**SUMMARY:**

* Result focused and customer oriented Agile Business Analyst with professional expertise of more than 8 years.
* Work Experience in Project Management, Business Analysis, Software Quality Assurance and Database Management.
* Engage with client to gather software requirements/ business rules and ensure alignment with developments teams.
* Good exposure of SQL Server Database Management activities & Backend Testing using SQL Queries.
* Experience working in Azure cloud, DevOps pipelines and strong knowledge of Azure fundamentals.
* Extensively involved in entire QA Process and defect management life cycle.
* Experience in working on multiple projects in parallel.
* Effective communication skills and experience of coordination between globally located teams.
* Knowledge of Manufacturing & Marketing, Airlines domain (Crew Scheduling & Management Systems, Pilots & Flight Attendants, Airlines Merger), Shipping & Intermodal system.
* Experience working in Waterfall & Agile methodologies.
* Strong grasp of SCRUM based software lifecycle management.
* Self-learning Tableau for data visualization concepts.

**CERTIFICATIONS:**

Microsoft Certified: Azure Fundamentals

Microsoft Technology Associate: Database Fundamentals

Certified Scrum Master (CSM) from Scrum Alliance

Tableau Consumer by Tableau Software

Google Analytics for Beginners

**ACADEMIC QUALIFICATION:**

Bachelors in Information Technology (B.Tech IT) from Kurukshetra University, India

**SKILLS:**

**Project Management & Business Analysis:**

Requirement Gathering, Writing User Stories & Acceptance Criteria, Writing BRD & Reviewing PSSD, Flow Chart Processes, Traceability Matrix, Gap Analysis, Visio, TargetProcess, Google Analytics, Google Tag Manager.

**Testing Skills:** Test Plans, Test Cases / Test Summary Report / Regression testing / Supporting UAT/ Database Testing using SQL DB, Postman

**Testing Tools:** HP ALM

**Database Technologies/Tools:**   
SQL Server Enterprise Manager, Query Analyzer, Profiler, MS SQL Server

**Domain Experience**: Manufacturing & Marketing, Airlines (Crew Scheduling, Pay & Credit, Vacation & Sick Absences), Airlines Merger and Shipping & Intermodal system.

**Technical Experience:** Microsoft Azure Cloud Fundamentals, Azure DevOps Release Management, SQL database, Java, WebSphere MQ, HTML, Mainframe Sabre HTE, Eloqua, JSON.

**PROFESSIONAL EXPERIENCE:**

**thyssenkrupp Elevators, Frisco, TX Apr 2019 - Present**

**Agile Business Analyst/Scrum Master**

**Project: Build Your Elevator**

Working in thyssenkrupp Elevators as a Business Analyst on a major application building and configuration project in Azure. Responsible for eliciting requirements on day-to-day basis on customer-facing website and application enhancements.

Being in the very small team, gave me the exposure to work as a BA, Scrum Master, QA and also did Project Management.

**Responsibilities:**

* Working closely with business sponsors, stakeholders and marketing team members to effectively capture business requirement, writing acceptance criteria and QA testing for customer facing website and applications
* Collecting user stories and groom them for use by the development team for a major configuration project in Azure.
* Working on configuration of two major applications widely used by end users. Created data files and feature & user stories.
* Writing requirements from UX architect and review mock-ups of user interface and leading design discussions.
* Ensure requirements are understood, agreed to and signed off at the appropriate early stages in a project.
* Collecting requirements for marketing team to inform day-to-day website content updates.
* Coordinating with Cross- functional (Field Marketing team) for the assets required for the Dev team.
* Prioritize and accomplish estimated project timelines with the Product Owner and Development Manager.
* Working with the development team to help translate the business requirements into technical specifications and assist with application development.
* Managing the QA validation process (business requirements, functional specifications, and application bugs).
* Extensive exposure to Microsoft Azure cloud computing concepts & fundamentals.
* Used Postman to test WebAPI. Also, validated JSON formatted data.
* Facilitating daily scrum standup, sprint planning meetings, sprint grooming sessions, dev team demos, retrospective.
* Maintaining the TargetProcess board and logged sprint efforts for the dev team resources.
* Creating Product backlog, Sprint backlog and managing user stories & production bugs.
* Creating Epics, Features, User Stories, Tasks on the TargetProcess board.
* Interpreted and analyzed site metrics by using Google Analytics. Good knowledge of Google Tag Manger.
* Guide the development teams to break down large and complex user stories into simplified versions for execution.
* Test the user stories for accuracy and compliance to ensure undisputed acceptance and validation of stories. Responsible for production validation after deployment.
* Help coordinate UAT with the cross-functional business teams to ensure the system was aligned with the vision of the business teams.
* Experience in Azure DevOps release management, accepting release into QA and then approving across the pipeline for production deployment.
* Maintaining Customer Care internal applications, creating, deleting, maintaining, updating users account and NPS Score.
* Acquired good knowledge of Eloqua, creating segment reports, editing & checking form feed from website.

**American Airlines, Fort Worth, TX Aug 2015- Feb 2019**

**Business Analyst**

**Project: FOI (American Airlines – U.S. Airways Merger)**

**Responsibilities:**

Worked in the American Airlines Crew Scheduling System projects, managing projects related to the American Airlines - US Airways merger, Flight Attendants Pay Protection, Crew Compensation for Pilots Monthly Guarantee, ETB/TTS, and Vacation & Sick absences Projects.

* Worked on migrating US Airways flight attendant’s data to American Airlines system.
* Closely worked with development team to write the scripts to migrate the data.
* Worked with both the system to identify any data mismatch.
* Worked with the SMEs & Business to write Business Requirements Documents (BRDs).
* Attended meetings with key business leaders to review Pay Protection project milestones.
* Engaged in multiple projects in successful completion in the merger of the U.S. Airways and American Airlines Crew Scheduling Systems.
* Worked on analyzing business requirements and the high-level scenarios as provided by the client. Also, referring to the Pilot & Flight Attendants contracts for the respective projects to understand the requirement well.
* Worked with the development team to assist with software development of the requirements given by business stakeholders.
* Prepared project documentation like Flow Charts, Gap Analysis, & Traceability Matrix.
* Created Test plans and designing test cases based on the business requirements.
* Helping the quality assurance team with the understanding of the requirements & test cases.
* Mentored new team members and arranging KT sessions.
* Executed Daily, weekly and monthly test status reports using HP ALM.
* Extensive experience working on Mainframes Sabre HTE for backend testing.
* Attended Scrums every day and work on Tasks to finish the stories on the board.
* Communicated defects on time to the development team manager.
* Provided support for UAT (User Acceptance Testing)

**Tata Consultancy Services, India**

**IT Analyst Mar 2007 – Sep 2013**

**Various Projects: Global Schedule Information System (AP Moller Maersk), Maersk Electronic Transportation System**

Maersk-A.P Moller is one of the leading shipping company in the world.

Global Schedule Information System (GSIS) Application is used by the users for scheduling & maintaining the voyages of the ships.

METS+ (Maersk Electronic Transportation System Plus) application is used by Dispatchers for planning intermodal moves of containers.

**Responsibilities:**

* Created Test plans and Test cases based on the business requirements
* Analyzed the documents that are required for the progress of releases such as Functional Requirement Specifications, System Requirement Specifications, and Change Requests.
* Performed Functional, Regression, and Backend Testing.
* Manage Defect life cycle using defect tracking tools such as HP QC by identifying, analyzing defects.
* Verifying and Developing SQL scripts to validate the databases tables and reports data for Backend database testing.
* Used SQL Profiler for troubleshooting, Monitoring, Optimizing SQL Server and T-SQL statements from developers and testers.
* Assisted the team resources with daily QA tasks.
* Used Quality Center extensively for the purpose of creating and maintaining the test cases and the test scripts for both systems testing and regression testing.
* Involved in Capacity Management for the growing databases.
* Experience in working on multiple Projects in parallel.
* Mentoring the testing team and giving training to the new joinees about application and technologies used.

**References available on request.**