Logo

Description automatically generated**AKSHATHA CHANDRASHEKAR (CSM®)**

**Sr. Business Systems Analyst**

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Experienced **Sr. Business Systems Analyst** and a **Certified Scrum Master** with 8+ years of functioning primarily in **Banking,** **Finance, Supply chain and State Govt** domain with focus on Retirement Management, Financial Operations, Credit Scoring Models, Investment & Wealth Management, Vendor Management, Design, Development & Implementation of the business processes using Software Development Life Cycle (SDLC) Methodologies like **Waterfall, Kanban and Agile.**

**Professional Summary**

* Knowledge on **IBM Business Automation Workflow (BAW)** to empower the business users with the ability to directly participate in workflow improvement.
* Knowledge on **Salesforce Marketing Cloud, Analytics Cloud and Salesforce Administration** which includes creating workflows, validation rules, approval process, field security settings, formula fields, creating and editing permission setsand OWDS (Organization Wide Default Settings), rollup summary, data imports.
* Knowledge in **Salesforce Marketing Cloud tools** like **Email Studio, Mobile Studio, Web Studio, Advertising Studio, Analytics Studio, Journey Builder, Content Builder,** and **Segment Builder.**
* Experience in creating email templates, email content using **Amazon Web Service (AWS) Pinpoint** for targeted customer segments and ran targeted campaigns to drive user engagement.
* Experience with various banking regulatory acts such as **Bank Secrecy Act, FCRA, FCBA (Fair Credit Billing Act), Sarbanes Oxley Act (SOX)** & compliances like **Anti Money Laundering (AML), Know your Customer (KYC), Customer Due Diligence (CDD).**
* Experienced in working under various **SDLC Methodologies** environments including **Waterfall**, **Agile** **Scrum & Scaled Agile Framework (SAFe)** possessing abilities to work with cross functional and self-organizing teams.
* Experienced in assessing, analyzing, and taking trade-off decisions to maintain a balance between the **triple constraints** such as scope, budget & schedule, and maintain quality by employing appropriate **project communication plan**.
* Development of **budgets, and project schedules, P&L responsibility, strategic planning, business process reengineering, and full systems test plan development**. Integrated software systems specification and development.
* Proficient experience in collaborating with Stakeholders and End Usersto gather requirements by using **Elicitation** **Techniques** like Joint Application Development **(JAD), Brainstorming, Interview, Questionnaire/Surveys, Prototyping, Document Analysis, Focus Group, Reversed Engineering, and Interface Analysis.**
* Deeply involved in drafting multiple business artifacts such as Business Requirement Document **(BRD)**, Functional Specification Document **(FSD),** Use Case Document, Requirements Traceability Matrix **(RTM),** Risk Register, RACImatrix and assisted project managers in achieving milestones, deliverables, outlining project actions, vision and objectives using **Critical Path Analysis (CPA), GAP Analysis, Work Breakdown Structure (WBS), Earned Value Management (EVM) and Financial Analysis Models (NPV, ROI).**
* Expertisein breaking down **Epics** into **User Stories** written in **INVEST and SMART** criteria and managed within **JIRA/Rally.**
* Expertise in **Scrum Ceremonies** including **Backlog Refinement**, **Sprint Planning**, **Stand-up meetings**, **Sprint Review, Sprint Retrospective,** and assisted product owner in prioritizing using techniques like **MoSCoW, KANO** andassisted team in estimating story points for user stories using techniques such as **Relative Mass Valuation, Planning Poker**, **T Shirt Sizing** which helped in delivering critical functionalities of the release and maximizing the business value.
* **Certified Scrum Master** with extensive practical experience in facilitating the team and creating **Scrum Artifacts** like **Burnup** and **Burndown charts**, defined the **User Acceptance Criteria**, **Definition of Done (DoD), Definition of Ready (DoR),** **MVP (Minimum Viable Product)** and **MRF (Minimum releasable features)** to assist with an overall **release.**
* Well-familiarized with **Business Process Modelling Notation (BPMN),** workflow diagrams along with **Behavioral Unified Modeling Language diagrams (UML)** using **Lucid Charts.**
* Experience in analyzing diverse architectures, workflows and developing business solution model using **Use** **Case** **Diagram**, **Sequence** **Diagram** (static and dynamic), **Data Flow Diagrams, Activity** **Diagram**, **Entity-Relationship Diagram,** **Wireframes** and **Mock-ups** with tools like **MS Visio** and **Balsamiq.**
* **E**xtensive knowledge on **Continuous Integration,** development techniques like **TDD (Test Driven Development), BDD (Behavior Driven Development) and ATDD (Acceptance Criteria Test Driven Development).**
* Effectively implemented change by performing both Business Impact possess in depth knowledge in **Requirement Management**, **Change Management, OCM (Organizational Change Management), Defect Management, Release Management, Project Management** and **Risk Managemen**t using **Rally,** **JIRA, Confluence, and MS Project**.
* Experience increating **Stored Procedures, Functions, Triggers, Cursors** and **Views** andwriting **SQL** queries using **Clauses, Aggregate Functions** and **Joins** for databases.
* Highly proficient in **Data analysis, Data Mapping, Data Migration, Data Integration & Data Profiling** along with the understanding of **Data Warehouse System** and implementation of **Databases**, **Data** **Table** **structures**, **Schemas – STAR and SNOWFLAKE**, Online Processing Systems like **OLTP** and **OLAP** Operations such as **Roll-up**, **Drill-down**, **slicing**, **dicing** and **pivot**.
* Experience in creating Source to Target **Data Mapping Documents** indicating transformations with operational knowledge in **Extract, Transformation and Load** **(ETL)** process using **Informatica PowerCenter**.
* Knowledge on **Service-Oriented Architecture (SOA)** like **XML & JSON data formats** for communicating between front end and back-end server using **RESTful** and **SOAP APIs**.
* Adequate knowledge in performing CRUD operations including **GET, POST, DELETE and PUT** methods, and was responsible for **API Documentation**, **API End Point Validation** using **POSTMAN** and documentation using **Swagger** to capture the **Headers, Query Parameters, Resources, POST/PUT** response body & different **error codes** received.
* Experience in **Reporting** tools to generate **Standard Static Reports, Ad-hoc Reports, Visualizations, KPIs, Write-Back Reports, Dashboards, Interactive MOLAP reports** using **Tableau** and **Power BI.**
* Facilitated **Integration Testing, Regression Testing, UAT, Load/Performance Testing, System Testing, Smoke Testing, Stress Testing, Sanity Testing** and used **Jenkins** to execute automated test cases and performed QA testing to verify the change.
* Collaborated with QA Team in formulating **Test Plans, Test Cases, Test Scripts, Test Scenarios, Test Data**, issuing the **Test Reports,** and facilitated testing using **Software Testing Lifecycle, Defect Lifecycle,** and **Bug Tracking**.

**Technical Skills**

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| **Business Skills** | Change Management, Data Analysis, Risk Analysis, GAP Analysis, JAD Sessions, Project Management, SWOT analysis. |
| **Project Management Tools** | Jira, Confluence, Rally, Trello, MS Office, SharePoint, ServiceNow |
| **SDLC Methodologies** | Waterfall, Waterfall-scrum Hybrid, Agile-scrum, SAFe, Kanban. |
| **Business Modeling Tools** | MS Visio, Balsamiq, Lucid Charts. |
| **Database and ETL Tools** | Oracle SQL Developer, Informatica Power Center 9.6.1. |
| **BI and Reporting Tools** | Tableau, Power BI, MS Office Suite (Excel, MS Project, PowerPoint) |
| **API Testing Tools** | HP ALM/QC, Jenkins, Swagger, Postman |
| **Cloud** | Salesforce, AWS, IBM Cloud Pak, SaaS, PaaS. |
| **Certifications** | Certified Scrum Master (CSM®), Python for Everybody, Introduction to Data Analytics by IBM |

**Education: Master’s in Business Administration**

**Bachelor’s in Information Science and Technology**

**Work Experience**

**Ohio Department of Commerce May 2023 – Present**

**Sr. Business Systems Analyst** Columbus, Ohio (Remote)

**Project Description**: The project aims to revolutionize the existing **Management Information Systems**: **LITS** and **OASIS** used by regulatory agencies, specifically targeting the elimination of inefficiencies caused by multiple programs and manual processes. The primary focus is on providing a **Centralized** and **Organized platform**, thereby enhancing the overall efficiency of agents, and improving customer service through streamlined processes. The goal is to implement **Matrix Investigator** software replacing **OASIS** and **IBM Business Automation Workflow (BAW)** replacing **LITS**. Both are advanced software solutions designed to meet the specific needs of regulatory agencies and offer enhanced features and scalability ensuring a seamless & user-friendly experience for end-users.

**Roles and Responsibilities:**

* Key role in leading project activities for **7+ releases** collaborating with **Agile Vendor (IBM)** team and managing timelines.
* Measurable outcomes: Incorporated **Centralized Information Platform** to develop a unified platform that consolidates information, eliminating the need for agents to navigate through multiple programs, **Digitization of Processes** to replace the outdated OASIS system with Matrix Investigator software**, Efficient Information Sharing** toreplaceLITS with IBM BAW that enable agencies to share information more efficiently and **Paperless Premise Inspection** to automate the premise inspection process tied to permit applications, renewals, and complaint resolution.
* Collaborated with stakeholders to define business objectives, **Project Vision** & **Roadmap** andfacilitated **Project Kick-off Meeting**.
* Collaborated with team to evaluate potential Vendors and participated in **Vendor Contract Negotiations** meetings to ensure that the terms and conditions meet the business needs.
* Worked on **IBM Business Automation workflow (BAW)** to unite information, processes, and users to help automate digital workflows that helped drive better business outcomes.
* Gathered **Functional and Non-Functional requirements** from **key stakeholders** by conducting elicitation techniques like **interviewing, document analysis and Brainstorming**.
* Conducted **GAP analysis** to understand the **existing (As-Is)** and **desired (To-Be)** states of the system – **LITS (License Issue and Tracking System)** & **OASIS (Current in-house application).**
* Operated within the Scrum framework, facilitating **Scrum ceremonies** including **Sprint Planning, Stand-up meetings, Sprint Review & demos,** and **Retrospective sessions.**
* Facilitated **Backlog Grooming sessions**, breaking down **EPICs** into executable **user stories** ensuring they are defined with **Acceptance Criteria, Definition of Done** and **Definition of Ready** for development reducing complexity and size.
* Assisted team in prioritizing & estimating **PBIs** using techniques: **MoSCoW, Planning Poker** according to business requirements.
* Expertise in documenting **business artifacts** like **Business Requirement Document (BRD)** using **Confluence**, pertaining to the projects, and understanding of terminologies and Workflows – **Transfer, Stock Transfer, New and Investigative Services.**
* Managed **JIRA** boards for ongoing sprints and created **SharePoint** spaces for project documentation & to add **impediments** if any.
* Guided issue identification, resolution across cross-functional teams which helped improve **Velocity of the team by 20%.**
* Co-authored **use-cases**, designed **wireframes** using **Balsamiq** and workflow diagrams using **Microsoft Visio** to supplement the business requirements, and mapped the use cases to corresponding business requirements in the **Requirement Traceability Matrix (RTM).**
* Validated **UML Diagrams,** data sources, data models, entities, attributes & relationship participated in the **ETL process.**
* Experience using **SQL queries** to extract data from underlying tables and perform **data analysis**, active & passive transformations like Data type conversion, Splitting columns, Constant, Look-ups.
* Used **Tableau** for ad hoc reporting, provided Business Intelligence (BI) and facilitated decision making depending on business objectives.
* Jointly responsible for creating **test plans, test scenarios &** **test cases** with the testers from the team and facilitated testing of the system during **Smoke Testing, User Acceptance Testing (UAT), Sanity testing, Regression Testing.**

**Environment**: Agile-Scrum, JIRA, Confluence, Oracle SQL, Microsoft Visio, SharePoint, Tableau, Microsoft Office Suite - Excel, IBM Business Automation Workflow (BAW), Matrix Investigator, ServiceNow

**MissionSquare Retirement October 2020 – April 2023 Sr. Business Data Analyst** Washington D.C. (Remote)

**Project Description:** The project which consolidated existing features by rewriting **Cash Management System (CMS), Customer Investment Database (CID) and Proof & Control (P&C)** whichwas developed internally for final trading certain non-matrix funds, cash settlement between the organization & counterparties and reconciliation of funding & trading. The application process was streamlined to provide a cashflow summary report to the **Treasury Department** and **Trust Accounting** by automating daily funding activities of **Trust Investment Funds**. The final goal is to enable migration of these on-premises applications to **Amazon Web Services**.

**Roles and Responsibilities:**

* Led project activities for 25+ releases working with **Agile** team and managing timelines. Measurable outcomes: Incorporated high-level implementation plans with cost benefits analysis, Gap analysis and lead migration of on-premises applications like Client's **Customer Investment Database (CID)** and **Cash Management Systems (CMS)** to **AWS** that aimed to increase the efficiency of retirement plans with functionality retention.
* Measurable outcomes: **30+ functionality retention** with **75% efficiency** **increase** of the application used by more than 5 teams across the organization with automation of **Daily Funding** and **Model Funding processes.**
* Responsible for **defining the scope** and implementing business rules of the project, gathering **business requirements,** and documentation by eliciting information from the business users and potential stakeholders.
* Expertise in documenting **business artifacts**: Business Requirement Document (BRD) & Technical Requirement Document pertaining to project with financial terminologies – **Daily Funding, NAV calculation, fund pricing, and cash flow statements.**
* Facilitated **Scrum Ceremonies** to prioritize features, decompose **Epics** into **User Stories**, prioritize/estimate User Stories, and calculate **Velocity and Capacity,** and developed a high-level **release plan.**
* Monitored the progress of the overall project,tracked individual issues such as **user stories, defects and technical debt** using **Rally,** allowing for improved visibility of project status and accurate forecasts.
* Experienced in handling **Change Request Management**, assessed **risks**, **issues,** **impediments** and performed technical impact analysis of the change in the scope of the project and reviewed it with **Change Advisory Board (CAB).**
* Used complex SQL queries in **Oracle SQL Developer** to retrieve and manipulate data efficiently, facilitating a detailed examination of the system's behavior during functional testing to analyze defects and identify root causes.
* Worked on **SQL queries** using **unions, joins, aggregation, order by & group by** andperformed **CRUD** operations using **SELECT & JOIN** for drill downs to pull data while being actively involved in reading data from varied file types.
* Used **Conceptual Data Models** and **Logical data models**, identified entities, attributes, relationships by referring to the **Data Dictionary, Data Glossary and E-R Models** for source exploration. Created **UML diagrams/Process flow** Diagrams using **Microsoft Visio** to illustrate their relationship, target data sources, data elements and structure.
* Prepared **Value Stream Mapping** for key business processes to identify the gaps in services, document **gap analysis** and differentiate between value-added (VA), non-value-added (NVA), and non-value-added but required (NVAR) activities.
* Created interactive and visually compelling dashboards and reports using **Power BI** and Applied data visualization best practices to choose appropriate charts, graphs, and maps for effective communication of insights using **Power BI.**
* Delivered ad hoc reports using large databases like **Oracle SQL, Excel (VLOOKUP’s, Power Pivot)** and BI tools like **Power BI** that emphasized emerging trends to optimize business performance and reduce costs.
* Developed 100+ test scripts, test suites, **Smoke testing, Blackbox testing** and facilitated **User Acceptance Testing** for theapplication **UI** and used **Jenkins** to execute automated test cases and performed **QA testing** to verify the change.

**Environment**: Agile-Scrum, Rally, Oracle SQL, Microsoft Visio, Power BI, SharePoint, Power BI, Amazon Web Services, Jenkins

**SunTrust Bank August 2019 – September 2020**

**Sr. Business Systems Analyst** Atlanta, Georgia

**Project Description:** The project aimed to enhance the retail banking services which was provided to the customers by implementing **New Account Opening & Account Management** feature, empowered with strong **Product Recommendation Engine** using **Predictive Analytics** and **Vast Alert Notifications** including **Payments.** The process was streamlined and semi-automated using **Salesforce Marketing Cloud** which was **Integrated** to legacy System. The system aimed at providing customers with **Mobile Check Deposits** and **Resource Center Portal** which included products and services in Loans & Credit, Investing & Retirement, Wealth Management etc. This elevated **Customer Satisfaction** and **Customer Experience** inflated revenue adhering to the business value.

**Roles and Responsibilities:**

* Assisted the Product owner in interviewing Subject Matter Experts in **Credit score and bureau reporting** along with employees to get a thorough understanding of business processes & Gathered Requirements from end-users, stakeholders, and SME’s by conducting elicitation techniques like **interviewing, prototyping, interface analysis and JAD sessions**.
* Verified compliance documents for customer **KYC**, Customer Due Diligence **CDD**, **FCRA** (Fair Credit Reporting Act), **FACTA** (Fair and Accurate Credit Transaction Act) & **FCBA** (Fair Credit Billing Act) and baselined them.
* Determined cadence for sprints based on the **Capacity** of the global team and facilitated in **Scrum Ceremonies** such as Sprint planning, Sprint review, Retrospective, and Daily Standup meetings along with drafting **Scrum Artifacts.**
* Proficient in creating **Business Process Modeling (BPM)** and defining **MVP (Minimum Viable Product), MMF (Minimum Marketable Feature), and/or MRF (Minimum Releasable Feature).**
* Monitored user stories on **JIRA** and maintained **Confluence** spaces to add any impediments the team is facing and tagged the point of contact for the notification of required work from their part.
* Created templates for emails and content to be added in the email along with the segmented lists of email users, using **Email builder** and **Content builder** on **Salesforce Lightning**.
* Worked on **Salesforce Mobile Studio, Email notifications, Push Notifications** to help automate business process and built campaigns for the customers in **Journey Builder** that mapped out the complete customer journey.
* Acted as a Liaison between stakeholders and development team to identify business process specifications and conduct **Document Analysis** to closely study the AS-IS process and TO-BE for **process vision** and **process flows in Microsoft Visio.**
* Proficient in creating **UI/UX wireframes** & **mockups** for prototyping and presentations for stakeholders using **Lucid Charts.**
* Performed **Data Integration** from on-premises oracle database to **SDFC cloud** using REST API’s and helped in documenting the **transformation logics** in the **Data Mapping Specification Document** and performed **ETL** using **Informatica PowerCenter.**
* Worked on **SQL JOIN conditions** based on business logicto extract data from all data sources and summarize using **GROUP BY.**
* Performed Data Integration to combine data from multiple queries using **UNION**/**UNION ALL** when consolidating results from different sources or similar queries.
* Involved in **RESTful API documentation in Swagger**, **API Endpoint Testing** using **POSTMAN** along with the development team.
* Jointly responsible for creating **test plans, test scenarios &** **test cases** with the testers from the team and facilitated testing of the system during **API Testing,** **Smoke Testing, Sanity testing, Regression Testing,** and **User Acceptance Testing.**
* Monitored and optimized the performance of **Power BI** reports and dashboards and identified and addressed issues related to data loading, refresh rates, and query performance using **Power BI.**

**Environment**: Agile-Scrum, Salesforce CRM, MS Visio, Informatica PowerCenter, Confluence, JIRA, Balsamiq, Power BI

**Canara Bank January 2018 – July 2019**

**Business Analyst** Bangalore, Karnataka

**Project Description:** The project scope was to provide enhanced **Net banking facility** to its customers. The project aimed at building a software application that would facilitate viewing of **CAN money**, **online tax payments**, **NRI Net banking**, multiple/negative account balances, weekly statements, pending/cancelled transactions, tracking deposits/checks, transfer history of funds across various accounts and maintenance of customer profile. The objective was to facilitate enhanced user experience while performing **core banking functionalities.**

**Roles and Responsibilities:**

* Assisted Project Manager in creating **Project Charter, Project Scope,** and **Project Management Plan**, and formulating **Work Breakdown Structure** by performing **Critical Path Analysis.**
* **Organized and facilitated JAD sessions, Interviews to elicit the requirements and document the client requirements for the customization of the Web Application and converted the requirements into Functional Requirements Documents (FRD) as per the client's requirements.** Managed **User stories** on **JIRA** and actively participated in all the **Scrum Ceremonies.**
* Designed **use-case diagrams, activity diagrams** and **sequence diagrams** using **MS Visio** todefine the interactions of the customer with the Bank system.
* Worked closely with design on **UI/UX** by creating **Wireframes**, high, low fidelity **mockups** prototypes using **Balsamiq** to visually represent functional and GUI requirements for quick and optimized feedback from the stake holders.
* Ensured gathered requirements are in accordance with the Banking Compliances **Bank Secrecy Act**, **Know your Customer** (KYC), **Customer Due Diligence** (CDD), **Anti Money Laundering** (AML), **EFTA** (Electronic Fund Transfer Act).
* Worked on **SQL** queries using clauses like **joins, aggregation, order by & group by** for Data Analysis, validation, and profiling.
* Configured base objects, foreign-key relationships, lookups & queries according to the business logic and requirements.
* Worked in **Data Analysis, Data Reconciliation** and **Data Mapping** for **ETL process** and assisted in performing **Data Normalization** process to eliminate data redundancy and faster query processing.
* Assisted in **API Documentation** and **API Endpoint Testing** using **POSTMAN** to validate the request for **SOAP** and **RESTful** services in **XML/JSON format** using **CRUD** methods like **GET/POST** to capture errors and validate data.
* Conducted **User Acceptance Testing (UAT)** and facilitated testing of the system during **Smoke Testing** and **Regression Testing.**
* Reviewed, documented, and maintained **functional test cases** and other **test artifacts** like test data, data validation, using **HP** **ALM**, and actively participated in **Defect Life Cycle Management** and assisted in creating **Issue logs**.
* Worked closely with the reporting teamto ensure correct data is presented in the generated reports using **Tableau.**

**Environment**: Agile-Scrum, MS Visio, Confluence, HP ALM, Balsamiq, JIRA, Tableau, Informatica PowerCenter.

**Netchronix Sep 2015 – Dec 2017**

**Business Analyst** Bangalore, Karnataka

**Project Description:** The scope of the projects was to **redesign** the existing **E-Commerce** **websites** with **advanced** features like **refurbishment** of **homepage**, **dropdown features**, **cart**, **shipment**, **product display pages**, **new payment methods** like **Paytm**. The objective was to provide the end-user with **enhanced User Experience** and **Customer Engagement** with the application.

**Roles and Responsibilities:**

* **Developed and implemented processes for analysis, planning, tracking, delivery** and gathered the requirements from stakeholders and then documented before giving it to the team in the form of product backlog items.
* Worked on UI by creating **UML diagrams – Activity, Sequence diagrams** and assisting the UI experts, Developers in designing user-friendly features (Component Selection, Data-entry Fields, Check Boxes, Drop-down lists)
* **Coordinated activities between business unit and technical staff, developing new methods, policies, and procedures to meet the business needs, and acted as primary trainer in education of the business unit for Process Improvements.**
* Assisted in creating **low-fidelity** and **high-fidelity** mockups and wireframes with UI designer using **Balsamiq** to exhibit the interactions between the user and the calculators.
* Tracked user stories, tasks and defects using **JIRA** for development, deployment, and maintenance of application.
* Developed **Conceptual** and **Logical Data Models** and related them withthe database entity structure and **mapped entities with ER diagrams** and **documented keys** to allow for easy reference while development.
* **Developed various visualizations such as Pie Charts, Scatter Charts, Histograms, Bar Charts, Pivot Charts, Tree Maps, Heat Maps, Combo Charts to represent the Key Performance Indicators to the clients.**
* Used **SQL queries** extensively for **data verification**, **data validation, data manipulation** using **Subqueries & Aggregate functions.**
* Worked with Project Manager and PO managing **Change Requests** doing **change assessment and Impact analysis.**
* Developed **test plan, test conditions, test cases** based on business requirements & technical specifications.

**Environment:** Waterfall,Agile-Scrum, MySQL Workbench, SharePoint, Lucid Chart, Jira 6.4, MS Project, MS Visio

**Myntra Jan 2015 – Aug 2015**

**Jr Quality Analyst** Bangalore, Karnataka

**Project Description:** The project aimed for the development and improvement of **Product Quality** along with modifications to the company’s existing website. The implementation of the new **Order Tracking System** helped customers to track their orders without hassle. The team ensured quality by including product demos, generating control charts, and examining the quality pattern, with the focus on eliminating faults in any product line.

**Roles and Responsibilities:**

* Involved in complete **Software Development Lifecycle** (SDLC).
* Knowledge in **Order Management System** and involved in enhancement and implementation of order fulfillment process.
* Reviewed **System Requirement Specifications (SRS), Functional Requirement Specification (FRS)** and **Design documents.**
* Prepared **Requirements Traceability Matrix (RTM)** to help the stakeholders trace the requirements.
* Generated **KPIs and Visualizations** packaged in interactive Dashboards to the management on weekly basis and coordinated meetings between test team and development team to review defects and track them to closure.
* Designed and documented **Test Plans, Test Scenarios, Test Cases** based on business requirements, design documents & logged defects in HP ALM.
* Documented **Bug Report** and Categorized them based on severity and Priority. Also, used **Quality Center** to store all test results and for **defect tracking and reporting.**
* Involved in **Smoke testing**, **Graphical User Interface** (GUI), **Functional testing**, **System testing** and **Regression testing** and support **User Acceptance Testing (UAT).**
* **Recorded** and **stored** all modification queries and database maintenance sequences for future reference and evaluation of process.

**Environment:** Waterfall, MS Office, MySQL Workbench, HP QC.