 **ISHWARYA KARELLA**

**Senior Business Analyst**

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**PROFESSIONAL SUMMARY**

Business System Analyst with over **8+ years** of experience in the fields of **Banking** and **Finance** in **Central, Retail** and **Commercial** **Banking in projects like Payments, Core Banking, Fraud detection, Customer Credit Risk Profiling, AML, Salesforce, E-Commerce, Wealth Management and Compliance Operations** and excelled in **Business analysis, Project management, Process modelling** of **Web based** and **Client Server applications.**

Worked as Techno functional resource with in-depth knowledge in **ACH, SWIFT**, **RTP** (Real time payments), and **cross-border payments**.

* A strong and comprehensive knowledge with the compliances like **FRR** (Federal Reserve Regulations) **(E, K, CC), CRA** (Community Reinvestment Act), **KYC** (Know Your Customer), **EFTA** (Electronic Fund Transfer Act).
* Worked in several **SDLC** (Software Development Life Cycle) environments like Waterfall, Waterfall-Scrum Hybrid, modern **Agile** frameworks like Scrum, Kanban and Scaled Agile framework (SAFe) along with extensive knowledge and knacks in Scrumban, Extreme Programming (XP), Spiral and Rational Unified Process (RUP).
* Extensive practical experience with Project Management deliverables like **Project Plan, PSS** (Project Scope Statement)**, SWOT Analysis**, WBS (Work Breakdown Structure), **CPA** (Critical Path Analysis) and **EVM** (Earned Value Management).
* Perfected in defining **As-ls** and **To-Be** and **GAP analysis** with proficiency in performing **Risk analysis, Root cause analysis, SWOT** (Strength Weakness Opportunities Threats), **Cost-Benefit** **analysis** and Feasibility Studies.
* Managing Change Management, handling change requests and conducting analysis and effects on **Triple Constraints**, **Scope Creep**.
* Hands on experience in creating artifacts like **BRD** (Business Requirement Documentation), **FRD** (Functional Requirement Documentation) and **RTM (**Requirement Traceability matrix**)**, **CRD (**Change Request Document), **Release Plan Documentation**.
* Acclimatized to and practiced a wide variety of requirements elicitation techniques such as Document Analysis, Interviews, Brainstorming, JAD sessions, Focus Groups, Prototyping, Observations and Requirement Workshops along with the surveys.
* Well familiarized with Use Case design and analysis, Business Process Modeling and Notation **(BPMN)**, Workflow diagrams, along with Proficiency in **UML diagrams**: Use case diagrams, Activity diagrams, Sequence diagrams, Wireframes and prototyping using various modelling tools like **Microsoft Visio, Star UML**, **Balsamiq Mockups** and **Lucid Chart**.
* Discovered MVP/MRF features by evaluating the data from stakeholder interviews and market research and developed comprehensive Release plan which included scope, high level requirements, out-of-scope elements.
* Assessed risks, impediments efficiently and determined effective courses of action, resulting in successful implementation and continuous development of Agile practices relating to the accomplishment of the planned tasks per the sprints.
* Participated in various ceremonies like Product Visioning, Backlog Grooming, Sprint Planning, Sprint Review and, also acted as proxy to Scrum master by facilitating Daily Stand-ups and represented PO during the Review meetings.
* Extensive knowledge on Prioritization techniques (Moscow, Walking skeleton, 100 point method), Estimation techniques (Planning Pokers, T-shirt sizing, Bucket system), Slicing techniques (Vertical, Horizontal), velocity and capacity calculations.
* Used **JIRA** to write epics, user stories and acceptance criteria’s and maintained **RTM** (Requirement Traceability Matrix) by connecting test cases to the user stories using add-ons like **zephyr, cucumber**. Also integrated a team collaborative tool **Confluence** to give updates on meetings and share documents.
* Hands on experience in writing and executing **SQL queries** using **DDL** (Data Definition Language), **DQL** (Data Query Language) statements to perform **CRUD** operations like **VIEW** on database and experience in executing SQL queries like **Joins, unions, group by, Subqueries and Aggregate functions.**
* Used SQL scripts/queries extensively for data verification at the backend as per the requirements of the mapping document.
* Assisted in writing **Test Cases, Test Scenarios**, **Test Scripts**, **Test Planning** and defining **entry and exit criteria**.
* Maintained **defect** and **bug logs** and linked the user stories to respective issuethrough **HP ALM** testing tool.
* Participated in different testing like **System, Regression, Integration, Smoke, Sanity**, **functional, performance** and familiar with Agile testing- **TDD** (Test Driven Development), **ATDD** (Acceptance Test Driven Development) and **BDD** (Behavioral Driven Development)
* Strong knowledge in **Data Modeling** involving creation of conceptual, logical models, **E-R Modeling, Data Mapping, Migration, Profiling, & Integration, data extractions, transformations** like **source qualifier, Union, joiner, lookup, aggregate, normalize, sorter.**
* Exhaustive knowledge on **Data Warehouse architectures** and Schemas like **Snowflake, Star** and **Galaxy**, and OLAP cubes like **MOLAP, HOLAP AND ROLAP**. Performed different operations like **Slicing, Dicing, Roll-up, Drill-down**, **pivot**.
* Operation knowledge on different extracting, transformation and load process using **ETL tool INFORMATICA Power Centre (IPC)** (Sources analyzer, mapplet, mapping designers, Workflow Monitor and Manager, Repository Managers).
* Solid knowledge on Service-Oriented Architecture **(SOA)**, Client-server Architecture **(CSA)**, Application Programming Interfaces **(API)**, Simple Object Access Protocol**(SOAP)**, Representational State Transfer **(REST),** extensible Markup Language **(XML),** Java Script Object Notation **(JSON),** the Web Service Design Language **(WSDL)** & Hyper Text Markup Language **(HTML).**
* Zestful part played in testing **SOAP API, REST APl** with **security tests** and Documented them using **Postman, Swagger**.
* Facilitated UAT (User Acceptance Testing) making sure all the business functionalities are correctly executed.
* Prodigious expertise with BI tools like **Power Bl, Tableau** and **IBM Cognos** to visualize the business statistics.

**TECHNICAL SKILLS**

**Methodologies:** Waterfall, Agile (Scrum, Hybrid (Scrumfall), SAFe, Kanban, XP, RUP

**Designing Tools:** MS Visio, Balsamiq, Star UML, Lucid Charts, ER Diagrams

**Analysis:** Impact Analysis, Risk Analysis, Cost-Benefit Analysis, ROI analysis

**Project Management tool:** Rally, Team foundation server (TFS), Morningstar, JIRA, Rindle

**Testing tool:** HP ALM, HP QC

**Collaborative Tool:** SharePoint, Confluence, Smartsheet

**Transformation Tool:** Informatica Power Center

**Reporting Tools:** Tableau, MS Excel, SSAS, SSRS, Jasper Report IO

**Data Base:** SQL Server, Oracle, Amazon Aurora, Amazon Redshift

**Data Modelling:** Erwin Data Modeler, Logical/Physical/Dimensional, Star/Snowflake schema

**Data Warehousing:** Data Marts, OLTP, OLAP, Multidimensional Analysis, Data Mining, Slicing/Dicing, Drill down/roll-up, Pivot

**PROFESSIONAL EXPERINECE**

**Citizen Bank**

**Sr Business Analyst November 2019- Present**

**Johnston, RI**

The project aims in countering the flaws with Legacy system (Same Day ACH and Core Banking) with **Real-time payments**. The RTP network is a real-time payments system that all federally insured depository institutions can use to clear and settle payments in real time with **SWIFT payments** for cross-border payments having **fraud detection engine** installed in the system. Real-time payments offer 24/7, interbank electronic fund transfer service through multiple channels like smart phones, tablets, digital wallets, and the web with secure transfer of funds with immediate notification features.

* Functioned closely with the Corporate business team, control teams and technology teams to understand the end to end process, data security and Federal regulations like **EFTA**(Electronic Fund Transfer Act), **FRR**(Federal Reserve Regulation) E, K, CC sections, **FRB-CRA**(Federal Reserve Board- Community Reinvestment Act) and **KYC**(Know your Customer)
* Assisted in developing the **Scope and Vision document** that define the primary goals, objectives and performed **Cost benefit analysis**.
* **Performed GAP analysis** to understand the **As-Is** and **To-Be** business process and calculated any bottlenecks involved.
* Interacted with the stakeholders and subject matter experts (SME) and gathered requirements to assist in **real-time payment** process to support their **payment cycle** using different elicitation techniques like **Focus Groups**, **JAD, Interviews and Document Analysis,** also participated in **Brainstorm Session** in the middle of the sprint and documented **BRD** and **RTM.**
* Discovered MVP/MRF features by evaluating the data from stakeholder interviews and market research and developed comprehensive Release Plan which included Scope, high level requirements, out-of-scope elements.
* Created **UML** (Unified Modelling Language) diagrams like **use case diagrams** using **Lucid Charts** to identify different actors and interactions, **Activity diagram** to understand the fulfillment on conditions of the use case, **Sequence diagram** to define the sequence of the flow the system should work and also the workflow to refine any requirements overlooked.
* Participated in various ceremonies like Product Visioning, Backlog Grooming, Sprint Planning, Sprint Review and acted as a proxy for Scrum Master during daily standups.
* Created user stories by referring different requirement documentation and assisted PO in writing acceptance criteria and maintaining Product Backlog items.
* Hands on experience in writing and executing **SQL queries** using **Data Query Language** to perform **CRUD operations** like **VIEW** on database and experience in executing queries like **Joins, unions, group by, Subqueries and Aggregate functions**.
* Linked the user stories to test cases by **RTM** and tracked them using **JIRA**. Also participated in different tests like **functional, regression** and **UAT**. Also maintained the **bugs and defects logs** using **zephyr**- addon in **JIRA board**.
* Assisted QA team in writing **Test Plan**, **Test scenario**, **Test cases** and defining **entry criteria and exit criteria** using **HP ALM.**
* Leveraged **Confluence** for sharing different documents by creating links and integrating with **JIRA**.
* Identified different sources and target modules, data formats, start-endpoints, different parameters, triggers and understanding different security needs and tested functionality to ensure API’s getting correct data from and, also to check the response time and testing **REST API’s** using **POSTMAN** and documented using **Swagger.**
* Performed ETL operations like **extracting** and **transforming (union, joins and aggregations)** and mapping the data from legacy to target system and managed the repository of target data**.**
* Used a **Hub-Spoke** type Data Warehouse Architecture with a **Snowflake Schema** to store the data coming in from **AWS Aurora DB** in a normalized form and used **MOLAP** running different queries to report data for visualization.
* Performed various **slicing and dicing operations** on **OLAP cubes** like **roll-up, slice down** to enhance reports on type of payments and locations where higher count of transaction in a day is happening.
* Used BI tool **(Tableau)** for data visualization by creating reports on **credit transfer, tickets count** on **fraud calls** for business analysis.

Environment: Agile-Scrum, MS office Tools (Word, Excel, PowerPoint and Visio), IAM framework, MS SQL, Amazon(Ec2, Lambda, Aurora, Elastic File system)Node JS, html scripts, http protocol, VPC, JDBC connector, REST API, Tableau, JIRA, Zephyr, HP ALM, Swagger, Confluence

**Barclays Bank**

**Snr. Business System Analyst August 2018- October 2019**

**Wilmington, DE**

The Project involved building a **Customer Credit Risk Profiling Module** as a part of the **AML system** implementation. The main responsibility was to pull together historic and current customer data, payments, verify details provided and create credit risk models using Machine learning and perform due diligence. Then prepare reports establishing deposit/withdrawal patterns.

* Actively involved in analyzing available documentation and business process for understanding the **Scope** and **Vision** of the project.
* Developed knowledge on **Anti Money Laundering** and **Machine Learning** which included **Trade Surveillance** and **Case management** for developing risk profiling modules on assuring compliances like **Know Your Customer** and **Customer Due Diligence.**
* Conducted **As-Is** and **To-Be** of the process to identify and validate requirements and facilitated **JAD** (Joint Application Development), **Interviews**, **Brainstorming Session** involving business stakeholders, architects, developers, SME, portfolio managers to gather requirements and have better understanding in creating Business Process Models.
* Contributed in carrying out market research, user research, Scope creation, Product Visioning, Requirements Analysis, Product Minimal such as MVP, MMP to realize maximum values for clients.
* Created different UML diagrams for structuring the whole project by identifying Use Cases and developed **Use Case diagram, Activity diagrams and Sequence diagram** using **Star UML** and, also designed **UI components, screen mock-ups,** and **business logic** diagrams**.**
* Prepared requirement artifacts such as **BRD** and articulating features & epics, splitting epics into **user stories** and **acceptance criteria** in **JIRA** and mapped test cases with respective stories using **Cucumber** add-on to **JIRA.**
* Assisted the QA team in writing **Test Plans** and **Test Cases** to verify actual result against the expected results, also exported test case created through **HP ALM** testing tool, regularly submitted report and communicated with the development team about them.
* Used **JIRA** for **user story writing, backlog management, issue tracking, user story management** and **forward and backward requirement traceability** and tracking the user stories with respective test cases using **RTM** (Requirement Traceability Matrix).
* Aided in writing **Test Cases, Test Plans, Test Scripts** and **Test Scenario** to perform **UAT, System Testing and Regression Testing.** Loggedall the **defects**, **bugs** and systematically managed them in **HP ALM** testing tool.
* Used Ad-hoc filtering using **JReport tool** for analyzing different reports of customers like customer credit score, clearing debits, Transaction monitoring and reporting watch list, risk based filtering, Detection engine.
* Reviewed systematic **Anti Money Laundering (AML) alerts** and determined if transactions occurring are valid **risks** based on **triggering** event driven review for dynamic downgrade of customer risk rating.
* Documented API using **Postman** defining the end points, triggers, objects interactionsand performed different **CRUD operations.**
* Hands on experience in writing and executing SQL queries using Data Definition Language (DDL), DQL statements and perform CRUD operations on database and experience in executing SQL queries like Joins, unions, group by, Subqueries and Aggregate functions to extract data from different databases for timely reporting and Validation.
* Supported UAT Coordinator/Test Lead in **UAT Plan** preparation and logged feedback for the changes need to be made.

Environment: Agile-Scrum, MS Office Suite, JIRA, Java Script, Java Web Services, Oracle DB, Star UML, HP ALM, JReport, Postman, cucumber.

**American Express**

**Business System Analyst April 2017-May 2018**

**Phoenix, AZ**

Project was based on **Salesforce Implementation** for an **E-Commerce application** (B2B). To configure **Salesforce cloud, Marketing cloud** and **Salesforce chatter** wecreated groups with separate custom profiles and custom page layouts for various internal customers. Project was capitalized to improve the sales cycle by coordination with the user groups by developing integration as required by the business.

* Conducted Gap analysis to understand new business model and additional functionalities to be incorporated into the new application and worked on change requests impacting Salesforce Communities.
* Authored **BRD**, use case, **Change Request**, and Data Dictionary to Delta's SFDC implementations such as **Sales Cloud, Marketing Cloud and Salesforce Chatter** by engaging with the sales team and elicited business and user requirements by conducting JAD sessions, prototyping and Document analysis and facilitated ongoing requests and administrative needs of the users.
* Significantly contributed in training sessions for business users to enhance their understanding of SF technology functionalities.
* Provided Product Owner with regular status updates assisting the overall project management initiative.
* Worked closely with Sales Cloud team to identify prospective users and creation of Case when User tries to use any self-serve features and faces issues with existing system creating **low** and **high fidelity** **mockups** and **wireframes** for **Visualforce** pages (Home, App pages and Tabs) using **Balsamiq.**
* Used **Rindle** in handling Project Management tasks like creating workflow and run collaborative boards to assign and track the tasks.
* Worked on **Confluence** to share the requirement documents and created spaces and mapped their tasks and tracked them.
* Assisted developer in creating Email templates in HTML format which is customized and in Visualforce format. Also guided in creating Visualforce pages to provide UI look to the custom objects. Created workflow rules, validation rules, approval processes and defined related tasks, time triggered tasks, email alerts, field updates to implement business logic.
* Performed logical data modelling, created **ER** (Entity Relationship) diagrams and used SQL queries for manipulating data for integration of salesforce and the legacy system. Experience on translating business process into custom objects.
* Developed and configured **Dashboards, Ad hoc Reports** and Report Folders for different user profiles based on the need in the organization using **Einstein bot.**
* Involved in data mapping and migration of data from legacy systems to Salesforce.com Objects and fields.
* Deployed, configured and supported the prototype application for its demo /UAT for various line of business from various cities, prepared deck for **UAT** & gathered feedback and followed up with further updates on the prototype and related documents.
* Experience with using **AJAX Toolkit** in JavaScript, **SOAP and REST API** and worked in designing responsive visual force pages with Bootstrap, setting up email services and force.com sites.
* Used **Force.com Web services** for API calls and outbound messaging for implementing web services through WSDL in the application for access to data from External systems and websites.

Environment: Agile-Scrum, Salesforce.com: Commerce Cloud, Rindle, Confluence, HP ALM, Balsamiq, Erwin, Informatica Power Center, MS Office, Data Loader, MS Visio, Einstein bot, AJAX Toolkit, SOAP API.

**India Infoline**

**Business system analyst May 2016- February 2017**

**Mumbai, India**

The project was aimed at creating **Enterprise Data Warehouse system** to provide Budget Allocation, expenditure tracking and enhanced financial reporting by integrating different data sources to Central Repository. Legacy non-integrated databases are a core to business processing. Integrated system would provide ease of access, analysis, transparency and enhanced reporting capabilities.

* Interacted with users, stakeholders to identify business needs, evaluated solutions for business problems and developed problem definition**.** Documented **Work breakdown structure, Earned Value Management and Critical Path Analysis.**
* Evaluated risk and identified **Scope Creep** when **Change Control procedures** came up and maintained **Change Management Document** (live doc) throughout Software Development Life Cycle.
* Elicited business requirements by conducting **JAD sessions, Interviews** and consulted existing systems documents to draft **BRD, FRD** and assisted the development team in documenting **SRS** document. Also created **RTM** where requirements are mapped with their **test cases** and tracked throughout all phases.
* Created **UML Diagrams** like **Use Cases and Activity Diagrams** with the help of **GUI requirements** using **Star UML.**
* Used **MS Visio** for Business Process flow diagrams. Understood the As-Is system and To-Be system by performing GAP Analysis.
* Shared Documents and Minutes of Meeting with Project team, including key IT and Business stakeholders through **SharePoint.**
* Developed **Conceptual and Logical ER diagrams** for the database and created **Data Dictionary** for the data models.
* Performed **ETL process** using **Informatica Power Centre** to map data in source analyzer, assemble data repository and created data transformation logics by running different queries. Designed target system with the data formats and integrated workflow. Also created **Mapplets**. Used Data Center for integrating Legacy systems, supported in decision making, maintained **Repository**.
* Performed different **transformations** like **Aggregate** and **Unions** from legacy system and transformed them before mapping to target system and maintained the **Metadata and repository manager.**
* Extracted data using **MySQL** from various sources using **select, inner and right joins** and carried out regular data cleansing and standardization processes. Interpreted data and analyzed results using statistical techniques like identifying, analyzing, and implementing trends & patterns in complex data sets using data visualization.
* Assisted in increasing Data Integrity by performing **Data Normalization** andadding **Data Verification and Validation** to maintain accuracy and effectiveness of data to find correlation and pattern in existing data by constructing **SQL queries**.
* Assisted in creating Data Hub with Bus Architecture with individual data marts to address different **LOB** (Line of Business Interest).
* Assisted in creating Dimensional modeling like **Snowflake Schemas** to providing business rules.
* Integrated various **OLTP** to the **OLAP** using **Informatica** and running SQL queries to run reports using **SSIS/SSAS** reporting tool.
* Worked with QA team to design and developed **Test Plan, Test Cases** andassisted in **UAT, Functional and Regression** Testing**.**
* Maintained **bug** and **defects logs** through **HP ALM** and maintained **RTM document** with the test cases.

Environment: SDLC- Waterfall, MS Office Tools (Word, Excel, PowerPoint and Visio), Amazon Redshift, Informatica Power Center, Star UML, HP ALM, JIRA, Smartsheet, SharePoint.

**India Infoline**

**Business System Analyst March 2014- April 2015**

**Mumbai, India**

**Wealth Management:** The objective of the project was to create web based portfolio management system for customers to access their accounts and evaluate their investments. In addition to the above, the customers would also have access to a stock Search/quote center (via Morningstar), a module that allows customers to search stocks online, see a snapshot of any company, current quote data and access data for past five years.

* Developed the **scope and vision document** that defined the primary goals and objectives and performed **Cost benefit** define budget of the project, **risk and SWOT analysis** to identify the competitors. Excelled the **as-is** and **to-be** business process models.
* Interacted with the stakeholders and subject matter experts (SME) and gathered requirements using different elicitation techniques like **focus groups**, **JAD, Interviews** and documented **BRD** and, also created **API document** using **Swagger.**
* Used **Kanban methodology** which is one of the Agile frameworks to develop the application. Helped in creating Kanban Board with the team and maintaining the tasks and WIP limits are controlled and deliverables are achieved every sprint.
* Documented the roadmap defining **MVP** and **MRF** and **date-driven release plan** for every sprint.
* Created prototypes like **wireframes** and **high/low fidelity mockups** using **Balsamiq Mockups** to have outlined idea on the **UI.**
* Created **UML** (Unified Modelling Language) diagrams like **use case diagrams** using **LUCID charts** to identify different actors and their interactions, also **activity diagram** to understand the conditions the workflow should pass/fail to reach future steps.
* Decomposed the requirement documents to user stories and helped PO to prioritize backlog and writing **acceptance criteria** for potentially shippable product **(PSPI)**.
* Assisted in writing **Test Plan**, **Test scenario** and helped the QA team with **test cases**, defining **entry and exit criteria**.
* Linked the user stories to test cases and tracked them using **RTP** and managed the testing process with team.
* Also participated in different tests like **functional, regression** and **UAT** (User acceptance testing) to ensure API’s getting correct data from and, also to check the response time. Also maintained the **bugs and defects logs** using **HP ALM.**
* Maintained **burnup and burndown** charts to track the accomplished work using **JIRA Board**.
* Used **Confluence** as a collaborative tool on creating team and personal spaces and, also linked the issues with **JIRA**.
* Identified different sources and target modules, their data formats, start and endpoints, different parameters and triggers. Performed some **CRUD** operations like **GET, POST** to test end-end functionality.
* Performed various data retrieving and validation tasks using **SQL queries** (joints, views) understanding functions and triggers of the system. Created **SQL Queries** for **Portfolio Drill Downs** to pull necessary data from data sources.
* Used BI tool **(Power BI)** for data visualization by creating **reports (bar chart, dot graphs)** for business analysis.

Environments:Agile-Kanban, MS Tools (Word, Excel, PowerPoint, Outlook), PowerBI, HP QC, JIRA, Morningstar, Java Web Services, SharePoint, XML, SOAP API, IBM WebLogic, MS SQL Server 2012, HTML, JavaScript, Team Foundation Server (TFS), Postman.

**City Union Bank**

**Business Analyst March 2013- February 2014**

**Tamilnadu, India**

The project scope was to provide **Mobile Banking** facility to the customers. It aimed at building application that would facilitate viewing of multiple account balances, statements, pending and cancelled transactions, tracking deposits, transfer of funds between accounts, transfer history and maintenance of customer profile.

* Implemented **Scrum-Waterfall hybrid** for the project by executing Planning, Documentation from waterfall and implementation using scrum. Created a release plan with high level overview of the requirements.
* Documented the functional and technical specification requirements **BRD, FRD** after conducting **focus groups, interview sessions**.
* Created **wireframes** and **mock-up** screens utilizing **Balsamiq** and got them validated by stakeholders. Developed UML diagrams like **use case, activity** and **sequence** for modelling static and dynamic aspects of Online Banking systems using **LUCID Charts, Star UML**.
* Maintained Change Management Documentation and created **Requirement Traceability Matrix** using **HP AC Tool** to track the requirements with respective test cases.
* Participated in various scrum ceremonies like **Backlog Grooming, Sprint planning meeting, Daily stand-ups, Sprint Review meetings, Sprint retrospective** and achieved towards a release goal.
* Decomposed the requirement documents to user stories and wrote **acceptance criteria** for potentially shippable product **(PSPI)** and mapped to current sprint the user story will be worked on using **JIRA** **board**.
* Extensively used **JIRA** to record and maintain the artifacts like product backlogs, sprint backlog and user stories.
* **Defects** and **bugs logs** are tracked using **HP ALM tool** and tracked RTM to test cases to identify the done issues.
* Worked on cross-browser compatibility and fixed the bugs for several browsers, missing images and broken links.
* Contributed to the **HTML** and **CSS codes** to make changes in the layout with positioning of the images and sections.
* Used **Trello** as a team collaboration and project t management tool and **toggle** for tracking time spent on tasks.

Environment**:** Scrum-Waterfall Hybrid, JIRA, Trello, HTML, CSS, Bootstrap, GIT, JavaScript, jQuery, Windows, manual testing, Quality center, MYSQL, MS Office (Word, Excel, Visio).

**Kotak Mahindra Bank**

**Jnr. Quality Analyst August 2012-February 2013**

**Mumbai, India**

**Online Banking Support Systems** is considered the backbone of the banking division. It contains Customer, Account, payments and Address and Loan data in three separate databases. It provides data to the front end systems through online access. It receives data directly from the tellers and, also updates the complete financial system.

* Prepared and reviewed daily **operational reports**, **ad hoc reports**. Monitor and recorded client audits to ensure that goals and objectives are met.
* Supervise and provide employee coaching for client audits and **internal audits** than **95%**
* Developed, Document and revised system design procedures, **test procedures** and **quality standards**.
* Train staff and users to work with computer system and programs. Observe job performance or perform the job to determine what information is processed and how it is processed.
* Perform data backups and disaster recovery operations. Diagnose, troubleshoot and resolve software or other network problems.
* Maintain user profiles to access **QA tracking software**. Consult with managerial and technical personnel to clarify program intent, identify problems and suggest changes. Develop and execute **test cases, plans,** and **procedures.**
* Define the goals of the system and devise flow charts and diagrams describing logical operational steps of programs. Responsible for all aspects of testing from identifying **scope and scenarios**, executing **end-to-end testing** and automation scripting. Makes recommendations and directs improvements to the software development lifecycle process.
* Performed different tests like **unit, integration, regression, UAT, Smoke, Sanity, TDD, BDD, ATDD.**
* Managing defects found during testing by tracking in **Quality Center**, facilitating **Defect Review Meetings**
* Execution: Performing testing on websites front ends, mobile applications and application back-ends including the following types of testing to check the performance and response time of the application.
* Entry level knowledge of basic testing concepts including: **Test Case usage, Bug writing, Regression testing, and Ad hoc testing**
* Provide low-level estimates to support Management headcount analysis and project timeline planning.
* Provides an independent assessment of how the project's software development process is being implemented relative to the defined process and recommends methods to optimize the organization's process.
* Works closely with IT leaders to develop/implement overall quality maturity roadmap and plan for each IT functional area.

Environment**:** SDLC**-**Waterfall, JIRA, Trello, Bootstrap, jQuery, Windows, manual testing, Quality center, MYSQL, MS Visio, MS Office (Word, Excel), HP QC.

**Education:**

Bachelor’s in Mechatronics Engineering, SRM University, India

**Certification:**

Certified Scrum Master