

Srujana Sistla

srujana6798_g75@indeedemail.com

(669) 290 8190

- 7+ years of hands-on IT experience as Sr. Business Analyst & QA Lead
- IT Service Management (ITSM) experience in Service Catalog, Requirement Fulfillment, Self Service Portal, Incident Management, Change Management, Problem Management, Knowledge Management on ServiceNow platform
- Very good exposure to Information Technology Infrastructure Library (ITIL)
- Experience conducting requirement gathering workshops with various stakeholders
- Keen ability to collaborate with key stakeholders to analyze and interpret business needs and interface with technical staff to translate needs into solutions
- Extensive knowledge on writing requirements, performing gap analysis & presenting analytics/reports
- Proficient in Functional, Regression, Black box, System Integration (SIT), Acceptance (UAT), Configuration, Browser Compatibility Testing
- Excellent written, verbal & interpersonal skills
- Great understanding of overall software development life cycle with excellent understanding of all phases & artifacts
- Expertise with Agile (Scrum Master), Waterfall & hybrid methodologies
- Good experience in Pharmacy & eCommerce domains

Work Experience

SR Business Analyst

IRUS INFOTECH

January 2017 to December 2019

SR Business Analyst, Client

HEINEKEN

January 2017 to December 2019

LOCATION: KRAKOW, POLAND

Project Description: This project is to enhance ITSM modules in ServiceNow.

Job duties:

- Working with ServiceNow Product Owner & ITSM Process Owner's to capture the requirements
- Writing User Stories in ServiceNow using Agile Module
- Participating in Scrum planning sessions in identifying Release Backlog from Product backlog
- Working with Development & QA teams to implement these requirements
- Participating in daily scrum meetings and helping Development & QA teams with requirements clarifications
- Reviewing test scripts & providing feedback to QA teams
- Supporting UAT activities by collaborating with business stakeholders
- Participating in Scrum retrospective and documenting lessons learnt for each release
- Training end users on the new changes that are introduced in every release

- Supporting ServiceNow platform upgrades
- Business enablement through service catalogs & workflows
- Constant surveillance of new ServiceNow features

QA Lead & Business Analyst, Client

RAKSHIT DRUGS PRIVATE LIMITED - Hyderabad, Telangana

January 2013 to December 2015

INDIA

Project Description: This project is to build a web portal to track various drug manufacturing lines and production status built on JAVA platform with oracle 11G backend. There were set of drug feed batch jobs scheduled on Autosys tool.

Job duties:

- Leading the testing team for performing functional, system integration & regression testing
 - Designing test plans and test strategy
 - Working with various stakeholders and gathering requirements
 - Acting as a liaison between business area subject matter experts and development team, throughout all phases of SDLC
 - Analyzing requirements and deriving test scenarios [both negative & positive]
 - Validating the end-to-end flow of data in different environments
 - Creating and executing automation scripts for sanity, functional and regression testing using QTP
 - Supporting automation team for developing automated scripts and clarifying script failures
 - Validating drug feed batch jobs
 - Run job's on-demand in test environment
 - Logging and tracking the defects using HP QC
 - Conduct daily defect triage with BA, DEV & client stakeholders
 - Actively involved in scrum meetings held as part of project status call
 - Providing test closure memo for the testing activity conducted for the project, to go live
 - Support UAT and production smoke testing
 - Resource planning, training, and mentoring the new team members in the project
 - Involved in preliminary analysis of performance results with dev & performance engineering teams
 - Preparing & sharing daily work status reports with all senior managers & stake holders of the project
- Capturing and publishing different metrics for the project management like test case vs. Defect ratio, requirement changes, QA tasks percentage completion, defect filing rate in different execution cycles, deferred defects from a release

QA Lead & Business Analyst

IRUS INFOTECH

October 2011 to December 2015

QA Analyst, Client

RAKSHIT DRUGS PRIVATE LIMITED - Hyderabad, Telangana

January 2011 to December 2012

INDIA

Project Description: This is a web application for vendors to order drugs, intermediate compounds & track the order status, built on JAVA with oracle 10g as a backend.

Job duties:

- Worked closely with business analyst, system analyst, and developers to understand requirements and technical design documents
- Facilitated quality assurance reviews of requirements and detailed designs
- Developed test strategy and test plan documents along with detailed estimates that tie into the overall project plan
- Built and maintained traceability matrix within quality center test management tool
- Performed functional and regression testing
- Preparation of test summary report for all the testing cycles (unit, system, and regression testing)
- Providing test data for UAT to support their testing
- Setting up new rules, based on which orders will be allowed or rejected
- Mapping the rules & sources in backend to manage the orders coming from different sources
- Conducting daily meeting to discuss issues during testing and taking steps to fix them immediately
- Captured test metrics like test cases effectiveness, test coverage, defect leakage to drive continuous process improvement in quality control
- Extensive communication with developers to report the defects
- Responsible to call for stand up meetings with developers, business analysts and respective managers for any escalation of critical issues
- Performing data validation, while comparing data flow from placing orders to till orders settled
- Conduct knowledge transfer to new members of the team
- Postproduction support. Handover open defects, test scripts and BRD documents and conduct walkthrough for post-production support team. Assisted in documenting end users FAQ's and troubleshooting guide for supporting operations and customer care teams

Education

MASTER OF SCIENCE

VELLORE INSTITUTE OF TECHNOLOGY - Vellore, Tamil Nadu

April 2012

Skills

- ServiceNow ITSM Modules
- Office 360
- JIRA
- HP ALM
- RALLY
- Google Docs
- Agile
- Scrum
- SDLC
- User Acceptance Testing
- Test Cases
- Requirements Gathering