

GOPIGANESH RAJENDRAN

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Summary:

Software professional Engineer with over **15** years of experience in the IT industry with a focus on Business **Requirement Analysis**, **Data** Analysis, Functional system **design**, **Development**, Quality assurance & **testing** which includes all testing processes and implementing overall engineering software process life cycle(**SDLC**). Have strong experience in web & windows applications and window & mainframe environments.

- Excellent understanding of Software Engineering Standards and engineering processes.
- Experienced in multiple industries including **Banking, insurance, finance, government** & utilities.
- Excellent organizational, **interpersonal**, and **communication** skills with the flexibility and skill required to adjust to tight schedules, **limited budgets**, and frequently changing work priorities.
- Experienced people leader of **on-shore and off-shore teams**, including hiring, mentoring, and performance appraisals.
- Skilled instructor and project facilitator, with an understanding of the Software Development Life Cycle from **initial conceptualization, product analysis, release management process, end-user training and support**.
- Responsible for interacting with business partners to identify information needs and business requirements for reports.
- Attended seminars, knowledge enhancements sessions and training on best software practices, Rational Unified Process (**RUP**), **Waterfall** and **AGILE** Process.
- Insightful experience in project management activities like, **estimation**, creating **WBS**, Test Planning, Test Effort Estimation, Test design and execution, Test Environment Management, Defect tracking and **E2E, UAT** testing phases, status reporting, timely delivery of the task at acceptable levels of quality and adheres to best testing practices.
- Proven track record in **Project Management**, QA Process Setup, Testing Methodologies, **Client Coordination, Test Planning & Strategies**, Metrics Collection and Control Management.
- Effectively deployed **Risk** Management process, **Monitoring** and **Control** process for increasing project success rate.
- Excellent communication skills and leadership qualities. Proven track record of understanding customer needs and **delivering solutions**, within time and budget constraints and setting realistic client expectations.

Education:

Anna University, India

Bachelor of Engineering (**B.E**), Computer Science

Personal Details:

DOB : 03-JUNE-1984
Nationality : Indian
Passport NO : K8568998

Visa Details & Onsite Assignment:

- Holding USA B1/B2 VISA
- Have worked in San Francisco, CA, USA in H1B Visa for 3 years
- Have worked and coordinated with the team from onsite & off-site and responsible for successful releases.

Accomplishments:

1. Received **World Annual Conclave (WAC) award** for leading the US Payroll and Retail Banking QA team and key contribution on COE.
2. **Awarded Gold coin** twice in the **last 4 years** for driving the critical projects from EGS and implementing automation frameworks.
3. Submitted **Idea/Save projects** in last 3 years,
 - Gross-to-Net Auto-formulae and the improvement of **1046 hours annually**, which is equivalent to **\$20,515**
 - Auto Check date updates and the improvement of **103 hours annually**, which is equivalent to **\$1087**
 - QC Audit Automation and the improvement of **248 hours annually**, which is equivalent to **\$7634**
4. **Awarded for Leadership and Personal Accountability** by the **USA** management for leading and managing the India Testing team in delivering the key projects of payroll application without any production defects.
5. Received multiple Shared **Success Awards for project deliverance**, recruitment, tools implementation and conducting various cultural and entertainment events in the organization.
6. Certified in Scrum Master (**CSM**).
7. Participated in **PMP** Training Boot camp program.
8. Certified in **Pro-Elevate** (Wells Fargo-Internal Training).

Technical Expertise:**Programming Languages->**

VB 6.0, VB.NET, ASP.NET, COBOL

Databases->

DB2, MS SQL Server, Teradata, MS Access, FoxPro

Client Side Scripting->

VB Script, HTML, XML, Jscript

Testing Tools->

Quality Center, QTP/UFT, Selenium, ClearQuest, JIRA, DotCover, TFS, SpecFlow

Data Management Tools->

Collibra, Abinitio, Tableau, Informatica

Other Tools->

Crystal Reports, JAWS, TOAD, MS Office & Project Server, Cucumber/Gherkin

Mainframe Applications and Environments->

TSO/SDSF, Spufi, INSYNC DB2/IMS, MQ Series, Batch Job Utilities, File-Aid, Hogan CIS, IDS, PCD

Professional Experience:

Wells Fargo International Ltd, Hyderabad, India

Business Data Sr Analyst– 04/2021 to Present

Solutions-driven business data analyst with experience in Data Governance, Data Quality and delivery of process innovations for data rules, analysis, reporting and driving the attainment of business goals.

Roles and Responsibilities:

- Working with leadership team to manage projects for business and responsible for Data cleansing, Data control, Master Data.
- Prepare Data validation rules and apply them on sources to ensure the MDM concepts. Highlight the issues to Data owner and implement rules on table to identify anomalies in the data sets.
- Created Process flows to record and consolidate the current process and work towards the automation of executing the reports.
- Collaborating with programmers, engineers, and organizational leaders to identify opportunities for process improvements, recommend system modifications, and develop policies for data governance.
- Creating appropriate documentation that allows stakeholders to understand the steps of the data analysis process and duplicate or replicate the analysis if necessary.
- Audited inventory transactions according to corporate standards and conducted investigative analysis to provide the appropriate resolutions.

Wells Fargo International Ltd, Hyderabad, India

Tech Business System Analyst– 01/2018 to 03/2021

Solutions-driven business analyst with experience leading cross-functional teams in the development, documentation and delivery of process innovations driving the attainment of business goals.

Roles and Responsibilities:

- Subject Matter Expert and Advisor on **Retail banking IT solutions** entailing implementations across the region.
- Working directly with **product owners and stakeholders to elicit** their feedback on customer satisfaction items.
- Acted as a **scrum master** to organize and facilitate project planning, daily stand-ups, reviews, retrospectives, sprint/release planning, demos and other Scrum-related meetings.
- Facilitating requirement **JADs**, root cause analysis and other requirements workshops.
- Conducting requirements **training sessions** and developing best practices for product delivery. Partnering with Development Leads to identify opportunities for better collaboration and **process improvements**.
- Collaborated with the business team in solution development and implementation; presented the business solution to the project team.
- Translate stakeholder **requirements** into over 10 different tangible deliverables such as functional specifications, **user cases, user stories**, workflow/process diagrams, data flow/data model diagrams.
- Created and reviewed **functional test cases** and audited the functionality on the quality of deliverables at intervals.
- Managed and Supplemented functional requirements with **wireframes, mock-ups**, workflow diagrams and other tools (**UI/UX**) to communicate requirements.
- Co-ordinated the preparation of manuals and **training** materials.

Environment: Web app, Java, JavaScript, Apache Axis, Struts, Servlets, Spring 4, XML Beans, Jenkins, Tomcat, HTML, CSS, Splunk, ALM, Jira, Jama, Cucumber, Hogan(Mainframes), MS-Office & SharePoint.

Wells Fargo India Solutions, Hyderabad, India

Software QA Test (Functional & Automation) Lead– 01/2015 to 12/2017

Worked as QA Lead in EQE supporting Community Bank Technology (LOB) for branch bankers, **SVP** is an application used by bankers for retail banking products.

Roles and Responsibilities:

- QA **Lead** to work with multiple projects in a release and lead a team of 12-15 quality assurance analysts and engineers.
- Lead **day-to-day direction** and planning for regression and functional testing for new and existing software applications.
- Managed contractors to provide **testing artifacts**, standards and support for testers and hired/trained and supervised software quality assurance staff members.
- Increased testing coverage and repeatability while reducing time required testing large legacy applications by implementing more **robust automation scripts** within the group.
- Estimated **QA Oversight tasks** for the proposed project: Test Coordination, Perform Ambiguity Reviews, Collect Defect Tracking, and Metric Reporting.
- Facilitated **kick-off calls and orientation sessions** for offshore resources based in India to train them on the various issues and expectations regarding the project deliverables.
- Implemented the **Bank's Best QA practices** while Test Analysis /Design and Execution activities.
- Validated Implementation Plans and participated on **Go/no Go decisions** for the proposed project release installs.

Environment: Web app, Java, JavaScript, Apache Axis, Struts, Servlets, Spring 4, XML Beans, Jenkins, Tomcat, ALM, Jira, Hogan(Mainframes), DotCover, BDD, Cucumber, MS-Office.

Wells Fargo India Solutions, Hyderabad, India

Software Sr QA Analyst– 09/2012 to 12/2014

Worked as senior QA analyst for Payroll product is a Special Feature for the Wells Fargo Bank which includes US Taxation and Payroll Submission for US employers.

Roles and Responsibilities:

- Implemented the Bank's Best QA practices while Test Analysis /Design and Execution activities.
- Involved in preparing the Test Scenarios and Test Cases and ensuring 100% Test coverage (Includes Functional / Non Functional and Edge Testing Coverage). Increased testing coverage and repeatability while reducing time required testing large legacy applications by implementing more robust automation scripts within the group.
- Estimated QA Oversight tasks for the proposed project: Test Coordination, Perform Ambiguity Reviews, Collect Defect Tracking, and Metric Reporting.
- Held Defect Tracking meeting on a daily basis with Business and Development to ensure that the defects have been fixed in due next build deployment.
- Submitted Idea/Save project: Gross-to-Net Auto-formulae and the improvement of 1046 hours annually, which is equivalent to \$20,515

Environment: Windows & Web App, ASP.Net, SQL Server 2008/2012, SSRS, ALM, QTP/UFT, Selenium, TFS, Jira, Hogan, DotCover, JAWS, SpecFlow, MS-Office & Project Server.

Wells Fargo India Solutions, Hyderabad, India

Software QA Analyst– 06/2010 to 08/2012

Worked as senior QA analyst in EQE supporting Community Bank Technology (LOB) for BPS (Business Payroll Systems) product is a Special Feature for the Wells Fargo Bank which includes US Taxation and Payroll Submission for US employers.

Roles and Responsibilities:

- Develop **QA Test Plan and Test Cases**, create and execute Test Scripts using Mercury Interactive Test Suite and Clear Quest to validate the functionality of mainframe and web applications.
- Involved in preparing the Test **Scenarios** and Test Cases and ensuring 100% Test coverage (Includes Functional / Non Functional and Edge Testing Coverage).
- Executed GUI, Functional, Integration and Regression Testing and implemented **automated** scripts using **macros, & QTP** on taxes and various scenarios.
- Experience in **debugging** the issues at **production environment** and providing accurate root cause analysis on the same.
- Synthesize complex concepts, identify **robust test scenarios** based on business requirements, and translate into business friendly test script documentation to **demo proof of concept** of test to business users and project team members.

Environment: Windows & Web App, ASP.Net, SQL Server 2008/2012, SSRS, ALM, QTP/UFT, TFS, MS-Office & Project Server.

SQA INC, CA, USA

QA Engineer– 01/2008 to 05/2010

Worked as test engineer in various industries & applications includes the areas of Banking (Customer Information System-CIS, Online Banking System, Account Products Services), Insurance (Claims Processing, Policy Information, Producer Compensation), Accounting (Budget, Payroll, Payable/Receivable) and Management Reporting.

Roles and Responsibilities:

- Develop **Test Cases, create and execute Test Scripts** using Mercury Interactive Test Suite and Clear Quest to validate the functionality of mainframe and web applications.
- Conducted **backend** functional tests (**SQL Query**) and verified the data updates and implementation of business algorithms.
- Created test data performed end-to-end tests manually and verified the business workflow and supporting for **end-2-end test** for different applications.
- Conducted regression tests on batch jobs, verified data updates to application databases.
- Examined various types of the Web Service request(**REST API**) and response based on the Business requirements using **SOAP UI** in client network
- Tested the audit reports like, Customer **Batch/Online** Audit Journal and Online Operator Maintenance Report in **AXCIS** environment that reflect the changes of new screen that is build.
- Tested the **MQ series XML** messages in TSO Archive region for customer & account products in **SPUFI** TSO region for all change notifications and maintenance done for the transactions in the 3270 screen.
- Created several data set names in **TSO** region to perform the SQL queries and created own **copybooks** and validated against the input data set names using the **INSYNC** utility.

Environment: Windows, Mainframe z/OS IMS, Hummingbird, CICS, Hogan CIS, Hogan IDS, TSO/ISPF, SDSF, DB2, WMB MQ Series, SPUFI, JCL, Batch Job Utilities, File-Aid, XMLSPY, Soap Scope, TOAD, Quality Center, Clear Quest, QTP, MS Office

Fusiontec Software, Chennai, India

Software Engineer – 08/2005 to 9/2007

Software Engineer developing customized ERP apps using VB.Net, ASP.Net, SQL Server 2000/2005, Ms Access and Crystal Report. Project to develop store inventory and supply management system and worked on modules to create masters like Standard Recipe's (BOM) for base products and to create the opening stock details with Material and Product wise.

Roles and Responsibilities:

- Participated in the project life cycle, from analysis, **Development**, testing and production implementation.

- Coordinated with end users and business analysts to understand **Business workflows** and Requirements and resolve ambiguities.
- Analyzed the business transactions, user profiles and task distribution in **n-tier architecture** and studied the requirement to develop functional specifications.
- Code generation as per the requirement and Maintenance **Design, coding** and analyzing the **data integration** and backend functionalities.
- Analyzed the **ER diagrams**, data models and data migration rules to develop test scenarios.
- Preparation of the Low Level Design Document and **Unit Test Plan**.
- Developed Test Scenarios to verify the database functionalities, **data migration** flows and data integrity.
- Performed functional tests to validate the **GUI** functionalities, workflows, navigation and security features. Identified business critical transactions and categorized test cases for automation and developed test scripts.
- Performed **backend tests** to validate the functionality implementation using **Triggers** and **Procedures** and conducted field to field validation checks, verify the column constraints and database objects.
- Performed **GREY-BOX tests** on application functionalities and verified the interfaces to content management servers, validated backend functionalities, processes, and **middleware components**.
- Responsible for monthly warehouse loads and daily **data mart loads**, OS and database upgrades, troubleshooting, and administration.
- **Tuned and optimized databases**, which enabled required Federal reporting to be completed on-time, saving the company from paying significant fines.
- Evaluated **IT helpdesk solutions** and deployed best choice application.

Environment: Windows, VB.Net/VB/VBA, ASP.Net, SQL Server 2000 & 2005, XML, XSLT, FoxPro, Tally, CrystalReports, MS-Office