**ANKIT MANGAL**

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**Job Objective**

To obtain a challenging position as Business Analyst that would increase business productivity of the organization and in turn enhance my skills and competency.

**Experience Summary**

* 5+ years of experience as Business Analyst.
* Experience of collaborating with developers and subject matter experts to build the technical vision and analyse trade-offs.
* Well Acquainted with Software Development Life Cycle and Agile processes
* Ability of guiding the Development and QA members to yield the best solution.
* Ability to work in a team and as an independent resource as well.
* Sound experience in handling a team as a Test Lead
* Hand on experience in preparing and executing complex Oracle SQL queries
* Skilled in providing functional specifications to the technical team to bring out technical solutions.
* Expertise in writing and implementing Test scenarios, Test cases, System testing, Regression testing and maintaining Traceability Matrices for baseline documents.

**Project Summary**

**Project #1**

**Title:** The Travel Programme (TTP)

**Client:** British Airways (is the flag carrier airline of the United Kingdom and its largest airline based on fleet size, international flights and international destinations) s**Duration:** MAR 13- FEB 16

**Description:**

The TTP (The Travel Programme) is a major Business and IT transformation programme. Currently, key BA systems are hosted on various Transaction Processing Facility TPF platforms. With the TTP programme, BA aims at removing its reliance on TPF based systems through a combination of Amadeus' Customer Management (CM) and Flight Management (FM) modules for Departure Control System DCS and Airline Control System based solutions for Cargo and Flight Information and Control of Operations FICO. As a part of which TCS is currently developing FLY application.

**Roles and Responsibilities:** Has worked as a Business Analyst/ Functional Analyst for this project and following are responsibilities undertaken:

* Preparing the Functional Requirement Document by coordinating with software team
* Analyze client’s business requirements and processes through document analysis, workshops, and workflow analysis.
* Responsible for gathering business requirements and preparing FSDs, communicate with development, QA.
* Liaise between business and technical personnel to ensure a mutual understanding of processes and applications.
* Using JIRA for Requirement/Defect tracking for efficient test management
* Designing Process Diagram, Activity Diagram, Use Cases, end to end data flow and also preparing the screen mock-ups and design and develop the application architecture [Database tables and interface impacts].
* Assisting DBA team, to produce right DB changes, and stored procedures in right time in right manner.
* Conducting Show and Tell sessions for Clients for demo
* Performing User acceptance test immediately after every build.

**Project #2**

**Title:** Cross Referencing Tool (X-REF)

**Client:** W.W.Grainger, Inc

**Duration:** FEB 16- Current

**Description:** With the help of Cross Referencing tool, Grainger would have updated data, saleable cross-referencing system. As a backend it would have all the data feeds coming in the form of Sourcing, Competitor Data, Customer Purchase History, Customer Preference Data, SOLR search engine so that the Cross-Referencing users have accurate data and high performing system

**Roles and Responsibilities:** Currently working as Business for the project and following are responsibilities undertaken:

* Conducting JAD sessions
* Collaborating in the planning of new product decisions and enhancements to existing applications.
* Functional Documentation for reporting & dash boarding requirements using Process Flows Business  
  Requirement Document.
* Involved in all requirement gathering and impact analysis activities. Reviewing the Client Requirements   
  and Business Specifications, analyzing the impacts and feasibility.
* Conducting workshops to analyze client’s business requirements and processes through document analysis
* Gathering business requirements and preparing FSDs, communicate with development, QA.
* Liaise between business and technical personnel to ensure a mutual understanding of processes and applications.
* Assisting DBA team, to produce right DB changes, and stored procedures in right time in right manner.
* Involved in defect review meetings/scrum meetings with the team

**Technical Skills**

|  |  |
| --- | --- |
| **Software Skills** | JAVA, HTML, SQL, Oracle |
| **Tools Used** | JIRA, GIT Hub, Confluence, HP-QC, SOAP-UI, JMS Test-Client, Sonic Management Console, POSTMAN, J-Meter, Selenium, QTP, Subversion (Version Control tool), Bit Bucket, Splunk, Zeplin (Design Tool) |
| **Methods** | SOA architecture, Soap/HTTP protocol, JMS/HTTP protocol, Service Testing, Service Integration Testing |
| **Domain** | Amadeus Web-services, Knowledge Amadeus Altea Products like Inventory, Seat Map configuration, Customer Management, Flight Management, Departure control systems, Reservations systems, Payment, PCI Compliance, Amadeus Cryptic Reservations entries |
| **Business Development** | Developed a tool which helped the account to meet the stringent timelines |

**Education Qualifications**

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| --- | --- | --- |
| **Qualification** | **Subject** | **Percentage/Grade** |
| Bachelor Of Engineering | Electronics & Communications | 75 |
| 12th Standard | Physics, Chemistry, Maths | 81 |
| 10th Standard | Others | 75 |

**PROFESSIONAL MEMBERSHIP/CERTIFICATION**

* International Software Testing Qualifications Board (ISTQB):Certified Tester - Foundation Level
* Metamorph: Certificate in Business Analysis
* Metamorph: Business analysis – TTH
* Business Etiquette - FLI Beyond Coding Sub-Curriculum
* TCS Business Domain Academy: Certificate in Airlines Industry – Advanced
* TCS Business Domain Academy: Certificate in Aircraft MRO Services
* TCS Business Domain Academy: Certificate in Airlines Industry
* TCS Business Domain Academy: Certificate in Software Testing Skills
* TCS Business Domain Academy: Foundation Certificate in Travel and Transportation
* TCS Business Domain Academy: Certificate in E-commerce
* Integrated Quality Management System (iQMS) Curriculum
* LSHC: Business Analysis curriculum
* Architecture & Tools : Technical Architect – Behavioural
* Digital: Web Content Management Foundation
* Digital: Cloud Computing (General)\_Foundation
* Process: Agile Way of Working Foundation

**Achievements & Awards**

|  |  |  |  |
| --- | --- | --- | --- |
| **Award Name** | **Award Date** | **Award Category** | **Award SubCategory** |
| Service & Commitment Award | 18-Mar-2018 | Service Awards | Service Award |
| Learning Achievement Award | 13-Feb-2018 | Learning Awards | Learning Achievement Awards |
| Fresco Play Miles | 25-Jan-2018 | Learning Awards | Fresco Play Award |
| Fresco Play Miles | 02-Jan-2018 | Learning Awards | Fresco Play Award |
| Best Team | 11-Oct-2017 | Awards for Excellence | Star Awards |
| Service & Commitment Award | 18-Mar-2016 | Service Awards | Service Award |
| On The Spot Award | 27-Jan-2015 | Awards for Excellence | On The Spot Awards |
| On The Spot Award | 10-Jun-2014 | Awards for Excellence | On The Spot Awards |

**Competency**

|  |  |  |  |
| --- | --- | --- | --- |
| **Competency** | **Proficiency** | **Category** | **SubCategory** |
| Digital : Microsoft Azure | E0 | Digital | Cloud Computing |
| Process : Occupational Health and Safety (OHSAS 18001) | E0 | Health, Safety and Environment | Occupational Health and Safety |
| Process : Environmental Management and Engineering (ISO 14001) | E0 | Health, Safety and Environment | Environmental Management and Engineering |
| TTH/Airline : Flight Operations | E0 | Travel, Transportation and Hospitality | Flight Operations |
| TTH/Loyalty : Loyalty | E1 | Travel, Transportation and Hospitality | Loyalty |
| TTH/Airlines : Departure Control Systems | E1 | Travel, Transportation and Hospitality | Departure Control Systems |
| TTH/Airlines : Passenger Revenue Accounting | E1 | Travel, Transportation and Hospitality | Airlines |
| TTH/Airlines : Crew Management | E1 | Travel, Transportation and Hospitality | Crew Management |
| TTH/ Airlines : Fares and Pricing | E1 | Travel, Transportation and Hospitality | Fares & Pricing |
| TTH : Cargo | E1 | Travel, Transportation and Hospitality | Cargo |
| TTH : Engineering and Maintenance | E1 | Travel, Transportation and Hospitality | TTH |
| TTH : Reservations | E1 | Travel, Transportation and Hospitality | Reservation |
| TTH/Airlines : Airport Operations and Ground Handling | E1 | Travel, Transportation and Hospitality | Airlines |
| Process : Agile Delivery | E0 | Agile | Agile Delivery |
| Digital : Amazon Web Service(AWS) Cloud Computing | E0 | Digital | Cloud Computing |
| Assurance / Digital : Social Media Testing | E0 | Digital | Digital Marketing |
| Digital : Node.js | E0 | Digital | Modern Web Development |
| Process : Lean | E0 | Performance Improvement | Lean |
| Process : Business Continuity Management | E0 | Security and ORM | Business Continuity Management |
| Digital : DevOps | E0 | Digital | Devops |
| Assurance : HP ALM | E0 | Assurance | Foundation-Assurance |
| CPG : Domain | E0 | Retail | Retail |
| Digital : Cloud Foundry | E0 | Digital | Cloud Computing |
| RiO : Rigor in Operations | E0 | RiO | RiO |
| Process : Data Privacy | E0 | Audit and Compliance | Compliance |
| Digital / EIS : Internet of Things(IoT) for Energy Management | E1 | Digital | Internet of Things |
| Process : Intellectual Property Rights | E0 | Business Strategy And Operations | Business Strategy And Operations |
| Business Domain - TTH | E1 | Metamorph | TTH |
| Compliance : GDPR | E0 | Audit and Compliance | Compliance |
| Digital : Blockchain | E0 | Digital | Blockchain |
| Communication | L1 | Communication | Communication |
| Analytical Ability | L3 | Softskill | Softskill |
| Innovation & Creativity | L1 | Softskill | Softskill |
| Assurance : SilkCentral TestManager | E0 | Architecture & Tools | Test Management Tools |
| Assurance : Bugzilla | E0 | Foundation | Assurance |
| Business Acumen | L1 | Leadership | Leadership |
| Diversity Management | L1 | Leadership | Leadership |
| Interpersonal Skill | L1 | Softskill | Softskill |
| Problem Solving | L1 | Softskill | Softskill |
| EIS - Engineering Documentation-Manufacturing Engineering | E3 | Engineering and Industrial Services | Design to Manufacture (D2M) |
| HP Quality Center (Mercury) | E0 | Architecture & Tools | HP |
| Programming Techniques and Concepts | E0 | Foundation | Programming Techniques and Concepts |
| Core Java (JDK 1.3 / 1.4) | E0 | Foundation | Foundation |
| Java - JDBC 3.0 / 4.0 | E0 | Foundation | Java - JDBC |
| Assurance : Testing Concepts, Process and Methodology | E2 | Assurance | Testing Concepts, Process and Methodology |
| Assurance : Test Management | E0 | Foundation | Foundation |
| Requirements Engineering | E0 | Foundation | Requirements Engineering |
| Software Estimation | E0 | Delivery | Software Estimation |
| In-flight Services | E0 | Travel, Transportation and Hospitality | Airlines |
| Service Management | E0 | Delivery | Service Management |
| Quality Management for Delivery | E0 | Delivery | Quality Management for Delivery |
| Assurance : JMETER | E1 | Assurance | JMETER |
| Software Security | E0 | Security and ORM | Software Security |
| Assurance : Selenium | E0 | Assurance | Selenium |
| Digital : Web Content Management (WCM) | E0 | Digital | Modern Web Development |
| BPS : People Development | L0 | BPS - Behavioral | BPS - Behavioral People |
| BPS - Functional Excellence | L0 | BPS - Behavioral | BPS - Behavioral Business |
| Lean Six Sigma (LSS) | E1 | Performance Improvement | Lean Six Sigma |
| IT IS\_SM\_Service Operations | E0 | Delivery | Service Management |
| Process Improvement (PI) | E1 | Performance Improvement | Process Improvement |
| Digital : Cloud Computing (General) | E0 | Digital | Cloud Computing |
| BPS : CM CoE - User Acceptance Testing | E1 | BPS - Domain | BPS : BFSI |
| BPS : CM CoE - Business Analysis | E1 | BPS - Domain | BPS : BFSI |