

PALLAVI SRIVASTAVA

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EXPERIENCE SUMMARY

I have 13 years of experience on Healthcare, Banking, Finance and Retail domains. Currently designated as IT Analyst with TCS(Tata Consultancy Services).

During this period I have played various roles as Test Analyst, Test lead, Team Lead and Module Lead

- Working as Test Lead in Humana Account on multiple projects related to Provider, Metadata, Consumer services, Enrollment and billing, Health insurance and Wellness rewards.
- Worked in the Bank of America HK FPS project as Test Analyst for the Agile Scrum Team
- Handled the Lloyds Banking project of Acorn for ownership model of Children's account as offshore Test Manager and Defect Manager for QA activities.
- Handled the IFRS9 project as Test Lead for the Retail Data Validation Team
- Working closely with the sites in facilitating Issues Resolution and Data Remediation activities to closure.
- Involved in Process Documents creation, Timesheet and Billings for the associates in the team.
- Understanding and taking care of key project issues and coordinating with clients, BA, developers, testing teams to resolve ongoing issues
- Good knowledge of Software Development Life Cycle (SDLC) & Testing Methods.
- Lead team of 5-10 team members in different projects at offshore.
- Worked as Crisis Management Lead for the projects and SPOC in case of crisis situations, part of Business Continuity Management core group.

SKILLS & COMPETENCIES

DOMAIN

- Healthcare
- Banking and Financial Services,
- Life Sciences & Healthcare

TECHNOLOGY

- Oracle 9i PL/SQL
- Lotus Notes
- UNIX
- Bond Adapt Business Objects
- HTML

TOOL

- Oracle SQL Developer
- Bond Adapt Tool
- Putty
- Lotus Notes Tool
- IMS
- Selenium
- AWS
- Azure Devops

PROFESSIONAL EXPERIENCE

Project #7- TCS	
Client	Humana
Project	Humana UAT
Period	June'19- Present
Description	The project covers Provider, Enrollment and billing, Consumer Services, Wellness n rewards, Service Now UAT Testing

Responsibilities:

Test Lead for the project which involved managing End to end UAT Testing, Defect management. Role involved working with Team members and Testing as per Requirements.

- Discussion with BAs and Project Meetings to understand the client requirements and going through the user stories.
- Working on the common data for testing .
- Test Designing and Test Execution
- Test execution and sign off for UAT Testing
- Defect management
- Handling and managing a Scrum team of Automation and manual testers and following scrum framework.

Project #6- TCS	
Client	Bank of America
Project	HK FPS
Period	June'18- May'19
Description	The project covers multiple small changes in Hongkong project. The Team is an Agile scrum team and the processes are followed in Agile way.

Responsibilities:

Analyst for the project which involved creation of Test cases, Test Cases designing, Defect Assigning and defect analysis

- Role involved creation of Testcases after Requirement analysis.
- Discussion with scrum team for closure of queries related to Requirements.
- System Integration and Regression Testing of the requirements.

Project #5- TCS	
Client	Lloyds Bank
Project	Acorn
Period	Oct'16 - May'18
Description	The objective of the project is to amend ownership model which will control Children's account across HBOS and Lloyds so as to comply with the new regulations from May 2018. Project Acorn addresses the ownership and maturity process challenges.

Responsibilities:

Test Manager for the project which involved End to end coordination and closure of all testing activities across all platforms as per the Testing timelines

- To create and understand MTP document for all the impacted applications by scheduling calls with the Platform teams, Architect, BAs and SMEs for the project
- To set up Test data requirements from all platforms
- To work on Environment readiness checklist and to prepare Batch plan as required in the project by discussing with Environment and Batch team
- Preparing defect root cause analysis and sharing it with the client.
- To manage defects till the defects are completely resolved and closed.
- Organising defect triage calls so as to ensure that critical defects are quickly identified in order to communicate, proactively resolve and escalate defects in a timely manner.
- Detailed review of the defects in ALM and then coordinating with the SPOC for proper resolution.
- Discussing with the platform teams for Testing timelines, Test design, Test cases count and execution in ALM.

- Coordinating with all the impacted teams for Testing execution to closure of issues and defects and sharing daily status report to the client.
- Maintaining tracker for Action logs ,Test plan,Test execution and Environment readiness checklist

Project #4 – TCS	
Client	HSBC Bank
Project	IFRS 9
Period	Oct'15 - Sep'16
Description	The objective of the project is to implement IFRS9 for the bank which has to go live in Jan 2018 with key areas of retail amd wholesale Data Quality Criteria and completeness for the HSBC sites and creating the Data quality reports and Remediation activities.

Responsibilities:

Test Lead for the project which involved Retail Data Validation for the critical Data Elements required for Calculation, Reconciliation and disclosure in the ledgers and Balance sheet

- To create Retail Data Validation sheet for validating all the data elements
- To validate the data through SAS VA Data Explorer and Monthly Input files
- Discussions with Middle East, Europe and HBAP sites on Data accuracy and completeness and for the remediation of the same.
- Adjustments on the data as per the materiality threshold and providing the same to the impairment engine team for implementation.
- Maintaining documents of Status Reports, Test cases tracker, Downtime tracker

Project #3 – TCS	
Client	Deutsche Bank AG
Project	Midcaps
Period	MAR'11 - JAN'14
Description	It is a project for Deutsche Bank Germany. The applications are used by Bank Employees and Relationship Managers. The project involves support of the various Applications through 2 nd and 3 rd line support.

Responsibilities:

Module Lead for the project with the end to end responsibility of ensuring that optimum support is being provided to the client.

- Interaction and travel to the client location in Frankfurt with a view to understand the client requirements so as to design the plan of action and SOP's for the project.
- Managing live support as and when required as well as initiating and attending client calls and incident.
- Managing timely support of status reports.
- Monitoring of the Applications through UNIX and Monitoring tools.
- Supervising the team in their work and allocation of tasks to the team members
- Maintaining BCP/BIA Plans, conducting drills, verification with the managers, conducting sessions, maintaining documents for Audit as part of CML Activities.
- Attending Audit and Information security calls of the project and participating in Audits.
- Managing SharePoint access control and reviewing the documents uploaded on a monthly basis.
- Resolving Tickets and applying fixes for been 2nd line support.
- Managing features in the Applications through Lotus Notes Database, Eclipse and UNIX (Putty) as per Requirements from client.

✓ **Technical Skills Involved: Lotus Notes database, Unix and Pl/SQL**

Project #2 – TCS	
Client	Adapt 2010 Program – offshore
Project	HAYS SPECIALIST RECRUITMENT LTD
Period	JAN'08 to DEC'10
Role	Team Member/Business Analyst

Responsibilities:

To work together in a team with an aim to synergize the skills and help the team to achieve the common goal established for the project and fulfilling clients expectations.

- Gathering requirements from BA's at onsite, understanding and communicating the requirements to the development team and discussions with Testing team on the concerns and issues.
- Creation of Views, Triggers, Indexes, Functions, Procedures used in application.
- Developing Applications using Business Object Tool.
- Designing User Interface.
- Developed applications reports and queries in Business Objects.
- Query Optimization on large data.
- Database linking from one server to another and then updating data.
- Creation and Generation of SQL*Plus Reports for MI purpose.
- Managing Live support as and when required.
- Resolving Tickets and applying fixes as and when required.
- ✓ ***Technical Skills Involved: Lotus Notes, database, Unix and PL/SQL***

CERTIFICATIONS/TRAINING:

✓ ITIL 2011 Foundation Certificate in IT Service Management Certification
✓ Six Sigma Yellow Belt training [ILT]
✓ SCJP 5.0 Sun Certification
✓ Microsoft .NET Framework – Web based Client Develop
✓ Lean Six Sigma - Green Belt Training [ILT]
