Chelvy C. Moe-Mackosso
Mobile: 302-287-3587 / E-mail: chelvyceleste@gmail.com

Senior Business System Analyst & Quality Assurance Engineer

Summary

- Business System Analyst and Quality Assurance Engineer with ten (10) years' experience (with 7+ years Upstream Oil & Gas experience) working to comprehend the overall business vision for each project, produced Business/Technical Documents and performed Manual/Automation Testing.
- Gathered requirements from the business team and converted them to user stories. Led the sprint planning, and user stories grooming sessions.
- Excellent Design, Analytical and Data Modeling skills with Experience in using SQL Queries and MS Excel (vlookup, Macros, Pivot Tables, etc.) for Data Validation and Data Integration.
- Good Knowledge of Business Fundamentals, Financial Analysis, Business Forecasting, Activity based costing, Enterprise Resource Planning (ERP), Cost Estimation, User Acceptance Testing (UAT), Business Requirements, Functional and Non-Functional Requirements.
- Created and revised Requirement Traceability Matrix (RTM) that controls numerous artifacts produced by the teams across the deliverables for a project and assisted from development, test planning, defect management & troubleshoot.
- Supported IT Organizations in migration from the Waterfall to Agile/Scrum Methodology.
- Experience in working on ETL tool and web interface projects with a good knowledge of Data Design, Data Modeling and Data Mapping. Experience developing and leading efforts for installation, testing, validation, and deployment of SCADA/real-time systems.

Experience

CONCENTRIX, www.concentrix.com **- Greenville SC, USA.**   **May 2017 - Now**
Sr. Business System & Quality Analyst (Software Engineer)

- Analyzed and conducted requirements (Business, Functional & Non-Functional) elicitation and gathering using various techniques: Interviews/meetings, focus group, JAD Session, Survey…
- Designed test automation scripts for WPF and Web client applications using Test Studio.
- Created a system for gathering metrics and developed reports for top defects and first pass yield.
- Kicked off customer service delivery by 20%, with new payout functionality implemented.
- Created "As-Is Business Models", by meeting with subject matter experts from claims, finance, customer service, and marketing departments.
- Assisted in enterprise quality system audits and helped formulate corrective action responses on issues found. Reduced by 15% in Accounting Transactions time by choosing a new data provider.
- Designed and developed Use Cases, Activity Diagrams, and Sequence Diagrams using MS Visio. Involved in all phases of software development life cycle (SDLC).
- Conducted requirement workshops among all project stakeholders to verify and validate the business requirements. Maintained the Requirements Traceability Matrix (RTM).
- Worked closely with the web development team to help them understand the requirements and supported the implementation efforts by answering questions of the developers related to the requirements. Conducted test software releases during major product releases.
- Experience in various SDLC methodologies. Participated in various Agile/Scrum meetings: Daily Scrum, Release Planning, Sprint Planning, Sprint Review and Sprint Retrospective meetings.
- Achieved 80% rating of "Approval" Reporting from stakeholders surveyed in a fiscal year.

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Schlumberger Ltd, www.slb.com **- (Multiple locations)**   **Jan 2008 - Sep 2015**
Business System & Quality Analyst (Testing Engineer)

- Led $200,000 project involving Dart field test (Dart application acquires data from oil/gas production, monitors, controls parameters changes in crude oil data and transmits them to third party for interpretation).
- Assisted in financial & Accounting planning for different oil fields based as per the fiscal contract using different Information Systems Technologies. Completed detailed analysis for software selection (SCADA/Gas-Liquids Measurement applications).
- Reviewed Requirement Traceability Matrix and Test Cases. Monitored daily progress of testing and Status reporting. Managed small offshore development team of 6 developers from Indian.
- Performed business process audits based on the software life cycle of the project to ensure processes are followed.
- Served as a technical liaison between quality control and other departments, vendors, or contractors. Created test plans and test cases to test InterACT application by scheduling resources.
- Operated and maintained the overall SCADA System, including all servers, operator consoles, scanning equipment, network...
- Wrote user stories from the business requirement and defined the acceptance criteria. Groomed backlog user stories and assigned them to sprints. Provided testing status, metrics and projections of the verification and validation plans to management.
- Worked as an Interface between the users and the different teams involved in the application development for better understanding of the business process and Information Systems process.
- Conducted Defect Triage meeting and Identified Risks/Issues and mitigating them. Assisted in ISO 9001 certification of quality management system design, documentation, training and audits.

Education

- ***MBA - International Business Management*** - Goldey-Beacom College - Wilmington, DE (US).
- ***B.Sc. & M.Sc. in Computer Engineering*** – UCAC-ICAM Institute
    UCAC: Universite Catholique d'Afrique Centrale - Douala, Cameroon.
    ICAM: Institut Catholique des Arts et Metiers – Lille, France.

Technical Skills:

Software Development Methodologies:
Waterfall, Agile/Scrum, RUP.
Modeling Tools: Rational Rose, MS Visio.
Management Tools: Six Sigma, *QC*/ALM, Jira, Rally, TFS.

Databases: MS SQL Server, Oracle DB.
Testing Tools: QTP/UFT, Selenium, HP Load Runner, JMeter, MTM, SOAP UI.
SCADA Applications: Dart, VxServiceManager.

Business Skills:
Project Planning, Communication & Management Skills, Problem Solving, Teamwork, Accountable, Details oriented, Analytical & Critical Thinking, Creative, Organization Skills, Relationship-Building and Self-Motivated.