

# Shrami Mishra

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## Summary

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Zealous Business Analyst with a fresh MBA degree ready to contribute to the leading organization by creative and visionary ideas. Well-versed with the software development cycle with the background of QA. Understanding of coordinating with the development and UX team to assure maximum efficiency on every release in the past. Proficient with customer interaction and query solving.

## Experience

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### Office Depot

Boca Raton, FL

Business Analyst

2018 – 2020

Responsible for understanding the requirements with stakeholders, making stories in JIRA for the development team, and customer interaction to clarify the technical issues.

- Organized BA deck for a yearly roadmap using story maps in JIRA.
- Used MEDALIA to capture customer feedback every week & summarize it to stakeholders.
- Used TeaLeaf and Full story for understanding customer interaction with our application.
- Client Interaction: follow up calls with the end-user to get feedback on our customer-facing application for better sales.
- Gap analysis of the product.
- Document user stories in JIRA to initiate the application development process via backlog refinement.
- Proactive stakeholder meetings for an early project initiation to meet our yearly goals.
- Understanding end-user needs from stakeholders and third-party vendors & summarizing them efficiently to the development team for an excellent end-user experience.
- Architected final flow on LUCID charts to obtain cost-effective business solutions with the help of the UX & development team.
- Sign off by UAT before launching our product to the end-user.
- Meticulous design changes for enhancing software for better sales.
- Demo software ready for release.
- Intermittent product owner for a short period on a subproject.

### Quality Assurance Engineer (QA)

2017 – 2018

Responsible for testing the website page or functionality before launch which includes end-to-end testing, functionality testing, integration testing, regression testing, and closely worked with the project manager to understand the requirement and brief the offshore team in India.

- Identified the key test requirements concerning the functionality and performance of the application.
- Verify all the backend data is populating correctly from different tables' views.
- Verified the data flow from the backend to the dashboard.
- Designed a manual testing strategy and performed Manual Testing.

- Created test scripts that check all aspects of the application, and then run these tests on each new build.
- Written SQL queries to get the actual numbers to the dashboard.
- Attending weekly test plan/project status meetings and reviews.
- Maintaining and running Regression test cases.

## **Conduent**

Albany, New York

Conduent (formerly known as Xerox Healthcare) healthcare platform helps healthcare providers deliver safer, more effective care.

Software Quality Assurance Engineer

2015 – 2017

Responsible for complete End to end and Regression Testing done during the tenure of the project.

- Prepared test plans from the product requirements and Test Scenarios supporting the testing procedures by sign-offs with business analysts and project managers.
- Responsible for performing the integration testing for the modules which were developed to explore integration issues.
- Identified the key test requirements concerning the functionality and performance of the application.
- Designed a manual testing strategy and performed Manual Testing of some of the modules/components of the application as per the requirements.
- Created test scripts that check all aspects of the application, and then run these tests on each new build.
- Involved in the Component Testing, Integration Testing, System Testing, UAT Testing, Regression Testing.
- Conducted vigorous backend testing using SQL statements.
- Involved in MMIS Providers' letters and reports validation process.
- Worked in an agile team. Used test-driven development strategy to report bugs.
- Involved in attending SCRUM meetings to discuss iteration of the project cycle.

## **Software Quality Assurance Engineer**

India, 2012 – 2015

Responsible for preparing Test Scenarios and Test Cases based upon the Use Case and UIS Documents and complete End to end and Regression Testing during the tenure of the project.

- Involved in attending SCRUM meetings to discuss iteration of the project cycle.
- In absence of a Team Lead, used to be the backup team lead.
- Executed test cases and found the defects.
- Conducted positive and negative testing manually.
- Performed extensive Database testing for major project activities.
- Explained to developers about the requirements and defects.
- Prepared Daily execution sheet.
- Helped others to complete the Ad hoc tasks.
- Stretched my limit to explore more about the functionality and somehow make sure that my exploration in this regard emerges out with appropriate functionality.
- As a team player, I inculcated myself in preparing daily status reports, defects status reports, execution reports, etc. which help team members.

## **Education**

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**University of the People**, Master of Business Administration, 2020

- A one-year, MBA degree program

**Bachelors of Technology**, Computer Science from India, 2008-2012

## **Skills**

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**Operating System** Windows series, Windows 7, Window XP, Mac OS

**Programming Languages** SQL, C, C++

**Software** Bugzilla, JIRA, SOAP UI, VersionOne, Sharepoint, AOPS, Green Screen, Tablue, TeaLeaf, FullStory, Medallia, Lucid Charts, Microsoft excel and powerpoint

**Domains** Ecommerce, Retail, Healthcare

**Methodologies** Scrum, Agile, Kanban, Waterfall

**Project Management Tools** JIRA, Rational ClearQuest, Version One, Qtest, Bugzilla

**Databases** SQL Server, MySQL, Oracle, Green Screen, FUTURE

## **Additional**

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- Event Management- handled all the events in my wedding in India and many team-building activities and family events in previous companies.
- I love to paint in my free time.