Pritam Dasgupta

Lead Business Systems Analyst at American Express (AXP)

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Profile

I work on American Express Digital (E-Commerce) Projects as a specialist User Acceptance Tester for AXP Projects/Business Change Requests across various platforms and mobile devices. I lead virtual resources from inception till end on projects ensuring implementation of the Business requirements within the SDLC/STLC guidelines of American Express utilizing Project Management methodologies of Agile and Waterfall.

Education

* Project Management Certification, IIT Delhi 2013
* Certified Scrum Master, Scrum Alliance 2012
* DNIIT (Diploma is Computers) 2003
* (From NIIT - National Institute of Information Technology, Shillong)
* Graduation (B.Com) (2nd Div) 2002
* Raid Laban College, Shillong (North Eastern Hill University)
* Higher Secondary (10+2) (2nd Div) 1999
* Raid Laban College, Shillong (Meghalaya Board of Secondary Education)
* Matriculation (2nd Div) 1997
* All Saints’ Diocesan High School, Shillong (Meghalaya Board of Secondary Education)

Experience

**American Express**

* Currently working as a Lead Business Systems Analyst for the Systems Assurance Department (Service Center, India) - Duration 07/05/2008 – Till Date

**Core responsibilities**

**PROJECTS**

* Analyzing confidential project documents to understand the scope and impacted systems
* Creating project documents like test strategy, test scripts, test plan, etc., to clearly outline the change request scope and my involvement and limitation in implementing the same
* Coordinating an attending project calls to converse and align with various teams and stakeholders involved in the project
* Leading project walkthrough calls for the project documents created by me and seeking approval for the same from project stakeholders
* Updating SharePoint with the most relevant versions of the documents I have created and keeping track of any updated documents which would affect the original change request
* Updating HP Quality Center with the approved version of the test scripts in preparation towards User Acceptance Test (UAT)
* Coordinate with the stakeholders and project leads, located virtually in different time zones, to accumulate change request information in terms of previous approvals, risks change request prototype documents, etc.
* Seeking SIT sign-off and defects’ closure report to ensure a clean migration of the project code to the UAT phase
* Perform UAT for the projects within the designated timelines as per the approved LDP (Logical day Plan)
* I engage in the following kinds of testing to implement a change request–
  + Batch data
  + Real time data
  + Virtual or Online Testing
  + Coordinate MSEs (Minor Site Enhancements)
  + Browser Compatibility Testing
  + Accessibility Testing
  + Mobile Testing (Android and iOS)
  + Cloud based Testing
  + Beta Testing
  + Over the Air (OTA) Testing
  + Environment Testing
* Open, follow up, retest and close or defer defects in HP Quality Center for the relevant test conditions during UAT, which are mapped/aligned to the project/change request scope
* Publish a comprehensive daily status report to the entire Project Team for tracking the progress and highlighting any concerns or risks
* Publish risks during the project basis any impediments effecting the overall timeline
* Publish a final test report and sign-off document to the entire project team at the conclusion of the UAT conducted towards a seamless implementation of the project

**TRAINING**

* Work with the Operations SMEs to develop training materials for the front end implementation of a project
* Design and structure training materials for new hires to the department for –
  + SDLC
  + Agile
  + Quality Center
  + Communications and Organization Culture
  + Project Documentation
* Conduct Batch trainings and Individual trainings in regards to usage of Automation tools and Project databases.
* Design and Deliver training structure for the Vendor Partner Resources to ensure standardization of Project Life Cycle Methodologies.

***Nature of Projects –***

**I take care of the American Express Digital interaction projects. I work extensively on the Change Requests raised for the American Express Online Cardmember Accounts, Social Medial interactions, Partner websites, etc.**

* Revenue generation projects
* Social Media projects
* WebSphere upgradation and migration projects
* Partner integration projects
* New Product Launches – NPL projects
* AXP Corporate accounts’ projects
* iCM (interactive Content Management) projects
* RWD (Responsive Web Design) projects
* Mobile device enhancements’ projects

**American Express**

* Customer Support Executive for the E-mail Servicing Department (Service Center, India) Duration – 07/11/2005 – 07/05/2008

**VERTEX**

* Worked as Business Associate Duration – 28/02/2005 – 28/10/2005

Skills

* SDLC/STLC – Waterfall
* SDLC/STLC - Agile
* MS Office
* MS Project
* MS Visio
* CLARITY
* HP Mercury Quality Center
* MS Outlook
* MS Livemeeting
* MS Sharepoint
* Keynote DeviceAnywhere Studio
* Adobe Omniture
* HP Quick Test Pro
* MS Lync
* RALLY
* Live Person