SANGEETHA NAVEEN

Certified PSPO1 Professional with 8 Years of Expertise in Business Analysis, QA, and Investment Banking Operations.

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Skill Sets:

- Coordinated and facilitated regular meetings with stakeholders, ensuring effective communication and timely updates on project streams.
- Provided comprehensive support to the testing team through training and documentation, enhancing team efficiency and knowledge sharing.
- Created detailed Test Plan approach documents for each assignment, outlining testing strategies, scope, and objectives.
- Leveraged expertise in writing test cases and actively participated in **Business Requirement Document (BRD)** discussions to ensure well-structured and effective test cases.
- Participated in **sprint planning meetings** and walkthrough calls, contributing to project alignment.
- Led discussions and collaborated on Business Requirements document (BRD) discussions for streamlined test case development.
- Conducted thorough test data analysis and identification for targeted assessment areas, enhancing testing accuracy and coverage.
- Played a key role in **Requirements elicitation** by collaborating closely with stakeholders, ensuring a clear understanding of project object
- Strong knowledge of **STLC and SDLC** with experience working in **AGILE, V-Model, Waterfall model methodologies.**
- Experienced in diverse types of testing - **Sanity Testing, Functional -User Acceptance Testing and System Integration Testing, Regression Testing.**
- Applied testing experience in the **capital markets domain** with exposure to Banking and Data Flow from Front End to Back End.
- **Defect management** (raising defects and tracking the same till closure) using **HP ALM and JIRA** Knowledge in banking and financial domain, tested application with client data and assured the expectation of testing with zero postproduction defects.
- Proficient in **Microsoft Office Suite** (Word, PowerPoint, Excel & Visio).
- Confident individual with strong leadership qualities and a proven track record of effective teamwork.

PROFESSIONAL EXPERIENCE 6:

Period - Jan 2022 to till date.
Organization – Capco Technologies
Designation – Consultant 2

Presently employed as a Business Analyst at Capco, where I am a member of the Release Management team serving the HSBC client. **ICOC&R Improving customer outcomes in collections and Recoveries** is the overall project. The requirements which go live are managed through Release management.

Responsibilities:

- Conduct business process analysis and identify the critical issues and gaps for an established organizational process.
- Understanding the business priorities, documenting the requirements, and determining solutions in partnership with internal teams.
- Delivered complex and time constraint testing projects with analytical approach.
- Partnered in Key stakeholder engagement on a weekly basis across various streams.
- Developed a roadmap for short- and long-term teamwork, manage prioritization, and monitor the work to meet objectives.
- Developed test plan document, determined key performance indicators, and coordinated the measurement result.

- Devised test scripts from often complex requirements.
- Management of various brands across various streams for Live proving
- Prepared test run books, reviewed and presented for the business to sign off the run books.
- Keep track of and report overall project QA status to the project team.
- Follow up on unclear issues with client/team.
- Oversee all aspects of quality assurance including establishing metrics.
- Flagging bugs postproduction and consulting with the development team to fix the bug and ensure the failed scenario is remediated.
- Prepared quality assurance reports for each value stream.
- Reviewing the user requirement documents to ensure that requirements are testable.
- Trained team members on various streams.
- Prepared sign off decks for various streams and presented them to the business for sign off.
- Involved in the process walkthrough for all the business stakeholders before goes live.

PROFESSIONAL EXPERIENCE 5:

Period - 8 Jul 2016-Feb 2017.
Organization –Infrasoft Technologies
Designation – Consultant

Responsibilities:

- Understanding the Requirements and Functional Specifications of the Application.
- Experience in capital markets domain with exposure to Banking, Data flow from Front end to back end.
- Experience in preparation of creating test plans, design test cases in QC, perform test case reviews, prepare test data, and execute test cases.
- Involved in analyzing the Client Requirement and raising clarification for the clear preparation of Test design.
- Test data analysis and identification for the specific areas assessed.
- Defect management (raising defects and tracking the same till closure) using HP Quality Center tool Knowledge in banking and financial domain, tested application with client data and assured the expectation of testing with zero postproduction defects.
- Performed Smoke Testing, Sanity testing, Regression testing, Integration testing.

PROFESSIONAL EXPERIENCE 4

Period - Apr2014-May2016
Organization –Maveric systems
Designation – Senior Test Engineer

Responsibilities:

- Project Experience: Worked in 3 different regions - Citi APAC, Citi EMEA & Citi US for Mutual funds, and securities brokerage stream.
- Type of Testing: System Integration Testing, User Acceptance Testing and Regression Testing
- Prepared quality assurance reports for each product line.
- Reviewing the user requirement documents to ensure that requirements are testable.
- Interact with Developers and Business Analysts to perform distinct types of testing throughout Software Testing Life Cycle (STLC) and Bug Life Cycle (BLC).
- Performing Functionality, Smoke and Sanity testing and be efficient in analyzing the requirement document of Dev Team and designing test scenarios for testing.
- Developing Test Plans, Test Cases and Final Test Report.
- Execute all the test cases and report defects, define severity and priority for each defect.

PROFESSIONAL EXPERIENCE 3:

Period - Mar 2012 to May 2013
Organization –State Street Bank (HCL BServ)
Designation – Specialist

Responsibilities:

- Playing an integral role in the Taconic hedge fund Processing team.
- Core member in the team to migrating the hedge fund process from onsite.
- Managing the TOP fund in the Taconic Team.
- Having cross trained in TOP 2, TOP LTD and Event funds.
- Reconciling cash and positions for TOP fund daily.
- Delivering the deliverables within the deadline time.
- Interacting with onsite team and the client daily.
- Reconciling various products such as CDS, equities and futures.
- Posting entries in NAV management after the reconciliations.
- Maintaining, Reviewing & Updating of SOPs, Collating MIS data for Management & strictly responsible for Adhering SLAs within the process

PROFESSIONAL EXPERIENCE 2:

Period - Nov 2009 to Dec 2010
Organization –Wipro BPO
Designation – Senior Analyst

Responsibilities:

- Experienced in sending wire payments through GCMS application to varied banks.
- Asset Servicing and dividend operations for US Corporate Actions for various products.
- Experienced in Income processing, Receivable and payable management.
- Responsible for Dividend Credit Research on aged receivables and payables.
- Posed as Intermediary between Middle office, Interest Control, Product Control, Trading desk, and Counterparties and settling the request on time (Cash and queries)
- Providing first line customer support by answering queries & resolving issues, ensuring minimum TAT.
- Engaging in a broad-based effort for creating MIS data, updating KPI metrics, adhering to SLA's that have been agreed upon with the client and cross training people within the group, in order to ensure Efficient handling of contingencies.

PROFESSIONAL EXPERIENCE 1:

Period - Jun2007- Jun2009
Organization –RBS
Designation – Senior Officer

Responsibilities:

- As an SME, experienced in end-use in banking solution applications such as Asset Control, Murex, and Infinity etc.
- Actively promote & control quality of data that is delivered to the clients.
- Monitoring and analyzing the market data for various products such as interest rate swaps, deposits and ccy swaps and delivering the same within the cut off time to the clients across geographies.
- Independently manages various process such as fixing and pays, AMLO and Singapore process without errors.
- Experienced in analyzing the Live data sourced from Bloomberg and Reuters and understanding the trend according to the market placements.

- Performed UAT testing and prepared test scenarios.
- Extensive knowledge on complete trade life cycle activities
- Proficient in Microsoft Office Suite (Word, PowerPoint, and Excel), application systems of Murex, Wall Street, Bloomberg, Organize Business Continuity Plan (BCP) testing.
- Preparing the job aids for various processes.

Notable Credits:

- Holds the credit of working with record of "NO ERRORS".
- Markets NL Award for managing the process manually for 3 days with errorless outcome during server migration process.
- Spot Ovations for managing huge volumes & Good Teamwork.
- Received appreciation for being the Single Point of contact for all process related queries and escalation across locations.

Educational Qualifications:

- **MASTER OF BUSINESS ADMINISTRATION** from DJ Academy for Managerial Excellence. Coimbatore, Bharathiar University. 2005-2007
- **BACHELOR OF COMMERCE AND COMPUTER APPLICATIONS** from SNMV College of arts and science, Coimbatore