**Business Professional**

* Result oriented, Customer- and Quality-driven professional with over ten years of experience in IT and Software Industries – CRM, Salesforce.com, E-commerce, Configure to Price (CPQ), Order to Cash (O2C), Retail, Subscription, ERP, Supply Chain, end-to-end integration, UAT
* Excellent acumen and interest in business, people and process-oriented with win-win attitude
* Practical expertise in SDLC – run scrum meetings & Quality Review Board (QRB), QA related documentations, risk analysis and metrics reports with timely releases in agile methodology
* Experience of establishing, fostering, leading, training & mentoring cross-border / cross time zone teams

**Technical Skills**

|  |  |
| --- | --- |
| **Databases:** | Oracle, MySQL, MS Access |
| **Languages:** | SQL, HTML, XML |
| **Test Automation:** | Quick Test Professional (QTP) 9.5, Win Runner |
| **Software Tools:** | JIRA, Silk Central Test manager, Splunk, Litmus, Rally Software, IBM RTC, HP Quality Center, SOAP UI, SQL Developer, Toad, MS Office, G Suite, ExactTarget |
| **Enterprise Applications:** | Salesforce.com, Sterling Commerce, Oracle ERP|CRM|E-business| Supply Chain |

**Professional Accomplishments**

**Jewish Vocational Services (JVS), San Francisco, CA Aug 2020 – Oct 2020**

**Salesforce Admin and Business Analysis Fellow, Cohort 12**

* Successfully earned Salesforce Administration certification (ADM201) and Business Analysis training.
* Installed, configured and created three custom applications using Sales Cloud and Nonprofit Success Pack – Cleaned and loaded data, created custom objects, built security models, customized user interfaces, automated business processes, and customized reports and dashboards.
* Presented application demo to colleagues and industry invitees.

**Intuit, Inc.** Mountain View, CA **Sept 2017 – Mar 2019**

**Financial QA / BA**

* Validated standalone, integrated and end-to-end functional evidences of QuickBooks Online (QBO) product on transition to new oBill platform in 1 QA: 6 BA ratios.
* Increased regression testing coverage to 83% in three sprints and reduced 85% manual test validation by assisting EBS team to create one-evidence and comparator files with high accuracy in agile environment.
* Reduced five weeks of regression testing to three weeks by process modifications and cross training.
* Saved ~ 3 million in company cost by transferring ~230K customers on correct subscription plans on tight duration after discovering major functionality product flow.
* Initiated efforts to find the root causes of ‘Platform Switch Offer’ and corrected subscription model, product integration flow, phone call routing, process & POC with credit bureaus and internal communication processes.

**Bare Escentuals Beauty, Inc. / Shiseido Company Limited**, San Francisco, CA **Oct 2015 – Dec 2016**

**Sterling OMS QA Lead / Project Coordinator**

* Lead and delivered Sterling Order Management System (OMS) integration and end-to-end life cycle testing of overall project in Omni channel environment with cross channel applications – Ecommerce, Point of Sales (POS).
* Trained, managed and mentored 17 offshore team members for OMS, Ecommerce & POS Project while contributing as an individual OMS test lead; established cross functional teams and increased overall productivity.
* Created overall project and QA related documents including functionality gap & risk analysis.

**Intuit, Inc.** Tucson, AZ (Remote) **Dec 2014 – Sept 2015**

**Sr. Business Analyst**

* Identified documented gaps and redesigned emails for QuickBooks Online (QBO) product (desktop & mobile) on a new oBill platform considering global languages, currencies adhering international compliances.
* Performed unit, integration and end-to-end testing and triaged issues of transactional emails using Litmus, email testing tool, SOAP UI, Splunk and ExactTarget in agile environment.
* Trained team members and created ‘How-to’ documents on usage of various tools and processes -- Usage of Splunk, XI Admin, Validation of end-to-end testing flow & data, and Customer Retention using ExactTarget.

**Bare Escentuals Beauty, Inc.** San Francisco, CA **Oct 13 – Apr 14 | Sept 14 – Dec 14**

**IT Business Analyst**

* Solely created, maintained test documents; tested new functionalities and regression areas for US and internal Storefronts with Sterling OMS, Oracle E-Business and Supply chain applications in multi-language (i18N), multi-currency on different browsers, tablets and mobile devices within four weeks.
* Created testing strategy, scripts for upgrade/migration project of sterling 9.3 Call Center; developed gap analysis document as a supplement to requirement documents; conducted Quality Review Board meetings and reports for cross functional teams to prioritize issues and commitments for on-time group delivery.
* Released telemarketing project on time by partnering with business users and creative designers by testing new product line offerings of original and a regular continuity orders to cash flow using SOAP UI.

**Razorfish, LLC.** San Francisco, CA **2013 – 2013**

**Sr. Analyst**

* Analyzed requirements and tested web application on Windows 7/8, Mac, tablets and on various mobile devices (iOS/Android) using native / multiple browsers with lean information on agile environment with global teams.

**Intuit, Inc.** Menlo Park, CA **2012 – 2012**

**IT QA Analyst – O2C/BPR Team**

* Participated in Configure to Quote (CPQ) & Order-to-Cash (O2C) including contract integration testing flow using Salesforce.com, Oracle Siebel 8.1 and Oracle BRM 7.4 in agile environment.
* Created evidence files for user stories and forwarded to Corporate Accounting & Reporting (CAR) group.
* Used Oracle BPEL tool to debug issues and Oracle SQL Developer to generate data reports.

**ECORESERVE.ORG,** San Francisco, CA **2010 – 2011**

**Volunteer QA Engineer**

* Tested and improved company’s admin and customer portal with no requirements and documented testing flow.
* Used Pivotal Tracker to communicate and verify defects / stories with engineering teams.

**IBM Software,** San Mateo, CA **2005 – 2009**

(IBM acquired Sterling Commerce, Inc. in August 2010. Sterling Commerce, Inc. acquired Comergent Technologies, Inc. in December 2006)

**Principal QA Engineer**, Sterling Commerce, Web Channel QA Group 2008 – 2009

* Brought holistic approach to the standalone and system integration areas – Quote to Order, Order to Cash, Product Configurator, Salesforce integration (CLM, CPQ) – for B2B, B2C & B2B2C channels.
* Wrote requirements and lead testing efforts for – Integration from Comergent Proposal, Cart, and Order to Cash flow to Sterling OMS and Salesforce.com in multi-languages/currencies; slashed five weeks of integration and UAT testing time to three weeks by cross training teams.
* Created automation scripts for setup and regression testing suit using Quality Test Professional (QTP) tool.
* Participated in hiring, training, mentoring process in global testing model with 3rd party vendor’s QA personnel.

**Lead QA Engineer**, 2007 – 2008

**Sr. QA Engineer**, 2005 – 2007

**Other Relevant Experience**

**ORACLE CORPORATION** **1998 – 2005**

**Senior Quality Assurance Engineer**, Redwood Shores, CA 2001 – 2005

**Senior Technical Analyst**, Belmont, CA 1998 – 2001

**NY CITY DEPARTMENT OF SANITATION**, New York, NY **1988 – 1996**

**Assistant Manager of Audits and Accounts**

**Education**

* **Salesforce Certified Administrator (ADX 201) –** **Oct 2020**
* Self-Study: Java, Python, Amazon Web Services (Udemy & other resources) – **In Progress**
* Certificate Programs:
* Load Runner, Linux Administration - Fundamental -- SCAE, Santa Clara, CA
* Intro to Web Technologies, Perl Scripting I -- UCSC Extension, Santa Clara, CA
* White Box Testing (Exposure to - Eclipse, JUnit, Selenium IDE/RC/Web Driver, JMeter, JProb, Cobertura)
* B.S. Computer Science, Queens College, CUNY, NY
* B.S. Chemistry, Bhavan’s College, Mumbai University, India