**SAGAR GAWALI**

**Certified Scrum Master | Business Analyst**

Profile Summary

* More than 15 years of experience in IT
* Worked in different capacities of Business Analyst,Individual Contributor, Lead, Manager, Scrum master (Certified ScrumMaster® (CSM®) Member: 000517234)
* Well versed in Software Testing Life Cycle (STLC), SDLC (Software Development Life Cycle), SCRUM and Bug Life Cycle.
* Experience in wide range of domains US mortgage, Insurance, Investment banking, Mobile Insurance, Automotive, Ecommerce, Survey Management, PRM, Block chain-based Cryptocurrency application
* Experience in testing applications developed using V-model, Waterfall and **Agile** methodologies.
* Experience working with the source control and versioning tools like VSS.
* Analyzed Requirements during Requirement Gathering and Design Phase, also Forecasting and Estimating future requirements.
* Experienced in testing Web based and Client Server applications under multi-browser environments.
* Interacted with different exchanges & brokers.
* Experience in Project Management & Defect tracking tools like Quality Centre (QC), Team Track, JIRA and Confluence.
* Prioritizing areas of testing to meet deadlines, organizing walkthroughs and team meetings (JAD Sessions)
* Working experience on Web Services based application with SOAP protocol & SOA Architecture.
* Experience in Working with databases like SQL, MS SQL Server, Oracle and MS Access.
* Good experience in analyzing functional specifications and business requirements to derive user acceptance test conditions (UAT) with Use Cases, UML, Joint Application Development (JAD) sessions
* Ensured the timely delivery of different milestones, Releases very efficiently and effectively.
* Exposure to On-site and Off-Shore model.

Education/Certification

Masters in Computer Science (MCS)

Diploma in Advanced Computing (C-DAC)

Technical Expertise:

Defect tracking tools: Quality Center 9.0/9.2/11.0/11.5, Team Track, Atlassins JIRA Software, Bugzilla

Automation Tools: QTP 9.5/9.2/9.0/8.2, Win Runner 7.5, Selenium Webdriver 2.0, QA wizard, Loadrunner

Version Control: VSS 6.0

Databases: SQL Server 2005/2000, My SQL, Oracle10g/8i, MS Access, Sybase

Query Languages: SQL

Programming Language: Mercury Interactive TSL, Javascript, Java, C++. C#

Operating systems: Win 95/2003/XP/Vista, UNIX

Knowledge: Web Services, SOA, SOAP, FileZilla

DevOps tools: AWS, Jenkins, Ansible, Docker, Git

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| **Domain** | US mortgage, Insurance, Investment banking, Mobile Insurance, Automotive, Ecommerce, Survey Management, PRM, Cryptocurrency |

**PROJECT EXPERIENCE**

**Veracity India Pvt Ltd, Pune Mar’16 to Till Date**

**1. Project:** TerminalX

**Description:**

This is a client project, operating in cryptocurrency domain. TerminalX is a Meta-exchange for cryptocurrencies, where users can find data from multiple exchanges to perform a transaction with the best price.

Currently, BCT is supporting 21,000 cryptocurrencies, retrieving information from 165 exchanges and offers transaction for 20 exchanges. This Meta exchange is evolving and growing to support execution from all the exchanges.

**Responsibilities:**

**Business Analyst -**

* Responsible for creating, analyzing and documenting requirements
* Developed and documented Process Flows, Swim Lane Diagrams and Data Flows for each and all functions of the products.
* Drafting APIs based requirements making them understandable enough to implementation team.
* Created Requirement Traceability Matrix to trace back from Use Cases to Test Cases to High Level Design.
* Involved in End to End Testing
* As part of Requirement Gathering scheduled various and coordinated meetings between various stakeholders such as development teams, business teams and cross functional teams.
* Attended Daily and Weekly Status Meetings with stake holders, shared meeting minutes and action items.
* Developed various Use Case Diagrams and Use Cases based on functionality
* Developed Business and Functional Requirements Documents. Also used Jira to maintain User stories and Product backlogs.
* Analyzed and developed Reporting Requirements.
* Worked with Integration Team and 3rd party Vendor for Data integration
* Worked closing with testing team for Integration testing for End to End solution testing
* Created Requirements Traceability Matrix (RTM) for tracing the test cases back to the requirements, ensuring requirements are met in all the phases of the project using JIRA.
* Conducted UAT as a business user.

**Veracity India Pvt Ltd, Pune**

**2. Products:** Verity360, TestAI

**Description:**

Verity360 is basically designed and developed for the organization. The Organization is involved into the employee recruitment and software development process. So, for the employee “Verity 360” is developed to keep a track of their working hours and for the placement of employee. It assists the consultancies to maintain a pool of Bench and place them appropriately. Similarly it also helps to cater requirements from clients, vendors.

TestAI in its entirety will be a tool aiding project management, test management. It provides environment which can be used to execute the automated test suites, The features of the tool offers robust management and execution of the tests. Great reporting features help users to analyze AUT functions. This app mostly using Rest call(APIs). In depth understanding is required to design requirements.

**Responsibilities:**

**Business Analyst -**

* Responsible for creating, analyzing and documenting requirements for products – Verity360 and TestAI
* Developed and documented Process Flows, Swim Lane Diagrams and Data Flows for each and all functions of the products.
* Understanding underlying APIs (Rest calls) while writing requirements
* Drafting APIs based requirements making them understandable enough to implementation team.
* Created Requirement Traceability Matrix to trace back from Use Cases to Test Cases to High Level Design.
* Involved in End to End Testing
* As part of Requirement Gathering scheduled various and coordinated meetings between various stakeholders such as development teams, business teams and cross functional teams.
* Attended Daily and Weekly Status Meetings with stake holders, shared meeting minutes and action items.
* Developed various Use Case Diagrams and Use Cases based on functionality
* Developed Business and Functional Requirements Documents. Also used Jira to maintain User stories and Product backlogs.
* Analyzed and developed Reporting Requirements.
* Worked with Integration Team and 3rd party Vendor for Data integration
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* Created Requirements Traceability Matrix (RTM) for tracing the test cases back to the requirements, ensuring requirements are met in all the phases of the project using JIRA.

**Scrum Master-**

* Assisted in using project-tracking tool JIRA effectively.
* Assisted the Product Owner in compiling and prioritizing the Product Backlog on JIRA using prioritization techniques like MOSCOW, Affinity Analysis.
* Provided valuable inputs to frame the Definition of Done (DoD) for Sprint Product Increment, Sprint Goal.
* Worked closely with Product Owner to write User stories using INVEST criteria. Ensured ‘rich’ acceptance criteria following SMART guidelines.
* Monitored key metrics daily and weekly to gauge team progress. Metrics tracked are Velocity, Daily burned hours, committed vs delivered velocity, story and task progress status, impediments, Defects/Bugs Raised per Sprint.
* Facilitated Sprint Ceremony events: Backlog Refinement, Sprint Planning, Daily SCRUM, and Sprint Review, Retrospective.
* Assisted Developer lead in capacity planning.
* Ability to work with cross functional teams and build partnerships.
* Acted as a “servant leader” for the Agile team.
* Effectively contained Risk by removing impediments and safeguard team from external interference.

**L&T Infotech, Pune Oct’15 to Feb’16**

**1. Project:** NorthBridge

**Role: Test Lead/CSM**

**Team Size: 15**

**Description:**

RSA is very prestigious account which provides insurance through multiple products. They have products in various LOBs viz. Personal and General; including Home, Pet, Auto insurance products.

**Responsibilities:**

* Defining Test strategy
* Test Planning
* Facilitating daily scrum calls, Sprint Planning, Bug triage, Sprint Retrospections.
* Coordinated with onsite managers for understanding requirements and reporting.
* Coordinated with Accenture and NorthBridge teams
* Coordinated with business users to acquire sign-offs.

Environment: .Net, QC

**L&T Infotech, Pune Nov'14 to Oct’15**

**2. Project:** EBusiness 3.15

**Role: Test Lead/CSM**

**Team Size: 5**

**Description:**

RSA is very prestigious account which provides insurance through multiple products. They have products in various LOBs viz. Personal and General; including Home, Pet, Auto insurance products.

**Responsibilities:**

* Worked as an individual contributor / Lead.
* Gained good understanding of insurance market
* Writing test cases and scenarios. **Quality Center 11.0(ALM)** was used throughout.
* Facilitating daily scrum calls, Sprint Planning, Bug triage, Sprint Retrospections.
* Test execution, analysis and reporting.
* Coordinated with onsite managers for understanding requirements and reporting.
* Coordinated with Accenture and Endava for defect meetings.
* Coordinated with business users to acquire sign-offs.

Environment: .Net, QC

**3. Project:** Pet Migration

**Role: Test Lead**

**Team Size: 12**

**Description:**

This was for the same client; where Pet insurance policies where to be migrated from Legacy systems to newer web based applications.

**Responsibilities:**

* Worked as an individual contributor / Lead.
* Gained good understanding of insurance market
* Writing test cases and scenarios.
* Test execution, analysis and reporting.
* Coordinated with onsite managers for understanding requirements and reporting

Environment: .Net, QC

**4. Project: CCS Release 31**

**Role: Project Coordinator**

**Team Size: 1**

**Description:**

This was for the same client; where Pet insurance policies where to be migrated from Legacy systems to newer web based applications.

**Responsibilities:**

* Managed UAT and Pre-prod phases
* Coordinated with business users for UAT testing activities
* Coordinated with Accenture for defect triage meetings.
* Coordinated with business users to acquire UAT and pre-prod sign-offs.
* Quality Center 9.0 was used.

**GreenFingers IT Solutions Pvt. Ltd., Pune Jan’13 to Oct’14**

**Role: Project and Test manager**

**Description:**

**Responsibilities:**

* Individual contributor in Manual / Automated testing.
* Resource management.
* Scrum facilitation.
* Developing good rapport with client by understanding their quality requirements.
* Project effort and cost estimation.
* Planning towards increasing profit margins by reduction in cost and optimum utilization of resources.
* Planning towards increased productivity.
* Managing and mentoring team of 40
* End to end deliveries of various products and projects is my primary responsibilities.
* Setting better quality practices.

**Synechron Technologies Pvt. Ltd., Pune Jan’12 to Jan’13**

**1. Project:** GIDS – ABN Amro

**Role: Test Lead**

**Description:**

GIDS is the back-office Fortis application for financial securities static data for the Global Securities Financing Group including the import of data from feeds such as Bloomberg and Telekurs, mapping data to the Fortis context and exporting objects to other internal management systems.

GIDS is the application developed from scratch by Synechron for our client ABN Amro.

It basically imports data from various vendors like Bloomberg BO, Bloomberg PSL, MarkIT, DTCC.

Imported data persists in GIDS DB where it is processed and converted into formats in which downstream system like Foursight, Sophis, TORRO, SFEVT would like to accept. These downstream systems are treated as our subscribers. This is a sort of mini version of ETL system.

**Responsibilities:**

* Worked as an individual contributor / Lead.
* Gained good understanding of capital market and investment banking.
* Writing test cases and scenarios.
* Test execution, analysis and reporting.
* Automated a small module using Selenium JAVA combination.
* Coordinated with onsite managers for understanding requirements and reporting.
* Gained oracle DB expertise.

**SPX-India, Pune Dec’07 to Jun’11**

**1. Project:** SRS/ SMARTS/ Repair Track/ EVSE/ SMI/ DES Quote

**Role: Test Lead/ Manager/CSM**

**Description:** SPX is a global company in the **automotive sector**; spread across different countries. They have started development center in Pune, which caters to all software related needs. Though as of now SPX, North America is the major consumer of our services.

SRS is major platform responsible from quality standpoint. It contains many applications such as eComm site, CSP, TIPP, ToolOrg, and Product Admin Portal. These products are built and functional for different OEMs or clients such as John Deere, Chrysler, and Toyota. Apart from this there are various application platforms and product suites that we support from quality standpoint.

**Responsibilities:**

* Led, managed, and mentored a team of 10 engineers in Canton, Michigan in USA and Pune, Hyderabad in India for Manual and Automated testing efforts.
* I was responsible for **end to end deliveries**.
* Worked as an individual contributor and facilitator in a **Scrum Agile team**.
* Gained expertise on **eCommerce** applications.
* Facilitated **daily Scrums, Bug Triage, and Sprint planning meeting.**
* Coordinated with Scrum leads in USA, and managed deliveries.
* Created **resource allocation**/ management plan.
* Defined **processes** to be followed across different projects.
* Laid out plans for test suite automation (QTP, **Selenium** for functional automation, and LoadRunner for Performance tests), and got it done.
* Successfully automated Smoke test suite using **Selenium.**
* Evaluated different tools to be used, and performed actual scripting.

**Emptoris-India, Pune Nov’08 to May’09**

**1. Project:** Emptoris Contract Management (ECM)

**Role: Test Lead**

**Description:** ECM is a web-based system, which supports the entire life cycle of contract management. Users of ECM are powered with the ability to create, present, and execute contracts online. ECM is also provided as a part of integrated suite, which includes other Emptoris products such as Sourcing Portfolio (ESP) and Spend Analyzer (SA).

**Responsibilities:**

* Led, monitored, and mentored a team of 16 test engineers for Manual and Automated testing efforts.
* Worked as an individual Contributor/ Test Team Member in the Scrum team.
* Performed a role of Scrum Master, and managed deliveries.
* Laid out plans for test suite automation and got it done.
* Web service testing using SOAP UI.
* Test management using Test Track Pro.

**Microsoft IT-India, Hyderabad May’08 to Nov’08**

**1. Project:** Segmentation and Assignment Management Improvement (SAMI)

**Role: Test Lead**

**Description:** The SAMI program is focused on the long term goal of mastering and improving segmentation assignment at Microsoft, thereby enabling correct landing of revenue, compensation, and appropriate targeting of marketing audiences the first time and every time. In its end state, it will support an environment where all processes, systems, and tools utilize a single source for segmentation and assignment.

**Responsibilities:**

* Led a team of six test engineers for manual and automated testing efforts.

**Environment:** Windows 2000, ASP.NET, MS Visual Studio 2005, MS SQL Server 2005, MITA, Edison, VSTF

**Synechron Technologies Pvt. Ltd., Pune Jul’06 to May’08**

**1. Project:** IntelliJapan **Jan’08 to May’08**

**Client: Asurion Corporation**

**Role: Lead-Quality**

**Description:** Asurion Corporation is the leading provider of enhanced marketing solutions to the wireless communications industry in North America. Asurion provides roadside assistance services, handset insurance services, and a variety of other products designed to help wireless carriers increase their subscriber loyalty and generate additional subscriber revenues. Asurion’s client base includes the leading wireless carriers in North America – ALLTEL, AT&T Wireless, Dobson Cellular, Bell Mobility, Cingular Wireless, CenturyTel, Rogers AT&T, U.S. Cellular, Verizon Wireless and over 20 others.

IntelliJapan is an application to assist the insurance claim that people in Japan file for their insured device. It is a web application used to enable Asurion to process claims according to the client requirements. This web application establishes a robust platform to process claims and provide the capability to complete claims in call centre.

**Responsibilities:**

* Load/Stress tested the application using **LoadRunner 8.1**. This was the primary task for this project. System is Load tested for 200 concurrent users with different subscriber base such as 2, 6, and 10 million. Analyzed the results and presented it to the client.
* Automated the application Functional testing using **QTP 9.1**.

**Environment:** Windows 2000, ASP.NET

**2. Project:** IBG Compliance Tool **Nov’07 to Dec’07**

**Client: Inertia Beverage Group, USA**

**Role: Lead-Quality**

**Description:** Compliance tool is used for checking compliance status of the orders, before shipping the ordered beverages. Compliance check is done using rule engine. After the orders are shipped, the PDF reports are generated monthly, quarterly, semiannually or annually as per USA State Government rules. These PDF reports are generated in Java using iText Library.

**Responsibilities:**

* Load/ Stress tested the application using **LoadRunner**. This was the primary task for this project. System is load tested for 50 concurrent users with different scenarios. Analyzed the results and presented it to the client.
* Performed Manual testing.
* Implemented CMMi 5 complaint QMS processes in the project.
* Created necessary documents/ reports such as test cases, test plans, and TSRs.

**Environment** Java, PostgreSQL, iText, Struts

**3. Project:** Mortgage Cadence Orchestrator™ **Jul’06 to Nov’07**

**Client: Mortgage Cadence Inc.**

**Role: Lead-Quality/ Product Trainer**

**Description:** Mortgage Cadence Inc. develops and licenses software products and solutions to the mortgage banking industry.

Mortgage Cadence is an end-to-end mortgage loan origination system encompassing all aspect of loan life cycle.

**Responsibilities:**

* Participated in project management, configuring client test environments, and testing builds on client test beds using VPN.
* Tested, monitored, and managed a team of four members.
* Implemented CMMi 5 complaint QMS processes in the project.
* Created necessary documents/ reports such as test cases, test plans, and TSRs.
* Conducted training sessions for new joiners of the project.
* Performed Load/ Stress test the application using LoadRunner.

**Environment:** Windows 2000, ASP.NET, VB.NET,.NET, WebForms, XML, ADO.NET, IIS 6.0, MS SQL Server 2000, Stored Procedures, Visual SourceSafe 6.0, MS Visual Studio.NET, JSP

**Cybage Software Pvt. Ltd., Pune May’04 to Jul’06**

**1. Project:** Knowledge Networks Survey Workflow Management Chain **Mar’05 to Jul’06**

**Client: Knowledge Networks, USA**

**Role: Quality Lead**

**Description:** Knowledge Networks, USA, a world leader in survey managements. Knowledge Networks is rated one the most successful in scientific conduction of surveys/ processing of information.

This project involves around 14 applications integrated together to form a survey chain. It involved modifying existing applications (maintenance/ enhancements) and porting of some applications from J2EE to Dot NET platform/ few fresh development modules.

**Responsibilities:**

* Participated in project management, configuring client test environments, and deploying/ testing builds on client test beds using VPN.
* Tested, monitored, and managed a team of six members.
* Implemented CMMi 5 complaint QMS processes in the project.
* Created necessary documents/ reports such as test cases, test plans, QLSRs, WQSRs, BARs, and TSRs.
* Performed code review.
* Automated testing using **QTP** and Rational Robot. This involved scripting to test functional aspects of different web applications in the survey workflow.

**Environment:** Windows 2000, ASP.NET, VB.NET,.NET, WebForms, XML, ADO.NET, IIS 6.0, MS SQL Server 2000, Stored Procedures, Visual SourceSafe 6.0, MS Visual Studio.NET, JSP

**2. Project:** Stay in Front CRM **Jan‘05 to Feb’05**

**Client: New Zealand-based client**

**Role: Quality Lead**

**Description:** New Zealand-based client, one of the leaders in pharmaceuticals. Stay in Front CRM (client/ server-side). Worked on this project with Cybage for just 1 month. This was a pure testing project, a CRM application, wherein deployed a VMware image of the test build and executed Regression test cycle.

**Responsibilities:**

* Tested, monitored, and managed a team of six members.
* Implemented CMMi 5 complaint QMS processes in the project.
* Created necessary documents/reports such as test cases, test plans, QLSRs, WQSRs, BARs, and TSRs.

**Environment:** Windows 2000 Pro, Client Defect Tracking Tools/ Sites

**3. Project:** Channel Wave (Core Product/ Customizations (PSO)) **Mar’04 to Dec’05**

**Client: Click Commerce, USA**

**Role: QA Engineer/ Module Lead**

**Description:** Click Commerce Inc. is a leading provider of on-demand supply chain management solutions, which enables businesses to enhance sales and margins by building stronger connections with their channels and customers. Click Commerce solutions support the unique business processes of multiple industry segments such as manufacturing, aerospace and defense, and high-tech. Click Commerce enables corporations to coordinate and optimize business processes, accelerate revenue, lower costs, and improve customer service.

Partner Relationship Management (PRM) is web-based software solution to improve business processes between brand owners and their partners, thereby enabling them to work collaboratively to increase revenues, reduce partner channel costs, and improve customer satisfaction. PRM mainly focuses on ways to improve and strengthen business relationships between vendor and partner organization.

**Responsibilities:**

* Participated in project management, configuring client test environments, and deploying/ testing builds on client test beds using VPN.
* Tested, monitored, and managed a team of six members.
* Created necessary documents/ reports such as test cases, test plans, QLSRs, WQSRs, BARs, and TSRs.

**Environment:** MVC Architecture, Java, J2EE, BEA WebLogic 8.1 Server, Windows 2000 Server, MS SQL Server, Oracle

**Project:** Medical Transcription Automation **Dec’03 to May’04**

**Client: Infonova**

**Nulink India Pvt. Ltd., Pune Jan’01 to Jun’02**

**1. Project:** Network Management System for Starent’s Intelligent Mobile Gateway (IMG) **Jan’01 to Jun‘02**

**Client: Starent Networks**

**Role: Software Developer**

**Description:** Starent Networks is leading firm in USA, providing 4G network solutions**.**

Network Management System for Starent’s Intelligent Mobile Gateway (IMG), an embedded system for management of various IMGs. Server is written in C++ and client in Java. The client/server communication is done using CORBA architecture. The system provides a clear picture of IMGs, their locations, and states. The system not only provides tools for management of IMGs but also provides with standard tools of logging and FTP.

**Responsibilities:**

* Worked on the design.
* Participated in coding.
* Performed Unit testing.
* Involved in System and Integration testing.

**Environment:** Windows 2000, MS SQL Server 2000, Stored Procedures, Core Java, JSP, Servlets, C++, MS SQL Server, Tomcat Web Server, Java Web Server 2.0

**2. Project:** Bug Tracker System (Client/Server-Side) **Jan’01 to Jun‘02**

**Client: Starent Networks**

**Role: Software Developer**

**Description:** Starent Networks is leading firm in USA, providing 4G network solutions**.**

Developed a system for keeping track of bugs appearing in the development cycle of any software. This was a utility not only for SQA people but was also handy for Project Managers, Administrators, and general users.

**Responsibilities:**

* Worked on high and low level design.
* Participated in coding.
* Performed independent testing.
* Handled the responsibility of Module Leader during the project development.

**Personal Information:**

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Marital Status: Married

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