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| --- | --- |
| P SANDEEP KIRAN  BUSINESS ANALYST APPLICATIONS AND UAT (LEVEL 8) |  |
| Result oriented professional with 9 and half years of experience and a proven knowledge of project lifecycle  Aiming to leverage my skills to successfully fill the Project manager/Business Analyst role at your company  Excel at interacting with others at all levels to ensure organizational goals are attained  Possess excellent interpersonal, analytical, and organizational skills.  CERTIFICATES     * Software Developer Programming Foundations Fundamentals (Java, Python) by LinkedIn Learning * Certification in Project Management (Certified PMP) by MICROSOFT * Project Management Certification by NASBA(National Association of State Boards of Accountancy) Registry id:#140940 Sunnyvale CA * Project Management Certification by PMI (Project Management Institute) Sunnyvale CA ID:#4101 * Financial Analytics Strategic Planning Foundations Certification by NASBA(National Association of State Boards of Accountancy) Registry id:#140940 Sunnyvale CA * Financial Analytics Strategic Planning Foundations certification by LinkedIn Learning * Financial Analytics Strategic Planning Foundations Certification by PMI (Project Management Institute) Sunnyvale CA ID:#4101 * Data Analytics certification by Microsoft * Sales Certification by Microsoft * Certification in Project Management by nonprofit ready.org * Certification in Fundraising Essentials by nonprofit ready.org * Trained (Online Curriculum) on Project Management for Development Professionals (PMD Pro) * Trained (Online Curriculum) on Financial Management Development for Humanitarian and Development Professionals (FMD Pro)   PROFESSIONAL EXPERIENCE BUSINESS ANALYST Synchrony, Hyderabad, Telangana / August 2014 – March 2020. | |

**JOB PROFILE(TESTING)**

* **Ability to build traceability matrices from requirements to business UAT test cases, and report progress regularly**
* **Ability to clearly articulate the issues, attach supporting documentation such as screenshots of issues or referencing relevant sections of the functional specifications to expedite software solution provider’s ability to fix the issue.**
* **Review defects uncovered with supervisor and prioritize them for software solution provider to fix.**
* **In the absence of supervisor availability, rely on functional specifications and knowledge to prioritize the order in which software solution provider will fix the defects.**
* **Utilize HP ALM to log test cases, track testing progress and link defects to test cases.**
* **Leverage other BU’s tester’s work and knowledge (some items that are found during other BU’s testing will have to be tested for SYF).**
* **Understand changing needs for system users and propose control mechanisms.**
* **Analysis of reports to connect wing to wing functional operation and identify missing gaps and reporting potential issues.**
* **Audit Support to ensure compliance with process metrics as defined by 2nd line of defense and interacts effectively with Project Managers and IT analysts to document test activities to include scope of testing, process changes, test account criteria and testing scenarios.**
* **Execute strategy tests to identify strategy test requirements for a new product, conversion, acquisitions and startups.**
* **Execute regression and validation tests to identify gaps and opportunities for new technology applications.**
* **Report/analyze test results as they relate to production impact.**
* **Create Test scripts from Technical design documents and Functional specs.**
* **Development of dashboard communications of test results risks and progress.**
* **Assist in implementing improvements in test methods, strategies, and documentation.**
* **Performing quality tests on Workstation, IVR, Digital Apps and other Business applications**

**JOB PROFILE (PROJECT MANAGEMENT)**

* **Requirements gathering from stakeholders**
* **Organizing and motivating a project team**
* **Controlling time management**
* **Cost estimating and developing the budget**
* **Ensuring customer satisfaction**
* **Analyzing and managing project risk**
* **Monitoring progress**
* **Managing reports and necessary documentation**

**PROJECTS UNDERTAKEN**

* **Implementation of quarterly projects critical to business.**
* **Handling monthly defect patch releases.**
* **Collaborating with support team on finding the defects in the project life cycle and getting fixes for the issues.**
* **Implementation of alerts by collaborating with support team as to avoid defects or issues in the future.**

**PREVIOUS WORK EXPERIENCE**

* **Worked as Tech support executive for Sitel India Hyderabad from Aug 2011 – Aug 2014.**
* **Handling customer queries related to ISPs related issues.• Effective readdress of all customer complaints and providing solutions/escalating-Helping customers in setting up a Wireless LAN**
* **Worked as Tech support executive for Wipro BPO Hyderabad from Mar 2010 – May 2011.**
* **Handling customer queries related to HP Laptops, wireless mouse and keyboard. -Effective readdress of all customer complaints and providing solutions/escalating problems. -Educating customers about new products and services of HP Laptops.**

**PERSONAL DETAILS**

**Email address:**[**samkiran451@gmail.com**](samkiran451@gmail.com)

**Phone Number: 9951881451**

**EDUCATION**

**B.Tech**

* **TRML Engg college Hyderabad, Telangana**

**(IT)**

* **Intermediate Narayana College.**
* **SSC from Sacred Heart High School.**

**ADDITIONAL SKILLS**

* **Manual and regression testing.**
* **Basic knowledge of JIRA.**
* **Basic knowledge of Excel, VLOOK up**
* **Creating Project Charter in Excel**
* **Knowledge on SDLC and Project life cycle phases**