

Krishna Bhargav R

Test Analyst

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Employer – Infosys Limited, Bangalore

Professional Synopsis

- **12.4 years** of strong IT experience in **Software Testing & Quality Assurance & Business Analysis** across various domains on **US Commercial Lending & Residential Mortgage Lending industry**, Banking, Healthcare & Insurance.
- **3.5 years** of proven BA experience on **US Residential Mortgage industry**.
- Strong **End-to-End** knowledge & proven expertise on **US Residential Mortgage Loan Origination/Loan Processing/LOS/Mortgage Backed Securities(MBS) & also Mortgage Servicing domains from past 7 years with multiple US based clients**.
- Very strong proven expertise in **ENCOMPASS 360 - an LOS product owned ELLIE MAE company**.
- Very strong proven expertise in complete workflows of **Loan Origination from Lead Management -> Application Approval -> Conditions & Document management -> Underwriting & Credit Approval process -> Closing & Funding process**.
- Very strong proven expertise on various **Loan Types in US Residential Loan market such as Conventional, FHA, VA, USDA, JUMBO & HELOC (Second Lien) products**.
- **Currently working as Senior UAT Team Lead with additional responsibility as Business Analyst (BA) for one of the leading Mortgage Lender based out of California, USA**.
- Strong expertise in **Desktop Applications testing, Web Based Testing, Web Accessibility Testing, Cross-Browser Testing, & Mainframe testing**.
- Strong experience in **SDLC/STLC** process for core development, Application Support/Maintenance based projects.
- **Very strong testing skills on applications involving Complex requirements, dependencies & functionalities System Integration Testing [SIT], End-to-End Testing, System Testing, Black Box Testing, Regression Testing, Smoke/Sanity Testing and User Acceptance Testing (UAT)**.
- **7+ years** of strong expertise on Agile – Scrum model of working.

Project Experience details

Project: **Business Analysis & UAT Team**

Duration: September 2017 – till date

Client: Leading Residential Mortgage Lending company at USA.

Software & Tools:

- ALM - JIRA, Google Docs, LUCID Chart
- LOS – Encompass 360 by Ellie Mae.

Roles & Responsibilities:

- **Business Analyst** - Accurately capture , define and documents customer business requirements/processes.
- Collaborate consistently with various Business LOB heads and end users to accurately understand the requirement/problem statement and provide/document appropriate solution by discussing with Developers, Technical Architects and PO.
- Manage project timeline, identify risks/issues, manage stakeholder expectations and share project status updates with Management.
- **Create/Update -> BRD/Functional Spec/Success Criteria documents having accurate information about Problem Statement/Issue faced by end users, AS-IS current functionality of the system, Going-Forward / TO-BE system behaviour, Solution approach, Testers & Dev notes, Impacted Business Rules list**.
- Analyse the feasibility of, and develop requirements for, new systems and enhancements to existing systems; ensure the system design fits the needs of the users.
- Perform **Static Code analysis & Impact analysis** of complex interdependent business rules involving upstream-downstream systems & identify the Technical/Functional discrepancies & address it to various stakeholders such as Business LOB heads, PO, Developers, QA teams.
- Identify requirement gaps on Loan Origination – Processing workflows enhancements/fixes & document the same & address it to various stakeholders such as Product Owner(PO) & Business teams.

- Create Loan Workflow Training documents having complete information about latest end-to-end Loan Origination-Loan Processing stages of various loan types on Encompass product which helps Client BA's, PO, Business teams for their new resource training purpose & also helps new UAT,QA & Developers in gaining knowledge of the current functionality in quick span of time.
- **Coordinate with Client PO, Scrum Master & business users in onboarding new Client BA's, training them & bring them up to speed with Encompass product.**
- Actively participate in Scrum Ceremonies, daily stand-ups , weekly planning & retro meetings.
- Perform End-to-End regression testing & Loan processing from Lead Management -> Application Approval -> Conditions & Document management -> Underwriting & Credit Approval process -> Closing & Funding process of various loan types.
- **UAT Team Lead activities -> Team management, Resource training/grooming & planning, Work allocation & tracking, Test Artifacts review of team members, Test Reporting, Defect management & provide feedback on the team members performance to Internal Management.**
- Perform new resource evaluation/conduct interviews & provide feedback to Internal Management.
- Provide functional knowledge & training on various loan processing workflows to Automation team & review Automation scripts.

Project: Application Enhancement & Extended QA support

Duration: September 2013 – August 2017

Client: Leading Mortgage Servicing company at USA for residential mortgage loans.

Software & Tools:

- TFS 2010 as ALM tool, MICROSOFT TEST MANAGER – Test Management tool.
- MS SSIS Packages testing for ETL & DB enhancements.
- Soap UI for Web Service & SOA testing.
- Web Accessibility Testing Tools – WAVE tool & NVDA

Roles & Responsibilities:

- Offshore Test Lead for teams across multiple offshore locations with team size of 4 QA testers.
- Contributed to Client & Project by implementing QA Standards & Process.
- Lead & enable QA team by better collaboration with Client, Development team, Cross-Functional teams at Onsite for end-to-end release level activities.
- **Enable new team members of both QA & Dev for application & domain knowledge on Mortgage servicing concepts such as Loss Mitigation, Loan Resolution, Delinquency & Foreclosure process.**
- Create QA Test Strategy, Estimation & Test schedule based on various User stories' priority .
- Work allocation to QA Team, mentoring, review activities.
- Perform Impact Analysis on the application for new requirements / enhancements thus helping identify the risks & defects at early stage of the iteration.
- Provide Weekly Iteration progress & various stakeholders – Client, QA management, Dev & Onsite team.
- UAT co-ordination with Onsite & Business teams.
- Provide functional knowledge of various applications & end-to-end business flows for Automation team.
- Perform Web Accessibility Testing for each release to ensure Corporate Website is fully ADA & 508 Standards compliant.
- Perform Exploratory testing for End User facing website & Internal applications of client.

Project: Bank Account Switching Program

Duration: February 2012 - September 2013

Client: Leading bank at UK

Software & Tools:

Test Director, JCL batch jobs, DB – IBM DB2

Responsibilities:

- Module Lead for payment related applications & interfaces.

- Bottom-line ownership of QA Test schedule planning & strategizing QA activities throughout STLC of the project.
- Perform System Integration Testing & End-to-End testing of business flows for respective upstream & downstream systems.

Project: Government Programs (GP)

Duration: July 2009 - Jan 2012

Client: **Leading Health care company at USA.**

Tools used: HP Quality Center, JCL, CICS, FILEAID, and IBM DB2.

Responsibilities:

- QA Tester - Complete ownership of all test activities & deliverables throughout the STLC from Requirement Analysis – Test Closure.

Academic Details

- **BCA (66%) from National College Jayanagar, Bangalore during the period of 2005-2008.**
 - **PUC (68%) from Vijaya PU College, Bangalore during the period of 2003-2005**
 - **SSLC (86%) from BHSS, Bangalore during the period of 2000-2003.**
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