# PARTH PATTANAYAK

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| Profile Summary |

* **7.3 years** of experience in IT Industry in **Business Requirements Analysis, Project rollouts**, **project management activities**, **post go-live support** and **Quality Assurance** (Ad-hoc testing, System Integration Testing, Regression testing, database testing)
* Competency in **Agile**/**Scrum/SAFe** process.
* Experience in both **web** and **mobile applications**.
* Used **DevOps** model for scrum process.
* Good understanding of **Telecom Supply Chain Management** domain, **Financial Services Credit Card** domain, **e-Commerce** domain (includes **Payments** and **Tax** processing) .
* Experience in both **web** and **mobile application**.
* Used **JIRA**,**MS Team Foundation Server** and **Confluence** for creation of **User Stories**, **Product Backlog** and **Sprint Backlog.**
* Creation of **Solution Design Documents (SOD)** including all the use cases and flow diagrams.
* Creation of **mapping documents, reports and design documents** using **MS Excel** **(formulae in excel, Macros, Vlookup())** as a part of SOD.
* Used **Archimate** Tool to map goals and requirements to business processes.
* Used **HP QC ALM** and MS **Team Foundation Server** for defect management.
* Using **SQL Queries** for conducting Database Testing and fetching data for analysis
* Involved in creation of **UAT Test Cases and Scenarios** and provide support to the users during UAT.
* Involved in **project scoping**, **budgeting** and **planning** and working on the **product roadmap** with the product management team.
* Involved in **post go-live** support by directly communicating with the users.
* Involved in the preparation of **User Guide Document** for the product.
* Used **MS Visio** to create data flow diagrams and use case diagrams.
* Used **IBM SPSS** as a statistical analysis tool for data analysis for the Master Thesis during my MBA.
* **CSPO, SAFe 4 POPM, CSM** certified.
* Knowledge of **BABOK** and **Agile extension of BABOK.**

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| Skill set | | |
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| ****OS**** | **:** | **Windows XP/7/8, Android, iOS** |
| **User stories tools** | **:** | **JIRA, MS Team Foundation Server** |
| **Testing Tools**  **Other Tools** | **:**  **:** | HP QC ALM, MS Team Foundation Server  MS Word, MS Excel (Formulae and Vlookup()), MS Power Point, MS Visio, IBM SPSS, Atlas.ti, Confluence |
| **Processes** | **:** | Agile, Scrum, DevOps |
| **Technical** | **:** | SQL Queries, MS Excel, Atlas Mongo DB, Soap UI, Browser Stack, API microservices. |
| **Tasks**  **Certification** | **:**  **:** | Requirements Analysis, Business Analysis, Projects rollouts, Production Support, Domain/Market Research, Manual Testing, Database Testing, UAT.  CSM, SAFe 4 POPM, CSPO, ISTQB Foundation Level |

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| Current Employer | | |
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| Organization | **:** | **Herbalife Nutrition** |
| **Designation** | **:** | Application Analyst |
| Project – 1 | | | |

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| Project Name **Project Description** | **:**  **:** | **Engage: Mobile Application for Customer Ordering**  Engage is mobile application (both Android and iOS) where Herbalife Customers can order their desired Herbalife products and prepared items from a distributor’s virtual nutritional club. Herbalife follows multi-level marketing concept. The mobile application is designed to be a one stop solution for the customers where the customer can place club consumption orders and retail orders. |
| **Duration** | **:** | September 2020 - Present |

## Project-2

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| Project Name **Project Description** | **:**  **:** | **Order and Sales matrices**  Preparation of Order and sales matrices for every country where the application is live (in production).  The task involves fetching data from SQL database and analyzing the data and preparing reports in excel using excel formulae and features. |
| **Duration** | **:** | February 2020 – August 2020 |

## Project-3

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| Project Name **Project Description** | **:**  **:** | **Dynamic Tool for Product Combo and Featured Products**  The product involves creation of product combo and featured products for the customer facing application. Sometimes, due the unavailability of the product in the warehouse, a code fix is required at every instance.  The tool provides a dynamic solution to the problem where the customer support team can fix the issue with the help of the tool. The tool would provide the accurate data based on the warehouse check and accordingly the customer support team can take necessary action with the help of the tool. |
| **Duration** | **:** | December 2019 – March 2020 |

## Project-4

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| |  |  |  | | --- | --- | --- | | Project Name **Project Description** | **:**  **:** | **GoHerbalife Thailand (both mobile and web platform)**  GoHerbalife is platform where Herbalife Customers can order their desired Herbalife products through a distributor. Herbalife follows multi-level marketing concept.  This platform is for Thailand customers. It also provides a platform for the Thailand distributors to customize their websites for the customers. The local needs of the country including the tax and legal compliance are taken into consideration which further helps the members for their site set up and customers to place orders for their desired product(s)  PayPal is used as the payment partner along with cash and card payment options. | | **Duration** | **:** | August 2019- July 2020 | |

## Project-5

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| Project Name **Project Description** | **:**  **:** | **GoHerbalife Portugal**  GoHerbalife is platform where Herbalife Customers can order their desired Herbalife products through a distributor. Herbalife follows multi-level marketing concept.  This platform is for Portugal customers. It also provides a platform for the Thailand distributors to customize their websites for the customers. The local needs of the country including the tax and legal compliance are taken into consideration which further helps the members for their site set up and customers to place orders for their desired product(s)  PayPal is used as the payment partner along with cash and card payment options. |
| **Duration** | **:** | August 2018- July 2019 |

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| Previous Employer I | | |
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| Organization | **:** | **Tata Consultancy Services** |
| **Designation** | **:** | Systems Analyst |
| **Duration** | **:** | January 2017- July 2018 |
| Project – 6 | | | |

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| **Client: JP Morgan Chase** |
| |  |  |  | | --- | --- | --- | | Project Name **Project Description** | **:**  **:** | **API Catalogue**  The project mainly deals with preparation of API catalogue, showing the As-Is and To-be process for the following areas of credit card domain:  1)Loyalty  2)Lending  3)Marketing  4)Business Card  5)POS authorization and fraud  6)Partner Relationship Management  7)Servicing  The tasks involves preparation of various use cases and use case diagrams by analyzing different scenarios through payment and cards domain research and analysis. | | **Duration** | **:** | October 2018- July 2018 | |

## Project-7

#### Client: Ericsson

#### Project Name: Sourcing Work Bench

**Project Description:**

SWB (Sourcing Work Bench) is an application under Sourcing area, Ericsson IT developed in MS Dot Net Platforms. Ericsson being a Network equipment vendor procures raw materials from various suppliers, develop the products, delivers them to its customers and provides necessary services. SWB deals with the complete end-to-end process of raw materials procurement of Ericsson from their vendors/suppliers.

The Major Modules of the applications are:

1) Creation of RFI (Request for Information): In this module, Ericsson users seek the required information regarding price, availability and other details from various suppliers for one or more types of raw materials.

2) Creation of RFQ (Request for Quote): After getting information from different suppliers for raw materials, users shortlist few supplier and ask them for quotation through this module.

3) Agreement Creation: In this module, the deal is finalized with one or more suppliers for the procurement of raw materials.

The application has integration with various other information for raw materials details, supplier details and manufacturing location details.

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| **Duration**: January 2017- September 2017 |

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| Previous Employer II | | |
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| Organization | **:** | **Tata Consultancy Services** |
| **Designation** | **:** | Systems Engineer |
| **Duration** | **:** | September 2012- June 2015 |

## Project-9

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| Client: EricssonProject Name: Premium **Project Description:**  Premium is the next-generation commercial analysis tool for use in sales decision support and creation of proposal. With Premium, a customer offering can be completely analyzed in terms of pricing, profitability, risk, and cash flow and when taking related upselling opportunities into consideration. A Premium proposal is required at SDP2 and SDP3 in the Sales Process and Premium is used for opportunities of Full Track, Fast Track, CSI and Managed Services types.  Major modules of the applications are:  1) Cash Flow Management: With the help of this module, Ericsson user could analyze the entire cash flow of the proposal.  2) Risk Management: This module helped the users to analyze the Risk percentage based on various parameters.  The application has integration with various other applications relating to opportunities, pricing details and customer details. |
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| **Duration:** January 2013- May 2015 |

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| **Responsibilities as Business Analyst/Product Owner/Scrum Master: -** |

* Defining, Discussing, Analyzing, Evaluating and Documenting Project Requirements (Creating Solution Overview / Requirements specification Documents), Creating flow of events for a Use Case / User Stories.
* Involved in requirements gathering and analysis for both **web** and **mobile application**.
* Performing Impact Analysis of each demand.
* Following Agile and Scrum methodologies.
* Active participation/ Facilitation in **PI Planning**, **Daily Scrum,** **Iteration Retrospective**, **Iteration grooming**, **Iteration planning, Scrum of Scrum, Internal and user demo** meetings.
* **Managing the product and sprint backlog**, **assigning story points** and **tracking** the dev and QA tasks.
* Used **JIRA** ,**MS TFS, Confluence** for creating and maintaining user stories and solution design documents.
* Driving daily stand up calls with team, providing status updates to Business on a regular basis.
* Creating, updating/reviewing and maintaining system and end user documentation such as Project planners, Feature list details, Requirements Traceability matrix, Release Notes, system blueprint, user guide, training material, Deployment Documents etc...
* Delivering User Training sessions / Demos.
* Managing both functional as well as non functional requirements on **Confluence**.
* Functional requirements include any new functionality added to the application or changes made to the existing functionality of the application.
* Involved in discussions on Resource allocation and project planning.
* Providing the **API** details in the user stories as well for the development and QA teams.
* Acting as a bridge between business and technical teams, transitioning the requirements to the development team.
* Facilitation of discussions and meetings between cross functional teams.
* Monitoring of the execution of requirements, ensuring correct implementation.
* Timely Presentations and Demonstrations to stake holders on the progress of Project Implementation, to obtain a buy in and feedback from stakeholders.
* Preparation of data flow and user flow diagrams.
* Creation of user manuals and related documents for users.
* Creation of **Solution Design Documents/ Use Case Documents** with the details of positive and negative scenarios.
* Reviewing Test Cases developed by the testing team.
* Driving UAT sessions and supporting the Business users during UAT sessions.
* Reviewing test cases for SIT and UAT.
* Provide scenarios to the automation testing team.
* Bug fix validation in QA and pre-prod environments before deploying in production.
* Managing change management requests.
* Performing Sanity Testing and providing Sign off prior to Go-Live.
* Preparing Monthly and Weekly Status reports to be presented to the client.
* Preparation of RFS (Request for Service) and RFP (Request for Proposal) as per the client’s requirements specification (as part of extra activity).
* Conducting Domain/Market Research and Analysis.
* Preparation and presentation of market research documents (social and economic data, analysis of payment partners, MLM companies in the region, Shipping and delivery methods widely used).
* Generating the required data using **SQL** queries and analyzing data and generating reports using **MS excel**.
* Use **browser stack** to test mobile application platform at various android and ios devices.
* Creating documents for process improvements.
* Use of MS Excel (charts, formulae, Vlookup()) to simplify requirements and processes
* Providing training to the QA and support team as and when required.
* Creation of RFP (Request for Proposal), RFS (Request for Service), task scheduling documents as a part of presales activities.
* Involved in project scoping, budgeting and planning.
* Working on Risk Analysis and Mitigation technique.
* Working on the product roadmap with product management team.
* Involved in production support activities for post go-live projects.

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| **Responsibilities as Test Engineer: -** |

* Performed requirements analysis and identified test scenarios/test objectives
* Contributed to the preparation of the defect management, communication and Test scope sections of the test plan
* Identified end-to-end test cases, regression suites and system test cases.
* Involved in Test data identification and gathering
* Documented test cases and performed peer reviews on the team mate’s work.
* Responsible for Smoke and Sanity test.
* Performed elaborate functional testing along with exploratory testing of the entire site. Also worked on test case maintenance when necessary.
* Microsoft TFS was used for issue tracking.
* Identified Key defects during the SIT phase and the show stoppers for any module was identified to the developer.
* Identified Key defects during the Regression phase and the show stoppers for any module was identified to the developer.
* Prepared and sent daily reports – test execution report and bug report.
* Prepared Test Cases for UAT and guided the user from different regions across the globe.
* Collection of metrics – test execution and defect metrics
* Guided the Automation Testing team with KT of the application and Test Cases
* Carried out Database Testing and using SQL queries.
* Involved in requirement gathering and preparing the design documents with the SME team.
* Training the new members in the team with the functionality and processes.

**Skills**

* Quick Learner (Willing to learn fast and adopt very quickly).
* Good listener & speaker.
* Ambitious, Hardworking and Committed to Excellence.
* Honest, Sincere and Ethical working with a high level integrity.

**Certifications**

* Certified SAFe 4.0 Product Owner/Product Manager
* Certified Scrum Master (CSM)
* Certified Scrum Product Owner (CSPO)
* ISTQB Foundation Level
* Vskills- Certified E-commerce Professional

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| Trainings Attended | | |
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* SAFe Framework training
* CSPO training
* CSM Training
* Agile/Scrum Framework

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| Education Qualification | | |
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| **Masters** | : MBA from IESEG School of Management, Paris, France (June 2015- November 2016). CGPA- 14.08/20  : Post Graduate Certificate in International Management from SP Jain Institute of Management and Research (June 2015- December 2015) | |
| **Bachelors** | : B.Tech (Electronics and Telecommunication) from KIIT University, Bhubaneswar (2008-2012). CGPA- 8.17/10 | |

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| Personal Details |

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| **Address** | : Electronic City Phase 1, Bangalore- 560100 |
| **Date of Birth** | : 04-March-1990 |
| **Language Known** | : English,Hindi,Odia,French |

I hereby declare that the above mention information is true.

Yours Faithfully

Parth Pattanayak