# SHAILESH V PATILSr. Business System Analyst

**Email:** **Harshal@adroitassociates.com**

**Phone: 732-813-0364**

## PROFESSIONAL SUMMARY

* A qualified **Business System Analyst** with around 8 years of industry experience in successful delivery of high-quality IT solutions primarily in **Banking and Mortgage** domains mainly focusing on business analysis using several **software development life cycle methods.**
* Extensive experience in various software development life cycle methodologies like **waterfall**, **water-scrum-fall** a waterfall- Agile hybrid methodology to modern agile methodologies such as **Scrum, Kanban, Scrumban, XP** and **SAFe**.

### Knowledge of various acts such as Banking Secrecy Act (BSA), USA Patriot Act, Foreign Account Tax Compliance Act (FATCA), Homeowners Protection Act (HOPA), Fair and Accurate Credit Transaction Act (FACT Act), Sarbanes Oxley Act and FinCEN, Office of Foreign Assets Control (OFAC).

* Well Versed with compliances such as **Know Your Client (KYC), Suspicious Activity Report (SAR), Payment Card Industry (PCI), Payment Card Industry Data Security Standard (PCI DSS), Customer Identification Program (CIP), Customer Due Diligence (CDD), Enhanced Due Diligence (EDD), Anti-Money Laundering (AML).**
* Adequate knowledge in different banking systems like **Loan Origination System (LOS), Anti-money laundering (AML), Fraud management and Customer Relationship Management**.

### Skilled in teaming up with Business Users, Business Owners, Key Stakeholders, Project Managers, Product Owners, Scrum Masters, Subject Matter Experts, Architects, Developers, designers, Quality Analysts and Testers for delivery of a complete efficient result at all phases of software development life cycle.

### Knowledge and experience in performing Feasibility study, Risk Analysis, Cost-benefit Analysis, Gap Analysis, SWOT Analysis, Root Cause Analysis, and Impact Analysis.

* Skilled in **Eliciting requirements** from Business Owners and Stakeholders using various elicitation techniques such as **JAD (Joint Application Development), Focus Groups, Interviews, Document Analysis, Questionnaires/Surveys, Brainstorming, Observation, Reverse Engineering, Required Workshops and Brainstorming**.
* Proficient creating various documentations such as **Business Requirements Document (BRD), Functional Specifications Document (FSD), Software Requirements Specification (SRS) & Requirement Traceability Matrix (RTM).**
* Extensively worked with Project Manager in creating **Work-breakdown Structure (WBS), Project Charter, Project Plan**, calculating the **Earned Value** and analyzing the efficient path using **Critical-Path Analysis**.
* Exhaustive knowledge in breaking down of **Epics** to **User Stories**, defining **acceptance criteria, Definition of Ready (DOR), Definition of Done (DOD)** and **Information radiators**.
* Experience in participating in various Scrum ceremonies such as **Product Vision, Release Planning**, **Backlog Grooming, Sprint Planning, Daily standup, Sprint review** and **Sprint retrospective meetings** and assisted the Product owner in defining **MVP, MRF, MMF** and with **Prioritizing** and helped the team in **estimating** the user stories using techniques **like Moscow, KANO and planning poker, T-shirt sizing, bucket sizing** respectively.
* Expertise in creating **Unified Modelling Language (UML)** diagrams such as **Use case, Activity** and **Sequence diagram**

using **Microsoft Visio, Star UML,** and **Lucid chart** for appropriate visualization of requirements for developers.

* Well Versed in making the developers understand the requirements by creating **High and Low Fidelity Mock-ups, throw- away prototypes** and **Wireframes** using **Lucid chart** and **Balsamiq mockups**.
* Proficient in working on **JIRA** for creating and maintaining **project schedules, user stories, bug lifecycle**.
* Good understanding of creating **Procedures, Triggers, Functions with Clauses and Subqueries** and extensive practical experience in performing **SQL Queries** of different types like **Select, Joins**(**Inner Join, Left Join, Right Join, Full Outer Join**)**, Where, Group By, Union, Oder By and aggregate functions** to extract data from different data sources and perform **CRUD Operations, Data Analysis, verification and validations**.
* Profound Knowledge of **Data Warehouse Implementation, Data Modelling, Data profiling, Data Integration, Data Mapping** and **Data Migration** from various **Databases ODS, Data Marts**.
* Expertise in performing **OLAP & OLTP** operations such as **Slice, Dice, Roll Up** and **Drill down** and implementing **schemas**

like **star, snowflake, and galaxy schema** in Data Warehouse.

* Knowledge of **Extraction of data** from Source Systems, applying **Transformation logic** and **load process** for a data warehouse using tools like **Informatica PowerCenter**.

### Widespread knowledge of Service oriented architecture (SOA), Client- Server Architecture, Application programming Interface (API), Simple object Access Protocol (SOAP), Representational state transfer (REST), Extensible Markup Language (XML), Java Script Object Notation (JSON).

* Performed **API testing** using **Postman** and **Soap UI** to validate Request and Response using CRUD operations and **documented** the **Request and Response** using **Swagger.**
* Hands on experience in creating **Test Case, Test Plan**, and **Test scenario** and maintained it using **HP ALM/QC**.
* Considerable experience in assisting and supervising **Sanity check**, **Integration Testing, system testing, Regression Testing, UAT, Load Testing, Performance Testing**.

### Knowledge in Test Driven (TDD), Behavioral Driven (BDD), Acceptance Test Driven Development (ATDD) and Continuous integration and Continuous deployment (CICD) using Jenkins.

* Proficient in **Business Intelligence (BI) and Data visualization** tools like **Tableau, Microsoft Power BI,** and **Oracle BI**.

## TECHNICAL SKILLS

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| --- | --- |
| **SDLC Methodologies** | Waterfall, Waterfall-Scrum Hybrid, Scrum, XP, Spiral |
| **Modelling Tools** | Microsoft VISIO, Balsamiq, Lucid Chart |
| **Project Management Tools** | Jira, HP ALM, MS Project, MS SharePoint, Confluence, Rally |
| **BI/Reporting/Visualization Tools** | Tableau, Microsoft Power BI, MS Office Suite (Excel, Word, PowerPoint) |
| **Web Services and API Documentation** | SOAP API, REST API, XML, JSON, Postman, Soap UI, Swagger tools |
| **Database Management** | MySQL, Microsoft SQL server, AWS S3, Oracle |
| **Data Warehousing** | Data Marts, ETL, OLTP, OLAP, Slicing/Dicing, drill down/Roll Up |
| **Data Modelling** | Conceptual, Logical, physical, dimensional Data Models, Star, Snowflake and Galaxy schema |
| **Testing Tools and Version Control** | HP ALM/QC, Selenium, Git, SVN, CVS |
| **Technologies** | AWS Textract, Amazon S3, AWS Redshift, EC2, Snowball, AWS Glue Salesforce CRM, Salesforce, ServiceNow, SQL |

**PROFESSIONAL EXPERIENCE**

The project was based on **migrating the data** from a **legacy loan origination system to a new system** to overcome the redundancies posed by the existing application which was a legacy system with limited scalable and performance capabilities. The project also involved a **Reporting workstream** to create **reports for management and operational reporting**

**Sr. Business System Analyst July 2020 – Till Date**

**Wells Fargo, Charlotte, NC**

**Roles and Responsibilities:**

* **Identified key stakeholder**s and helped synthesize the requirements through various **elicitation techniques** like Interviews, JAD sessions and Document Analysis.
* Performed **requirements walk-through and documented** technical specification requirements, configurations and created tickets using **JIRA** and Acted as a **liaison** between developers and business stakeholders to communicate the **technical requirements.**
* Performed **GAP analysis** reviewing the eccentricity in the existing **As-Is legacy application** and recommended possible areas of enhancements in future To-Be system.
* Executed **data transformation and cleansing** procedures to prepare legacy systems for successful import into the new system.
* Planned and managed **end-to-end data migration, data modeling and conversion** from database, flat files and performed data loading from load files to target database.
* Performed **SQL queries** and used **stored procedures** involving Data Query Language (DQL) statements to retrieve the information from the database.
* Created **high and low-fidelity wireframes, mockups, throw-away prototypes** using Visio to elicit feedback for further improvement and **UML diagrams** like Use Case, Activity and Sequence diagrams for better visualization and understanding of processes.
* Actively participated in **Data reconciliation process** to detect and correct the corrupt data and was responsible for creating and maintaining the end-to-end data mapping and data conversion spreadsheet and identified the source and target data, developed transformation processes using Informatica
* Assisted Salesforce administrator in application and administrative tasks such as creating a **profile, object, fields, reports**. Created a few **new custom objects and enhanced dashboards** and took part in the deployment of categorized and organized data to the **Salesforce CRM cloud.**
* Assisted in creating **Stored Procedures, Triggers, Functions, Cursors, Views**, Complex SQL Queries with **Clauses, Subqueries, Aggregate Functions and Joins.**
* Assisted in creation of **Test Cases, Test Plans, Test Scenarios,** updated **Requirements Traceability Matrix & Performed User Acceptance Testing (UAT)**
* Created **API documentation** using **swagger**, performed **API testing** using **Postman** to validate request and response for **JSON** based **REST**ful services using **CRUD** based methods like **GET/POST** to capture the response error codes and the data received.
* Created various **summary reports, matrix reports, pie charts, dashboards, and graphics** to assist managers to better utilize the application and configured various Reports for different user profiles.

**Environment:** Waterfall-scrum Hybrid, MS Visio, MS-PROJECT, MS Office Suite, JIRA, SharePoint, Informatica PowerCenter, MS SQL Server, Toad Data Point 5.1, Salesforce, Skype, Symphony, SOA, MYSQL DB, HP ALM, Tableau.

**Roles and Responsibilities:**

The project was based on enhancing and automating the **loan origination system** into a scalable, fully integrated data-driven end- to-end LOS which was customized and integrated with **compliance management system** covering every step of the loan process beginning from **loan origination, application processing, risk analysis, underwriting** till **closing** leading to greater efficiencies, ensuring faster reaction and helping the bank make smarter decisions through data and insights.

**Sr. Business System Analyst October 2019 – June 2020**

**JMPC, Wilmington, DE**

* Acted as a liaison between business side and technical side throughout the project and maintained **Compliances** and

### Policies such as The Truth in Lending Act (TILA), The Fair Credit Reporting Act (FCRA), Equal Credit Opportunity Act (ECOA), Homeowners Protection Act (HPA), Office of Foreign Assets Control (OAFC).

* Performed **Document analysis** to understand the AS-IS process and identify the change in the performance between the AS- IS system and the TO-BE system by performing **GAP analysis**.
* **Elicited Requirements** from Stakeholders, Business Users, Risk Analysts, under writers using different elicitation techniques such **as Interviews, Brainstorming and Focus Groups.**
* Facilitated **JAD session** between the business side and the technical side to capture consensus-based business requirements and provide developers with a good understanding of what business wants the system to do.
* Participate in **Pre-PI Planning** as needed and ensured that **business objectives** are understood
* During **PI Planning**, communicated business priorities to the teams, maintained agreement and alignment among the stakeholders regarding the **key objectives of the train**. Participate in the management **review and problem-solving meeting** to review and adjust scope, resolve problems and prepared the **business context**, including **Milestones** and significant external dependencies.
* Worked closely with the technical team to convert the **functional requirements** into **technical specification**.
* Involved in **story definition**, providing the necessary clarifications to assist the team with their **story estimates** and **sequencing**. Also worked with the team to determine **PI objectives** for the upcoming PI.
* Participated in **Scrum Ceremonies**, helped Product Owner in converting the requirements into **user stories** and defining the

**Acceptance criteria** and **Definition of Done** and assisted Product Owner in prioritizing the **Product Backlog**.

* Assisted the Product Owner in breaking down the **epics** into **user stories** using slicing techniques while keeping the **INVEST criteria** for user stories in mind and writing the use stories in **JIRA**.
* Created **Mockups, high and low fidelity wireframes** using Balsamiq depicting the GUI/UI Interface.
* For the developers to better understand and visualize the requirements created **UML Diagrams** like **Use case, Activity, Sequence diagrams** using **Lucid chart** to display the interactions in the **Loan Origination System**.
* Integrated **Amazon Textract** with the **Loan origination system** to perform **Optical Character Recognition (OCR)** for Automation of **Application processing** and **Document Verification**.
* Used **Amazon Simple Storage Service Buckets(S3)** to store extracted Data from Optical Character Recognition (OCR) before Transferring the data into the **Data Warehouse**.
* Created and executed different **SQL Queries** for Data Analysis, Validation and assisted in creating **Stored Procedures, Triggers, Functions** with Clauses, **Subqueries, Aggregate Functions** and used Join functions like **Inner Join, Left Join, Right Join, and Full Outer Join** to retrieve data related **Loan origination**.
* Maintained **Referential integrity of data** and verified whether the front values coming from **application processing** and

**loan origination** is stored correctly in backend using **SQL Queries.**

* Identified various data elements from multiple **source systems**, performed **data cleansing** and **data analysis** on the extracted data to generate **integration rules for ETL process.**
* Coordinated in creation of **ER Diagrams** defining **entities, attributes, relationships** and worked with the data base team for the **ETL data** from various sources into **Data warehouse** and **data marts** using **Informatica**.
* Created and maintained a complete **Data mapping specification** document for **Mapping** the Data from Source System into the Data Warehouse using **Informatica PowerCenter**.
* Assisted team in building the **Service Oriented Architecture (SOA)** and integrate communication using **REST with JSON**.
* Performed **API testing** using **Postman** to validate the **request and response** using **CRUD** based methodology.
* Assisted testing team in creation of **test cases, test scenarios, test plans** and **Requirement Traceability Matrix (RTM)**.
* Assisted QA team for testing the application during **smoke testing, black box testing, regression testing**, and **UAT testing**, also assisted QA team in improving and testing the test scenarios using **Jira-zephyr**.
* Created various types of **reports and visualizations** such as **bar chart, pie chart, heatmap, tree maps** and integrated them into interactive **dashboards** using slicers and filters in **Tableau**.

**Environment:** Scrum-Safe, AWS (Amazon Textract, S3 Buckets), OCR, JIRA, Apache Tomcat, Tenserflow.js, Confluence, Balsamiq, Postman, Swagger, HP ALM, API, JSON, REST API, MS Office, Oracle DB, Informatica PowerCenter.

 **Roles and Responsibilities:**

The Project was to build a **Credit Card Fraud detection system** using **Machine learning algorithms** to analyze the historic data and detect fraud transactions in real time using Geo-location, Purchase History and various other Patterns and factors to proactively identify the risk and alert the customer.

**Sr. Business System Analyst July 2018 – September 2019**

**American Express, Phoenix, AZ**

* Interacted with Subject Matter Experts (SMEs) and performed **document analysis** to understand the **Business Process** and aid to **Business Process Improvement (BPI)** for the **Credit Card Fraud detection system.**
* Conducted one-on-one **Interviews, Focus Group,** andconducted **JAD sessions** to elicit requirements and performed **GAP analysis** to understand the **AS-IS** performance and the **To-BE** Performance of the system.
* Used **JIRA** to write the converted requirements into **User stories** and assisted product owner in creating **Acceptance criteria**

and prioritizing the **Product Backlog Items** (**PBIs)** in the **Product backlog** artifact.

* Ensured and verified that the **Payment Card Industry Data Security Standards (PCI DSS) Norms** are followed and implemented in the **Credit Card Fraud detection system.**
* Assisted developers in creating the **logic** for the **Machine learning algorithms** by creating **process flow diagrams** and gave insights for the training of Machine Learning algorithm functions used in the new system.
* Created **Use case, Activity diagram and Sequence diagram** using **MS Visio** for better understanding and created **Mockups, prototypes, Low fidelity and High-fidelity Wireframes** using Balsamiq mockups and created **workflow diagrams** using **MS Visio** for an improved visual representation of the business process.
* Executed various **SQL queries** to perform data analysis and validation using **joins, subqueries, and aggregate functions**.
* Assisted Lead Architect in creating **Dimensional Model** to ensure that the historical data is properly stored in the dedicated data marts, and the requirements are properly captured by the data marts.
* Coordinated in creation of **ER Diagrams** defining the **entities, attributes, relationships** and created **mapping** of data from source system to target system and maintained a detailed **mapping spreadsheet.**
* Created **API Specification Document** and performed **API testing** using **Postman and Swagger,** respectively.
* Assisted in creating **test cases, test plans, test scenarios** and performed **User Acceptance Testing** and actively participated in other functional tests like **Smoke testing, system testing, regression testing and black box testing.**
* Presented various **key performance indicators (KPIs)** by generating different types of **reports** and combining them into

**dashboards** using **Tableau** for Business Analysis and decision making.

**Environment:** Agile Scrum, Balsamiq, MS Visio, Jira, MS office suite, Postman, Swagger, Tableau, Informatica PowerCenter, MySQL, HP Quality Center.

The project was based on Enhancing and Developing an improved risk-based **Anti-Money Laundering System** in compliance with the **Enhanced Due Diligence (EDD)** to resist money laundering. The new system focused on screening new customers with additional information to validate **customer identity, detect rouge activities** based on **linked accounts, customers, transactions, access**. The new system also Automated **314(a)** screening, **314(b)** communications, **CTR** and **SAR** filing, Case management services, watch list screening and was **integrated with AWS** for high-performance abilities by **AWS Migration** for scalable cloud computing.

**Business System Analyst October 2017 – June 2018**

**Santander, Boston, MA**

**Roles and Responsibilities:**

* Facilitated **JAD sessions** with **SMEs** and **Business Owners** from different systems for better understanding and analysis of the impact of various aspects on each other and Ensured **Customer Identification Program (CIP), Customer Due Diligence (CDD), Enhanced Due Diligence (EDD)** policies are implemented and followed based on **KYC norms**.
* Conducted **Interviews, Questionnaire, Focus Groups to** Elicit Requirements for reporting on illegal Activity that include **KYC, CDD, Currency Transaction Reporting (CTR), Suspicious Activity Report (SAR), Watch-list filtering.**
* Responsible for ensuring all required AML regulatory requirements are still in place and Coordinated with Banking Team to collect and organize KYC information for new and existing accounts, and review supporting documentation.
* Performed **cost-benefit analysis, Risk Analysis and Feasibility study** to understand the benefits and feasibility.
* Drafted the **UML diagrams** as **Use Case, Activity, Sequence diagrams** and **Workflow diagrams** for proper understanding of the system requirements and assisted in creating **User Interface document** and created **Mockups and Wireframes** for the enhanced UI/UX of the application using **Balsamiq** and **Lucid Charts**.
* Identified **Source data** and **Target data** to perform **Data analysis, Data profiling** and developed **transformation processes**

using **Glue** and applied business rules to engineer **ETL process** and populate **AWS Redshift**.

* Used **Jira** forwriting and maintaining **user stories** with defining **Definition of Done** and **Acceptance criteria.**
* Facilitated easy transition of data from **AWS S3 buckets** to Server databases for granularity & easy access of data and assisted in creating **Stored Procedures, Triggers, Functions** with Clauses, **Subqueries, Aggregate Functions and Joins.**
* Assisted in end to end flow of data and **Testing of Rest/Soap API** by checking for request and response using **CRUD operations** and created **API Documentation** using **Swagger tool.**
* Assisted the QA team in writing **Test cases, Test plan and Test scenarios** and testing the application during **smoke testing, black box testing, regression testing, and UAT testing.**
* Created various types of reports, **ad hoc reports** using **Tableau** and visualizations such as **bar chart, pie chart, area chart, heatmap** and integrated them into interactive **dashboard**.

**Environment:** Agile-Scrum, Jira, MySQL, XML, REST, SOAP, Postman, Swagger, Lucid charts, Balsamiq, HP ALM and Microsoft office suite, Tableau, AWS Redshift, S3, Snowball, AWS Glue.

The scope of the project was to **develop a software** which can **detect risk of a Mortgage payment** **default** using the data associated with the mortgage applicant **and generate a Payment default risk score** and **Probability of default** based on the historical mortgage transactions data and applicant’s credit worthiness using models and algorithms.

**Business Analyst March 2016 – September 2017**

**HDFC, Bangalore, India**

 **Roles and Responsibilities:**

* Facilitated **JAD sessions** with Subject Matter Experts (SMEs) and Senior Business Analysts from various departments for better understanding and analysis of the impact of features on each other.
* Elicited negative growth factors & their possible causes from end-clients using **Observation.**
* Performed **cost-benefit analysis, Risk Analysis and Feasibility study** to understand the benefits and feasibility.
* Discussed with SMEs and Technical leads about the **risks** involved and how they can be made secure.

### Drafted the Unified Modelling Language (UML) diagrams as Use Case, Activity diagram, Sequence diagram and

**Workflow diagrams** for proper understanding of the system requirements.

* Assisted in creating of **User Interface document** and created **Mockups, throw-away prototypes and Wireframes**.
* Participated in various Scrum ceremonies, helped PO to review the **Definition of Done** and **Acceptance Criteria**.
* Performed **Data mapping** and created **ER diagrams** by identifying Entities, Attributes and Relationships
* Collaborated with Data Engineers to configure storage with a separate data mart to receive data associated with borrower and co- borrowers from application. Performed and documented Data Mapping.
* Used **Jira** extensively for **defects and issue tracking**, to maintain the **bug lifecycle** and writing **user stories** with defining the **Acceptance criteria and Definition of Done (DOD).**
* Assisted the end to end flow of data and **Testing of XML** based **Rest API** by checking for request and response using **CRUD operations** and created **API Documentation** using **Swagger tool.**
* Assisted the QA team in writing **test cases, test plan and test scenarios** and testing the application during **smoke testing, black box testing, regression testing, and UAT testing.**
* Executed **Ad-hoc SQL queries** to extract data and generate internal reports to analyze the interfaces.

**Environment**: Agile-scrum, Jira, MySQL, XML, REST, SOAP, Postman, Swagger, Lucid charts, Balsamiq, HP ALM and Microsoft office suite.

 **YES Bank, Bangalore, India Jr. Business Analyst October 2014 – February 2016**

The Scope of the project was to **enhance** an **online facility** to its customers by building **a software** that would facilitate Core banking functions such as **multiple account balances, Fixed deposits, statements, pending and cancelled transactions, transfer of funds, loans, mortgages and payments, credit cards** between accounts, transfer history, tracking deposits and by maintenance of customer profile.

 **Roles and Responsibilities:**

* Elicited requirements using different **elicitation techniques** such as **JAD sessions, Questionnaire /Survey, Brainstorming**

from different key stakeholders, SMEs, and customers.

* Collaborated with technical team and elicited requirements to **integrate Salesforce Sales Cloud** for its better **Customer Relationship Management (CRM)** and Cloud capabilities.
* Arranged meetings with architects about **implementation procedures and documented runbook.**
* Created Documents such as **Business Requirements Document (BRD), Functional Specifications Document (FSD)** and

**Software Requirements Specification (SRS)** to document the gathered requirements.

* Assisted the project manager with deliverable like **Work Breakdown Structure** and **Critical Path Analysis**.
* Developed **UML diagrams** like **use case diagram** for modelling the **online banking system**.
* Worked closely with development team to make sure that business needs are fulfilled and explained the requirements and requests to the developer to build the software.
* Documented **change request document** and performed **Impact Analysis** on each phase completed.
* Created **Mockups, Wireframes** for User interface specification of the online banking system using Balsamiq screens and create user training manuals and other instructional guides.
* Developed **data maps** for retrieval of data from existing account system, transformation and loading of data into the new system and Identified initial data sources to migrate to **Salesforce Cloud** after analyzing, Data Mapping and designing target data fields using **Informatica PowerCenter** (IPC).
* Assisted the QA team in creating **Test case, Test plans and Test scenarios,** created and maintained the **Requirement traceability matrix (RTM)** using HP QC tool.
* Performed Various **SQL Queries** like **unions, joins, order by and group by** to extract and analyze the data.
* Used **Tableau** for **Data Visualization** and **Reporting**.

**Environment:** Water-Scrum-fall (Hybrid), Microsoft office suite, SQL, Tableau, HP QC, Balsamiq Screens, Informatica PowerCenter.

**Shoppers Stop, Mumbai, India Jr. Quality Analyst August 2013 – November 2014**

The Project was to **enable card members** to **enroll on to the website** and perform activities such as **redeeming for gift card**, **Points transfer, Rewards check, points purchase and statement credits**. Card members can also check for upcoming rewards and view past and pending transactions.

 **Roles and Responsibilities:**

* Extensively worked in **Software Testing Life Cycle (STLC) phases** – **Requirement Analysis, Test Planning, Test Case Development, Environment Setup, Test Execution and Test Cycle Closure**.
* Worked with developers, business and technical analysts in **design sessions** to ensure full understanding of requirements.
* Involved in creation of **test cases** for **manual testing** and **automated testing** using **QTP** and **QC**.
* Validated the Actual test results with Excepted test results using **SQL Queries**.
* Maintained the **Requirement Traceability Matrix** and Set-up the system, coordinated and performed Usability Testing with the Business Analysts and Business Users.
* Defined the **Entry/Exit Criteria** for the project and ensure these criteria are met.
* Coordinated with development team to ensure timely delivery of builds for new **functionality** and **defect fixes**.
* Actively involved in all the phases of testing **smoke testing, Graphical User Interface (GUI) testing, System testing, Regression testing and support User Acceptance Testing (UAT).**
* Used **Quality Center** to store all the **test results** and **track the defects.**
* Provided **reports** to management on QA phase of project.

**Environment:** Waterfall, HP QC and LoadRunner, MS SQL Server, MS Office Suite, SharePoint, Tableau.

## Education:

Bachelor’s in Engineering (Electronics and Communication)