

NEHA JOSHI

Expertise: **Scrum Master**

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Experience: **12 Years**

Roles and responsibilities

- **Total 12 years of experience in Wealth Management and Retail Banking domain.**
- **Total 5 years of experience as Certified Agile Scrum Master and Test Manager.**
- Managed BFSI QA teams (10 years) in Account Onboarding, Model Management, Advisory, Credit Cards, Bill payments and Internet Banking modules.
- Involved in requirement prioritization with PO and help team to manage the backlog.
- Work with the Product Owner in converting the big requirements into logical smaller user stories
- In Sprint grooming, with the direction of BA/PO, we first do the prioritization all the features and then review the user stories' acceptance criteria with the PO.
- Sprint Estimation/Planning - Create Sprint backlog Based on User story/Story points considering their complexity, sizing, amount of work, risk and dependency with the Numeric sizing
- Work allocation - Once the estimation is done, distribute the sprint backlog to all the cross functional dev team and monitor them to closure, I have used JIRA to track the items.
- Lead the daily stand up meeting to discuss about blockers/what was done yesterday, what is the plan for the day etc.
- Handling Sprint Review meetings on the basis of velocity, Burn down chart and Customer satisfaction index etc and also show a demo to the PO and business stakeholders on the product increment done in that sprint.
- After the Sprint review, I have Handled Sprint retrospective meeting to discuss over what went well, what did not go well and what can do differently in the next sprint. Also participated in Product retrospective meeting driven by the PO.
- Working as a facilitator to maintain the time focused on the sprint goals and objectives.
- Helping people to remove any roadblocks/ impediments in any form or shape.
- Working closely with the Product owner to help understand the issues/conflicts/road blockers and cascade information back to team from PO throughout the entire sprint.
- Conducting individual interactions with team members and stakeholders as needed. Iron out team disagreements about process and implement changes if required.
- Implemented **JIRA dashboard** for reporting and teams to fast track and monitor daily productivity.
- **Additionally worked as a part of deployment management team** in Broadridge account for more than a year.
- Approval for deployments in ITSM application to QA/ UAT/Pre prod *Verification of prerequisites required for the change in ITSM. Handling the CAB meetings for emergency UAT deployments.
- Strong hands-on experience in Manual and API testing (using SOAP UI and Jmeter) and Data base testing (using DB2 and Dynamo DB).

Skills Summary

Domain	Retail Banking and Wealth Management
Programming Languages	Java, SQL
Operating System / ERP Version	Windows 7, Windows XP

Tools / DB /
Packages/
Framework

JIRA Tool With X-Ray Plugin, Confluence, Postman, ALM 11.52, QC 10,
Dynamo DB, JMETER, Selenium

Work Experience

Project 1

Company Name : LTIMINDTREE PVT LTD

Project Name	WMAP- Client Onboarding and Maintenance	Team Size	18
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Start Date	1 Feb 2021	End Date	Till date
Project Description	COB is the application which is part of WMAP program under Broadridge Account. COB application is responsible for Client Onboarding, Account onboarding, creating relationship grouping between Account to Account, Client to Client and Account to Client.		
Role & Contribution	<ul style="list-style-type: none">Working with PO to prioritize the backlog and manage the JIRA for team member to pick up the task for upcoming sprintsFacilitating all the scrum ceremonies to track the progress of the deliverablesRegular analysis of burndown charts and other portfolio planning tools to understand what gets built and at what cadence.Responsible for all the project related activities carried out as part of AO and AM applicationReview and release of Sign off documents in ConfluencePreparation of project related reports related to team's productivityPart of all interactions in Client meetings and representation in CAB meetingsAids the team by eliminating external blockers and managing internal roadblocks through process or workflow improvements		
Technology & Tools	JIRA, Confluence, Dynamo DB, Swagger, Cloud hosted applications, CI/CD implementation		
Start Date	1 Oct 2018	End Date	31 Jan 2021
Project Description	COB is the application which is part of WMAP program under Broadridge Account. COB application is responsible for Client Onboarding, Account onboarding, creating relationship grouping between Account to Account, Client to Client and Account to Client.		
Role & Contribution	<ul style="list-style-type: none">Managing and Leading the Account Onboarding and Maintenance team.Estimation of the requirements for the release and managing resourcingResponsible for all the project related activities carried out as part of AO and AM application Review and release of sign off documents.Preparation of project related reports related to team's productivityPart of all interactions in Client meetings and representation in CAB MeetingsFunctional and web services Testing of critical scenarios before client demo for important releases		

Technology & Tools	POSTMAN, JIRA with X-Ray Plugin, Confluence, Dynamo DB, Swagger		
Project 2			
Company Name : NOUS INFOSYSTEMS PVT LTD			
Project Name	Folio Dynamics (Envestnet)	Team Size	8
Start Date	2 Nov 2016	End Date	26 Sept 2018
Project Description	It's a product which facilitates users to advise details regarding diversetypes of investment plans based on assets and plans of investors. It has several modules which describe the complete details regarding investment plans and related information. It is an overall package with an end-to-end technology solution paired with a suite of advisory tools including model portfolios and research as well as overlay account options.		
Role & Contribution	<ul style="list-style-type: none">• Lead and Individual contributor for web services enhancements related to Model management and Client management back end and UI services• Expertise in understanding requirements and design test scripts for enhancements released every sprint.• Provided Demo on sprint enhancement features in retrospective meetings to product and BA's team.• Provided Client Demo on JMETER automation for API functional testing (using Postman, swagger and JMETER)• Organized Defect Triage meetings along with development, business, and PM teams to prioritize the defects and track them till defect closure.• Responsible for training new team members on product platform		
Technology & Tools	Functional Testing, DB2 v9.2,JIRA with X-Ray Plugin, JMETER, Automation tool- Selenium, SOAPUI		

Project 3 Company Name : CAPEGEMINI PVT LTD			
Project Name	Migration project (TS Prime Platform to TS2 mainframes)- RBC Cards Project	Team Size	20
Start Date	17 Jul 2014	End Date	23 Sept 2016
Project Description	The client had migrated entire customer credit card portfolio from TS PRIME web-based application to TS2 mainframe application. New client region set up which leads to complete functional, UAT and end to end testing. The QA Team was responsible to test that the new platform is the same as the older TS2 platform to avoid any impact to the credit card customer to the bank		
Role & Contribution	<ul style="list-style-type: none"> Contributed to create Test Plan, QA Test Strategy and Sign-off Documents. Involved in walkthrough of the functional requirements and providing review comments and identifying the gaps. Responsible for test planning, designing, project execution, defect tracking and status reporting. Responsible for functional walk through and Functional Reviews. Organized Defect Triage meetings along with development, business and PM teams to prioritize the defects and track them till defect closure. Responsible for training new team members on TS2 application. Test Execution support during Functional testing and UAT phases. Individual contributor to the project 		
Technology & Tools	IBM Mainframes, TS2 Consumer platform, HP ALM		

Project 4 Company Name : SLK SOFTWARE PVT LTD			
Project Name	Internet Banking 5/3 bank	Team Size	15
Start Date	25 Jul 2011	End Date	27 June 2014
Project Description	<ul style="list-style-type: none"> Description: It consists of various online operations performed by the end user while dealing Banking operations. Worked on below modules: Bill payment: This user interface helps the customers to organize, schedule online bill payments. It involves due date model, working balance and user can create, edit and delete payees, assign categories to assist in tracking user's payments. EBanking: It is a separate application used by bank employees (CSR) to perform online operations i.e. transfers, Bill payments when asked by customers. This is the Back-end application for Internet Banking applications from where CSR can check the Logs, do maintenance task like scheduling alerts, linking the more than one account to one user name, generating temporary PINS for the credit cards, resetting passwords etc. 		

	<ul style="list-style-type: none"> • IB-VPS: VPS stands for Value Proposition system. It involves bundling of products to gain reward points. Application involves two kinds of programs: Homeowner Value Plus and Preferred Banking program where customer can get different value points based on their tier level (i.e. Premium member and Core member). These value points can be utilized to pay mortgage or for online shopping etc. • GPR Card: GPR stands for General Purpose Reloadable Card. It is card concept which can be loaded with money which can be further used to pay bills, obtain cash at ATMs and make purchases everywhere traditional credit and debit cards are accepted, including Internet and mail order/telephone order merchants. • Tsys: Application which controls frauds on cards by creating blocks, generating replacement card numbers till customer did not get any physical card, updating in all backend applications and enabling the user to log on using new card number and performing banking applications.
Role & Contribution	<ul style="list-style-type: none"> • Analyzing the functional specification and involved in Test plan drafting. • Reviewing requirement and Prepared Test scenarios for functional testing. • Mapping of requirements with the test cases in Quality center. • Involved in writing and reviewing Test cases based on functional specification. • Involved in build acceptance testing. • Involved in execution of test cases for System, regression and adhoc testing. • Involved in daily/Weekly status call with onsite team and be a part of Defect review board meetings. • Defect reporting and follow up using Quality center.
Technology & Tools	IBM Mainframes, TS2 Consumer platform, HP ALM, Java based UI application