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**PROFILE:**

An Energetic Product Manager & Senior Business Analyst / Quality Assurance Test Lead with proven track record of work with reputed Clients and Organizations. Rich experience of more than 18 years, in Project Management, Business Analysis, QA & Software Testing, Software design and development, Coding, Implementation and Production support.

**EXPERIENCE SUMMARY:**

* 19 years of IT experience. Project Management, Business Analysis, Software Testing, Software design and development, Coding, Implementation and Production support in domains like Banking-Finance, Transportation, Medical Systems and Pharmaceuticals.
* Experienced in development and maintenance of mainframe/Java /Unix based applications using IDMS/ADSO, COBOL, DB2, JCL, VSAM, Java and Unix
* Good skills and proven track record in Requirement Elicitation, Project Management, Project Planning, Estimation, SDLC, Creation and Execution of Test Scenarios and Test Cases, Conversions, Functional Enhancements and Researching, consulting, analyzing and evaluating system program needs.

**AWARDS AND CERTIFICATIONS:**

* Certified ‘**FLAME** **Professional**’ (First Level Management Development Program) from Management Excellence Academy of HCL
* Certified Scrum Master
* Long Service Award’ from HCL Technologies, for completion of 15 years in the organization.
* Certified ISTQB (International Software Testing Qualifications Board), from Center of Excellence HCL.
* Six Sigma Methodologies and Yellow Belt, Green Belt Awareness Certificate, from HCL.
* Certified through the QAI-Roger Pressman e-School in
1. Introduction to Software Engineering
2. Software Process Models
3. Common Process Framework
4. Basic Concepts of Software Quality
5. An introduction to Software Testing
* Certified IBM E-Commerce Professional from Asset International (Division of Aptech). Have undergone Extensive Training in E-Commerce and Web-Technologies, JAVA, JavaScript, ASP, HTML/DHTML, RMI, SERVLETS, SWINGS, EJB, JDBC, JAVABEANS, FRONT-PAGE and VISUAL AGE FOR JAVA.
* Pursuing Certification in Artificial Intelligence and Machine Learning (Python, R, Statistics for Business Analytics & Data visualization with Tableau )

**STRENGTHS:**

* Experienced in Investment Banking and Capital Market, having good communication, interpersonal, problem-solving and analytical skills. Expert in team building activities and trainings.
* Very Good knowledge on Quality Center, Bugzilla, COBOL, IDMS, ADS/O, IDS-II, GEN-A-SCREEN, IBM& BULL JCL and Development Tools (IDDM, DME, DMLO)
* Good knowledge on DB2, CICS, IMS and tools like XPEDITOR, CULPRIT, FILE-AID, INTERTEST, ENDEVOR, ADSALIVE, VSAM & TSO/ISPF, SDF–II, BETA 92/93, CA7, IBM-DITTO, MQ-Series
* Good Exposure to Testing Automation tools, like Selenium and QTP/UFT.

**PROFESSIONAL EXPERIENCE:**

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| **Period** | **Organizations & Work Locations** | **Designation** |
| Jan 2001 – July 2001 | Majoris Systems Pvt. Ltd. (Bangalore) | Associate Engineer |
| March 2002 – July 2003 | Tata Elxsi Pvt Ltd- TCS, (Mumbai) | Design & Development Engineer. |
| July 2003 – Aug 2019 | HCL Technologies. Maybank, Kuala Lumpur (Malaysia) Deutsche Bank, Frankfurt (Germany) Deutsche Bank, Singapore (Singapore)BT Financial Group, Sydney (Australia)Commonwealth Bank (Australia)HCL Technologies Ltd. Gurgaon (India)HCL Technologies Ltd. Bangalore (India) | Software Engineer /Senior QA-Test Lead/Senior Business Analyst |
| Dec 2019 – Feb 2020 | Plexcel Info Systems Pvt. Ltd (Bangalore) | Product Manager/Senior Business Analyst  |
| March 2020 – Till date | Acre Foundation ( Bangalore ) | Product Manager/Senior Business Analyst |

**ACHIEVEMENTS:**

* Appreciation and Award from Client UBS (Union Bank of Switzerland) for the DC Exit Migration Project.
* Appreciation letters from Client, Commonwealth Bank of Australia and ‘BT Financial Group’ for the work done in Projects Commissions Calculation System and WRAP.
* Involved in Analysis of BULL Mainframe for GE Transport Systems, as one of the key team members who brought out the Migration Strategy Document from BULL to IBM. This Project was conferred “Best Practices” by TCS. Efforts recognized by the Client GETS, for enormous savings of 63% and 73% in Online and Batch respectively.
* Appreciated by TCS for efforts towards the new ADS/O team build up, Coordination and work rendered towards the project.
* Appreciation letter from Client ‘Maybank Finance’ for the work done in Merger Project.

**PROFESSIONAL EXPERIENCE:**

1. Project Title: Acre Foundation

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| Company / Client  | Acre Foundation (Bangalore) |
| Work Locations | Bangalore |
| Duration | March 2020 – Till Date |
| Role | Senior Business Analyst & Product Manager |
| Tools Used | MS-Visio, Sketch, JIRA, SQL |
| Industry Domain | E-Commerce |
| Team Size  | 18 |

Role and Responsibility: Product Designing & Development along with Maintenance and Enhancements for a non-Government, not-for-profit Organization.

* Requirement-elicitation and planning along with documentation for the creation of Highly Interactive Website and Application.
* Analyzing and Modeling the Requirements on Functional and non-Functional categories
* Effort-Estimation and Sprint Planning.
* Performing the Acceptance Testing. Conducting Scrum-Calls.
1. Project Title: Novo Nordisk: Tender Management System

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| Company / Client  | Plexcel / Novo Nordisk (Bangalore) |
| Work Locations | Bangalore |
| Duration | Dec 2019 – Feb 2020 |
| Role | Senior Business Analyst / Delivery Manager |
| Tools Used | MS-Visio, Sketch, JIRA, SQL |
| Industry Domain | Pharmaceuticals |
| Team Size  | 18 |

Role and Responsibility: With the rapidly changing scenario in Information Technology space and its related landscape, Novo Nordisk as an Organization has come up with an ambitious plan to change the entire process of Tender Management system from manual to IT-enabled, Online and automated. As a Delivery Manager cum Senior Business Analyst the responsibilities included

* Understanding the current Tender Management System of Novo Nordisk from its various important Business Lines and verticals such as, Institutional Sales Team, Logistics Team, Finance Team, Legal and Compliance Team, Medical Team, Quality & Regulatory Team, Planning Team and Bio-pharma Team.
* Requirement-elicitation and planning along with documentation for the creation of an Online, Robust, Highly Interactive and Automated system for Tender Management.
* Defining the in-scope and out of scope requirements and creating a road-map for the creation of ‘First-of-its-kind, Tender Management System’
* Effort-Estimation and Sprint Planning.
* Interfacing between the Client, Developers and the Testing team for smooth functioning of the project and the deliverables.
* Performing the Acceptance Testing. Conducting Scrum-Calls.
1. Project Title: Keysight Collaboration Platform

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| Company / Client  | Plexcel / Keysight (Singapore) |
| Work Locations | Bangalore |
| Duration | Dec 2019 – Feb 2020 |
| Role | Senior Business Analyst/ Delivery Manager |
| Tools Used | MS-Visio, Sketch, JIRA, SQL |
| Industry Domain | Components Manufacturing |
| Team Size  | 18 |

Role and Responsibility: As a Senior Business Analyst cum Delivery Manager the responsibilities included

* Requirement-elicitation and planning along with documentation for users, customers and other stakeholders.
* Driving the Collaboration Project Initiative of Keysight, in order to make a robust and interactive platform for both the internal users as well as the Components Manufacturers.
* Defining the in-scope and out of scope requirements for the team.
* Effort-Estimation and Sprint Planning.
* Interfacing between the Client, Developers and the Testing team for smooth functioning of the project and the deliverables.
* Performing the Acceptance Testing. Conducting Scrum-Calls.
1. Project Title: DC Exit Migration

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| --- | --- |
| Company / Client  | HCL Technologies Ltd / UBS (Switzerland) |
| Work Locations | Bangalore |
| Duration | March 2016 – Aug 2019 |
| Role | Senior Business Analyst |
| Tools Used | MS-Visio, UFT, Unix, JIRA, Toad |
| Industry Domain | Banking |
| Team Size  | 20 |

Role and Responsibility: As a Senior Business Analyst the responsibilities included

* Requirement-elicitation and planning along with documentation for users, customers and other stakeholders.
* Analyzing and Modeling the Requirements on Functional and non-Functional categories.
* Interfacing between the Client, Developers and the Testing team for smooth functioning of the project and the deliverables.
* Performing the Acceptance Testing. Conducting Scrum-Calls.
1. Project Title: My Super Online

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| --- | --- |
| Company / Client  | HCL Technologies Ltd / BT Financial Group (Australia) |
| Work Locations | Sydney and Bangalore |
| Duration | March 2014 – March 2016 |
| Role | Senior Business Analyst |
| Tools Used | MS-Visio, Quality Center, Rapid SQL, Bugzilla |
| Industry Domain | Banking |
| Team Size  | 27 |

Role and Responsibility: As a Senior Business Analyst the responsibilities included

* Effort Estimation and Planning based on the Business Requirement by Client.
* As is – To be Scenarios checks and defining the scope using optimum solution.
* Conducting Scrum Calls/Status reporting EOD and weekly (For My Super Online Team)
* Execution of Test Cases. Defect tracking and Analysis.
1. Project Title: Customer Advocacy Group

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| --- | --- |
| Company / Client  | HCL Technologies Ltd  |
| Work Locations | Bangalore |
| Duration | Feb 2011 – Feb 2014 |
| Role | Business Analyst |
| Tools Used | MS-Visio, MS Excel, Selenium 2.0, Java |
| Industry Domain | Value Creation |
| Team Size | 32 |

Role and Responsibility: As a Business Analyst, I was responsible for

* Gathering data point for the accounts and generating account health reports/Requirements Elicitation.
* On-boarding of accounts on Value Creation Portal and facilitating and tracking various value creation activities of accounts.
* Preparation of the reports and presentation for senior management at account as well as LOB of business level for the stream leads for the monthly review.
* Creating Test Scenarios, writing and executing Test Cases.
* Test Data creation for various Test Scenarios.
1. Project Title: Commissions Calculation System and Settlements-Reconciliation.

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| --- | --- |
| Company / Client  | HCL Technologies Ltd / Commonwealth Bank of Australia |
| Work Locations | Sydney and Bangalore |
| Duration | Jan 2009 – Jan 2011 |
| Role | Test Lead |
| Tools Used | Mercury Test Director, SQL Query Analyzer |
| Industry Domain | Banking |
| Team Size | 25 |

Role and Responsibility: As a Test Lead the responsibilities included

* Preparing Project Management Plan, and formulation of Project Strategy with Development Team and Business Users and Business Analysts.
* Allocation of Tasks amongst the team/Conducting Conference-Calls/Sending EOD reports to Client.
1. Project Title: Penstock

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| --- | --- |
| Company / Client  | HCL Technologies Ltd. |
| Work Location | Bangalore |
| Duration | Jan 2008 – Dec 2008 |
| Role | Business Analyst |
| Tools Used | Test Director, Bugzilla |
| Industry Domain | Capital Market, Retail and Corporate Banking |
| Team Size | 18 |

Role and Responsibility: As a Business Analyst, the responsibilities included

* Assisting in preparation of Test-Plans, creating test-scenarios and writing test cases for module BestXec.
* Manually Testing (Functional) the module.
* Preparing Functional Specifications (for Development and Testing Teams) on Data Management, based on the Customer’s requirements.
1. Project Title: FRED (Front End ) db Trader Custody

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| Company / Client  | HCL Capital Market Services / Deutsche Bank |
| Work Location | Bangalore |
| Duration | Jan 2007 - Dec 2007 |
| Role | QA Tester |
| Tools Used | Test Director, Toad |
| Industry Domain | Banking |
| Team Size | 24 |

Role and Responsibility: As a Team member, the responsibilities included

* Testing the Application FRED in Domestic Custody Services.
* Creation of Trade Instructions – Futures, Equities and Debts.
* Generation of Online and Offline Reports for the Modules – Asset Valuation, Securities, Corporate Action and Fund Admin.
* Scheduling Jobs for Reports generation and Creating Instructions on daily, weekly and monthly basis.
1. Project Title: BT Financial Group (WRAP)

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| --- | --- |
| Company / Client  | HCL Capital Market Services / BT Financial Group- Australia |
| Work Location | Sydney (Australia)  |
| Duration | Aug 2006 - Dec 2006 |
| Role | Business Analyst / Tester |
| Tools Used | Test Director, SQL Server |
| Industry Domain | Banking |
| Team Size | 18 |

Role and Responsibility: As a Business Analyst and Tester the responsibilities were

* Providing and implementing testing methodologies and techniques to the team.
* Coordinating with the users for preparation and reviews of test scenarios and test cases for various modules.
* Creation of Test Data, preparing test plans, daily and weekly status reports.
* Defect reporting and tracking using Test Director.
1. Project Title: SPIDER Web (UAT) – Securities,Payments,Issuance,Depository,Events and Record Keeping

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| --- | --- |
| Company / Client  | HCL Capital Market Services / Deutsche Bank  |
| Work Location | Bangalore |
| Duration | Jan 2006 - July 2006 |
| Role | Manual Tester |
| Tools Used | Test Director, Dot Net, Biz Talk |
| Industry Domain | Financial Market |
| Team Size | 24 |

Role and Responsibility: As a Team member, the responsibilities included

* Writing and executing test cases for module PPA (Principal Paying Agent).
* Creation of Test Data, manual testing for Parallel Run, End-to-End testing and Smoke testing after each release.
* Defect reporting and Tracking using Test Director.
1. Project Title: VermögensSparplan (VSP)

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| --- | --- |
| Company / Client  | HCL Capital Market Services / Deutsche Bank |
| Work Location | Bangalore |
| Duration | Aug 2005 - Dec 2005 |
| Role | Manual Tester |
| Tools Used | DB2-Insync, JCL, TSO/ISPF & Test Director |
| Industry Domain | Banking (Mutual Funds) |
| Team Size | 19 |

Role and Responsibility: As a Team member, the responsibilities for the project were to provide Manual Regression Testing services to VSP Team. The services included

* Building a regression test suit, for all the online and batch programs identified.
* Maintenance of Test cases in Test Director and creation of Test Data
1. Project Title: Trade Finance (OLC) Online Check

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| Company / Client  | DSL Software Ltd./ Deutsche Bank  |
| Work Location | Frankfurt and Singapore |
| Duration | Aug 2004 - July 2005 |
| Role | Analyst Programmer |
| Tools Used | Cobol, JCL, TSO/ISPF & MQ-Series |
| Industry Domain | Banking |
| Team Size | 43 |

Role and Responsibility: As a Team member, the responsibilities included production support, maintenance and development of batch interfaces of TF-OLC System.

1. Project Title: Assets and Liabilities Management.

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| Company / Client  | HCL Infosystems Malaysia / Maybank- Malaysia  |
| Work Location | Kuala Lumpur (Malaysia) |
| Duration | July 2003 - July 2004 |
| Role | Analyst Programmer |
| Tools Used | IDMS, ENDEVOR, VSAM, JCL, TSO/ISPF |
| Industry Domain | Banking |
| Team Size | 38 |

Role and Responsibility: As a Team member the responsibilities were analysis, coding and generation of QC-Reports in prescribed format of the users.

1. Project Title: GE Medical Systems (RTS-Europe) Ready to Serve

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| --- | --- |
| Company / Client  | TCS-Mumbai / GE Europe  |
| Work Location | Mumbai |
| Duration | Jan – 2003 - June-03 |
| Role | Analyst Programmer |
| Tools Used | IBM S/390, MVS, VS COBOL II, VSAM, JCL, TSO/ISPF, AVISO, BETA 92/93, CA 7,IBM-DITTO |
| Industry Domain | Medical Systems |
| Team Size | 31 |

Role and Responsibility: As a Team member, the responsibilities were handling production support calls and online bug-fixing for the module IBS.

1. Project Title: GE Transportation System – Bull Exit

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| --- | --- |
| Company / Client  | TCS-Mumbai / GE USA |
| Work Location | Mumbai |
| Duration | April 2002 - Dec-2002 |
| Role | Analyst Programmer |
| Tools Used | FILE-AID, ENDEVOR, BETTER, XPEDITOR, DMLO, OLQ, OLP and ADSALIVE, IBM S/390, MVS, TITAN 892, IDMS, JCL, IDS II, GEN-A-SCREEN, TSO/ISPF and ADS/O, IDS-II ,IDMS |
| Industry Domain | Transportation Systems |
| Team Size | 44 |

Role and Responsibility: As a key member of the Bull Exit team, I was involved in online migration strategy development and existing system analysis. Coordinated with onsite team in development and design of equivalent IDMS database, and was involved in formulation of the Bachman Diagram for the system. As a Leading member for module CARD DEFECTS was responsible for Design, Construction, Test Plan Development, Testing, User Manual Preparation & Internal Review and testing of the work items like HLD, LLD, and Code.

1. Project Title: GE Acquisition

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| Company / Client  | Majoris Systems Pvt. Ltd. / GE USA |
| Work Location | Bangalore |
| Duration | Jan-01 to July-01 |
| Role | Associate Engineer |
| Tools Used | FILE-AID, ENDEVOR, XPEDITOR, DMLO, OLQ, OLP and ADSALIVE, IBM S/390, MVS, TITAN 892, IDMS, JCL,TSO/ISPF and ADS/O, IDS-II ,IDMS |
| Industry Domain | Finance |
| Team Size | 24 |

Role and Responsibility: As an Associate Engineer I was involved in understanding the concepts of Merger and Acquisitions, Quality processes being followed in an Organization and using Front-end and Back-end tools in Mainframes Environment.

**EDUCATION:**

* Bachelor of Science from St. Joseph's College, Bangalore University (1996).
* IBM’s E-Commerce from Asset International (APTECH) Bangalore (Jan 2000 to Nov 2000).
* MBA in Finance, from Jodhpur National University (2013)