

Vertika Singh

Business Analyst



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WORK EXPERIENCE

SENIOR ANALYST FINTECH INDUSTRY

Achievements/Tasks

- 8 years of experience in **Banking Domain** and primarily in Credit Card, Payment Systems for TSYS **PRIME product**.
- 6+ Years' experience in TSYS. 6 Years as Business analyst at **TSYS** and 2 Years' experience in testing role at **Birlasoft**. Have also been to **client location in Costa Rica (SCOTIABANK) and Santo Domingo (BPDOM BANK) for 8 months** for business requirement gathering and project implementation.
- Strong Core Credit card Domain knowledge for TSYS Product PRIME in Dispute Manager, Case Management, Collections, Issuer, Acquirer, Installments and GL.
- Good knowledge of Payment Systems like VISA, MASTERCARD and AMEX and hands on experience on Payment Schemes simulators as Visa VTS, MC MAS, Amex NTS.
- Experience in developing Software Test Plans, Test Cases and Test specifications, Executing Test Cases, Analyzing Results, Reporting Defects, Bug Tracking and User Requirements Specification & System Requirements Documents.
- Extensively interacted with the Solution group and QA Team in creation of the Test Plans, providing Test Data, Creating Test Cases, and reporting issues upon detection of bugs.
- Lead system integration analysis, requirement analysis, design, testing and support and debugging activities with key business users and technical stakeholders including architects, developers and analysts.
- Good Exposure in Software Development Life Cycle, Software Testing Life Cycle, waterfall and agile methodology.

Senior Analyst for SCOTIABANK Issuing and Merchant Payment solutions

02/2017 - Present

Achievements/Tasks

- I have the privilege of leading the Scotiabank client for Costa Rica and Panama on Prime Product from BA and testing perspective.
- Responsible for leading all the Go-live activities which includes the Dress Rehearsal, Client Coordinator role which was conducted at onshore Costa Rica.
- Collaborated with business owners, operations and developers to define functional requirements.
- Creation of Solution documents (SONs) for business requirements.
- Creation of Change requests as I was responsible for the delivery of the solutions.

EDUCATION

B.Tech in Computer Science Sharda University

08/2009 - 08/2013

Percentage 75%

Intermediate CBSE Board Delhi Public School

04/2007 - 04/2009

Percentage 77%

High School CBSE Board Nirmala Convent School

04/1994 - 04/2007

Percentage 81.6%

SKILLS

Payments and Credit Cards Product Management
Process Improvement Business Analysis BRD
FRD Requirement Gathering Agile-Scrum
API UAT JIRA HP ALM SQL
Project Management
Project Planning & Scheduling Financial Services

CERTIFICATES

International Software Testing Qualification
(10/2017 - Present)

ACHIEVEMENTS

*Being selected for onsite opportunity from a team of 25 members. My work at client location was well appreciated by client top management and they recommended me for future opportunities as well.

WORK EXPERIENCE

Senior Analyst for SCOTIABANK Issuing and Merchant Payment solutions

02/2017 - Present

Achievements/Tasks

- Providing technical leadership to teammates through mentorship, as well as identifying opportunities for and encouraging continuous improvement within the team.
- Effective facilitation of all Scrum ceremonies (Sprint Planning, Daily StandUp, Backlog grooming, Scrum-of-Scrums, Sprint Review/Demo, Retrospective meeting).
- Reporting and prioritizing bugs through JIRA and validating the same after fix is provided.

Analyst for BPDOM BANK Issuing Payment solutions

06/2016 - 01/2017

Achievements/Tasks

- Worked on Issuing payment solution and was involved in implementation of Credit, Debit and Prepaid cards where providing end to end services for the bank such as cardholder boarding, authorizations, clearing & settlement, disputes, installments etc. Conducted training for banks on different modules such as dispute manager, collections.
- Effective facilitation of all Scrum ceremonies (Sprint Planning, Daily StandUp, Backlog grooming, Scrum-of-Scrums, Sprint Review/Demo, Retrospective meeting).
- Creation of Solution documents (SONs) for business requirements.
- Tested different modules: Customer Information System, Issuer-Dispute functionality along with Transaction processing.
- Removing impediments to the Development Team's progress.

Analyst for BANJERCITO BANK Merchant Acquiring solutions

01/2016 - 06/2016

Achievements/Tasks

- Worked on providing payment solutions for merchants to accept payments from different sources along with end to end services such as merchant on boarding, accepting payments from different payment schemes. My role was to bridge the gap between dev team and client business team. Conducted training for banks on different modules such as dispute manager, collections.
- Effective facilitation of all Scrum ceremonies (Sprint Planning, Daily StandUp, Backlog grooming, Scrum-of-Scrums, Sprint Review/Demo, Retrospective meeting).
- Creation of Solution documents (SONs) for business requirements.
- Tested different modules: Customer Information System, Issuer-Dispute functionality along with Transaction processing.

Software Engineer Birlasoft

08/2013 - 01/2016

Achievements/Tasks

- Worked on real estate and insurance project. Was involved in requirement analysis, creation of test plan, test scenarios and test cases and execution of the requirement.
- Ensured timely delivery of project deliverables for different phases.

ACHIEVEMENTS

*Right from my childhood my biggest fear among subjects was Math's but completed my 12th standard with PCM and currently working in Finance domain (Payments Industry) so I consider it as an achievement as I worked on it and conquered it.

LANGUAGES

English

Full Professional Proficiency

Hindi

Native or Bilingual Proficiency

Spanish

Limited Working Proficiency

HONOR AWARDS

*Game Changer Award received for successful implementation of Prime Product for SCOTIABANK.

TSYS

*Performance Award, Scotiabank for value added result.

TSYS

*MDs Award for Excellent work and performance done during the past 6 Years in TSYS.

TSYS