cousumes CitiSAFE's published APIs, directly consumed by web applications to provide authentican and authorization services to end users.

Project II: **Armor** Oct 2007 – Nov 2008

A web based security application. It provides Java public API's, used by web applications implementing their security requirements. It also has a portal designed using JSP and servlet for administrative operations.

Roles and Responsibilities:

- Drafted FRD and BRD documents for over 6 technical projects for continuous improvement of existing services, leading a team of 2 BAs
- Facilitated Joint Application Development (JAD) sessions and accelerated the product designing processes
- Managed vendor and client relationship; develop business operations, business cases and make presentations for the product demo for new clients
- Successfully deployed CitiSAFE API library in C++ and Java and Integrated it with many on board business applications and their support
- Application migration from Windows XP to Windows Vista, compatibility setup
- Conducted UAT and End-to- End testing reducing post production defects
- Analyzed current development, test cases, and deployment, and recommended changes to enhance team's efficiency in continuous delivery of business system requirements
- Expanded CitiSAFE services across APAC; brought 500 applications and 17,000 users onboard; forecasting growth in user base and anticipate infrastructure requirements
- Enhanced API libraries, gaining revenue account with Citibank Singapore; and developed identity and access reporting system for Citibank N.A and Japan
- Enhanced and bug fixed security solutions in the SIT/UAT/PROD
- Delivered work breakdown structure, project timelines and effort estimation using planning poker, scorecards, Fibonacci sequence and story points.
- Successfully worked as a primary DBA SYBASE for the SIT environment
- Worked as a primary system architect for the development of CitiSAFE which provides Single Sign On (SSO) and Identity Access management for all APAC and regional applications
- Write PL/SQL queries and shell scripting for capturing, slicing and mailing business objects reports and Axiom input feeds.
- Successfully placed quality control requirements and set up knowledge and communication information systems or channels as a secondary Change Manager
- Managed the project milestones and project deliverables
- Prepared project reports, and knowledge transition doc for the project team
- Introduced new policies, knowledge transition practices, and procedures implemented by the Project Management Office
- Achieved successful benchmark database migration from SYBASE to Oracle.
- Provided training and education to developers, stakeholders and end users about best practices during and after implementing solutions
- Facilitate meetings with all stake holders include end users, project managers, developers, testers, SME's, and app support, resolving impediments
- Effectively managed multiple projects and performed additional job-related duties as requested

EDUCATION

Master of Business Administration (MBA)   **GWU, USA**

Consulting & Business Analytics   May 2017

Bachelor of Engineering (BE)   **UNIV OF MUMBAI, INDIA**

Electronics Engineering   May 2007

Pro-bono/ Part-Time/Academic Projects:

Optics Valley H Nano Tech, Washington DC, USA

Business Strategy Consultant   **Jan 2016 – May 2016**

- Branded U.S companies and Nano-particle-product portfolio and sales channels
- Segregated successful omnichannel retail strategy for the consumers in China and USA
- Examined PWC and BCG's US and China market outlook reports, identifying core customer segments
- Offered U.S market entry criteria for the products, meeting with FDA representatives
- Created marketing strategy for both U.S and China market, aiming at $5 million 1st year
- Formulated product scaling, pricing and launch timeline, identifying collaboration opportunity in the U.S market.

Friends of Kenilworth (National Park Services), Washington DC, USA

Business Analysis Consultant (pro-bono)   **Sept 2016 – Jan 2017**

- Organized visitors/volunteer survey, identifying interests and interaction at the park
- Analyzed collected data for forecasting using data mining tools, such as Tableau, JMP Pro, R and Google Maps, successfully identified traits and qualities of prospective volunteers and donors
- Devised feasible selection criteria for hiring prospective board members, best practices, and payment packages
- Recommended geographical area and target population segment for an effective market strategy

Oil & Natural Gas Corporation (ONGC)

Technical Business Analyst   **Feb 2006 – March 2007**

ONGC is one of the fortune 500 companies and one of the largest multinational oil producer. As a Technical Analyst, I worked in their satellite communication department, where I helped writing technical proposals for the infrastructure and software outsourcing requirements:

- Gather, analyze and document technical requirements from the business managers
- Communicate requirements to the vendors and publish the contracts in news papers
- Analyze submitted tender's worth $5 to $50 million USD – vendor experience and current clients, perform reference check etc.
- Liaise with the selected vendors, prepare project implementation plan, process re-engineering and keep business updated on the progress
  Identify impediments and provide on-site resolution to technical issues