Sapan Nigam

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Professional Summary

Certified Scrum Master working as a Business System Analyst at Citrix Systems Bangalore. Adept at working with business for documenting and managing requirements, creating test plans and executions in quality assurance programs across SAP, Salesforce and Web applications. Specialize in Functional, Regression and case specific testing across different applications and business processes. Experience working with product managers , business users and client to analyze and document business requirement and system functional specifications and functional testing.

Core Qualifications

- Software Development Life Cycle
- Software Testing Life Cycle
- Agile Project Management and Scrum Master
- Primary POC from IT team for Citrix Partner Incentive Program
- ISTQB CTFL certified tester
- Manual Testing and Defect Management (HP ALM, Jira, Confluence, qTest)
- Experience working on SAP ECC, Hybris, FICA modules.
- Experience working on Salesforce Classic and Lightning.
- Supervisory skills (Managed Team of different sizes in multiple projects and enhancements)
- Facilitate daily scrums, stakeholders meetings, software demonstrations, UAT coordination and Roll out support.
- Strong communication skills and completed multiple certifications on Project managements provided by Citrix Learning center.

Employment History

Citrix Systems (Citrix R & D India Pvt. Limited)

Business System Analyst I
Bengaluru, Karnataka
August 2016 – Present

Agile Projects : Business System Analyst

- Work directly with business to capture and document requirements and gap analysis.
- Work with Product owner and development team to carry out all activities in E2E agile process cycle like requirement documentation on Confluence, designs, test management and planning using Jira, UAT Coordination and Roll out support.
- Work with program management team to track schedule against the roadmap and escalate risks and issues.
- Engage in creating a transparent and productive workflow with business and IT team
- Work with Scrum master to define and extract KPI Matrix, maximizing dev team work, timeboxing and progress indicators development and management.
- Work with Product owner for defining Sprint goals, backlog grooming and management, Stakeholder demo, user stories prioritizations.
- Assist business team and scrum development team, and enterprise architecture in developing solution delivery best practices.

Enterprise Projects : Business System Analyst and Quality Assurance Analyst

- Experience working on multiple large & medium enterprises projects related to Partner processes, Incentive & Rebates, Customer Success & Support, Case management and Subscription Implementation.
- Hands on experience of working on SAP ECC, Hybris, FICA, Salesforce classic, web and data-based applications.
- Currently working on Monthly subscription project developed on SAP Hybris and Salesforce.
- Worked with customers and product manager to prioritize and validate requirements.
- Coordinated the work of offshore testing team including IBM & Citrix Contractors, FT resources for various projects.
- Identified crucial functional requirement leak/ missed requirements, created use case diagrams and process flow diagram.
- Conducted GAP analysis as an SME of business and functional processes which helped in increasing operational efficiency and alignment of business unit objectives.
- Engaged in E2E STLC for multiple enterprise projects and enhancements.
- Developed and conducted test planning, test scenarios creation and execution, prioritization, validation, defect management.
- Ensured successful delivery of projects, Roll out and Hypercare support, Project Closure documentations.
- Worked and guided Automation team in developing different Automation test suites and Performance validation scripts for web-based applications.

Education

Sri Aurobindo Institute of Technology
Bachelor's Degree
Graduated in June 2016
Completed B.E. in Computer Science & Engineering in 2016 with 8.45 CGPA.

Key Tools & Technologies

- Salesforce CRM – Classic & Lightning
- SAP – ECC , Hybris & FICA (basic) modules
- Databases, Web & FNO
- Agile Tools – Jira , Confluence & qTest
- HP ALM Test management Tool

Professional Skills

- Business Requirements Analysis: ● ● ● ● ○
- Manual Test Planning & execution: ● ● ● ● ○
- Agile Methodologies & Tools: Confluence, Jira: ● ● ● ○ ○
- Gap Analysis: ● ● ● ○ ○
- Strong Communication Skills: ● ● ● ● ○

Hobbies & Interests

- Interacting with new people.
- Learning and exploring business process and possibilities to improve them.
- Listening to Music
- Watching Movies

Languages

- English: ● ● ● ● ○
- HIndi: ● ● ● ● ○