

## **Summary of Job Specification**

### **• Facilitate requirements gathering and ability to work with a range of stakeholders.**

In the last three projects that I have worked in Commonwealth Bank and American Express, I have been instrumental in working with a range of stakeholders to gather requirements for the systems to be developed.

In the last product development project (which worth 24 million dollars), I was responsible for several areas including front and back offices, operation and loyalty. I engaged several business stakeholders and worked in agility to gather the requirements and impacts through numbers of workshops and brainstorming sessions.

- I liaised regularly with the operations teams, end users in the different departments of the bank and with the executives and operations managers.
- I conducted interviews with the different stakeholders to understand the various business processes and held workshops to finalise concept document and high level business/functional requirements.
- I apprenticed operational tasks to gain deeper understanding to cover all business events.
- I created use cases based on the business events, scenarios and models to represent system interactions.
- I created high level process flow diagrams using Visio to model the workflow and business processes.
- I created high level business impact assessment document based from the workshops and apprentices.

Along with the project milestone, I was able to deliver my responsible portions to a business case for approval. I continued to engage with my stakeholders and worked agility to gather low level requirements for solution design phase.

- I worked with solution architect and created detailed functional requirements and detailed business impact assessment document.
- I worked with external vendor to define the project solution and deliverables.
- I conducted walk through sessions with all stakeholders to agree and baseline the requirements.
- I mapped the requirements with the statement of work to ensure the mandatory and desired functions were covered in system design.
- I managed change requests and ensured the viable solutions meeting the requirements.
- I engaged compliance, marketing and training departments to plan on the change management activities.
- I engaged test manager and worked on the test straggles and test cases.
- I assisted testing team from a consultation perspective to achieve the completion of test cases.
- I successfully change managed the implementation of the new product for the bank.

The product is expected to increase 8 million dollars in business revenue from current portfolio. The fully customized user interface and workflow enables the operation to flow smoothly end to end.

### **• Ability to understand business needs and match these to system requirements.**

Having worked as a business analyst for more than 5 years I have successfully honed my skills of understanding business needs and matching these to system requirements.

While working with Commonwealth bank one of the project I worked was loyalty program enhancement. My first task to understand the system that had been built and produce requirements document to the external vendor so that they could build to enhance the new loyalty program and support the product.

- I learnt the application and the business processes quickly and carried out a detailed review of the existing system.
- This required constant interaction with the external vendor, the bank executive teams and offshore developers to understand the product.
- I also read the existing documentation of the product to understand the working of the product and created documents for the external vendor where I felt new or more functionality was needed.

I worked to gather requirements for the new release of the product by constantly interacting with the external vendor and executive team. There was one situation where the developer was having difficulty to understand what business wanted and I was able to demonstrate and support the product knowledge to the developer.

- To resolve the situation I took the approach of using business events, use case scenarios and then showed them to the developer. This helped in resolving the issues and the developer understood fully of what business wanted.

#### • Experience in writing functional requirements

I have years of experience in writing functional requirements. In the last two projects that I worked in the bank I created the functional requirements for the application to be developed. The external vendor that I worked with was Carlson Marketing Worldwide (CMW).

While working on the loyalty program enhancement I created detailed functional requirements for the product that were then passed on to the developers to build the product.

- The task included designing the interfaces and finalising the workflow of the application.
- I created the mockup screens along with the functional requirements.
- I also created detailed process flow diagrams using Visio.

The requirements covered all the interaction that product needed to perform and was extremely helpful to the developers. The vendor appreciated my efforts in both the projects and both the projects were successfully launched on time.

In my last two projects with the Commonwealth Bank and American Express I have started with small teams and have successfully mentored the team to deliver solutions that met the objectives set by the client.