**Suman Reddy P.**

**Senior Business Systems Analyst**

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Passionate , detail-oriented Senior Business Analyst with 8+ years of experience working in Healthcare Management and Healthcare Insurance domains with focus on Business Analysis, Software Development Lifecycle(SDLC) methodologies, creating value for business and clients by delivering software systems to suit organizational needs.

**Professional Summary:**

* Experience in **Waterfall and Agile Methodologies like Scrum and knowledge about Extreme Programming(XP)** **,Spiral, Scaled Agile Framework(SAFe),** **Kanban** **and Large Scaled Scrum(LeSS)** and hybrid methodologies like **Water-Scrum-Fall** methodology.
* Extensive working knowledge on Healthcare domain concepts such as **HIPAA(4010 and 5010), FHIR, FDA guidelines,** **Medicare and Medicaid**. Practical Experience in **Healthcare Insurance** Domain such as **Explanation of Benefits(EOB), Health Maintenance Organization (HMO), Preferred Provider Organization(PPO), Electronic Data Interchange(EDI)**.
* Solid understanding of **Membership, Claim Processing, Billing , Benefit/Eligibility** , Authorization/Referrals. **Coordination of Benefits(COB)** and have experience **in HIPAA standards** and corresponding **EDI Transactions(834,835,837,270/271 and 276/277)**.
* Experience on **LIMS configuration**, implementation**, LIMS Master Data** **to** meet site requirements using **GxP.**
* Skilled in **eliciting requirements** from business owners and stakeholders through a variety of **elicitation techniques** such as **Brainstorming, JAD sessions, Requirement Workshops, Interviews, Workflow Analysis, Survey and Questionnaire, Document Analysis and Focus Groups** and articulating requirements and converting them **into technical and functional specifications**.
* Performed multiple **feasibility studies, Cost-Benefit Analysis, Risk Analysis**, **Impact**, **SWOT, MOST, CATWOE, PESTLE analysis**.
* Possess an in-depth understanding of **GAP analysis** and accessed **AS-IS** and **TO-BE** process to help the organization with designing the new system and collaborated with SMEs to understand the **Key Performance Indicators(KPI) and Service Level Agreements**.
* Created multiple deliverables such **as Business Requirement Document(BRD), System Requirement Specification(SRS), Functional Specification Document(FRS), Project Charter, Project Plan, Work Breakdown Structure, RTM and RACI Matrix** thereby possessing a broad knowledge of Documenting and Presenting the deliverables at every Milestone.
* Proficient in creating **Use Case Document** and **Unified Modelling Language(UML)** diagrams like **Use case diagrams , Activity Diagrams and Sequence Diagrams** using **MS Visio** and **Lucid Chart** for visual representation of business processes.
* Designed **High Fidelity mockups, Low Fidelity mockups and wireframes** for requirements to get visual and GUI, and well familiarized with Use case Design, Use case analysis and scenarios, and **Business Process Modelling and Notation(BPMN)**.
* Excellent Knowledge of **Scrum framework** including **Scrum Ceremonies** like **Backlog Grooming**, **Sprint Planning**, **Daily Scrum**, **Sprint Review** and **Sprint Retrospective**. Efficiently documented **Scrum artifacts** like **Product Backlog** and **Sprint Backlog**.
* Experience in breaking down **Epics into User stories** keeping the INVEST criteria within acceptable limits. Experience in slicing the user stories using Horizontal and Vertical slicing techniques, **Prioritizing** the user stories using techniques such as **MOSCOW and KANO**, and estimating the user stories using techniques like **Planning Poker, T-shirt sizing, and Relative Mass Evaluation**.
* Assisted the Product Owner to define the **Minimum Viable Product(MVP),** **Definition of Done(DoD)** and wrote the user stories and **Acceptance Criteria**. Worked in **Test Driven Development(TDD),** **Acceptance Driven Development(ATDD), Behavior Driven Development(BDD) environments.** In-depth understanding of **Continuous Integration** and **Continuous Deployment (CI, CD)**.
* Utilized **Project Lifecycle Management** tool **JIRA,** to log the issues, manage defect/bug life cycle, track the team progress and to maintain the **product backlog items** throughout the project and collaborated with the team members using **Confluence**.
* **Handled conflicts** during the development process by negotiating with the **Developers, Testers, Architects, SME’s, Business Users, Enterprise Level Management, and all concerned** internal and external **Stakeholders of Project.**
* Proficient in **Data Definition Language, Data Manipulation Language and Data control Language** using **SQL** queries like **Joins, Views , Subqueries and Aggregate** functions with a good understanding of **Stored Procedure, Functions, and Triggers**.
* Created **Entity-Relationship diagrams** after careful identification of the various entities and their relationships as well the **associated Conceptual and Logical Data Model** ensuring that the required objects are defined accurately and without any **redundancy** . Assisted in understanding the **anomalies in database design** and how **normalization** is used to address them.
* Experience in **Data Modelling** and collaborated with Data Analyst and Architect in creating **Star and Snowflake Schemas**, **Datawarehouse Architecture**, **Facts and Dimensions tables**, **Logical and Physical Data modelling** using **ERWIN and Embarcadero**.
* Proficiency in **ETL** Process, **Data Profiling**, **Data Integration**, **Data Mapping**, **Data Modelling** along with good knowledge in concepts like Datawarehouse Implementation, Datawarehouse Architecture, Operational Data Store(ODS), Data marts.
* Knowledge about multidimensional **Schemas**, **OLTP and OLAP** operations like **Drill down, roll up, slicing and dicing**.
* Knowledge of extraction of data from **source systems, transformation, and load process**(ETL) for a Data Warehouse using Business Intelligence tools like **Informatica Power Center Designer and Workflow Manager**.
* Knowledge of Cloud computing platforms, specifically **Amazon Web Services(AWS),** products like **AWS Lambda**, **Amazon S3**, **Amazon VPC**, **Amazon API gateway**, and **Amazon Cognito**, **AWS Redshift**, **AWS Quick sight**, **AWS Elastic Cloud**.
* Solid Knowledge of the **Three-Tier Architecture**, **Service-Oriented Architecture(SOA), Client Server Architecture**. Experience in **Application Program Interface(API)** testing using **Postman** and **SoapUI** to check if the API response data is in **JSON** and **XML** format as required by workflow to resolve discrepancies and Swagger for **API Documentation**.
* Experience in tracking the business requirements using **Rational Requisite Pro** while maintaining customer needs and maintain testing document using **Requirement Traceability Matrix(RTM)**.
* Proficient in developing and executing **Test Plans**, **Test cases, Test Scenarios** and performing **functional test**, **usability testing** and ensuring that the software meets the **system requirements**. Assisted the stakeholders in conducting **User Acceptance Testing(UAT).**
* Liaised with the QA team to design and implement **test plans**, test cases and performed **Black-Box testing, System testing, Integration testing, User Acceptance testing(UAT)**, Load/Stress testing and Performance testing.
* Utilized **Data Visualization**, **Business Intelligence(BI)** tools to understand **dimensions, measures, calculated field, metrics, and Key Performance Indicators(KPIs**) on dashboard to **derive business insights** presented to stakeholders.

**Technical Skills:**

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| Healthcare and Health Insurance Domain | Medicaid, Medicare, HIPAA, ICD 10 CM, Claim Processing, Electronic Health Records, PHI, PII, EDI, GxP , 21 CFR Part 11. |
| Software Development Life Cycle | Agile-Scrum, Scrum-Waterfall, Waterfall, SAFe, Kanban and Scrum ban. |
| Business Skills | Requirement Elicitation, Change Management, Incident Management, Impact Analysis, JAD Sessions, Project Planning, Project Scheduling, Issue/Defect Management, Conflict Management . |
| Business Modelling Tools | MS Visio, Lucid Charts, Balsamiq mockups and Adobe XD. |
| Project Management Tools | JIRA, HP ALM, MS SharePoint, Confluence, Microsoft Team Foundation Server. |
| BI and Reporting tools | Tableau, MS Office Suite (Excel, Word, PowerPoint), Prezi, SQL Server Reporting Service (SSRS). |
| Technologies | Amazon AWS, Apache Server, SAP QM. |
| Databases and ETL Tools | RDS DB, Informatica PowerCenter, HADOOP HDFS, HIVE, Dynamo DB, My SQL. |
| Data Warehousing | Enterprise Datawarehouse, Data Marts, ETL, Data Modeling. |

**Professional Experience:**

**Medline Industries, Northfield ,IL.** Feb 2020 - Present.

**Sr. Business Systems Analyst**

**Implementation of new LIMS along with SAP-QM for Laboratory.**

Project was to increase the clinical lab’s productivity and sample throughput, and to increase the ease and speed of communication between the laboratory and care providers. This was achieved by upgrading, developing, configuring and testing the requirements and changes that have been made to LIMS environment. Along with this also introducing new and separate workflow and interfacing with SAP- Quality Management through IDI interface to make LIMS scalable and flexible.

**Roles and Responsibilities:**

* Reviewed tools for **LIMS** to be used by the site. Analysis of **LIMS enhancements**, troubleshooting issues, second tier application support and routine **Master Data** configuration as required within the **LIMS application**.
* Accumulated information on **HIPAA(Securing Data), Good Automated Laboratory Practices(GALP), Good Storage Practices(GSP), Good Documentation Practices(GDP), ISO 17025 for instrumentation calibration**.
* Assisted in designing, implementing and validation of LIMS according to **21 CFR Part11** compliance strategies by **IQ/OQ/PQ** protocols and in reviewing LIMS validation documents with validation team to meet **FDA and ISO regulatory compliance**.
* Participated in **laboratory engagements** to help bridge gap between the **lab experts** and the **LIMS implementation specialists.**
* Interviewed the **Subject Matter Expert(SME)** to develop an understanding of current business process and analyzed the workflow.
* Assisted **Product Owner** in performing **vendor research as** per the need of the laboratory procedures, writing **epics**, **prioritizing user stories,** and framing **Definition of Done(DoD)** for **PSPI(Potentially Shippable product Increment).**
* Identified and documented **the Standard Operating Procedure (SOP**) and **Actual Procedure** from sample entering and reporting.
* Analyzed and documented the **AS-IS** process and mapped  **TO-BE** state to set **point of reference**. Performed **Process Mapping** using **flowcharts** to understand the required process improvement prior to initiation of LIMS upgrading process.
* Facilitated **requirements sessions, instrument interface requirement session** and **implementation sessions** with PO to get a better understanding of available instruments, associated **standard codes and regulations**.
* Interacted with Stakeholders, End Users to understand and gather requirement and create **Functional Requirement Specification(FRD) and User Requirement Specification(URS)** and communication it to the entire team involved.
* Participated in **Scrum ceremonies such** as, **Sprint Planning , Daily Scrum, Sprint Review Meeting and Sprint Retrospective.**
* Assisted the Scrum Master to create and document the deliverables like **Information Radiators (Burn-up – Burn-down charts)** to **transparently communicate** with all the Stakeholders and clients, and to track the teams’ progress.
* Immovably involved in **writing User Stories** along with Product Owner and writing **Acceptance Criteria**.
* Assessed and prioritized the key requirements to develop the **LIMS** to document experiments which include **relevant scientific content** and **observations**, instruments results, and attachments such as **spectra, chromatograms**.
* Represented **laboratory workflows** using **Use case Diagram** and **activity diagram** created in **Lucid charts**.
* Developed **Low fidelity** **wireframes and Mockups** with UI designer using **Balsamiq** for front end application.
* Performed **Data Mapping for legacy LIMS** and **New LIMS** and created **logical data modelling**, created **class diagrams**, **ER diagrams** and **SQL queries** to filter data, and there after produced data mapping and data definition documentation.
* Assisted in **batch integration of LIMS** for data transfer using Bulk APIs by identifying **data elements**, their format and validation rules. Mapped business processes to **SAP functionalities**.
* Assisted in **ETL process**, **Data profiling**, **Data integration**, **Data migration**, **Data conversion** and **Data Quality** concepts loan with implementing **databases, Data marts, Schemas, OLAP operations like Drill down, roll up, Slicing and Dicing**.
* Identified , documented and assisted the testing team to write Test Plans, Test Scripts and Test Scenarios for functional, load, stress , performance and regression testing using Cucumber supporting Behavior Driven Development.
* Based on business requirements and product knowledge, also assisted in performing **UAT** and integration testing between **LIMS** **and SAP**.
* Created **visualization dashboards** for ad-hoc reports using Tableau for Laboratory sample management ,lab reports such as graphs, tables, test results, test stages and sample expiration dates, result analysis, inventory tracking.

**Environment: Agile-Scrum, JIRA, Tomcat Server, MS SQL Server, HTTP, XML, EPL language, Informatica , Mind View, Lucid Charts, Tableau, Swagger-UI, Postman, JIRA-Zephyr , Confluence ,Cucumber**, **SAP QM**.

**Molina Healthcare, Washington, DC.** Nov 2018 – Jan 2020 .

**Sr. Business Systems Analyst**

Implementation of Chronic Disease Self-Management Program on its Diabetic Patients for giving more control to patient to increase patient involvement in managing chronic diseases. Project focused on enhancing existing portal by implementing features to track Diabetes patients and integrating a medical server using Amazon Web Services(AWS) EC2 to cater an individualized medical care plan to increase patient involvement in diabetic management and health education.

**Roles and Responsibilities:**

* Implemented knowledge in Healthcare Industry Standard compliance of the **HITECH Act**, **HIPAA Act,** and **HL7** international standards for the development of a robust **Patient-Portal** system as per the stakeholders’ requirements.
* Worked in **Agile** software development methodology and assisted Product Owner in performing user and market research.
* Performed **Document analysis** of existing portal system and conducted **Joint Application Development** (JAD) session and **Interface analysis** to capture the workflow and understand the **Business Process** to develop a better well-rounded system.
* Created Business Requirement Document and assisted in creating **Release planning document** and **Product Backlog**.
* Actively involved in breaking down **Epics** into **User stories** keeping the **INVEST** criteria in acceptable limits.
* Prioritized user stories using techniques such as **MoSCoW ,** **Kano** method and Estimating user stories using **Relative Estimation** techniques like **Planning Poker** and Slicing user stories using **vertical slicing technique**.
* Used **JIRA** and **Confluence** for tracking project progress and team collaboration to carry out the project effectively and efficiently.
* Performed **gap analysis** to identify gap between **source data** and **target data**, and generated data **lineage report .**
* Worked closely with the technical team to convert **functional requirements** to **technical requirements** and developed functional **prototypes**, **Graphic User Interface** **(GUI),** **wireframes** and created **mock-up** using **MS Visio** .
* Developed Unified Modelling Language (UML) diagrams such as **use case diagram**, **activity diagram**, sequence**,** and **Entity – Relationship** diagram using **Lucid Charts** to communicate to all the business stakeholders.
* Performed various data retrieving and verifying the data integrity of the system with the help of **Structured Query Languages (SQL**) queries using various average, joins and union functionalities to check for redundancies.
* Used **Informatica Power Center** (**IPC) Designer & Workflow Manager** to perform **ETL (extraction, transformation, load)** from the source data to the target repository with the bottom-top approach for master data management.
* Performed **data mapping**, **data profiling,** **data cleansing** and performed different **transformations** on the data coming from **Data Store (ODS**) to **Data Warehouse** to integrate **TPA** information into the DWH .
* Assisted in ETL between **Data warehouse** and the database so that all the data is integrated into the **EHR.**
* Created a **data mapping document** for integrating **ODS** with **Data Warehouse** to make sure that the **Third-Party Application** information is integrated and mapped. Also aided in designing and integration of medical server in **AWS EC2** server which is further connected to the front-end portal for patient diagnosis centered communications based on individual diagnosis.
* Assisted the development team in creating a patient field within **AWS** that will reflect the level of reliability and implemented encryption to patients’ **Protected Health Information** (**PHI**) and **Personal Identifiable Information** (**PII**).
* Implemented a robust **two-factor authentication** and **token verification** system to resolve user authentication issues and written business logics and system validations to increase the integrity of the system in authenticating the user.
* Assisted in writing REST **API documentation** using **Swagger** and carried out functional **API testing** using **Postman** to connect with **web services** in **HTML**, **JSON** and **XML** formats as per the system requirements for proper data flow between web services.
* Reviewed **Test plan**, **Test cases** and **Test scenarios** for **integration testing, regression testing**, and performed **end to end testing**, **Failover**, and **Recovery testing**, **Smoke Testing**, and **User Acceptance Testing (UAT)** to check system’s integrity .
* Enabled **360-degree** view of the patient at a single point of view for better forecast and analysis of all parameters .
* Created interactive **reports** like dashboards, heat maps, bar graphs, pie charts and pivot tables using **Tableau and Excel** to track the effect of the program on chronic disease management and to track disease progression and its outcomes.

**Environment: Agile-Scrum environment, JIRA, MS Visio, Lucid Chart, Apache Tomcat Server, HTTP, SQL, MS Office, Service Oriented Architecture, Postman, Swagger, Tableau.**

**Walgreens, Deer Field, IL.** Feb 2017 – Aug 2018.

**Business Systems Analyst**

Online service was designed to deliver refill medication to follow-up on disabled and elderly patients at their homes without the necessity to visit the physician. Involved in implementing HIPAA EDI transaction(837 P/I/D, 835) in the application. Also involved in modules: pre-pricing claims, claims adjudication, claims payment , coordination of benefits(COB), and adjustments.

**Roles and Responsibilities:**

* Conducted **Joint Application Development (JAD**) process with Stakeholders to analyze deliverables and system constraints.
* Worked on **transaction-835 claims payments and remittance advice** which deals with the payment from payer to provider.
* Interacted with **various stakeholders** involving **Claims, payment and enrollment** and documenting related **business processes**.
* Collaborated with **CMS program** and technical staff to review proposed program definition/ruling and provided recommendations to program design and high-level risks and/or impacts.
* Involved in the overall program management of the **Health Care Financing Administration** **(HCFA/CMS).**
* Analyzed the **existing claims process** and specific **business rule logic** to be applied in the requirement model.
* Tracked the development activities by actively participating in **Sprint Planning, Daily Standup, Review and Retrospective**.
* Helped the PO to **populate** and **refine** the **Product Backlog**, further slicing the **PBI’s** into **User Story** and **tasks** to be included in the **Sprint Backlog** and eventually defining **Acceptance Criteria** for the user story to be included in implementation.
* Worked with business users to create **UML diagrams** like **Use cases, Activity** and **Sequence diagrams** using **Lucid Chart.**
* Helped in creating the **Conceptual and Logical Data model** and created a **Data Mapping** document**.**
* Applied the **Top-Down approach** of **System Design** based on various **Functional Requirements, Non -Functional Requirements,** and **Data Requirements** and assisted the technical team to design an **In-House** **Service-Oriented Architecture.**
* Analyzing **Medicaid claim data and Financial data** as well as reviewing applications for completeness to process applicants.
* Assisted in **Test cases**, **Test Scripts** and **Test Plan** with the help of **project meetings and walkthroughs.**
* Performed extensive **Regression testing** on Claims supported simulated system.
* Conducted **UAT** to confirm that all derivative products can be successfully processed through stages of the trade life cycle.
* Tracked and maintained Stakeholder requested **enhancements and changes** using **Requirement Traceability Matrix (RTM**).
* Prepared **Test cases** during Design phase with presence of QA team and implemented plan for integration and functional testing.
* Performed **Application Program Interface(API)** testing using **SOAPUI** also baselined and Documented the API using **SWAGGER.**
* Assisted with user **testing of systems** and maintained **quality procedures** and ensured appropriate documentation is in place.
* Integrated to provide all teams visibility and **maintain traceability among requirements, use cases, and change requests.**

**Environment**: **Agile-Scrum , SQL Server, Windows 7 , Clear Case, Clear Quest, UML, ,Lucid Chart, MS Project, MS Office (MS Word, MS Excel, MS PowerPoint), MS Access, and XML**.

**Dr.Reddy’s Laboratories, Hyderabad, India.** July 2015 – Dec 2016 .

**Business Analyst**

**Laboratory data tracking system**

The scope of project is to design a system which tracks the laboratory tests based on **samples, test types, repository, analyst, and issuer** to improved efficiency in the system along with electronic document management systems (EDMS).

**Roles and Responsibilities:**

* Led product implementations and business requirements sessions with clients to **understand available instruments, tests, test procedures, and associated standard codes and regulations.**
* Analyzed the GAP between **standard operating procedure** (SOP) and **actual procedure** followed for routine and batch lab testing from work order through sample tracking to loading reports.
* Represented the system to stakeholders using **a use case diagram and activity diagram** using Lucid Charts. Developed **low-fidelity mockups** and wireframes with the UI designer and lab analysts using Balsamiq.
* Configured and developed SharePoint UI sites and sub-sites for **GxP** , **Pharmaceutical Product Development** (PPD), Quality Assurance and **Current Good Manufacturing Practice (CGMP) Laboratory**.
* Defined, assessed, and prioritized the key requirements to develop the **LIMS online worksheet platform.**
* Validation of **Laboratory Information Management System (LIMS)** to be used by the Quality Management group to store project-related regulatory and non-regulatory documents in a controlled manner.
* Performed **Data mapping, logical data modeling,** created class diagrams and **Entity-Relationship (ER) diagrams**, used SQL queries to filter data, and produced data mapping and data definition documentation.
* Developed **Test cases and test plans** based on requirements and performed manual testing on the **functionality of the application** to ensure that the application can handle a lot of data.
* Assisted to develop the **test plan, test cases, and test scenarios** for testing based on business requirements, technical specifications, and product knowledge and performed user acceptance testing (UAT).

**Environment:** **Waterfall-Scrum Hybrid model, JIRA, Confluence, Cleo, Informatica PowerCenter, Tableau, MS Office.**

**Innovaccer, Noida, India.**  Feb 2014 – June 2015 .

**Jr. Business Analyst**

**A web service portal for health organization for a welfare program.**

A healthcare organization along with department of education rendered services under a welfare program. Project was to develop an online portal for effective planning, ordering resources, tracking and inventory management of products and services offered. System was integrated with static and Ad-hoc reporting interface allowing a Graphical User Interface(GUI), management information, and electronic access to critical information.

**Roles and Responsibilities:**

* Worked in **Waterfall Methodology** and extensively involved in **Requirement Analysis, Requirement Gathering**.
* Assisted lead BA in creating the **Vision** and **Scop**e documents along with **Concept Proposal document**.
* Created the **Requirement Traceability Matrix (RTM)** under the guidance and assisted in defining **Entry** and **Exit Criteria.**
* Identified the current business processes and created the **Process Flow Diagram (PFD)**. Conducted **Gap analysis** and reported the findings to lead BA to collaborated with the team and design the system defined **navigation path** using **Clickstream Activity**.
* Involved in the **Cost**-**Benefit** **Analysis** (**CBA)**, **Feasibility** **Study**, **Risk** **Analysis** and documented the **Analysis** **Report** .
* Documented and maintained **business requirement document** and **Functional requirement document** assisted the lead BA in collecting project scope, business goals, business rules, and business objectives, assumptions, constraints and risks .
* Experienced in Facilitating **Joint Requirement Planning (JRP), Joint Application Development (JAD)** with Business User Groups, Subject Matter Experts, and IT Groups to converge early toward a design acceptable to the customer and feasible for the developers and to limit a project’s exposure to the forces of change.
* Solid experience of Quality Assurance (QA) in reviewing Test Procedures, defining Test cases, reviewing and maintaining Test scripts, analyzing bugs, interacting with team members in fixing errors and User Acceptance Testing.

**Environment: Waterfall, Salesforce, MS word, MS Access, SQL Server v2012, Informatica PowerCenter, MS Office, MS Visio.**

**Apollo Hospitals Ltd, New Delhi, India.** Sept 2012 - Dec 2013 .

**Jr. Quality Analyst**

ABC have multiple hospitals and pharmaceutical companies in India. The project was to develop an application for the hospitals to store **reports from different departments of hospital and pharmacy in a central repository database**.

**Roles and Responsibilities:**

* Collaborated with developers and business analysts in design session to understand the requirements.
* Created **functional and integration test cases** based on business requirements and design documentation.
* Wrote new **functional and Graphical User Interface test scripts** in Microsoft Test Manager - Team Foundation Server.
* Developed, documented, and extended automation **test scripts, test data, test results** and defects using Java embedded Selenium Web driver maintaining Defect Life Cycle and assisted in creating Issue Logs using PLM. Performed **Smoke and Sanity testing.**
* Maintained **QA documentation pages** with visual metrics, procedural steps, and contact information.
* Collaborated with other QA team members during **smoke and regression** suite execution.
* Involved in Functional, Regression, Integration Testing, Unit, Smoke and Sanity Testing on the Web Application.
* Updated manager on various test reports after analyzing results and revised test cases for new and revised features and capabilities.
* Responsible for **entering bugs into QC** to track defect status and **co-ordinate defect resolution** with the developers.

**Environment:** Waterfall Methodology, Oracle-8, HTML, Java script, Java, Windows XP, Quality Center, MS Office Suite, Windows 7/XP.

**Bachelor’s:** Bachelor of Technology in Mechanical Engineering, New Delhi, India.