



## Ganesh Iyer

(D.O.B:6<sup>th</sup> November 1986, Single)

### Address:

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## Professional Summary

- **PSPO-1, PSM-1, CSM, LOMA FSRI Level 1 (SRI 111, SRI 121, SRI 131) certified**, overall experience of **12.5 years** spanning across multiple roles as **Business Analyst/Product Owner, Scrum Master and QA Lead**
- Currently working as a Business Analyst cum Product Owner since last **5 + years** for a US based Retirement Services Domain App Products and transitioning to the role & responsibilities of **Product Manager**
- **6+ years** of experience in Functional and User Acceptance testing in onshore-offshore model.
- Roles include detailed study of base product, elicit and gather requirements, translating requirements to user stories, In depth analysis for business scenarios development, performing UAT (user acceptance testing)
- Responsible for preparing Tollgate documents like Vision document, Feature Definition Document (FDD)
- Writing use cases, deriving scenarios in BDD format using Tidy Gherkin tool
- Well versed with JIRA, create and manage backlog items, dashboards, queries, burndown charts and extracting reports.
- Worked in different SDLCs like Agile (Scrum), Waterfall and V-model.
- Good functional knowledge in domains such as US-Retirement Services, insurance-P & C Billing.
- Worked in other domains like Mortgage Real Estate Loans, GIS and Telecom.
- Coordinating with Product Managers (PM's) and Business End Users during walkthroughs and reviews
- Help team understand the requirements during tech grooming sessions during story pointing and sizing.
- Led a team of 15 analysts including automation spread across offshore and onshore.
- Possess good analytical and problem-solving skills, learn and adapt to new technologies quickly.

## WORKING EXPERIENCE

### 1. TIAA India GBS (Feb 2017-till date )

#### Project: Model Transactions (Model-T)

**Description:** ModelT is a multiphase initiative through which clients have an enhanced digital experience while processing requests through TIAA.org moving away from old fashioned paper based model.

**Designation:** BA cum PO

**Tools:** HP-ALM, JIRA, Snag IT, Snipping Tool, SOAP-UI, Tidy Gherkin

#### Responsibilities:

1. Attending Business Grooming Sessions with Product Managers to understand and elicit the requirements
2. Analyze and research the requirements and translate them into user stories in JIRA
3. Conduct gap analysis, impact analysis, identify system limitations based on requirements and work on delivering solutions or workarounds with Business End Users and Solution Architects
4. Maintain, refine and update the product backlog items periodically in consultation with Product Managers
5. Create Dashboards, Query JIRA, fetch and publish periodic reports to the management stakeholders
6. Help team during walkthrough in story pointing and sizing during tech grooming sessions
7. Triaging and prioritizing defects as per business needs
8. Derive business use cases, scenarios in BDD format and perform UAT before production signoff
9. Extend business support during deployment and post deployment period (maintenance phase)

## 2.TIAA India GBS (October 2016-Feb 2017)

### Project: Model Transactions(Model-T)

**Description:** ModelT is a multiphase initiative through which clients have an enhanced digital experience while processing requests through TIAA.org moving away from old fashioned paper based model.

**Designation:** Associate(Senior Testing Analyst)

**Role:** Scrum Master/QA Lead(Size:15)

**Tools:** HP-ALM, JIRA,SOAP-UI, Tidy Gherkin

#### Responsibilities:

1. Currently leading QA activities in SaFe Agile for different projects within ModelT-Withdrawals.
2. Responsible for implementing Shift Left testing using BDD approach.
3. Assisting other scrum teams including automation in developing complex integration products.
4. Facilitate Daily Scrum calls and work towards removing the hindrances affecting the team.
5. Maintaining Scrum Dashboard, well versed with JIRA queries, publishing periodic reports.
6. Conducting Sprint Retrospectives, identify and enact improvements for subsequent Sprints.
7. Prepare and publish Test Plan and Strategy documents and Test Closure report with metrics.
8. Participate in functional and tech grooming sessions with stakeholders to prioritize backlogs.
9. Participate in defect triage calls and help take them to closure as per business needs.
10. Guiding and mentoring the team on Technical skill and building domain knowledge.
11. Creating functional documents and KT plans for new resources in share point

## 3.Altisource Business Solutions Private Ltd. (Sep 2015-Oct 2016 )

### Project: REAL Servicing

**Description:** The product deals in mortgage domain that automates the entire Real estate loan life cycle (Loan origination, issuance, repayments, default) as a part of Real Estate Owned ( REO) Asset Management.

**Designation:** Sr. Software Engineer

**Role:** Business Analyst and Scrum Lead( Size:6)

**Tools:** Progress 4GL, Open Edge, Citrix, Putty, JIRA, RabbitMQ, Webspeed simulator, SVN, Round Table, Selenium, AutoIT, Jmeter

#### Responsibilities:

1. Attending Requirement analysis, JAD sessions with business unit representing the QA team, understand and sharing them with the team.
2. Participate in Sprint Planning, Review and Retrospective meetings.
3. Responsible for QA Environment maintenance activities like code refresh and deployment.
4. Responsible for generating virtual users and running load tests using JMeter and analyze performance and latency reports in co-ordination with SMEs.
5. Assign task to team members and tracking their progress within the sprint cycle.
6. Analyze user stories, create and review test plans, scenarios, test cases and requirement traceability matrices and upload them in JIRA.
7. Raise as well as review team members defects and track their progress in JIRA.
8. Perform regression testing on builds before deploying to UAT.
9. Participate in Daily Standups and Scrum of Scrum meetings.
10. Maintain and send weekly status reports to PMO as well as PM.

#### 4. Majesco (formerly Mastek) (Apr 2012-Sep 2015)

**Client:** ERIE, Crum & Forster, Country Financial, GWCC, PCIC,- Insurance domain(Property and Casualty-PAS Billing)

**Description:** MajescoMastek STG billing is a web based standalone product built in JAVA, integrated with the Policy Administration System (PAS). It uses Direct and Account billing types to send invoices to the insured, other entities after calculating due date and the amount as per the payment plan selected.

**Designation:** Sr. Test Engineer

**Role:** Team Lead(Size:8)

**Tools:** Quality Center, Clear Quest, SOAPUI, SQL\*Plus, SQL

Developer, Diff Tool, Word/Excel, SVN,QTP

**Responsibilities:**

1. Understand requirements, design, implement, execute test cases, reporting and defect logging.
2. Preparing test plans, estimating and allocating tasks, test status monitoring and controlling.
3. Preparing test grid for regression suite, and coordinating with the automation team for automating the scripts and running them in offshore environments.
4. Reviewing Test cases and suggesting review comments.
5. Verifying various test artifacts and uploading in SVN, maintaining version control.
6. Representing team in Quarterly ISO Audits.
7. Attending post mortem meetings, preparing CAR, test closure and metric reports for analysis.

#### 5.Rolta India Limited (Oct 2011-Apr 2012)

**Client:** Indian Military Services Project: Rolta 3DView

**Description:** Rolta 3D view is a desktop based application which enables user to get an overview of the desired location through air, car, walk and Hover. This will be helpful in acquiring information beforehand about forests, terrains, enemy locations and for monitoring and surveillance purposes.

**Designation:** Sr Executive

**Role:** Sr. Tester(Size:4)

**Tools:** Excel, SQL, Bugzilla, SVN

**Responsibilities:**

1. Setting up and streamlining the overall test process in consultation with the Test Lead.
2. Preparing Use cases, Test plan, test cases, execution and defect tracking using Bugzilla.
3. Implementing new approaches to ensure better quality of product gets delivered.

#### 6. Alcatel-Lucent Managed Solutions (Aug 2008-Oct 2011)

**Client:** Reliance Communications Project1: Alarm Management System,  
Project2: DSR Management System

**Description:** Alarm Management System improves the performance of network by analyzing different alarms generated in the system. It is an integrated fault, time and trouble ticket management tool. DSR Management System is a web based intranet tool used for Comparison, Quality analysis and outage calculation by generating reports on a daily, weekly, monthly or quarterly basis.

**Designation:** Engineer

**Role:** Test Engineer(Size:3)

**Tools:** Excel, Bugzilla, VSS.

**Responsibilities:**

1. Understanding the detailed processes from functional and technical standpoint
2. Developing test cases based on SRS and end to end user requirements.
3. Logging defects and verifying fixes by retesting.
4. Performed Regression testing, Smoke testing, Sanity testing along with UI testing.

## TRAININGS AND CERTIFICATIONS.

- ❖ Professional Scrum Product Owner(PSPO-I)(Scrum.org)
- ❖ Professional Scrum Master(PSM-I) (Scrum.org)
- ❖ Certified Scrum Master (CSM)(ScrumAlliance.org)
- ❖ Retirement Domain Certified by Silver Brooks
- ❖ ISTQB Certified Foundation Level Testing(CTFL)
- ❖ LOMA FSRI Level Certified (SRI 111,SRI 121,SRI 131)
- ❖ AINS-21 Certified
- ❖ Agile Level 1 and Level 2 Certification
- ❖ Selenium Level 1 Certification
- ❖ Level 1 Insurance Certification
- ❖ Training on automation tools: QTP, IBM RFT
- ❖ Certified course from IBM-Seed InfoTech in Manual and Automation Testing.
- ❖ Certified Course from NIIT in D.NET Development Framework and SQL Database.

## EDUCATIONAL DETAILS

- ❖ B.E. in Electronics (69%), 62% Aggregate, Year 2008, Pillai's Institute of Information and Technology, Mumbai University.
- ❖ Higher Secondary (12th), 76%, Year 2004, CHM College, Maharashtra State Board.
- ❖ SSC (10<sup>th</sup>), 81%, Year 2002, OEMHS, Maharashtra State Board.

## ACHIEVEMENTS

- ❖ "Project of the Year"-2017 Award to the Team
- ❖ 'Fire in the Belly' award for contribution to project work in Feb'2015
- ❖ Spot award for project work in Dec'2014
- ❖ Participated in Inter corporate scrabble tournament 2014 at IGATE
- ❖ Delivery Excellence Award for the Quarter Jan-Mar'13
- ❖ Won Testing Quiz in Mastek during Aug'12
- ❖ Actively participated in Bharat Scout and Guide, Road Safety Patrol and Maharashtra Cadet Corps in secondary school.

### Hobbies:

- ❖ Avid scrabble player besides playing cricket, carom, chess, reading and writing.

### DECLARATION

I hereby declare that the particulars furnished above are complete and correct to the best of my knowledge and belief.

Ganesh Iyer.