**Shweta N**

**Sr. Business Systems Analyst**

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**Professional Summary:**

* + - * Highly motivated Sr. Business Analyst with 8 years of experience working with diverse teams across the IT industry. Hands-on experience in various cutting-edge technologies such as **Amazon Web Services (AWS)** andCRMsuch as **Salesforce.**
* In-depth knowledge in **Insurance domain (Life and Annuities),** **Mortgage Underwriting, Brokerage Services, Asset Management, Wealth-Risk Management** and **Credit Risk Fundamentals** and thorough understanding of **mortgage loan origination functions, mortgage loan origination system (LOS), conventional lending, Mortgage Backed Security (MBS), Collateral Mortgage Obligation (CMO)** andcompliances like **Home Mortgage Disclosure Act (HMDA), TILA -RESPA Integrated Disclosure (TRID), Fair Credit Reporting Act (FCRA)** and **Equal Credit Opportunity Act (ECOA)**.
* Strong understanding of Bank Secrecy Acts like **Anti Money Laundering (AML), Know Your Customer (KYC), Currency Transaction Reporting (CTRs), Generally Accepted Accounting Principles (US GAAP)** and compliances such as section **302,401,404,409** etc.
* Worked in various Agile-lean and traditional software development methodologies including **Waterfall, Waterfall - Scrum hybrid, Agile - Scrum, Extreme programming (XP), Scaled Agile Framework (SAFe), Scrumban** and **Kanban** methodologies.
* Well versed with Requirements Elicitation Techniqueslike **Document analysis, Brainstorming, Requirements Workshop, JAD sessions, Job shadowing, Survey/Questionnaire, Interviews, Focused Group Sessions, Prototyping, Storyboarding** andin drafting **artifacts** like **Business Requirement Document (BRD), Functional Requirement Document (FRD), Software Requirement Specification (SRS), Requirement Traceability Matrix (RTM), Data Mapping Specification, Data Dictionary** and **Data Specification Artifact** for highly complex projects and servedas a liaison between the business stakeholders and team.
* Assisted Project Manager in developing documents like **Project Charter, Project Plan Document** & **Risk Management Plan**.
* Used **MS Project** in **Project Management, Scheduling, Allocation of Resources, Gantt-Chart Creation, WBS (Work Breakdown Structure), Critical Path Analysis, Budgeting, End-To -End task** & **Milestone Tracking** with structured business analysis**.**
* Expertise in business process modeling and business process mapping, producing current state and future state process mapping like **GAP analysis (AS-IS** & **TO-BE)** and various analysis like **Cause-effect analysis, Risk analysis, Impact assessment, Effort estimation, Mitigation plan, Maintenance of risk register, SWOT, Cost-Benefit analysis & Feasibility study to** determine the impact and integration of solutions to business processes and systems.
* Efficient in handling **change requests** and assessing change requests through **impact analysis** on triple constraints.
* Proficient in **Unified Modelling Language (UML)** for Diagrams like **use case diagrams, activity, sequence diagrams** considering parameters like **triggers, pre-conditions** and **post-conditions, alternative flow, exception flow** and **normal flow/ happy path.**
* Designed **Mockups, Wireframes, BPMN** for the requirements to get a **visual understanding** & to provide the functionalities and **testing** of design of application under development, provided **Functional/Technical Consulting** with a holistic view.
* Detailed working knowledge of SCRUM and its Ceremonies like **Backlog Grooming, Release Planning, Sprint Planning, Daily Standups, Sprint Review** and **Sprint Retrospective Meetings** and SAFe Ceremonies like **PI Planning** and **Scrum of Scrum.**
* Experienced in writing **User Stories, defining Acceptance Criteria, Definition of Done (DOD) and Definition of Ready (DOR)**.
* Efficient in performing **Vertical** and **Horizontal slicing** of User stories and giving Story points by **Estimation Techniques** like **Planning Poker, T-shirt sizing, Bucket sizing** and **Affinity Mapping**. Assisted Product owner in **Prioritizing User stories** in Product Backlog artifact using **Prioritization Techniques** like **MoSCoW, Kano, Forced Ranking** and **Value stream Mapping**.
* Extensive working knowledge of **Continuous Integration, Continuous Deployment (CICD), Release on Demand (ROD)** excellent understanding of development approaches like **Test driven development (TDD), Behavior Driven Development (BDD)** & **ATDD.**
* Excellent understanding of System Architecture like **Service Oriented Architecture (SOA)** and **3 tier Architecture.**
* Significant experience of working on **Application Programming Interface (API) Documentation** using **Swagger** and **API Testing.**
* Assisted in performing automated test scripts for testing **API** to check if data returned is in **JSON, XML** format as defined in the **API documentation** using **Swagger** Toolto execute the scripts during deployment or during manual testing
* Experienced and knowledgeable in creating **Conceptual** and **Logical data models** and **Entity Relationship diagrams.**
* Worked with **SQL queries, stored procedures** and **functions** for **Data Analysis, Retrieval, Validation, Modification, Profiling**.
* Skilled in performing SQL queries like **select, update, delete, create, alter, drop, conditional** and **joins** etc.
* Good knowledge of **RDBMS**, **Object-Oriented programming** and **Business Process Re-Engineering.**
* Proficient in implementation of **dimensional data modelling (Star & Snowflake schema), Dimensions, Facts, data modelling** & **OLAP (MOLAP & ROLAP), Data aggregation, Data migration, Data mapping** and **Data integration**.
* Performed OLAP operations such as **slicing, dicing, roll-up, drill down, pivoting (transpose)** and **summarization.**
* Executed **ETL process** for **transformation** of data sources into one integrated system (Transformation performed include **Sorter, Filter, Source Analyzer, Aggregator, Joiner, Lookup, Stored Procedures, Expression** and **Router**) and **ETL testing**
* Adept in using tools like **Informatica PowerCenter, Tableau, SSRS** (SQL Server Reporting Services) and **QlikView**.
* Skilled in **issue creation,** **resolution** and **documentation** using Atlassian **JIRA** and **confluence**.
* Created **User Stories, Spikes, defects,** and **bugs** as **tickets** in JIRA and ensured that the **created tickets** were **resolved**.
* Experienced in **Black Box, Manual, Unit, System, Performance, Load, Stress, Regression, Automated, Functional, Non-Functional, UAT, Smoke and Sanity Testing** of applications with knowledge on **STLC** (Software Testing Lifecycle) by creating **Test plan, Test Scripts, Test cases, Test Scenarios, Test reports** and **Requirements Traceability Matrices** (RTM).

**Technical Expertise:**

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| --- | --- |
| **Categories** |  **Technology/Tools Used** |
| **SDLC Methods** | Waterfall, Scrum, SAFe, Custom-Agile (Water-Scrum-Fall), Scrumban |
| **Business Skills** | Change Management, Risk Management, Impact Analysis, JAD Sessions, SWOT Analysis, Conflict Management, Effort and Impact analysis, Regression analysis, Problem & Incident Management. |
| **Project Management, Business tools** | MS Project, MS SharePoint, MS PowerPoint, MS Access, MS OneNote, MS Outlook, MS Publisher, MS Visio, Atlassian JIRA, GIT, Azure, HP ALM, Confluence, Rally  |
| **Testing** | HP ALM QC, HP LoadRunner, Cucumber, POSTMAN, Swagger (Open API 3.0) |
| **Web services** | SOAP API, RESTful API, XML, JSON, Amazon Web Service (AWS) |
| **Database Tools** | Microsoft SQL SMS (Server Management Studio), MySQL, Oracle, AWS RDS, Dynamo DB, Redshift, S3, EBS, Cloudfront |
| **Reporting Tools** | QlikView, Power BI, Polaris, Tableau, MS Excel |
| **Technologies (CRM/ERP/ETL)** | Informatica PowerCenter, Salesforce, SF Lightning, SF commerce cloud, AWS Glue |
| **Languages** | C, C#, Java, JavaScript, ASP.Net Framework, HTML5, PowerShell, CSS3, Bootstrap, UML |
| **Wireframes, mockups** | Lucid Charts, Draw.io, Balsamiq, MS Visio, Figma |

**Work experience:**

**American International Group| Sr. Systems Analyst Feb 2020 - Present|Brentwood, TN**

Redesign existing applications with needed and improved features for AWS cloud migration.

**Description:** The projects were currently used applications for group billing, employee monitoring, maintaining different access permission by ID’s, exception payment handling and reporting. These applications needed to be migrated to AWS cloud which were to be analyzed due to no documentation, various data gaps and available codes. The current working needed to be understood and a future solution needed to be provided with analysis.

**Responsibilities:**

* Studied the current systems by analyzing entire code due to no other documentation available and interacted with users to understand the features used by them to perform **GAP analysis** and documented it in **As-Is** and **To-Be** categories.
* Conducted **interviews, JAD sessions, focus group** and **brainstorming** sessions with the stakeholders for establishing communication, requirement gathering, and to understand their perspective to identify the deficiencies and areas of improvement in current applications.
* Conducted **face-to-face workshops** and **collaborative meetings** with **customers, key stakeholders, Business/Technical Leads** & **development** team to gather the list of high-level business requirements for structured business analysis.
* Created **Business requirement document, business process modeling** and **wireframes** of the proposed applications.
* Conducted **feedback sessions** with stakeholders to finalize the wireframes created and conveyed it to the developers for development. Maintained continuous engagement of stakeholders by frequent interactions.
* Created **documentation** and helped in **construction** of application **prototypes** as a foundation for further development.
* Managed the **Users** and **Security profiles** in accordance with the corporate policy via setting various permission sets.
* Created **use case document** and **UML diagrams** to have better understanding of the user and system interaction.
* Created **data mapping documents** by identifying the data sources of the data elements for development and reporting by using complex **SQL queries**, analyzing data in **S3 buckets & lambda instances**, **AWS connect reports** and current **schema**.
* Assisted with definition of **AWS Lambda** functions for seamless computing and integration with each addition of new data to the **Amazon S3** (Simple Storage Service) and the **AWS Redshift** data warehouse.
* **Created, allocated, modified,** and **closed** out **tickets** created using **JIRA**, for assisting with project management.
* Used GET, POST, PUT and DELETE methods to define APIs for the proposed migrated applications.
* Actively participated in daily stand ups to resolve the issues faced by the team with possible solutions.
* Helped perform **user acceptance testing** to ensure that requirements met with their **acceptance criteria**.

**Environment:** Waterfall-Scrum, JIRA, Confluence, MS Visio, MS Excel, Outlook, Amazon Simple Storage Service, Amazon Web Services Connect, Amazon Web Services Dynamo DB, Amazon Web Services RDS, Amazon Web Services Redshift, Amazon Web Services Glue, Amazon Web Services Lambda, RESTful API, XML, JSON, Swagger, Oracle SQL developer, SQL Workbench.

**American Express| Sr. Business Analyst Feb 2019 – Jan 2020 | Phoenix, AZ**

Enhancing the current risk detection and assessment model and migrating to AWS cloud

**Description:** The project was to enhance the mortgage origination system by adding new models in current risk detection & assessment and companywide initiative to move to Amazon Web Services cloud platform. The goal would be achieved by creating a robust and efficient data warehouse, building & training machine learning models and deploying the upgraded system on cloud-based architecture.

**Responsibilities:**

* Understood the existing system by understanding current risk detection and assessment system on Test Environment to perform **GAP analysis** and documented the results in **As-Is** and **To-Be** categories to generate the business requirements from the clients. Analyzed the previous documents of system to understand the current working of it.
* Conducted **JAD sessions**, **Interviews** and **Brainstorming** Sessions with stakeholders to gather requirements and end user perspectives to identify, research and discover the deficiencies and areas for improvement of the pre-existing computer based and web-based applications, facilitating the session and documenting elicited requirements.

• Conducted **Cost benefit analysis** to determine the effects & performance of new features.

• Created **Business Requirement Document (BRD),** business process models and estimated requirements.

• Worked with compliance team to understand the compliance requirements demanded by the new models for the compliance with **Home Mortgage Disclosure Act (HMDA)**, **Know Your Customer (KYC)**, **Equal Credit Opportunity Act (ECOA)**, **Anti Money Laundering (AML)**, **Fair Credit Reporting Act (FCRA)**.

• Supported in creation **of User stories** & **Acceptance Criteria** along with Product owner for Sprint releases.

• Created **UML Diagrams** in MS Visio to better understand the sequence of user’s interaction with the system and business process modeling to perform structured business analysis in entire project.

• Assisted in practices such as **Behavior driven development** (BDD) by writing test cases using cucumber.

• Reported and assessed application **defects**, **user issues** and resolution status using JIRA Bug Tracking software.

• Developed **Conceptual** and **Logical** data models that capture data elements and data flows using ERWIN.

• Created end to end **Data Flow Diagram**, **Entity Relation diagram** for database modelling using MS Visio.

• Created **data mapping document** for the identified sources such as Customer, Loan Product, Loan Application etc.

• Created auto scaling groups in **EC2** instances, Hosting of applications with the **Amazon Web Services Cloud**.

• Worked on AWS Cloud platform and its features which includes **EC2, RDS, EMR, Lambda, Glue, S3 as Data Lake** and **IAM**.

• Assisted with definition of **AWS Lambda** functions for seamless computing and integration with each addition of new data to the **Amazon S3** (Simple Storage Service) and the **AWS Redshift** data warehouse.

• Participated in the writing of **Acceptance Criteria**, **test plans**, and **test cases** for user stories. Assisted the testing/Quality Assurance (QA) team with **documentation** of **test results** and **maintenance** of **bugs** and **issue report**.

• Co-ordinated and **prioritized** outstanding **defects** and **system requests** based on business & support requirements

• Managed **Requirement Traceability matrix** to trace Business Requirements, Functional Requirements and test Cases.

• Used Web methods of **GET, POST, DELETE & PUT** for testing **API** endpoints and validated the response, response time & error code by executing HTTP requests using POSTMAN, to ensure that API aligns with expectations.

• Performed **User Acceptance Testing** of the newly developed system.

**Environment:** Waterfall-Scrum, Confluence, MS Visio, MS Excel, Amazon Simple Storage Service, Amazon Web Services Dynamo DB, Amazon Web Services RDS, Amazon Web Services Redshift, Amazon Web Services Glue, Amazon Web Services Lambda, Amazon SageMaker, RESTful API, XML, JSON, POSTMAN, Informatica power center, JIRA, Cucumber.

**Silicon Valley Bank | Sr. Business Analyst Mar 2017 – Dec 2018| Santa Clara, CA**

**Project 1:** Re-engineering the current process for lenders and borrowers and moving to salesforce cloud for enhanced CRM

**Description:** The project was to upgrade the current loan servicing system by adding various new functionalities aimed at streamlining & re-engineering the process, for lenders and providing seamless borrowing experience for the customers. The goal would be achieved by developing a customer-centric approach to make it transparent & decided to move to Salesforce cloud & utilizing all the tools provided by Salesforce like CRM, Marketing etc. & deploying the created application for process streamlining.

**Responsibilities:**

• Understood the existing system by understanding POS system on Test Environment to perform **GAP analysis** and documented the results in **As-Is** and **To-Be** categories to generate the business requirements from the clients.

• Conducted **JAD sessions, focus group, Interviews** and **Brainstorming** Sessions with stakeholders to gather requirements and end user perspectives to identify, research and discover the deficiencies and areas for improvement.

• Supported in creation **of User stories** & **Acceptance Criteria** along with Product owner for Sprint releases.

• Provided Business Rules for the **exceptions flagging** in the **Data Analytics Einstein App** in SFDC from the application center (app store) for the mortgage Underwriters and to produce various kind of reports when needed.

• Provided technical strategy and direction to create business process modeling which remain aligned with business requirements. Developed **project plans** with **forecasts**, **estimates**, **resource assignments**, **strategy,** and **architecture** for clients in alignment with business plans to project the future growth. Identified & managed risks in MS Project.

• Performed **data mapping** & massive **data migration**, import & export from legacy system to SFDC Objects & fields.

• Skilled in **customizing standard objects** like Contacts, Opportunities, Price books, Products, Cases & Leads as per the needs.

• Managed the **Users and Security profiles** in accordance with the corporate policy via setting various permission sets.

• Maintain & create custom **objects, fields, Profiles, Roles, Workflows, Page Layouts** in Salesforce. Experience in Sandbox refresh & Post Refresh activities, Deploying from Sandbox to Production using Change Sets, Unit testing of changes deployed.

• Maintained **defects** by prioritizing it against the **backlog items** and **tracked** them till completion using JIRA.

• Used **Bulk API, Streaming API, REST API** and **Soap API** for the applications in the salesforce cloud.

• Designed and implemented **SQL queries** & **Stored Procedures** using **select, insert, having, aliases, joins, unions, group by/order by** and **aggregate functions** to extract data for timely **reporting** and **Validation** purposes.

• Participated in requirement walkthroughs with the Development teams and Quality Assurance teams with the aim to develop **testing strategies**, **test scenarios** and **test plans** such that test cases reflect user needs.

• Analyzed Requirements from **Black Box testing** perspective. Reviewed **Test Strategy** and **Test Plans** to ensure that test cases reflect user needs for the **functional**, **UI**, **Performance**, **Usability** and **Security** requirements.

• Conducted **Systems Integration Testing** (SIT), **Smoke Testing**, **Regression Testing**, **White Box Testing**, **Black Box Testing**, **Sanity Testing**, and **User Acceptance Testing (UAT)** in both **manual** and **automation** test environment.

**Environment:** Agile Scrum, Salesforce: Marketing and Data Analytics cloud, Einstein Application, Sandbox, Jira, Confluence, MS Project, Oracle SQL Server, Informatica Power center, Postman, MS Office Suite, Tableau

**Project 2:** Computer based mortgage matching system and method to enable customer to make periodic mortgage payments from checking account to mortgage account and reward calculation.

**Description:** The existing loan-servicing system was redesigned to add various new features like providing enrollment in a mortgage matching system to eligible mortgage customers. The method also includes enabling customer to make periodic mortgage payments from checking account to mortgage account. Customers can view and set up payment reminders, set up automatic payments, view payment histories and loan balances and contact the customer care.

**Responsibilities:**

• Worked in a **SAFe** environment under a scrum team as a business analyst, on a program level with other development teams.

• Participated in **PI Planning** and **Iteration planning** sessions along with the rest of the development team.

• Participated in system **demos** for demonstration of various **features** that were **implemented** in the application.

• Assisted product owner in **product backlog refinement**, helping **prioritize** and **estimate** user stories in the backlog.

• Coordinated with BA’s of other development teams for **system demonstrations** and **release train planning** meetings.

• Assisted team and program with **Continuous Integration, Continuous Development (CICD) and Release on Demand**, interacting with the program manager to ensure deliverables were achieved on time.

• Interacted with business owners for **elicitation of user stories**. Facilitated application design brainstorming sessions to ascertain various business needs, converting them into **iteration ready epics** and **slicing them into user stories** and **tasks**.

• Assisted with **documentation** and **construction** of application **prototypes** as a foundation for further development.

• Assisted the product owner and business users in **determining business rules** for the newly developed application.

• **Created, allocated, modified** and **closed** out **tickets** created using **JIRA**, for assisting with project management.

• Assisted the **design team** in constructing **user journeys** by means of creating **mock-ups** and **wireframe** diagrams.

• Worked with the **PEGA** suite of tools to help design the web and mobile application platforms.

• Assisted with **data cleaning** and **consolidation** to ensure the **integrity** of the data being used in the application.

• Helped performed **user acceptance testing** to ensure that stories met with their **acceptance criteria**.

• **Tested** and **recorded UI interactions** and **API interactions** between the application and the database.

**Environment:** SAFe, Pega Systems, JIRA, Confluence, Microsoft Office and SharePoint, Jenkins, Atlassian Confluence, Informatica PowerCenter, MS Project, Balsamiq, Swagger.

**Flagstar Bank | Business Systems Analyst Sept 2014 – Dec 2016 | Troy, MI**

Determination and optimization of Retirement Readiness Score due to changes that affect and preparedness of user.

**Description:** For a sound wealth and retirement planning, the consumers of Retirement and investment plans are failed to have been provided with opportunities and services that determine the importance of retirement preparedness, tax-advantaged IRA contributions, details of maxing out investments and style of investment while opening a new IRA account (Traditional or Roth). The solution measures the user's retirement score showing the preparedness of the user to retire at a specified future date. The system uses the user's historical retirement scores. The system identifies improvements to a user retirement score based on the ratings, user spending data, user position, and user-related financial products. The user may be automatically switched to items that can increase the retirement score.

**Responsibilities:**

* Worked in **Scrum** Framework to achieve the project deadlines and post live support using Agile.
* Worked on **all phases** of the **system development**, **procedures** for requesting, implementing & supporting the process.
* Conducted **face-to-face workshops** & **collaborative meetings** with **customers, stakeholders** & **development** team to gather the list of high-level requirements for retirement accounts and calculation of score to deduce the benefits.
* Interviewed **key Stakeholders** and **Business/Technical Leads** to gather high-level Business Requirements.
* Performed **ad- hoc analysis**, **Cause & Effect analysis**, **Risk consideration** & **GAP analysis** and **performance results**.
* Worked with **Retirement solutions team** to understand the requirements and needs of potential customers so that **User stories** & **Acceptance Criteria** were created further for better converting the requirements into respective features.
* Created **AS-IS** and **TO-BE** processes and integrated them to show one **end-to-end business model** and **process mapping**.
* Worked closely with Product Owner to manage ranked **product backlog items** to increase early adoption of product (Comparison of actual vs planned velocity), assess & prioritize business needs and feature enhancements (BDD technique)
* Created **Use Cases, activity diagrams** and **sequence diagrams**.
* Created **wireframes** & **mockup screens** using MS Visio to facilitate discussion before designing the UI/UX application.
* Analyzed the system using **Data Flow Diagrams**, **Functional Hierarchy Diagram** & **Process Development Diagram**.
* Executed SQL Queries to perform **back-end testing** to check the server side and data validation for the client end.
* Analyzed the compliance documents and pre-existing conditions such as **401(k), 403(b), 401(a) and 457(b) accounts** to facilitate the regulatory compliance within the data specification.
* Measured various **risk factors** for IRA opening using historical method, Variance-covariance and Monte-Carlo Simulation.
* Complied the **end-to-end solution matrix** for different age groups of investors according to the Publications 590-A & 590-B from IRS determining the RMD, IRA interest, Tax advantages, early savings and Control limits.
* Used **API web services** to communicate with data sources that include customer information of other modules.
* Discussed with QA team to determine the **test requirements, test plan, test cases development**.
* Conducted **User Acceptance Testing** (both **Alpha & Beta**) along with trade managers and registered representatives.
* Used Atlassian JIRA to **maintain** and **track** the **requested enhancements and changes**.
* Acted as proxy scrum master, facilitating all **sprint events** and **sprint reports** (Burndown charts, information radiators).
* Created and maintained **dashboards** for reporting the behavior of consumers using the application system to determine the retirement planning using QlikView for business analytics (factors chosen - age, gender, date, type of account, occupation, marital status, region, annual income, credit score worthiness, occupation and spending power).

**Environment:** Agile – Scrum, JIRA, HTML, CSS, MS Word, MS Visio, MS Excel, RESTful API (Swagger tools), XML, Oracle DB, IBM WebSphere (app server), Cucumber, JavaScript and QlikView.

**L & T Infotech Ltd. | Business Analyst Apr 2013 – Jun 2014 | Mumbai, India**

Field Management System Mobile Application

**Description:** The project involved replicating the features of a web application into a mobile application that can be operated on an Android Device. Orders had to be processed from online application or from Point of Sale (POS) systems. Air watch technology was used to load the application on the device, which can be accessed by technicians with valid credentials.

**Responsibilities:**

• Identified business rules for approval by conducting extensive **one-to-one interviews** with SME’s and assisted Project Manager in **ROI Analysis** and **SWOT Analysis** to mitigate potential **business** and **technical** risks.

• Understood and performed the **AS-IS** and **TO-BE** business process and developed the **GAP Analysis**.

• Participated in the identification, understanding and **elicitation** of **Business Requirements** and authored the **Business Requirement Document (BRD)** and documented **business processes** and **business rules**.

• Created **System Requirement Specification (SRS)** by workshop, **interviewing**, **brainstorming** and met with the business users to communicate the requirements to development and testing teams.

• Prepared **Use Case Diagrams**, **Activity Diagrams**, and **Sequence Diagrams** from conceptual to procedural level in **MS Visio** to analyze and design structure, behavior and interactions in the system design.

• Designed **Conceptual** and **Logical** Data Models using **Erwin**. Created staging area, source and target databases for ETL and data **mappings** within collateral asset line, collateral accounts using SQL Server Integration Service.

• Collaborated with QA team to create **test plan** and **test cases**, approved test cases for functional requirements verification, and **review test evidences** for new functions to make sure all requirements are met.

• Performed **UAT testing** to validate system & application performance & developed User Manual & Support team manual.

**Environment:** Waterfall, MS SharePoint, Microsoft office suite, MS Visio, Erwin, SQL Server, Jira, Balsamiq.

**L & T Finance Ltd. | Quality Analyst Oct 2012 – Mar 2013 | Pune, India**

Testing the services covering automation, performance, quality and security testing of an online payment application.

**Responsibilities:**

• Experience in analyzing **functional requirements** and **translate them to test cases.**

• Extensive experience in testing lifecycle - **Test Planning, Test Designing**, **Test Development, Test Execution**, and **Test Evaluation** for quality assurance.

• Expertise in **Functional Testing**, **Integration Testing**, **System Testing**, **GUI Testing**, **Performance Testing**, **Smoke Testing**, **Regression Testing**, **Database Testing** and **User Acceptance Testing (UAT).**

• Strong experience in application testing methodology such as Agile Scrum.

• Proficient in **developing, maintaining** and **executing** **test cases** for different **Black Box Testing methodologies**.

**Environment:** Waterfall, MS-Office, MS Excel, JIRA.

**Certifications:**

* Certified **SMAC (Scrum Master Accredited Certification)**