**Heena Tarannum S Mobile: +91-7799647738**

**Scrum Master Email Id: heenashaikh2405@gmail.com**

**Professional Summary**

* CSM Certified, Innovative and solutions focused IT professional, specializing in leading high-performing and multi-disciplinary teams from product development through successful product launches. Accustomed to managing multiple projects and priorities in fast-paced environments. Total experience of 7+ years with 2.5 years as Scrum master experience and 5+ years as QA Team Member in Healthcare, Retail and Retirement Domains.
* Had experience in handling 1 to 2 scrum teams in agile projects including all the phases like Standup, sprint planning meetings, Sprint backlog meetings, retrospectives and reporting.
* Had a good exposure to Agile methodologies, business process improvement, change management, requirements gathering, project cost planning, risk mitigation and management, results- oriented.
* Effective handling of Team across different locations and vendor partners and had a good experience in interaction with Clients.
* Experience in SDLC (Software Development Life Cycle) and Agile/scrum testing models keeping in accordance with Standards involved in the process of the application.
* Led Cross functional training for the entire Alaska MMIS project
* Have good knowledge of SQL/Database Testing of Software Applications.
* Have good knowledge of API testing using SoapUI.
* Over 90+ months of experience in the Healthcare Domain.
* Good knowledge and experience in working with JIRA, IBM Rational Clear Quest, and Quality Center.
* Technically competent in IBM tools like Requisite Web.
* Have good knowledge of the Rumba Mainframe tool.
* Well-versed with all stages of the Software Development Life Cycle (SDLC) and Software Testing Life Cycle (STLC).
* Have been involved in various phases of testing activities that include Requirements Understanding, Test Design, Test Execution, and Defect tracking.
* Worked closely with the Development team to resolve quality issues.
* Excellent communication and interpersonal skills, ability to work as a part of an integrated team as well as independently.
* Had a good exposure to different domains like Healthcare, Retirement and Retail Domains

**Awards and Achievements**

* Received Pillar of the Month Award for December 2015 and March 2017 across my project in Cognizant.
* Received Awards in Cognizant Internal Project competitions.
* Received award for Best Dance Team in Cognizant Annual Event – Mesmerize 2016.
* Have constantly met deadlines during short test execution and test design windows.
* Received appreciation from clients for independently handling and completing the One Card project without any issues.
* **Successfully completed ISTQB foundation level certification.**
* **Successfully completed CSM certification.**

**Experience Details**

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| **Organization** | **Designation** | **Duration** |
| NCR Corporation (client) | Scrum Master | November 2021 — April 2022 |
| Vitech Systems Asia Private Limited | Senior Quality Analyst/Scrum Master | July 2021 —November 2021 |
| Cognizant Technology Solutions | Associate | September 2014 — June 2021 |

**Areas of Proficiency**

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| --- | --- |
| Primary Skill category | Functional testing, IBM Rational Clear Quest, Quality Center (QC) and JIRA. |
| Secondary skills1 | Oracle SQL, Selenium web-driver automation (hands-on) |
| Project Acquired skills | Rumba (Mainframe tool) and SoapUI tool,  Database Testing Tools: Oracle SQL Developer,  Web debugging proxy tool: Fiddler |
| Platform | Windows 7, 10, Unix |
| Domains Worked | Healthcare, Claims, Retirement and Retail Domains |

**Work Experience**

**Project4: Advanced Store**

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| **Project Domain** | Retail Domain | |
| **Project Name** | Advanced Store | |
| **Client** | NCR | |
| **Team Size** | Project: 10 (Scrum Master) | |
|  | Tools: | ALM (QC), JIRA, Fiddler |

**Project Description:**

Advanced Store is an in-house application managed by NCR for ‘Point of sale’ services to be provided to the customers. It involves adding various items from the advanced store menu and verifying that the users are able to add and successfully place the orders seamlessly.

**ROLES AND RESPONSIBILITIES IN THE PROJECT:**

* As a scrum master responsible for facilitating standups/daily scrum calls, sprint planning, backlog meetings, Sprint reviews and retro meetings.
* Track and remove internal and external impediments for the scrum team.
* Analysis of the specifications provided by the clients and delegating the work to team, determining the goals and providing requirement clarifications to the team.
* Coaching the team on agile principles and processes.
* Facilitate the grooming sessions with product owner, to build product backlog.
* Played a key role in on-going test plan/test strategy document for each sprint.
* Facilitate and plan for go-live activities.
* Track and report scrum team velocity.

**Project3: Milwaukee County Employee Retirement System (MCERS)**

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| **Project Domain** | Retirement Domain | |
| **Project Name** | MCERS | |
| **Client** | Vitech Systems Asia Pvt. Ltd. | |
| **Team Size** | Project: 12 (Individual contributor/Scrum master) | |
|  | Tools: | JIRA Software, Velocity ART Controller |

**Project Description:**

MCERS stands for Milwaukee County Employee Retirement System. The participants (Members) and their dependents would be receiving retirement/pension benefits when they meet certain criteria or conditions during/after their employment (age, critical illness etc.). The retirement/pension benefits calculation and disbursement are managed by Vitech’s company owned tool called ‘Velocity’.

**ROLES AND RESPONSIBILITIES IN THE PROJECT:**

* As a scrum master responsible for facilitating standups/daily scrum calls, sprint planning, backlog meetings, Sprint reviews and retro meetings. Played the role of scrum master on rotational basis within team and handled all the project activities of scrum master successfully.
* Understanding and analyzing the test case candidates (TCS) documents.
* Documented detailed test specs based TCS document/test scenarios documents.
* Create ART (automated regression test) scripts based on the test specs designed using keyword driven framework.
* Execution of Test Scripts through Velocity ART controller and preparing the status report and sending Daily Status Report (DSR) to clients.
* Work on issues reported by MCERS team, analyze them and update the regression test specs/scripts.
* Raising defects/issues in JIRA and tracking them to closure.
* Reporting status to onsite counterpart and participating in daily status/defect triage calls with project stakeholders to explain the open defects.

**Project2: Express Scripts**

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| **Project Domain** | Health Care | |
| **Project Name** | HEOC (Header Entry Order Completion) | |
| **Client** | Express Scripts | |
| **Team Size** | 5 | |
|  | Tools: | Individual Contributor/Scrum Master, Quality Center, Oracle SQL Developer, Rumba (Mainframes) |
| OS | Windows7 |

**Project Description:**

Express Scripts (HEOC) offers pharmacy benefit management services for workers' compensation insurance programs. The program is accredited by URAC, the nation's largest accrediting body for pharmacy benefit management companies.

The company processes pharmaceutical claims for members through a network of retail pharmacies. Its own automated pharmacies dispense medications for chronic long-term diseases, such as diabetes or heart disease, directly to members by home delivery.

**Role and Responsibilities:**

* Understanding the workflow of the application.
* Analyzing requirements and preparing test scenarios.
* Documenting detailed test cases based on the test scenarios.
* Executing Test cases and generating test reports.
* Executing SQL queries and verifying that the data is correct in the UI.
* Defect Reporting using Quality Center.
* Rumba:
  + Used to retrieve member’s information, changing user’s home state location to submit orders accordingly.
  + Creating orders and completing orders.
  + Adding protocols and resolving protocols.
* Conducting knowledge transition sessions to the new members in the team.
* Consolidation of Status report and sharing it with On-Site coordinator and Client as well.
* Helping the team members to resolve their technical issues during test execution.

**Project1: Alaska MMIS**

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| **Project Domain** | Health Care | |
| **Project Name** | Alaska MMIS | |
| **Client** | Xerox | |
| **Team Size** | 10 | |
|  | **Tools:** | Manual Testing, IBM ClearQuest, Oracle SQL Developer |
| **O/s:** | Windows7 |

**Project Description:**

The Health Enterprise Portal is a state-of-the-art electronic health care administration system that gives patients, doctors, pharmacists and other user’s easy, secure and efficient access to health care information.

**Roles and Responsibilities:**

* Reviewed business requirements and technical specification documents
* Analyzing the test cases and designing Test matrix.
* Responsible for execution of critical CRs that were deployed into Production successfully without any issues.
* Responsible for execution of critical Production defects.
* Conduct defect analysis and to log the defects in the Clear Quest
* Actively participated in Daily Standpoint, Peer Review and Status meetings, as well as communicating the test progress, issues to the onsite and client.
* Responsible for understanding the new gaps, analyzing and filtering the impacting use cases and picking out the applicable or Out of Scope test cases.
* POC for Claims, Financial and Provider Module.
* Following up with SMEs/Dev. team for the issues in the application and providing work around to continue the work.

**Educational Qualifications:**

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| **Degree** | **Discipline/stream** | **Name of the Institute** | **Board/University** | **Year of passing** | **Percentage**  **%** |
| B.E. | Computer, science and Engineering (CSE) | BV Bhoomaraddi Engineering College | Visvesvaraya Technological University, Belgaum | 2014 | 8.65 (CGPA) |
| Intermediate | PCMB | Chetan Pre University College | Board of Intermediate Education | 2010 | 70.5% |
| X | SSLC | Blessed Alphonsa English Medium School | Board of Secondary Education | 2008 | 93% |

**Address Details:**

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| **Residential Address** | HK Residency, Flat#102, 8-1-346/2, Sabza Colony, Tolichowki, Hyderabad-500008 |
| **Date of Birth** | 24/05/1992 |
| **Languages known** | English, Hindi, Kannada, Telugu. |