

Naresh Nerella

Business Analyst, Quality Assurance Professional , Scrum Master

Phone: +91 7204716116

Email: nareshnerella@gmail.com

LinkedIN: <https://www.linkedin.com/in/naresh-nerella-17a0888a/>

Professional Expertise:

- Having 11+ years of experience in delivering IT services on Business Analysis ,Scrum Master, Support Services, Test Process consulting, delivering Quality Assurance services with on-site and off-shore projects. Experience in consulting various clients geographically in implementing, planning, strategizing test process and solutions. Visited U.S. for stakeholder engagements.

On Business Analysis/ Scrum Master role, plan, design, develop, and launch efficient business, financial, and operations systems in support of core organizational functions and business processes. This includes gathering and analyzing data in support of business cases, proposed projects, and systems requirements and track via JIRA.

- Act as a liaison between the business client and technical organization by planning, conducting, and directing the analysis of complex business problems solved through strategic eCommerce-based solutions (e.g., Intranet , JIRA , Rally, Redmine).
- Lead requirements elicitation sessions to understand business problems and how proposed system enhancements address them while assessing impact to existing functionality and business processes
- Be part of a scrum team and participate in daily standups, lead grooming sessions, author user stories, attend size/commit sessions, provide feedback in retrospectives
- Be responsible for producing business requirement artifacts – including Use Cases, Business and Message Rules, User Stories, Supplemental (Non-Functional) Specifications, and collaborate with User Experience Group for User Interface
- Design Specifications – for the large and complex projects.
- Business Analysis and Stakeholder engagements
- Participated in technical evaluation of business proposals.
- Facilitated Scrum framework – sprint planning, backlog grooming, daily scrums, sprint reviews and sprint retrospectives.
- Worked effectively with multiple Scrum teams both internally and off-shore
- Gathered requirements, defined scopes, allocated resources and established schedules meeting or exceeding project demands.
- Collaborated with product owners, team members, technologists and other scrum masters to define solutions and drive progress.

- Identified innovative and automated approaches to routine tasks, making suggestions that were widely received.
- Raising software change requirement based on the developed scenarios, testing changes in respective scenarios, and sending them for deployment.
- Involved in reporting the defects and interacting with the developers for resolving the bugs.
- Created manuals and published guidelines for proper use of systems.
- Developed flowcharts and diagrams to describe and lay out logical operational steps.
- Involved in all testing procedures and wrote test cases and scenarios for development team.
- Interfaced with customers and developers to diagnose problems and implement configuration requirements and solutions.
- Use sharepoint for uploading the documentations.

On QA role, holds the Accountability in testing the E2E functionalities, Smoke Testing, Sanity Testing, Regression/Retest , UAT will be part of the testing activities.

- Proven experience in deliverable QA service with meeting deadlines on Agile and Swift projects. Has got experience in handling scrum calls while working with development team and product management staff to release high quality products.
- Experience in Strategic management involves co-ordination and implementation of the QA goals and initiatives taken on behalf of owners and keep improving the QA process
- Part of Deployment Activities and ensure Smoke testing in Production
- Conducting the scrum calls and managing the scrum teams.
- Delivering the product with Quality. Performing verification and validations.
- Functional and Smoke testing of an application.
- Sanity testing, Regression testing and Acceptance testing.
- Create Test Plan. Proficient in writing Test cases by applying Black Box Design Technique
- Very Good understanding of Software Development Life Cycle (SDLC)
- QA Management experience across multiple projects, off-shore and On-Site.
- Strong technical skills, both functional and non-functional,
- Experience in implementing and shaping the company's QA processes and strategies.
- Experience managing testing departments or a testing functions, managing large and complex activities and processes.
- Experience in Advocating Quality Assurance, Continuous Improvement and industry recognized Best Practices.
- Ability to communicate with all levels of management and peers within the organization. Ability to build, implement and direct quality assurance principles and maintain quality of delivery.
- Ability to build, implement and direct quality assurance principles and maintain quality of delivery.

- Managing training and continuous learning of QA staff by means of short courses, conferences, meetups, certifications, etc.
- Providing leadership and technical expertise within Quality Assurance

On Technical Analysis role, take the Accountability in sorting out the production queries on daily basis and resolve them in a timely manner. Interaction with operation teams.

- Understanding Operation team needs, requirements, and expectations and devising solutions accordingly and tracking via JIRA tool.
- Troubleshooting problems pertaining to system performance, application conflicts and system bugs; addressing queries regarding information system including maintenance of software support.
- Planning Bug fixing activities including gather requirements, identify risks, implementation planning and post implementation support.
- Analysed and resolved critical issues escalated by the business teams
- Ensured round the clock support all clients, performing root cause analysis and systematic troubleshooting, so that the production issues are resolved with no impact to business.
- Conferred with production and systems management teams for operational activities, providing them with essential, continuous information and support
- Intranet / Redmine / JIRA are Issue tracking tools .

Professional Experience

| | |
|---|---|
| Cisco Systems India Pvt Ltd, Bangalore , India | Designation : Business Analyst (Business Analysis, QA Analyst, Technical Analysis) Duration : March 2015 to till date |
| Aon Hewitt , Bangalore , India | Designation : QA Analyst Duration : September 2010 to March 2015 |
| Crimson Logic India Pvt Ltd, Bangalore , India | Designation : Consultant Duration : September 2008 to September 2010 |

Skills

- Databases: SQL Server, Oracle, Kibana
- Bug/Issue-Tracking System: Intranet, Rally, JIRA, Bugzilla, Redmine , Sharepoint
- Test management tool : HP Quality Center , BRE simulator ,Rest API, Postman
- Methodologies/Concepts : Agile Methodology, Waterfall ,Vmodel ,Scrum
- Agile process implementation& coaching
- Requirement Gathering, Analysis & Solutions.
- Functional, Integration, Database, Black Box, White Box testing & Support.
- Team building, Process improvement, Project Management
- Business Analysis, Product Implementation, Customer service
- Business operations, Team management, Reporting template development
- Leadership, Problem Solving, Decision Making

Certifications

1. Scrum Master Certified
2. ITIL Certified
3. Scrum Fundamentals Certified by Scrum Study

EDUCATION

Bachelor, Technology

Pydah college of Engineering and technology
JNTU University, Hyderabad

WORK EXPERIENCE

Cisco Systems, Bangalore.

Projects

Team : Routing Operations

Projects : Business Rules Engine (BRE)

Routing Data Management Tool

Business Routing Engine Transitions Tool

Intelligent RMA Experience

Resource Profile

Client: Cisco India/Onsite customers.

Role: QA , Technical Issue Analysis, Business Analysis

Testing Approach: Simulation , Manual Testing , Agile Methodology

Domain: Routing

Description: We Partner with Delivery to enable & support innovative routing strategies and provide robust outcomes data to drive ongoing improvements. We own SR+CR routing data ,rules, tools, and business processes that bring Cisco Support Engineers and Customers/Partners together in a technical support context.

Routing Operations Tool Capabilities:

TAC Business Rule Engine (TAC BRE) Decision engine for SR + CR routing logic

- We own the rules, including the rules deployment process.
- IT owns the DB , Service Layer , DISP , Integration w/CSOne

Routing Data Management Tool (RDMT) :

- SOT for all routing data used in our TAC BRE
- We own RDMT entirely : UI , DB , ETLs, etc..

Case Management Admin (CM Admin) :

- SOT for T/ST/PC , RG, WG , WG2RG Mapping
- We own all add/update/delete activities
- IT owns the UI , DB , Integrations

Agile Data Pipe (ADP) :

- Mechanism by which we're able to push routing data changes into production TAC BRE within seconds. Can also create new data models on the fly to be consumed by rules in the TAC BRE.

Aon Hewitt (Aon), Bangalore

Project - 1

Project Title: Hewitt Pay.

Client: Aon, Singapore and China.

Role: QA, Technical Analysis

Domain: Payroll.

Description: Aon Hewitt uses a software application called 'Hewitt Pay' to process the payroll for its clients. The application automates the entire payroll processing service. This application has been developed and maintained in-house. It is a Web-based application built on n-tier architecture.

Project - 2

Project Title: HR Workways.

Client: Aon (for 350+ clients), India.

Role: QA and Support

Domain: Payroll

Description: HR Workways is a Web-based application used by the clients and their employees to plan and manage certain aspects of the payroll.

Features:

- View Payslips and Income Tax Computation Sheets
 - Plan flexible components of the salary
 - Declare and submit proof of investments
 - Claim Reimbursements
 - Download relevant statutory forms
-

Project - 3

Project Title: Hewitt Pay Query Systems (HQS).

Client: Aon, India.

Role: QA and Support.

Domain: Payroll

Description: HQS is a Web-based reporting utility used in Hewittpay. It provides flexibility to generate generic as well as customized reports for the clients. It also provides users the option to connect to a specific database.

Project - 1

Project Title: INDIAN PORTS COMMUNITY SYSTEM

Client: IPA

Role: QA and Support

Description : → Port Community System is a Centralized Processing System (CPS) which is an initiative to securely exchange the documents and information electronically with their stakeholders involved in the maritime transport and logistics chain including the trading partners and government agencies.

→ Port Community System (PCS) is intended to integrate the electronic flow of trade related document/information and function as the centralized hub for the ports of India and other stakeholders like Shipping Lines/Agents, Surveyors, Stevedores, Banks, Container Freight Stations, , Customs House agents, Importers, Exporters, Railways/CONCOR

Project - 2

Project Title: IFX (Integrated Freight Exchange)

Client: HQ (Singapore)

Role: Executive - QA and Support.

Description: IFX - Integrated Freight Exchange is a comprehensive E-Commerce solution that integrate order fulfillment activities in transportation via linkages with the shipping lines, freight forwarders and transporters.

PERSONAL DETAILS

Father's Name: Mr. Rambabu Nerella

Birthday: August 4th, 1987.

Gender: Male

Marital Status: Married

Nationality: Indian