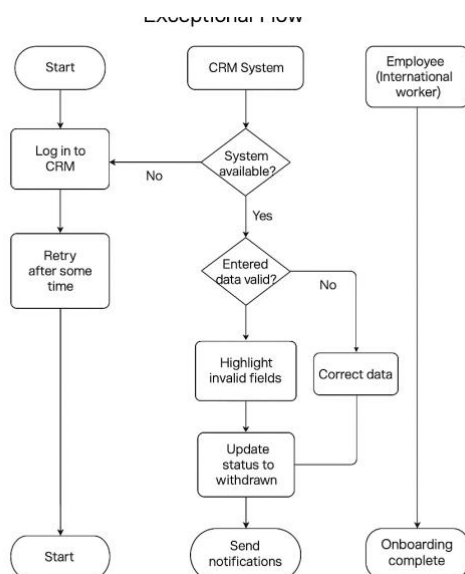
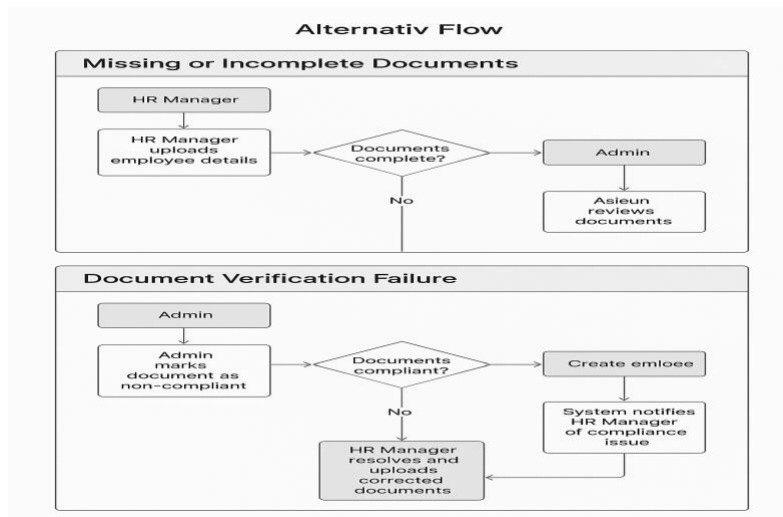
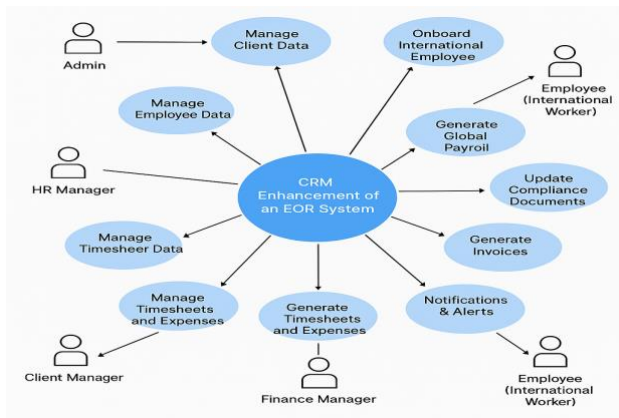
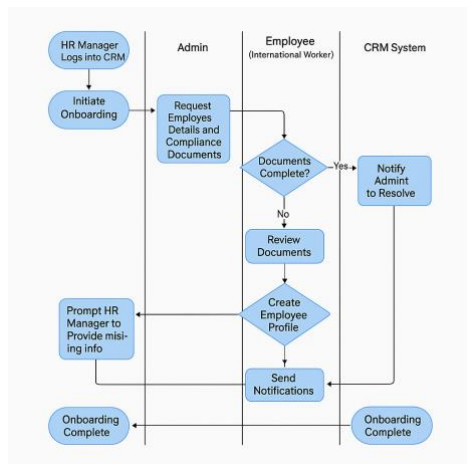


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Use Case ID

UC-001

Use Case Name Onboard International Employee

Actors HR Manager, Employee (International Worker), Admin

Description This use case covers the onboarding process of a new international employee within the CRM system, including collecting necessary documents, verifying compliance, and setting up the employee profile.

Preconditions 1. HR Manager and Admin have logged into the system.2. Required compliance and onboarding templates are pre-approved and available in the system.

Postconditions 1. Employee is successfully onboarded.2. Compliance documents are verified.3. Notifications are sent to relevant stakeholders.

Basic Flow 1. HR Manager initiates onboarding.2. System requests employee details and documents.3. HR Manager uploads documents.4. Admin reviews and verifies compliance.5. System generates an employee profile.6. System sends notifications to HR Manager, Admin, and Employee.7. Onboarding is complete.

Alternate Flows - If the documents are incomplete, system notifies HR Manager for missing information.- If compliance verification fails, Admin is notified to resolve issues.

Exceptional Flows - System is unavailable: HR Manager retries later.- HR Manager provides incorrect data: System prompts correction.

Special Requirements 1. System should support file uploads of multiple formats.2. Data must be stored securely in compliance with GDPR and other data privacy regulations.3. Notifications should be sent via email and in-app alerts.

Frequency of Use As needed for new employee onboarding.

Business Rules 1. Only authorized HR Managers and Admins can onboard employees.2. System must ensure document completeness before profile creation.

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In my experience as a Business Analyst, Microsoft Visio has been an invaluable tool for visualizing complex workflows and system interactions. I used Visio extensively to create clear process maps, data flow diagrams, and use case diagrams that helped bridge the gap between technical and non-technical stakeholders. It was especially helpful in clarifying business processes, identifying bottlenecks, and documenting system enhancements in a visual format that everyone could understand. Visio's intuitive interface and drag-and-drop functionality made it easy to iterate quickly, ensuring diagrams stayed up to date as the project evolved. This not only enhanced collaboration but also served as a vital communication tool during stakeholder presentations and technical design sessions.

During the CRM enhancement project for the Employer of Record company, Azure DevOps was a core part of my toolkit as a Business Analyst. I utilized Azure DevOps to manage requirements, maintain user stories, and ensure continuous integration of updates within our Agile sprints. Its seamless linking of work items to code and testing efforts gave our team a clear view of project status, dependencies, and progress, significantly improving collaboration between business and technical teams. Using Azure Boards, I tracked feature requests and change logs in real-time, helping prioritize enhancements that aligned with business objectives. The platform's dashboards and reporting features also enabled me to provide transparent, data-driven updates to stakeholders, making Azure an essential part of the project's success.

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- BA Experience in Requirement Gathering
 - Conducted stakeholder interviews and workshops to identify core business needs and objectives.
 - Analyzed existing business processes and documented gaps and pain points in the current CRM system.
 - Created detailed process flow diagrams and use case models using Visio to ensure alignment and clarity.
 - Collaborated with cross-functional teams (HR, Finance, IT) to gather comprehensive functional and non-functional requirements.
 - Translated business needs into clear, actionable user stories and acceptance criteria for the development team.
 - Facilitated regular feedback sessions with stakeholders to refine requirements and ensure they met project goals.
 - Maintained an organized requirements backlog in Azure DevOps for easy tracking and prioritization.
 - Ensured all requirements adhered to compliance and data privacy standards relevant to international EOR operations.
 - Acted as the primary liaison between business users and technical teams, bridging gaps and fostering understanding.

- Experience as a Business Analyst during the requirement analysis phase:
- Analyzed collected requirements to identify dependencies, constraints, and potential risks.
- Translated high-level business needs into detailed, actionable functional and non-functional requirements.
- Developed process and data models (including data flow diagrams and activity diagrams) to visualize system interactions and user workflows.
- Conducted gap analysis to compare current system capabilities with desired future states.
- Collaborated with technical teams to validate feasibility and ensure alignment with architecture and design principles.
- Prioritized requirements based on business value, complexity, and stakeholder input.
- Created traceability matrices to map requirements to project goals and ensure end-to-end coverage.
- Validated requirements with stakeholders through structured reviews and feedback sessions.
- Documented and maintained requirement artifacts using tools like Visio and Azure DevOps for transparency and version control.
- Ensured alignment of requirements with organizational policies and international compliance standards, especially relevant for EOR services.

Business Analyst during the design phase:

- Collaborated closely with solution architects and developers to translate requirements into system design specifications.
- Created wireframes and mock-ups using tools like Visio and Balsamiq to visually represent user interface designs.
- Participated in design workshops and brainstorming sessions to ensure alignment with user needs and business goals.
- Reviewed technical designs to verify compliance with functional and non-functional requirements.
- Acted as a liaison between stakeholders and the technical team to ensure the design addressed all identified gaps and pain points.
- Provided input on system architecture considerations, focusing on scalability and usability.
- Facilitated discussions to balance user experience with technical feasibility, ensuring an intuitive and efficient system.
- Managed changes and updates to design artifacts based on evolving business needs or technical constraints.
- Ensured that designs incorporated security and compliance considerations essential for global EOR operations.
- Documented final design specifications and secured stakeholder approvals before moving to the development phase.

Business Analyst during the development phase:

- Actively participated in daily stand-ups and sprint planning meetings to ensure development efforts were aligned with business requirements.
- Clarified and refined user stories and acceptance criteria for developers to support accurate implementation.
- Acted as a point of contact for the development team, addressing questions and clarifying functional requirements in real-time.
- Reviewed sprint deliverables and provided feedback to ensure alignment with business objectives and user needs.
- Conducted walkthroughs and demos with stakeholders to validate that the developed features met expectations.
- Collaborated with testers to develop test cases and scenarios that covered all functional and non-functional aspects.
- Managed change requests and communicated any requirement adjustments or updates to the development team.
- Tracked progress and flagged risks or issues that could impact the delivery timeline or scope.
- Ensured that the developed CRM features adhered to data privacy and compliance standards, crucial for EOR operations.
- Supported developers with additional documentation, data mapping, or clarifications as needed throughout the phase.

Business Analyst during the testing phase:

- Collaborated closely with QA teams to ensure comprehensive test coverage for all functional and non-functional requirements.
- Reviewed and validated test cases and test scenarios to ensure alignment with user stories and acceptance criteria.
- Participated in user acceptance testing (UAT) sessions with stakeholders to gather feedback and ensure the system met business expectations.
- Identified and documented defects or gaps found during testing, ensuring prompt communication with developers for resolution.
- Conducted root cause analysis for any issues discovered to provide clear context for fixes.
- Facilitated testing sign-offs and coordinated re-testing efforts for resolved issues.
- Ensured compliance with global data privacy standards and EOR-specific processes during testing.
- Managed updates to requirements documents and test plans based on findings in the testing phase.
- Acted as a liaison between stakeholders and the testing team to clarify expectations and resolve ambiguities.
- Provided final validation and sign-off that the CRM enhancements were ready for deployment and met business goals.

Business Analyst during the deployment phase:

- Coordinated closely with technical teams and stakeholders to ensure a smooth deployment and rollout of the CRM enhancements.
- Facilitated stakeholder readiness by preparing release notes, user guides, and training materials tailored to different user roles (HR Manager, Admin, Finance, etc.).
- Conducted user training sessions and demos to familiarize stakeholders with new CRM features and workflows.
- Validated that deployment processes aligned with project scope and met all documented requirements.
- Oversaw cutover activities, ensuring data migration, configuration, and go-live steps were executed properly.
- Monitored post-deployment performance to confirm stability and address any immediate issues.
- Acted as the primary point of contact for stakeholders during go-live, promptly addressing questions and concerns.
- Collected user feedback to identify areas for immediate improvement or future enhancements.
- Updated project documentation to reflect the final state of the deployed solution.
- Ensured that deployment met global compliance and data security standards, crucial for Employer of Record operations.