### Hannah Althia Hector 804-319-7556 hannah.althia@gmail.com

**PROFESSIONAL SUMMARY**

* Over 7 plus years of experience as BA/QA Tester with strong knowledge of different phases of Software Development Life Cycle (SDLC) including Requirements Analysis, Design and Development as per Agile and Waterfall Methodologies.
* Strong understanding of Agile & all phases of Software Testing Life Cycle (STLC).
* Prepared Test Plan, test Cases, Test scripts and Test Metrics for the application.
* Extensive experience in gathering, managing, and documenting business and functional requirements, communicating effectively with upper management, developers and QA engineers.
* Strong experience in conducting UAT and documentation of test cases. Familiar in designing and developing test scenarios and test cases.
* Extensive knowledge of various phases of different Software Development Life Cycle (SDLC), models like Waterfall, Agile, SCRUM, RUP
* Experience in the different modules of ALM/Quality Center such as the Requirements, Test Plan, and Test Lab, Defects modules.
* Extensive experience in gathering, analyzing, and validating business requirements. Requirement gathering through interviews, Joint Application Development (JAD) sessions with clients and referring to existing documentation and procedures
* Thoroughly worked with MS Office, MS Project Professional, and MS Visio on various projects
* Performed GAP analysis and maintained requirements traceability matrix (RTM)
* Conducted usability and user acceptance testing (UAT) on behalf of end users
* Experienced in analyzing business requirement at all stages of software development lifecycle (SDLC)
* Expertise in translating user requirements into System Specifications and mapping the process design, workflows for SDLC with documenting and managing business requirements.
* Structured and Conceptual Data Modeling, Logical data models, Logical ER diagram, Entity definitions, Business rules, Event analysis, and Physical data model, Logical to physical entity & attributes mappings.
* Worked with various teams on setting new JIRA & CONFLUENCE instances for new teams.
* Managed requirement activities using an iterative and incremental methodology such as Agile and Rational unified process (RUP)
* Conducted functional walk through, User Acceptance Testing (UAT) and assisted user manuals for customers
* Interacted regularly with development team, database designer, system administrator and the senior management to meet the deadlines of project milestone
* Hands-on experience and has a very good knowledge on fundamental Test process with starting from Test planning, Analysis, Test implementation, Reporting to Test Closure.

**TECHNICAL SKILLS:**

**Business Modeling Tools:** UML CASE Tools, IBM Rose, MS Visio

**Processes:** Agile - Scrum, Waterfall

**Requirements Management:** SharePoint, Visio, Rational

**Databases:** MS Access, MS-SQL Server, ORACLE,

**Testing Tools:** HP ALM/Quality Center, JIRA, Soap UI WSDL, Rally

**Platforms:** Windows, Mac, UNIX

**Methodologies:**  Agile, Waterfall, Scrum

**Other Tools:**  MS Project, Word, Excel, PowerPoint, SQL plus, MS Outlook

**EDUCATION:**

**MS in Business from Virginia Commonwealth University- 2019**

**B. Com from Bangalore University-2014**

**PROFESSIONAL EXPERIENCES:**

**Charter Communications, St Louis, Missouri**

**April 2020- Present**

**Business Systems Analyst (UAT)**

## Description: Worked as a Business System Analyst in a Retail Telecom Background for multiple applications/ channels also involved in migration of Arterra to Amdocs and been part of new application

## Responsibilities:

## Prepared Test Plan, test Cases, Test scripts and Test Metrics for the application as well as for the database verification based on the functional requirements, portal redesigned and test specs.

* Monitored the Defect Tracking Process and generated customized graphs and reports for the client using Jira.

## Assisted with system and user testing by creating test plans and participating in testing.

## Worked on different mobile platforms (Android, iOS, Windows).

## Responsible for Functional & Regression testing, while supporting activities like conducting in-depth qualitative and quantitative analysis, test designing, test planning to making recommendations and discovering new approaches for application developments for future enhancements and raising potential technical defects.

## Executed test cases for different release

## Prepared and created testable use cases and functional test case

## Delivered UAT documentation to the BA to make recommendations on changes to the applications

## Maintained a log of number of data tested, number of passes, number of fails, number of defects identified, type of defects and the severity and frequency of every defects.

## Trained new team members on BAU functions

## Review functional, system and business requirement documentation to be used for the creation of test plans

## Participated in Project Kick-off meetings with Business analysts and Product owners to understand requirements.

## Analyzed and discussed business requirement documents and use cases.

## Discussed functional requirement documents and test cases with Product owners.

## Developed and executed high level test plan and business test scenarios.

## Performed Smoke Testing, Functional Testing, Regression Testing

## Tracked defect to closure in ALM HP Quality Center testing tool.

## Held defect review meetings with business analysts and product owners to prioritize and assign defects.

* Regularly interacted with the core developers in helping the bug fixes/defects within deadlines
* Performed Manual Testing, GUI Testing, System Testing, Functional, Black-box Testing, regression testing, Sanity testing and many others to fully validate the application functionalities.

**Turner Broadcasting Services (Warner Media) Atlanta, Georgia October 2019 – April 2020**

**Business Systems Analyst**

## Responsibilities:

* Assess current application metadata confirming accuracy within current data dictionary in preparation for CCPA data privacy regulatory compliance.
* Supervised and documented interface requirements for functional department, analyzed and recommend strategies to enhance projects, and coordinated with CCPA team from conceptualization to implementation.
* Responsible for understanding organization-wide work processes to improve and maintain the standard.
* Documented process information using visual diagrams in the form of business process models (using the Business Process Management Notation or the Flowchart Notation).
* Worked with CCPA team on setting new JIRA & CONFLUENCE instances.
* Project to document data lineage for regulatory CCPA audits
* Worked on documenting Service Level Agreement (SLA) for CCPA Team
* Worked on documenting the functional requirements for the CCPA Team.
* Proficient in creating and documenting use case scenarios and storyboards
* Thoroughly worked with MS Office, MS Project Professional, and MS Visio on CCPA Project.
* Assess current application metadata and applicable data controls, confirming accuracy within current data dictionary in preparation for GDPR and CCPA data privacy regulatory compliance.
* Provide Information Owners evergreen solutions for data management in adherence with the Records Retention policy which includes GDPR and CCPA compliance
* Project to document data lineage for regulatory GDPR and CCPA audits
* Assisted with system and user testing by creating test plans and participating in testing.
* Involved in the requirement analysis and design phases to comprehend all technical assessments, and to participate in implementation with minimal errors.
* Setting up infrastructure for pre-production and production environments
* Regularly interacted with the core developers in helping the bug fixes/defects within deadlines
* Performed Manual Testing, GUI Testing, System Testing, Functional, Black-box Testing, regression testing, Sanity testing and many others to fully validate the application functionalities.
* Performed Compatibility Testing which included Cross Browser Testing, and confirmation of browser security settings.
* Coordinate with different teams and assist in deriving hardware and software requirements for the Test plan and maintain test environment
* Tested applications in different types of browsers and versions, such as Internet Explorer, Firefox, Google Chrome to simulate production environment
* Document all processes and procedures for testing based on established standards defined by the organization

**Transoft Info solutions Pvt Ltd, India March 2017 – Aug 2019**

***Business System Analyst***

* Worked on different mobile platforms (Android, iOS, Windows).
* Created Test plan, High level scenarios, test case construction and test estimates, resource estimates and weekly status reports.
* Define, develop, and execute automation test scripts using Java that leverage black and white box testing across functional, non-functional and performance testing.
* Wrote Maven build scripts to automate the compilation and execution of Testing test cases/suites.
* Verified the application’s functionality on different Configurations by performing Configuration Testing.
* Created process flows for servicing and acquisition processes.
* Defect tracking & logging of defects in ALM/Quality Center and verifying the fixes.
* Experience in SVN, Jira, and Jenkins. Responsible for creating the project space in confluence.
* Prepared the activity diagram and sequence diagram to give clarity to all stakeholders of the project on the flow of operations of the system and timelines of each actor involved in the project.
* Extensively used Req Pro for requirements. Documented all the changes in the initial templates. Provided feedback on process enhancement for various products/processes.
* Involved in modeling of the business and application using Rational Unified Processing (RUP) and Unified Modeling Language (UML).
* Written automated scripts with XPaths to identify web elements such that most of the browsers can be used.
* Structured and Conceptual Data Modeling, Logical data models, Logical ER diagram, Entity definitions, Business rules, Event analysis, and Physical data model, Logical to physical entity & attributes mappings.
* Professional expertise in MS SQL Server and Oracle and with special expertise in distinguishing between reference data and master data requirements.
* Analyzed SQL queries that were used by the testing team to validate the data in the back-end Oracle Database.
* Configured an AWS Virtual Private Cloud (VPC) and Database Subnet Group for isolation of resources within the Amazon RDS.
* Lead and provide technical assistance and/or training in using and Confluence and other tools as identified.
* Analyzed data/workflows, defined the scope, and performed GAP analysis.
* Worked on Validation Rules, Workflows, Approval Processes, page layouts, Components.
* Responsible for Functional & Regression testing, while supporting activities like conducting in-depth qualitative and quantitative analysis, test designing, test planning to making recommendations and discovering new approaches for application developments for future enhancements and raising potential technical defects.
* Managed the overall SDLC for internal and client driven enterprise software initiatives including the development of business needs and requirements, development maintenance, measurement and support for client interactive marketing programs, websites, desktop, web and mobile applications
* Monitored the Defect Tracking Process and generated customized graphs and reports for the client using Jira.
* Assisted with system and user testing by creating test plans and participating in testing.

**SKC Enterprises Bengaluru, India June 2014 –Feb 2017**

**Business Systems Analyst**

## Responsibilities:

* Conducted user interviews and provided translation to development team; and performed user-acceptance testing.
* Created efficiencies in workflow process, document procedures, and ad-hoc accounting assignments.
* Analyze and design business processes, define and implement process workflows and functional requirements. Define business scope and primary objectives of new projects. Identify, validate and document business requirements.
* Provide Information Owners evergreen solutions for data management in adherence with the Records
* Worked with various teams on setting new JIRA & CONFLUENCE instances for new teams.
* Participated in the testing front end of the application and filling UAT defect log and maintaining project’s issue and action item.
* Detailed project planning including schedules, technical and business requirements, cost and resources plan. Expertise in using Clarity and Open Work Bench.
* Extensively used Excel to create weekly, ad-hoc reports for consumer IT usage analysis.
* Created and managed SharePoint Lists using SharePoint designer.
* Created new custom objects, assigned fields, designed page layouts, custom tabs, components, custom reports.
* Manage Escalations on behalf of the client and/or Marketing Cloud and Sales Cloud
* Documented test cases and test scenarios for testing of mobile and web based.
* Responsible for understanding organization-wide work processes to improve and maintain the standard.
* Gathered, analyzed, documented business and technical requirements from both formal and informal sessions, and validated the needs of the business stakeholders.
* Identify business processes in need of improvement and optimize workflows throughout the firm.
* Documented process information using visual diagrams in the form of business process models (using the Business Process Management Notation or the Flowchart Notation).
* Performed Data mapping on the extracted data, logical data modeling, created class diagrams and ER diagrams used SQL queries to filter data.
* Executed advanced level SQL queries to verify data integrity of the databases.
* Extensively used SQL scripts/queries for data verification at the backend.
* Defect and Test Management using test management tools Jira and Quality Center
* Increased the productivity of our customers by creating an efficient UI for the mobile application
* Performed Functional, Negative, Positive, Integration, Regression, End to End and User Acceptance Testing.
* Consolidated individual Statistical Summary from the team deliverables, various reports, jobs, files and inventory documents to present it in weekly status meetings.
* Helped in the collection of requirements and preparation of BRD and FSD in support of risk underwriting strategies for execution by the IT group. Used integration strategy and delivery model to streamline deployment of mobile application
* Managed requirements traceability information and tracked requirements status throughout the project. Also managed changes to baseline requirements through effective application of change control processes and change management tools.
* Conducted integration testing and regression testing with developers in development and QA, also conducted user acceptance testing with UAT team. Safety reporting on system-based projects, acted as a liaison, writing documentation and increased project coordination.

**Hatch Force India June 2013-June 2014**

***BA/QA Tester***

* Prepared Test Plan, test Cases, Test scripts and Test Metrics for the application as well as for the database verification based on the functional requirements, portal redesigned and test specs.
* Worked in Agile environment, with an ability to accommodate and test the newly proposed changes at any point of time during the release.
* Validated web services manually and through automation using SOAP UI.
* Evaluate and analyze Business Requirements, Functional Specification documents.
* Used Postman to check the response of various API's.
* Used Swagger UI as a visual documentation for back-end implementation and client-side consumption.
* Expertise on Mobile App automation testing Using APPIUM.
* Worked on mobile testing for iOS and android devices for native application and hybrid application
* Integrate ERP into Demand Planning; Develop Interfaces from Demand Planning into production.
* Implemented included ERP, CRM web hosting applications, network migrations, large-scale commercial data warehouses and online advertising systems
* Developed and executed testing for Loan Delivery and XML loan processing applications.
* Created Test plan, High level scenarios, test case construction and test estimates, resource estimates and weekly status reports.
* Wrote Maven build scripts to automate the compilation and execution of Testing test cases/suites.
* SQL queries for database validation.
* Defects were tracked and prioritized using Quality Center and analyzed the variation between expected result and actual result.
* Maintaining Banking environments to mitigate customer downtime, sustain equipment longevity and performance, and achieve compliance with NCR expectations. Developed test scripts for Data Driven Testing and End-to-End Testing in Quick Test Pro.
* Verified the application’s functionality on different Configurations by performing Configuration Testing.
* Used Load Runner for Performance Testing, Stress Testing and Load Testing.
* Constantly worked with Business users to provide them with test reports for analysis.
* Generated defect reports/graphs using Quality Center for the developers and project managers.
* Worked on UAT with entire group of Business users and BA team and verified its results.
* Found, reported and traced the status of bugs using QC.
* Develop a clearly defined Test plan to ensure the test scenarios will accomplish testing objectives.
* Performed System, Functional, UAT and Black box Testing.
* Worked on User acceptance testing (UAT), Functional Acceptance Testing (FAT), System Integration Testing (SIT) & Functional Integration Testing (FIT).