**Reena Nigam**

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**Summary**

* Accomplished professional with over 13 years of proven experience in Business Analysis and Quality Assurance in **Banking, Finance, Audit and Insurance Industries.**
* Extensive experience in managing, working with and leading on site, off site and overseas teams, preparing and running calls and meetings
* Responsible and reliable **team leader** with strong analytical and problem-solving skills and initiative in decision making
* Deep knowledge of engineering and automation processes, vast understanding of **manual and automated** assembly techniques.
* Extensive knowledge of **Azure cloud-based system in DevOps environment**
* Managed projects using **SCRUM/Agile** and waterfall methodologies.
* Deep domain knowledge of **Treasury and Banking.**
* Lead Automation testing team using IT tools like VSTS & Selenium Web Driver.
* Extensive experience in testing the Desktop, Client-Server, Web Apps, using Manual and Automation testing procedures.
* Expertise in **Defect management process** and publish the project delivery metrics
* Accomplished **multiple large-scale** IT deployments in banking/treasury domains
* Ability to prioritize and work under pressure in time sensitive settings

**Skills**

* Project and Process management
* MS Word, Excel, MS Access, PowerPoint, Outlook, Visio
* SDLC – Agile/Waterfall
* Databases – MS SQL Server
* Programming languages – C, Cobol, Java, C#
* Tools – Visual Studio/TFS, Selenium, Quality Center, Sales Force, Share Point, Azure cloud based system

**Experience**

Hill Top Holdings

Dallas, TX

Sr Business system Analyst 09/2019 to present

**Key Projects Executed:**

* Insurance Now

Implementation of new insurance system

* Working with different lines of business (**Underwriting, sales and customer service**) in gathering the requirements and finding better solutions for business
* Serving as liaison between business and development teams to translate business and design requirements into technical requirements, providing strong leadership to both Product Owners and Development Teams in support of the customers
* Meeting with Vendor (**Guidewire**) on urgent production issues
* Using **Azure cloud-based system** to create the backlog items after gathering the requirements with business
* Configuring system settings and options; planning and executing **integration and acceptance testing;** and creating specifications for systems to meet business requirement
* Performing the **IT validation** in production after the deployment for **Hotfix and monthly**

**releases**

* Working with scrum team to test and certify applications before they are **deployed to production**
* Working with Developers and Subject Matter Experts to understand the work effort for a requirement, and, if needed, facilitating making adjustments that satisfy all parties
* Interfacing with members of **scrum team**, and line of business product teams, to deliver solutions
* Participating in sprint planning, Backlog grooming, Sprint retrospective meetings with team members and Backlog prioritization meeting with Business.
* Working very closely with business in **prioritizing** the production related issues and resolving them through Hotfix for different lines of business
* Working with project and release management to sequence/coordinate development activities within software development environment methodologies

Legacy Texas Bank

Dallas, TX

Sr Business Analyst 07/2018 to 08/2019

**Key Projects Executed:**

* Total Messaging implementation--Wires
* Bottomline Conversion—Online banking application
* GFX upgrade 4.0—Payplus

In these projects I have worked on the upgrading the Wire payment system in the front and Back end. Total Messaging implementation project is to integrate an OFAC System with the wire payment system to check the fraud.

* Working closely with Management on departmental IT projects and organizational initiatives
* Reviewing incoming requests/new demand. Defining project scope with business and technology partners
* Identifying automation opportunities, creating high-level timelines for addressing backlog, capture requirements, creating Functional Design Documentation (FDD), plan sprint schedules, coordinate and support development activities and track project progress to completion
* Developing businesses, workflows and user procedures for each line of business
* Managing changes within lines of business to implement new methods of tracking and storing client and vendor information
* Working with local, remote and global team members.
* Providing technical expertise in identifying, evaluating and developing systems and procedures that are cost effective and meet user requirements
* Coordinating with business in creating test scripts for **UAT testing and deployment**
* Monitoring and communicating with vendors on issues/defects.
* Acting in a project lead and business analyst capacity for assigned projects to include performing project documentation, tracking and communicating project status and status of deliverables, risk and issue analysis and problem resolution.

Texas Capital Bank

Dallas, TX

QA Lead 06/2012 to 06/2018

**Key Projects Executed:**

* Windows and SQL Server Upgrades
* Sales Force Cloud based)/Riva - Integration of SF with MS outlook
* Online Banking Automation (Visual Studio/ Selenium/ C#)
* Batch Wire processing using EDI file and web methods
* Online Treasury and consumer application
* Customer onboarding - Implementation Workbook

In Online banking project, I have worked on different payment systems like **ACH,** Wires, Fund Transfer, Mobile Deposit. For ACH, we used Pep+ back end system from **Fiserv for ACH processing**.

For Wires, we used PayPlus back end system for processing the wires.

* Responsible for Agile/Scrum delivery in QA testing, working as a cohesive part of agile teams
* Collaborate with product owners, scrum masters and developers in requirement analysis, design reviews and testing documentation for application developed in agile environment
* Contribute in daily scrum and update the progress of sprint testing
* Metrics generation, Defect tracking and Report generation using TFS
* Managing QA team members **(Onsite/Offshore)** to ensure high quality test plans and test cases/automation test cases are developed for new feature development
* Preparing, managing estimates and fixed bid deliverables(SOW & Work order)
* Demonstrated **leadership and professionalism** while representing TCB both internally and externally
* Collaborating with Business, **PMO and Dev** on the development of best practices that provided continuous integration and delivery
* Maintained all project testing documentation, including test plans, test cases, and progression status, to ensure effective testing coverage throughout the project.
* Managed to successfully perform **mobile testing** on multiple mobile devices for treasury/consumer application
* Performed **Automation planning and testing** using **Visual studio and Selenium web driver**
* Delivered projects on time, within budget, and to the **highest possible quality.**
* Consistent communication with **vendors**  to ensure that the defect management process and future release schedule is on track
* Consistent communication with business in prioritizing the defects
* Assessed **Risk** to schedule, cost, or quality on project and testing engagement and communicated to PMO/Business
* Managed and lead teams towards automation and performance testing
* Coordinated with business to ensure that the **UAT** testing process is on track

ERNST &YOUNG

Cleveland, OH

QA Lead 08/2011 to 05/2012

**Key projects executed:**

* ARMS (Assurance and Advisory resource management system)
* EADR (Engagement agreement document repository)
* Managed all phases of QA effort required to execute **large enterprise projects**
* Used **Quality Center** as a repository for all of the testing efforts to record and keep track of the defects.
* Delivered the project **on time and on budget** according to overall QA project plan
* Reviewed and provided input on test strategy, defect reports and other deliverable created by test managers, test technicians and analysts
* Prepared and facilitated implementation of test plans and project testing schedule
* Managed database testing by using SQL queries for the purpose of data integrity
* Involved in discussion with business for requirement change and recommendation for product improvement.
* Worked closely with Project managers, **Software and technical architects, DBAs and developers** on the detailed technical design and support of technical solutions to meet functional, performance and quality objectives.
* Communicated test results with project team members and facilitated meetings as needed with multiple levels of personnel
* Conducted defect review meetings with Vendor/business

Centene Corporation

St. Louis, MO

**BA/QA Analyst** 01/2010 to 07/2011

Centene has established itself as a national leader in the healthcare service field. Today through a comprehensive portfolio of innovative solutions, it is delivering results for its stakeholders, state governments, members, providers, uninsured individuals and families and other healthcare and commercial organizations.

**Key Projects executed:**

* Claim processing system

I worked on the claims processing applications which accept different claims like Medical claims, Dental claims and vision claims from different vendors and route the claims into batch adjudication system. I did the gap analysis between HIPAA 5010 and 4010.

* Compliance Reporting using RiscExec application
* Aided in the collection of **User Requirements** and **Business Requirements** to create the Business Requirement Documentation (**BRDs)**, using MS Word and MS Visio that provided appropriate scope of work for technical team to develop prototype and overall system.
* Worked concurrently on multiple projects, each with specific instructions.
* Performed application analysis, test strategy development, test case creation, test execution, defect tracking and reporting on Enterprise-level applications
* Identified critical areas of business risk and modified business processes to reduce risk by using the **Risk-Management Process**.
* Creates **test cases** that meet the project requirements after reviewing **the Business requirement documents.**
* Manage, document and control all the test cases, test scripts and test results using **Quality Center.**
* Performed **mobile testing** on iPhone, Android and iPad.
* Create test cases, test the application manually and reported and track the defects through the **Quality Center.**
* Perform back-end-testing by using SQL statements for the purpose of database integrity.
* Working closely and communicating with the **Testing Manager, Test** **Leads, Project Managers,** Software and Technical Architects, DBAs, and Developers on the detailed technical design and support of technical solutions to meet functional, performance and quality objectives**.**

Well Fargo Bank

St. Louis, MO

QA Analyst 08/2006 to 12/2009

Wells Fargo is a diversified financial services company that provides banking, insurance, wealth management, investments, the world’s leading internet banking site.

**Key Projects executed:**

* Loan origination system
* DSB Client(Security software application)
* Remote Deposit capture(e-RDC)-scanning and depositing the checks remotely
* Analyzed the Functional, Technical specification, Business Requirement documents and Use cases.
* Developed **high-level design of new processes**, graphically presented along with text based requirements to IT management
* Created test cases that meet the project requirements after reviewing the Business requirement documents.
* Executed test cases, documented defects and ensured that they are being addressed and resolved.
* Attended meetings and recorded pertinent project information to update test leads.
* Used TFS as a repository for all of the testing efforts to record and keep track of the defects. Closely interacted with the developers in fixing the bugs.
* Developed and executed SQL queries for database testing.
* Conducted functionality testing and regression testing.
* Built relationships and communicated effectively with team members.
* Involve in discussion with business for requirement change and recommendation for product improvement.

**Education & Training**

* M.S (**Physics & Electronics)**
* Post Graduate Diploma in Computer Science and Application
* Scrum Master certification from International Scrum Institute
* Agile Project Management Certification
* Active member International Toastmasters (Richardson club Regional level winner)
* Member of DFW QA Associations