**RAKESH SINGH**

I am an expert in planning, organizing and managing resources to successfully complete project goals and objectives, while honoring the pre-determined constraints**.**

**Lead Business Systems Analyst**

|  |
| --- |
| My Passport Size Photograph.jpg  **Proactive, performance-driven UAT professional** forAmerican Expresswith 6+ year’s progressive expertise in leadership, project management, customer service and problem solving skills. Keen understanding of business priorities, genuine team player committed to managing operations and projects flawlessly. Cross-functional communicator easily interfaces with high-profile staff, vendors, and customers. Versatile, innovative, and loyal management professional able to see the “big picture” while staying on top of all the details. Recognized for consistent success in developing the processes and procedures to streamline testing phase performance. |

|  |  |
| --- | --- |
| **AREA OF EXPERTISE** |  |
| * Client Relations * Vendor/Peer Training * SDLC 2.0 | * Quality Control * Resource Management * Business Analysis |

**PROFESSIONAL EXPERIENCE**

**American Express,** Gurgaon 01/2011 – Present

**Lead Business Systems Analyst –**

Plan, execute, and finalize release testing/UAT within triple constraints of delivering on time, within budget and scope objectives, including acquiring resources and coordinating efforts of team members in order to deliver projects according to plan. Identify, effectively communicate, and resolve project issues. Effectively communicate project status to project stakeholders. Coach, mentor, and motivate team members, influencing them to take positive action and accountability for assigned work. Direct project portfolios ranging from $100K to $20M. Scope of responsibilities includes –

* Defining and implementing the role testing plays within the organizational structure.
* Defining the scope of testing within the context of each release / delivery.
* Deploying and managing the appropriate testing framework to meet the testing mandate.
* Implementing and evolving appropriate measurements and metrics.
  + To be applied against the Product under test.
  + To be applied against the Testing Team.
* Planning, deploying, and managing the testing effort for any given engagement / release.
* Managing and growing Testing assets required for meeting the testing mandate:
  + Team Members
  + Testing Tools
  + Testing Process
* Retaining skilled testing personnel.

**Selected Accomplishments**

* Handpicked as preferred Test Lead for multimillion-dollar projects, selection negotiated by study delivery managers.
* Demonstrated outstanding leadership and superb project management skills, consistently scoring 90% or greater on Customer Satisfaction surveys distributed to study delivery managers during project warranty/closeout phases
* Received many appreciation emails from the business & PMs for quality work.

**American Express,** Gurgaon 09/2006 – 06/2008

**Team Captain –**

Recruited as a key player in my Team, to help meeting the Team goals by ensuring individual goals are met.

Ensuring achievement of various targets for the process through self defined strategies and internal metrics based on process guidelines. Managed a team of 15 Front line CCP’s/Senior CCP’s along with 2 SME’s and 1 Lead CCP. The 1 Lead in turn handles 4-6 CCP’s in the Team.

**Convergys,** Gurgaon 01/2006 – 06/2006

**Customer Service Executive –**

Worked as a Customer Care Executive where in primary job was to sell Telecom services to prospective Customers & Dealers. The process was signed based on 3 basic components namely Quality, AHT and CSAT (Customer Satisfaction). The Process was a blend of Voice and Data.

**EDUCATION & PROFESSIONAL TRAINING**

**Graduation, Political Science,** Shaheed Bhagat Singh College, Delhi University, Delhi

|  |  |
| --- | --- |
| * Six Sigma Fast Track * SDLC 2.0 * Customer Service Management | * Presentation Skills * Communication Experience * Importance of Testing |

**COMPUTER SKILLS & TOOLS**

|  |  |
| --- | --- |
| * Microsoft Excel * Microsoft Word * Microsoft Power Point * Microsoft Live Meeting * Quality Center 10/11.5 * CSP (Lower environment PSW reset) tool | * Outlook * Adobe Acrobat * SharePoint * Rally * Simulate Tool |

**PERSONAL DETAILS**

|  |  |
| --- | --- |
| Birth Date - June 11th, 1984  New Delhi, Delhi 110075 | Mobile –+91-8826308134  Email – ralphsin@gmail.com |