**Ashwin K
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**Professional Summary**

Business Analyst with 8+ years of IT Experience while working in all phases of **SDLC** converting technical and business requirements into software application. Excellent analytical and problem-solving skills in designing, developing and implementing innovative business processes and providing system solutions using new approaches while having working knowledge of the concepts and workflows of Domain included but not limited to **Insurance (Health Insurance, Property & Casualty Insurance, Auto Insurance, Reinsurance).**

**Skills**

* Experience handling **multiple projects** in a fast-paced **cross functional environment**, **efficient team player** with **strong leadership skills**, **excellent interpersonal skills** and **strong verbal and written communication.**
* Proficient in working with different **Software Development Life Cycle (SDLC)** forms like **Waterfall, Agile methodologies** like **Scrum, Scrum-Waterfall (Hybrid), Kanban** as well as **Scaled Agile Framework (SAFe).**
* Well versed in claim management i.e. **FNOL**, **Claim Setup**, **Payment & Recovery**, **Fraud Detection Tools**, **Litigation**, **Subrogation** and **Salvage** and **HIPAA Compliances (837, 835, 834, 820, 270, 271, 276, 278, 997).**
* Attended **Discovery sessions** with Subject Matter Experts (SMEs) to identify,analyze and mitigate the risk**,** performed **Impact Analysis, SWOT Analysis** and **Cost Benefit Analysis** along with the Project Manager **(PM)** and Product Owner **(PO)**.
* Performed **GAP** analysis to gauge the **As-Is** and **To-Be** processes to improve to the Business Process Management **(BPM).**
* Worked with SMEs to understand **Key Process Indicators (KPIs)** and **Service Level Agreements (SLAs)**.
* Experience in organizing **Joint Requirement Planning (JRP)** session with business user groups, conducting **Joint Application Development (JAD)** and **Joint Application Requirement (JAR)** sessions with thestakeholders.
* Rendered **Business and Functional Specification, Technical Specification, Testing Plans** and **Reporting.**
* Authored **Business Requirement Documents (BRD)** and **Functional Specification Document (FSD), System Requirement Specification (SRS), Project Management Plan (PMP)** and helped in the creation of the **Project Charter.**
* Participated in various **Scrum** **Ceremonies** like **Sprint Planning, Sprint Review** and **Sprint Retrospective** and **Daily** **Stand-up** with the **Scrum Master** with understanding in different development techniques such as **TDD, BDD** and **ATDD.**
* Experienced with Project Collaboration tools like **JIRA** and **HP-ALM,** assisted in writing **Epics**, **User Stories** and helped in handling the **Requirements Churn**. Efficient in facilitating **prioritization techniques** like **MoSCoW, KANO** **Model** and **Estimation techniques** like **Planning Poker, T-shirt Sizing, Relative Mass Evaluation**.
* Involved in the end-to-end processes **Prototyping**, User interfaces using **Wireframes** and **Mock-Ups.**
* Created Unified Modeling Language **(UML)** diagramslike **Use Case, Activity** and **Sequence Diagrams** using Lucidcharts.
* Drafted **Entity Relationship** (**E-R) Diagrams** with conceptual and logical data modelling using Microsoft Visio.
* Worked on data migration from on-prem legacy database to cloud based database (Salesforce) with knowledge in AWS.
* Frequently used **Data Definition Language (DDL), Data Manipulation Language (DML)** in **SQL** to perform **CRUD** operations on the database including **Joins, Aggregators, Views Triggers** and **Stored Procedures**.
* Perform the data profiling to identify the redundancy in the data using complex SQL queries (Select, Insert, Update, Delete).
* Knowledge of **OLAP** operations like **slice & dice**, **Rollup**, **drill down**, **Pivot** and Data Warehouse design.
* Formidable using **Informatica** for **Extraction, Transformation** and **Loading** **(ETL),** expert in **source to target transformation.**
* Sound understanding towards different architectural implementation such as **n-tier** architecture, **SOA**, **IaaS**, **PaaS** and **SaaS** and implementation approaches like Dimensional Modeling translating the requirements into **Star, Snowflake and Galaxy Schema** generating **Data Lineage Reports** to maintain **Referential Integrity** during the mapping of the process.
* Implemented appropriate API request and response call for Business requirements using **SOAP, REST, AJAX, JSON** and **XML**.
* Documented HTTP verbs (GET, POST, UPDATE, DELETE) using Mulesoft API Manager, Swagger Editor, Swagger UI, Codegen.
* Excellent in report generation tools like **Tableau, Plotly** for Dashboard setup and creation of **heat maps.**
* Assisted team in setting up testing strategy, in creating testing plan and maintained test cases and test data for requirements.
* Tracked the testing and defect cycle using Requirements Traceability Matrix (RTM) with HP-QC
* Competent in **Automation** and **Manual Testing** applications with acute knowledge of **Alpha** and **Beta Testing**.
* In-Depth knowledge of **User Acceptance Testing (UAT),** with experience in creating **test cases** and **test plans.** Served the **Quality Assurance (QA)** team to perform **Black-Box Testing, GUI Testing, Functionality, Regression, System, Unit, Web Service** and **Volume Testing** in tools such as **Cucumber** and **Selenium.**
* Have Knowledge about **Guidewire Policy Center, Guidewire Claim Center** and **Billing center** in Policy Info, Person Info, Losses and Violations, Coverage’s, Risk Analysis Customizations.

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| **Requirement management** | JIRA (v.6.3, 7.0), HP ALM (v.11.5), HP-QC (v.11, 12), MS Project (2010, 2013), MS SharePoint (2010, 2013), Confluence (v.6.4, 6.3, 6.2),  |
| **Modeling Tools** | MS Visio (v.14, 15, 16), Balsamiq Mockups, Lucid Chart, Draw.io |
| **BI/Reporting** | Tableau (v. 9.3, 10.0, 10.1), Kibana, MS Office Suite (Excel, Word, PowerPoint) (2010, 2013, 2016), Prezi, MicroStrategy, Power BI, QlikView, Cognos |
| **ETL Tools** | Informatica Power Center (v. 9.5, 9.6.1), Glue, PenthoMS SQL Server (2012, 2014), My SQL, and Cloud |
| **API** | SOAP, REST, XML, B-PIPE, STML, WSDL |
| **Testing Tools and Defect Management** | Cucumber (v3.0), POSTMAN (v.3, 4, 5, 6), SWAGGER (v.2.0, 3.0), SOAP UI, HP-QC, Junit |
| **Databases and Cloud Technologies** | MYSQL Server, Teradata, MongoDB, |

**Technical Skills**

**Charles Schwab, Austin, TX**

**Sr Business Systems Analyst January 2020 – Present**

The project aimed to enhance the existing digital messaging platform with additional features and functionalities. The platform was migrated to Pivotal Cloud Foundry (PCF) platform from the existing client server platform and to scale for the expected increase in the traffic.

**Responsibilities:**

* Adopted Agile Process and its best practices as the process product for implementing the project.
* Act as the liaison between business, developers and project management. Working with the business owner, project manager and technical team to document the products vision and establish the project scope.
* Performed **GAP** analysis to identify the **As-Is** and **To-Be** process vision to understand the deficiency of the current application and the intended application. Captured the non-functional requirements and documented them, interacted with SME’s, project managers, developers for solving open and pending issues.
* Updated the existing business process diagrams and created new business process diagram.
* Elicited information from end users and senior management to display requirements in a format that allows for easy review, approval and implementation. Documented business scripts after understanding the system thoroughly and translating them to the developers to help incorporate the features into the future system.
* Gathered requirements developed process model and detailed business policies. Elicited information from end users and senior management to display requirements in a for easy review, approval and implementation.
* Created **High Fidelity** and **Low Fidelity** **UI wireframes** and **mock-ups** using **Balsamiq**.
* Documented business scripts after understanding the system thoroughly and translating them to the developers to help incorporate the current system features into the future system.
* Helped to breakdown epics into user stories, used project collaboration tools like **JIRA** to manage the **User Stories** assisted in prioritization of the **Product Backlog Items (PBIs)** using **MoSCoW**.
* Aggressively participatedand assisted the **Scrum Master** in various **Scrum Ceremonies** like **Sprint Planning, Daily standup, Sprint Review** and **Sprint Retrospective.**
* Frequently used **Requirements Traceability Matrix (RTM)** for identifying and tracking the linkages.
* Documented the API using **Swagger** and performed API testing using **SOAPUI** to check if the API is returned in the required **JASON** and **XML** format and communicated it with the development team.
* Designed **high fidelity** and **low fidelity** **Mock-up Screens** and **Wire Frames** for applications using **Balsamiq**. Created activity, use case and sequence to view the system from different perspectives using **Lucid Charts**.
* Gathered business requirements through **JAD** sessions and one-on-one interviews with the stakeholders.
* Understood the business process that includes Sales processes, Rating methodology, Different products, Eligibility and enrolment processes as well as responsible for interacting with client requirements gathering.
* Worked with Product Owner and development team in negotiating and deciding **Definition of Ready (DOR)**, **Definition of Done (DOD)** and **Acceptance Criteria** for user stories during the backlog grooming meetings
* Helped the Project Owner to create as well as breakdown the epics into user stories using Vertical, Horizontal and Vertical-Horizontal hybrid slicing. used project collaboration tools like **JIRA** to manage the **User Stories,** actively participated scrum ceremonies while assisting in prioritization of the **Product Backlog Items (PBIs)** using **MoSCoW** method.
* Assisted the Product Owner in writing **Acceptance Criteria** utilizing the **Gherkin** format using **Cucumber** to make sure that they are ready for execution when needed. Assisted in testing member enrollment, eligibility enquiry, eligibility response, claim status enquiry, claim status response and conversion of financial claims.
* Assisted the admin in using the **Einstein Analytics** to create application dashboards and pre-built data sets in the salesforce, lenses to explore the data sets within Salesforce.com (SFDC).
* Assisted in documenting the tickets generated by **Einstein Bot** and making sure they are recorded in the **Service Cloud**, analyzed the reports generated in the **Sales Cloud** regarding the customer service experience.
* Created **API Documentation** using **Swagger** and performed API testing using **POSTMAN** to check if the API is returning the data in **XML**, **JSON** format as specified in the API documentation for the information flow.
* Responsible for reporting status ensuring accurate coverage of requirements and business rules.

**Environment:**

SAFe (4.5) environment, MS Visio (version 16.0), MS-Project, MS Office Suite, JIRA (version 7.4), Confluence (version 6.2), Informatica PowerCenter (version 9.6.1),Lucid Charts, Salesforce, Kafka connect, HDFS, Splunk.

**CIGNA, Austin, TX**

**Sr Business Systems Analyst September 2018 – December 2019**

The project aimed to enhance the existing user interface for the provider and the subscriber with additional features and functionalities to increase the transparency between the consumers and the providers. The platform was migrated to a cloud-based CRM platform from the existing client server platform and build a data warehouse for storing the historical data from legacy databases and storing real time data to provide a consolidated view of the enterprise data. The business aimed to analyze the transformed data for future analysis to serve various business purposes such as new products/offers, pricing strategies or marketing strategies.

**Responsibilities:**

* Conducted the **HIPAA Compliant X12N 837** transaction testing. Worked on **EDI** transactions **270,271, 834, 820, 835 and 837** to identify key data set elements for the designated record set. Interacted with Claims, Payments and Enrollment and thus analyzing requirements and creating detailed specifications.
* Identified the scenarios based on business requirements and HIPAA compliances for each transaction such as the 837 (claim transaction) and 276 (claim status inquiry)/277 (claim status response).
* Performed **GAP** analysis to identify the **As-Is** and **To-Be** process vision to understand the deficiency of the current application and the intended application. Captured the non-functional requirements and documented them.
* Designed **high fidelity** and **low fidelity** **Mock-up Screens** and **Wire Frames** for applications using **Balsamiq**. Created activity, use case and sequence to view the system from different perspectives using **Lucid Charts**.
* Gathered business requirements through **JAD** sessions and one-on-one interviews with the stakeholders.
* Understood the business process that includes Sales processes, Rating methodology, Different products, Eligibility and enrolment processes as well as responsible for interacting with client requirements gathering.
* Worked with Product Owner and development team in negotiating and deciding **Definition of Ready (DOR)**, **Definition of Done (DOD)** and **Acceptance Criteria** for user stories during the backlog grooming meetings
* Helped the Project Owner to create as well as breakdown the epics into user stories using Vertical, Horizontal and Vertical-Horizontal hybrid slicing. used project collaboration tools like **JIRA** to manage the **User Stories,** actively participated scrum ceremonies while assisting in prioritization of the **Product Backlog Items (PBIs)**.
* Assisted the Product Owner in writing **Acceptance Criteria** utilizing the **Gherkin** format using **Cucumber** to make sure that they are ready for execution when needed. Assisted in testing member enrollment, eligibility enquiry, eligibility response, claim status enquiry, claim status response and conversion of financial claims.
* Helped and coordinated with the ETL team to construct **OLAP** queries through ETL packages for the processing of the multidimensional encrypted data from the data warehouse to decrypt, analyze and format a report.
* Incorporated the migration process by identifying the data sources and transferring the data from RDBMS to salesforce cloud.
* Executed sample queries in the PostgreSQL database using **joins** **unions** and conditional statements to validate the extraction of the data from the MongoDB database to the PostgreSQL database.
* Assisted in documenting the tickets generated by **Einstein Bot** and making sure they are recorded in the **Service Cloud**, analyzed the reports generated in the **Sales Cloud** regarding the customer service experience.
* Created **API Documentation** using **Swagger** and performed API testing using **POSTMAN** to check if the API is returning the data in **XML**, **JSON** format as specified in the API documentation for the information flow.
* Responsible for reporting status ensuring accurate coverage of requirements and business rules.

**Environment:**

Agile-Scrum, MS Visio (version 16.0), MS-Project, MS Office Suite, JIRA (version 7.4), Confluence (version 6.2), Informatica PowerCenter (version 9.6.1), Cucumber (version 3.0), Salesforce, Kafka connect, HDFS, SQL, Kibana, Prezi.

 **AFLAC, Columbia, SC**

**Sr Business Systems Analyst March 2017 - August 2018**

The primary goal of the project is to support variety of property and casualty insurance and life annuities insurance reporting and analytical requirements by establishing Enterprise Data Warehouse (EDW) business intelligence layer. This EDW is executed by acquiring data from multiple RDBMS sources such as billing database financial database producer database customer database, policy database claims database for BI-layer requirements to serve as a central source of data. Business Objects BO is used to execute the BI-layer in order to fulfill reporting and analytical requirements such as analytical reporting, audit reporting operation reporting management reporting and state filing reporting.

**Responsibilities:**

* Facilitated sessions with the management groups, users for solving open and pending issues to develop specifications.
* **Analyzed** and **Prioritized user stories** and **acceptance criteria** that must be included while developing the software.
* Developed a mobile application in Salesforce to track **risk exposure** and develop **reports** pertaining to blocked accounts.
* Created **UML diagrams, Use-case diagrams** and **sequence diagrams** to view the system in an understandable perspective for the stakeholders using **MS Visio** and created a working prototype in **Balsamiq** to gain an insight for the same.
* Developed designs for the **graphics, buttons** and visually pleasing **landing pages** for the enterprise’s website ensuring that all the required content is on-board and consistent in terms of style, quality, and tone of voice to increase the effectiveness of marketing to increase sales, retention, and create a unified brand experience.
* Assisted the **Product owner** in defining the **Definition of Done (DOD)** in the **sprint review meeting** for the respective demos.
* Extensively used Informatica to Extract transform and load the data from the RDBMS to the Enterprise Data Warehouse.
* Assisted the data team to migrate data from the **Oracle database** to the **Salesforce CRM** cloud using **Dell Boomi**.
* Aided in designing, building and integrating **custom emails** and **landing pages** using **HTML, XML, JavaScript** and **CSS** on the service layer of the SOA architecture to add **dynamic functionality** to **landing pages.** Helped in the integration ofSentiment Analysis (SA) with **Salesforce marketing cloud** using **REST API.**
* Worked with **Data Migration** team by providing Business Requirements for the migrating data from mainframe to sales force cloud. Created, updated and filtered data extensions and framed **SQL queries** to import or export data between **data extension.**
* Performed **ETL** mappings, cleaning and transformation for the creation of OLAP and perform operations like **slice** & **dice**, **rollup** & **drill down**, **pivot** for the analysis and documentation of **OLAP**.
* Performed **XML** and **JSON RESTful API** documentation, and specification for request and response messages using **POSTMAN.** Assisted in technical writing of API documents using Swagger and API testing using Postman.
* Managed **defect lifecycle** in the **JIRA tool** and **automated tests** with **Zephyr Plug in.**
* Collaborated with QA and development team in developing Test Plans, Test Cases, Test Scenarios, Test Script, Test Data, Test reports and tracking the requirements using Requirements Traceability Matrix (RTM) using HP QC/ALM.
* Participated in **System Test Reviews** and suggested changes or missing test scenarios to be included in the list, development design reviews and usability studies. Assisted the product owner to successfully conduct the User Acceptance Testing (UAT)
* Conducted Functional Walkthroughs for end users as well as User Acceptance Testing sessions in place of end users.

**Environment:**

SAFe (4.5) environment, MS Office (MS Word, MS Excel, MS PowerPoint), MS SharePoint, MS Visio (v.16), JIRA (v.7.0), Balsamiq, Swagger, SoaPUI., SQL, HTML, XML MS Office 2016, Tableau (v.10.1), Informatica PowerCenter (v.9.6.1).

**AIG, Wilmington, DE**

**Sr Business System Analyst December 2015 - January 2017**

This project aimed to create a web application specifically for the Customer Advocates (CA) to provide them with one-point place to access information such as Customer Profile, Agent info, Policy documents, Knowledge Management articles etc. Databases that record live records and the historical databases were also integrated into the web application for Interactive Voice Response (IVR) to validate the customer’s entered details. Customer Search application was integrated with IVR to capture the policy number & other details and transfer the request to CA to facilitate the best possible service to the customers.

**Responsibilities:**

* Adopted Agile Process and its best practices as the process product for implementing the project.
* Act as the liaison between business, developers and project management. Working with the business owner, project manager and technical team to document the products vision and establish the project scope.
* Performed **GAP** analysis and interacted with SME’s, project managers, developers for solving open and pending issues.
* Updated the existing business process diagrams and created new business process diagram.
* Elicited information from end users and senior management to display requirements in a format that allows for easy review, approval and implementation. Documented business scripts after understanding the system thoroughly and translating them to the developers to help incorporate the features into the future system.
* Gathered requirements developed process model and detailed business policies. Elicited information from end users and senior management to display requirements in a for easy review, approval and implementation.
* Created **High Fidelity** and **Low Fidelity** **UI wireframes** and **mock-ups** using **Balsamiq**.
* Documented business scripts after understanding the system thoroughly and translating them to the developers to help incorporate the current system features into the future system.
* Helped to breakdown epics into user stories, used project collaboration tools like **JIRA** to manage the **User Stories** assisted in prioritization of the **Product Backlog Items (PBIs)** using **MoSCoW**.
* Aggressively participatedand assisted the **Scrum Master** in various **Scrum Ceremonies** like **Sprint Planning, Daily standup, Sprint Review** and **Sprint Retrospective.**
* Frequently used **Requirements Traceability Matrix (RTM)** for identifying and tracking the linkages.
* Collaborated with **QA** team in designing **test plans**, **test cases** and **test scripts** and schedule **UAT** managed feedback, aided them in performing **Unit Testing,** **Integration Testing**, **System Testing**. Responsible for creating business workflows and processes and creating management reports based in the analysis.
* Documented the API using **Swagger** and performed API testing using **SOAPUI** to check if the API is returned in the required **JASON** and **XML** format and communicated it with the development team.

**Environment:**

Agile-scrum, MS Office (MS Word, MS Excel, MS PowerPoint), MS SharePoint, MS Visio, JIRA, Balsamiq, Swagger, SoaPUI.

**SBI General Insurance, Mumbai, India**

**Business Systems Analyst Date: July 2014- October 2015**

The project aimed at migrating the historical data from the legacy oracle-based databases to a centralized data warehouse with regional data marts. The main purpose was to migrate the Property and casualty(P&C) insurance data and to identify the FPA actuals, expense analytics reporting and to build insurance models such as life, annuity and P&C.

 **Responsibilities:**

* Conducted JAD sessions, group workshops, individual and small team meetings and conference calls Property and Casualty FPA teams, stakeholders and developers to gather functional and non-functional requirements of the system including requirements and processes for life and annuity products.
* Created **Project Charter** to clearly indicate the scope, objective and participants of the project, created traceability Matrix and documented the meeting minutes. Acted as a liaison between the SME’s and user experience team. Conducted meetings with User Experience team on getting the approval for the created screens.
* Created **UML**, use case diagrams by using **Lucid Charts** in order to conduct a more effective and healthy communication and understanding with the user experience team, stakeholders and clients.
* Created new and updated existing **Business Rules** to be converted into Technical Rules for Personal Auto customer.
* Hosted the meetings and discussions with Task management and correspondence team to provide gathered business requirements from SME’s and to work around for not feasible requirements.
* Decomposed the elicited information into user stories by conducting story writing sessions with the Product Owner and assisted in defining the **Acceptance Criteria** for the **Potentially Shippable Product Increment (PSPI)**.
* Actively participated in **Scrum Ceremonies** like **Sprint Planning** **Sprint Review** and **Sprint Retrospective.**
* Formulated the **ER** diagrams of data and data flow diagrams in order to interact with database developers.
* Performed on the **ETL** mappings, analysis and documentation of **OLAP** reports requirements.
* Participated in **System Test Reviews** and suggested changes or missing test scenarios to be included in the list, development design reviews and usability studies.
* Worked with **Data Migration** team by providing Business Requirements for the migrating data from mainframe to oracle database.

**Environment:**

Agile-Scrum, MS Office (MS Word, MS PowerPoint, MS Excel), MS Visio, HP-ALM, Informatica, Confluence Balsamiq.

**Reliance Corporate, Mumbai, India**

**Business System Analyst Date: May 2013 – June 2014**

The project aimed at building a client end application wherein the business customers could manage their insurance accounts, pay premiums, file claims etc. online using this application. This application covered all the various products offered to businesses such as Property Liability, Business Income, Workers Compensation etc. The application will not only provide easy access to the customer to manage their insurance but will also provide them with a platform for tracking all their insurance necessities like renewal, payment of premium etc.

**Responsibilities:**

* Organized **Joint Application Development (JAD)**, **Joint Application Requirement (JAR)** sessions also conducted interviews to elicit the requirements.
* Maintained a **Requirements Traceability Matrix** and mapping to various Data Reporting Manuals, user Guides. Analyzed industry practices of back office applications of Insurance Company, underwriting, billing, policy and claims administration with the help of Subject Matter Expert.
* Processing of New Business, Renewal, Cancellation, Reinstatement, Billing for various lines of business.
* Designed and developed **Use case**, **activity diagrams**, **sequence diagrams** using **Draw.IO**.
* Created **Wireframes** and **Mock-ups** using **Balsamiq** for the UI requirements and perform testing accordingly
* Lead Tracker process developed using company’s existing solution and managed follow-up activities.
* Examined various **bottlenecks** and points for **automation** to **streamline** the claims processing, underwriting and pre-sales and post-sales process. Wrote Test Cases in HP Quality center that would test various scenarios.
* Provided key initiatives in working with users in defining project and system requirements.
* Involved in Logical and Physical Data Modeling, Database Schema design and modification of triggers, scripts stored procedures in Sybase Database Servers. Helped with Data Mapping between the data mart and the source systems.

 **Environment:**

Waterfall-Scrum Hybrid, JIRA, Balsamiq, HP LoadRunner, HP QC, MS SQL Server, MS Visio, MS Office (MS word, MS power point, MS excel), Confluence, Tableau, Draw.IO.

**Big Bazaar, Pune, India**

**Business Analyst Date:- March 2012 - April 2013**

The project aimed to analyze the behavior of the customers on giving offers, in different seasons and different locations. The data from the regional databases had to be migrated into a centralized data warehouse and transformed from relational to multidimensional. The project was initiated for boosting the sales, adding value to business by better customer service and to identify the pattern of customer’s spending.

**Responsibilities:**

* Conducted interviews with project managers, **SMEs** business users to collect requirement and business process information and reviewed the **Business Requirement Document(BRD)**, **System Specification Document (SRS)** to understand the stakeholder’s requirements from testing perspective.
* Created,Maintained and Mapped the **Requirement Traceability Matrix (RTM**) to track the requirements with their test cases, to ensure all the requirements are defined for the system.
* Created **Mockups** and **Wireframes** using **Balsamiq** for the UI requirements.
* Performed **Performance (Load/Stress)** testing and **Volume testing** using **HP LoadRunner**.
* Conducted **Integration Testing, Functional Testing and Regression testing** for the application.
* Responsible for collecting the **defect details**, logging the defects and coordinating with the team for **defect resolution** and maintain the report to **track defects** to closure using **issue tracking** in **HP-ALM.**
* Involved in backend testing for the data validation in reports using complex **SQL** queries and functions.
* Assisted in preparation of **UAT test plan, Test Cases, Testing Cycle**, **Test Scenarios** and implemented them with **QA team.** Created custom reports and dashboards using **Tableau** and reported them to the stakeholders.

**Environment:**

Waterfall, JIRA, Balsamiq, HP LoadRunner, HP QC, MS SQL Server, MS Visio, MS Office (MS word, MS power point, MS excel), Confluence, Tableau.

**Education**

Bachelor’s in Technology from Symbiosis Institute of Technology, Pune India.

**Certification**

Six Sigma Green Belt.

Scrum Certification.