**Arun Kumar Rambhatla**

   

**(Sr.Lead Business System Analyst)**

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***PROFESSIONAL SUMMARY***

* With over 10+ years of diverse experience in the IT industry as a **Business System Analyst**, I have successfully contributed to various domains, including **Insurance, Banking, Payments, Brokerage, ERP, Finance, Stores, Purchase, Manufacturing, SCM, Logistics, Compliance and Risk, Vendor Management Systems, E-commerce (SAP Hybris 5.7 & 1808 Versions),** and web-based and enterprise applications. This extensive experience has provided me with a well-rounded understanding of business relationships at all levels, leading to successful solution releases.
* I have a strong background in the **Scrum** framework and its values, which has allowed me to effectively conduct **Sprint Planning and Retrospective meetings**. Additionally, I excel at facilitating daily stand-up calls, sprint review meetings, and **JAD (Joint Application Development)** sessions, promoting collaboration and communication among team members.
* Overseeing and managing the entire lifecycle of projects is one of my key strengths. I ensure seamless coordination and prioritization of tasks, including **planning, designing, programming, testing, and implementing business solutions that align with the requirements of business users and stakeholders**.
* In terms of project management, I possess the ability to define key tasks and milestones based on scope, resources, **budget, and personnel**. I am committed to effectively managing project timelines and ensuring alignment with project objectives.
* Developing accurate estimates for enhancement or new development efforts is another area of expertise. I cover **planning, analysis, design, construction, testing, and implementation**, providing valuable inputs for project planning and resource allocation. My skill set includes identifying, managing, and reporting program risks, and I am proactive in developing risk mitigation strategies. I consistently monitor the risk landscape to promptly address potential issues, minimizing project disruptions.
* Throughout my career, I have gained significant experience in all phases of the **Software Development Life Cycle** **(SDLC)** and Software Testing Life Cycle **(STLC).** I am proficient in both Waterfall and Agile methodologies and possess a deep understanding of translating business requirements into specifications and application design. Agile practices and writing user stories are areas where I excel.
* Requirements gathering are an essential aspect of my work, involving research, formal and informal sessions with subject matter experts (SMEs), teams, stakeholders, and end-users. I have actively participated in migration projects and possess knowledge of **ADF Pipeline, Synapse, Azure Data Bricks, and Cosmos DB.**
* Additionally, I have hands-on experience with **SAS** programming language for dashboard creation and web service testing using tools like **Postman and Swagger**. My proficiency extends to creating various types of diagrams using **MS Visio** for **UML.**
* I am well-versed in lean and agile principles, with expertise in methodologies like **SAFe, Scrum, Kanban, XP**, and **DevOps.** I possess knowledge of product management, test automation, and supporting functions such as infrastructure, InfoSec, and architecture.
* Good understanding of **Mainframe** applications like cobol.
* Knowledge on Workday Applications.
* In terms of payment systems, I have practical experience working with prominent gateways, including **SWIFT** messages and the foreign exchange **(FX)** market. I am adept at handling **D+2 transactions**, managing batch and bulk payments, and specializing in message formats such **as MT101, MT102, MT201, and MT202**. Moreover, I possess in-depth knowledge of advanced payment systems like **ACH Real-Time Payments, FedNow,** and **FedWire**. My expertise extends to tokenized payments, **ISO 20022** standards, **Zelle, digital wallets, and regulatory control measures for commodities, equities, credit, and derivatives throughout the SDLC.**
* **"I possess comprehensive knowledge of ETL tools such as Data stage and Informatica, which I have utilized for data extraction and data transformation processes. I have hands-on experience in extracting data from SQL Server and performing data manipulation tasks. Additionally, I have expertise in utilizing Azure Data Lakes to efficiently store and process data, ultimately transposing it into Azure SQL Server for further analysis and utilization."**
* Furthermore, I have extensive knowledge and experience in API-based architecture, particularly **REST** , **Post Man** and **SOAP APIs**. I have hands-on experience with Business Intelligence and Reporting tools, including **Tableau and Power BI.**

**TECHNICAL SKILLS**

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| --- | --- |
| * Test Reporting Tools: | * ALM, Jira, Qtest |
| * Database Environment | * SQL Server Oracle, MySQL, SQL Server 2000, SQL, Cosmos Db. |
| * Language | * Apex, C, C++, C#, Java, J2EE, JSP, Java Script, Action Script, SQL, Matlab. |
| * Web Technologies | * XML, HTML, CSS, JavaScript, Dot Net |
| * Prototypes | * Axure RP Pro, Wire frames, UI, Balsamic, Irise, Mural Board , |
| * Migration | * AZURE, ADF Pipeline, ADB, Synapse, Cosmos DB, Repos , Pipelines |
| * SDLC | * Agile methodology / Scrum, Waterfall methodology |
| * Office Tools | * MS word, MS Excel, MS PowerPoint |

***EDUCATION***

* Bachelors in Electronics and Communication Engineering, JNTU, India.

***CERTIFICATIONS***

* Sales force certified Administrator (adm 201).
* Sales force certified Business Analyst
* TUVSUD CertifiedProfessionalBusiness Analyst(CPBA) - Certificate NO:TUVSA/2015/CPBA/CQ07/0001/0006/0001
* Professional Scrum Master(PSM I) – Scrum.org
* Microsoft Certification (Azure AZ900) ID : 990229378

***PROFESSIONAL EXPERIENCE***

***Client***: **Frost Bank| Remote**

***Role: Team Lead Business System Analyst |Power BI| APR 2023 to Present***

***Responsibilities:***

* Responsible for creating, analyzing, and reviewing business requirements, System specifications and project schedule documentation.
* Gathered user and business requirements through interviews, surveys, prototyping and worked with team to identify gaps and defects.
* Currently, I am working on the **Commercial Online** Banking Platform for Frost Bank. As part of this role, I gather requirements from stakeholders and create Product Backlog Items (PBI) in **JIRA**. I have worked on multiple modules, including **Login, Home Page, Dashboard, Wires , Swift , ISO20022 Payments, ACH, Zelle, ACH , MTS , Mainframes , Y6 Environment, CICS, Reports, FX, Cash Payments, FX Sentry, GTS(Global Trade service), Bank Guarantee, and Trade Finan**ce(Letter of Credit). Collaborating with stakeholders and conveying their requirements to the team has been a significant part of my responsibilities.
* Worked on ACH and swift Messages including Incoming FED Wire and EFT.
* Used MTS system for Incoming Fed wire and GTS for Global Trade services.
* Working on **FED NOW and TCH** payments for Accounts Receivables.
* Worked on **release backlog** Items after completion of the sprint and prepare the team for demo.
* Working on the PACS Messages like PAC 008, Pacs 002, Camt 34 , Request for Return , CRM , Bank OS , FIS Simulator.
* In the banking domain, I have a strong understanding of **payments; including bulk upload payment batching, auto-batching processes, and payment batches**. I am well-versed in various payment types like **Telegraphic Transfer, Book Transfer, and payment messages** like **SWIFT 101, 102 , 901 & 902 Messages.**. Additionally, I have knowledge of advanced payment systems such as **ACH Real-Time Payments, FedNow, FedWire, tokenized payments, Zelle, digital and Virtual wallets**.
* Adhering to **ISO 20022** standards is an essential aspect of my work.
* Knowledge on Mainframe applications to check the transactions and account balances in the mainframe applications.
* Worked on qTest for Test case tracking and creating the Test scripts in the q Test
* Conducted JAD sessions with management**, SME,** users, and other stakeholders for open and pending issues and participated in the identification, understanding and documentation of business requirements.
* Acted as a liaison between technical team and business clients to accomplish application enhancement and production.
* Demonstrating an understanding of the requirements and impacts across different functions and domains when **implementing automation** software.
* Expert knowledge of **Lean, Agile principles** and practices. Expert knowledge of lean/agile theory, different methodologies like **SAFe, Scrum, Kanban,** practices, ceremonies, etc. , Expert
* Assisted in modeling UI wire frames, mock-ups and documenting the end-user's AS-IS workflow and TO-BE business processes.
* Assisted in the development of test plans and test case and u**se cases.**
* **Conducted UAT (User Acceptance Testin**g) for validation of the application.

**Environment:** Agile, Scrum, Excel, JIRA , JIRA Confluence, Dot Net, SQL Server, qTest, MTS , Mainframe , Cobol.

***Client: Western Alliance Bank/Ameri Home***

***Role: Sr.Lead* Business System Analyst *| Oct 2023 to Apr 2024***

***Responsibilities:***

* Responsible for creating, analyzing, and reviewing business requirements, System specifications and project schedule documentation.
* Gathered user and business requirements through interviews, surveys, prototyping and worked with team to identify gaps and defects.
* Currently, I worked on the JIRA Migration to ADO (Azure Devops)
* Migrated all the Jira Tickets into ADO
* Worked on the ADO to make sure all the JIRA tickets have been migrated to ADO.
* Created the WORK ITEMS and user stories, Task and Bugs in the ADO.
* Worked on migration of BIT bucket, Team city, Octopus to Azure devops.
* Created the Repos and Pipelines in the ADO.
* Knowledge on the YAML files in the Pipelines
* Worked on the End-to-end Migration of JIRA confluence pages, Task and user Stories and Workflow to Azure devops.
* Trained the Engineers after Migration to ADO and conducted the JAD sessions to clarify the requirements.
* Participated in all the stake holders meeting and gather the requirements for Migration.
* Worked on the Share point to share the documents and maintained the project work flow in the sharepoint
* Assisted in the development of test plans and test case and u**se cases.**
* **Conducted UAT (User Acceptance Testin**g) for validation of the application.

**Environment:** Agile, Scrum, Excel, JIRA, JIRA Confluence, Dot Net, SQL Server, ADO, Bit Bucket, Team city , Octopus, GIT, YAMl, Repos , Pipelines

***Client: Standard Charted Bank, Kimberly Clarke & Amdocs – Intel cable***

***Role: Sr. Team Lead* Business System Analyst & Scrum Master *|Power BI| Jun 2022 to Apr 2023***

***Responsibilities:***

* "I have gained extensive experience working with Salesforce.com, utilizing various standard objects such as Accounts, Opportunities, Leads, Campaigns, Events, Tasks, Contacts, Cases, Contracts, Reports, and Dashboards. Throughout the implementation, I followed Agile Development Methodology to ensure efficient and iterative development processes.
* Currently, I am working on the **Corporate Online Banking** Platform for Standard Chartered Bank. As part of this role, I gather requirements from stakeholders and create Product Backlog Items (PBI) in **Azure DevOps**. I have worked on multiple modules, including **Login, Home Page, Dashboard Cards, Payments, Reports, FX, Cash Payments, Bank Guarantee, and, Billing and Taxation, Trade Finance**. Collaborating with stakeholders and conveying their requirements to the team has been a significant part of my responsibilities.
* Good understanding of Mainframe applications like Cobol, Message Queque and Message broker.
* In the banking domain, I have a strong understanding of **payments; including bulk upload payment batching, auto-batching processes, and payment batches**. I am well-versed in various payment types like Telegraphic Transfer, Book Transfer, and payment messages like **SWIFT 101**. Additionally, I have knowledge of advanced payment systems such as **ACH Real-Time Payments, FedNow, FedWire, tokenized payments, Zelle, and digital wallets**. Adhering to **ISO 20022** standards is an essential aspect of my work.
* Good Knowledge on **transactions, integrating with multiple banks, maintaining demand deposit accounts, managing the general ledger, handling account hierarchies, monitoring overdrafts, and processing** interest.
* In terms of workflow and analysis, I have experience with **commodities, Equities, Credit, and Derivatives**. Knowledge **of portfolio management, investments, markets, holdings, and derivatives** is part of my skill set.
* I possess knowledge of **MT 901, 103** messages, **FX** transactions, and various aspects of portfolio management**, investments, markets, holdings, equities, and derivatives.**
* Experience in **commodity, equity, credit, and derivative workflows**, portfolio management, and investment analysis.
* Worked on Kimberly Clarke **Qualtrics** survey tool to collect information on internal Sales and Operations Planning(S&OP) process health. The reports are manually downloaded from **Qualtrics** tool and data cleansing is done by S&OP team before connecting to Power BI.
* Extensive use of **Qualtrics** for visualization
* Familiarity with CX Studio and CX Designer
* Comprehensive experience spanning survey creation to data visualization
* Worked on .**Net web based and Enterprise** applications using visual studio frame work and sql server.
* Strong Experience on Sales force Admin Configuration and **CRM Cloud and Marketing** platform

**Environment:** ADO, JAVA Script, HTML, JIRA, CONFLUENCE, PHP, Windows, MS- office, Visio, XML, Agile, RESTAPI, SCRUM.

***Client :* Assurant *– T-Mobile,*** ***Georgia, Atlanta***

***Role: Sr. Team Lead Technical Business System Analyst |Scrum Master| May 2021 to Jun 2022***

***Responsibilities:***

* Involved in various stages of Software Development Life Cycle (SDLC) including analysis, requirement engineering, architecture design, development, enhancements, testing.
* Worked for a T-Mobile and Metro Enrollment Process.
* Gathered all the requirement from the stakeholders and created the PBI in the ADO (Azure Devops)
* Moved the on-Premises Data to cloud using Azure data bricks redesigned the Workflow with the help of the Architects and conveyed the business requirements to the team.
* Moved the On premise data from sql server to cloud using Azure data bricks.
* Gathered all the Product code assignment requirements including the REG states, NY, Nationwide and Puerto Rica from the stakeholders.
* Conducted Daily Stand-Up calls and prepared the team for Demo readiness after completion of the sprint.
* Worked with integrating multiple systems like **billing, claims,** application processing, benefit verification and created portal layouts digitally.
* Generating accurate invoices for products or services provided to customers or clients.
* Verifying that billing information is correct, **including pricing, quantities, and any applicable discounts.**
* Monitoring incoming payments and reconciling them with outstanding invoices.
* Staying up-to-date with local, state, and national tax laws and regulations.
* Ensuring the organization's compliance with tax laws and regulations.
* Overseeing the overall financial operations, **including billing and taxation**
* Exposure to claims life cycle and worked for T – Mobile on claims part.
* Checked with different team to make sure no Impact on claims and finance side when migrating the old and new records.
* Worked with **SQL** Server to verify data accuracy and performed data manipulation tasks.
* Transposed data using SAS programming language, including creating dashboards and reports.
* Worked on Power BI to create visually appealing dashboards, reports, and visualizations.
* Executed quality control checks using SQL queries to ensure data integrity and enforce business rules.
* Worked on .**Net web based and Enterprise** applications using visual studio frame work and sql server and also worked on Azure using shell and python .
* Proficient in data mapping and transformation, aligning data from different source systems to their respective fields in the target system.
* Hands on in extracting, transforming, and loading data to fulfill the requirements of the target system.
* Implemented **data governance and security policies**, ensuring compliance with privacy regulations and safeguarding data integrity and confidentiality throughout the integration process.
* Skilled in integration testing, monitoring, and maintenance of integrated data, with a focus on data accuracy and reliability.
* Defined and developed use cases based on requirements**, workflow diagrams, activity diagrams and sequence diagrams and Swim Lanes.** Responsible for creating business flow diagrams using Visio for migration strategy, feasibility study and process modeling. Performed gap analysis on existing portal and created templates for the new system.
* Executing test cases based on the requirements and involved in Smoke Testing. Actively participated in entry criteria of Formal UAT and involved in coordinating with testing team.
* Created Manuals for the end users and trained stake holders and team at the end of the sprint.

**Environment**: Agile, Scrum, Excel, Azure Devops, Dot Net, C#, SQL Server, ADO, MS Visio ADF Pipeline, Azure Synapse, and cosmos DB.

***Client: Willis Towers Watson, Arizona.***

***Role:*  Sr. Business Analyst/Power BI Developer *| Mar 2019 to May 2021***

***Responsibilities:***

* Responsible for creating, analyzing, and reviewing business requirements, System specifications and project schedule documentation.
* Gathered user and business requirements through interviews, surveys, prototyping and worked with team to identify gaps and defects.
* Conducted User Stories Workshops.
* Conducted JAD sessions with management, SME, users, and other stakeholders for open and pending issues and participated in the identification, understanding and documentation of business requirements.
* Acted as a liaison between technical team and business clients to accomplish application enhancement and production.
* Assisted in modeling UI wire frames, mock-ups and documenting the end-user's AS-IS workflow and TO-BE business processes
* Worked on both Federal and Commercial Insurance like: **Medicare, Medicaid and Chip Tricare for defense and Individual Insurance.**
* Familiarity with healthcare-related data such as **EHR, EMR**, and medical billing processes
* Experience in supporting external stakeholders and clinicians in a customer-facing role
* **Configured all the Insurance based on the organization need as per the regulatory policies.**
* Experience in the **Insurance industry, including**, **Life Insurance, Health Insurance, Mobile, Property Insurance and Medicare**, **Medicaid, Chip, Tricare, HMO/POS/PPO/EPO policies, and HIPAA.**
* **Knowledge on Payer code and Payer configuration.**
* Assisted in the development of test plans and test case.
* Conducted UAT (User Acceptance Testing) for validation of the application
* Worked on **Power BI – Pb ix** Files and created a Formula in **Power Bi** and Published the Report.
* Responsible for creating SQL datasets for Power BI and Ad-hoc Reports.
* Expert in creating multiple kinds of Power BI Reports, Dashboards, and Visualizations.
* Experience in Creating and managing relationships between tables in Power BI to calculate
* Executed quality control checks in the form of SQL queries to ensure data integrity and enforce business rules.
* Implemented Dynamic current date and previous date calendar functionality with show hide functionality and Excel export functionality.

**Environment:** Agile, Scrum, Excel, Axure, Dot Net,C#, SQL Server, TFS, MS Visio Power BI .

***Client: Appco Pharma ,Nandu Chemicals***

***Role: Business Analyst |Mar 2018 to Mar 2019***

***Responsibilities:***

* Responsible for creating, analyzing and reviewing business requirements, System specifications and project schedule documentation.
* Gathered user and business requirements through interviews, surveys, prototyping and worked with team to identify gaps and defects.
* Worked on **Stores, Finance, Purchase, MFTG, Purchase Order, Sale Order, CR**M modules.
* Worked on **Stores, Finance, Purchase, MFTG, Purchase Order, Sale Order, CRM modules** and Integrated the **SAP FICO /SD/Manufacturing** data into our ERP systems.
* Developed an application which supports the drug distribution involves logistics, inventory management in accordance with the standards
* Developed Use Case Diagram, Process flow Diagrams, Activity Diagrams and Sequence Diagrams and created business flow diagrams using BPMN
* Created Integration with **CRM and Finance** module to the internal application to stabilize the updated from the portals.
* Supported in areas of enhancement in **GL, AP, AR, & FA in the FI** area.
* Developed an application which supports the drug distribution involves logistics, inventory management in accordance with the standards
* Developed Use Case Diagram, Process flow Diagrams, Activity Diagrams and Sequence Diagrams and created business flow diagrams using BPMN
* Created Integration with **CRM and Finance** module to the internal application to stabilize the updated from the portals.
* Analyzed and documented differences between the AS-IS and TO-BE processes and used BPMN to GAP Analysis to bridge the gap between business processes with BPMN Standards.
* Acted as a liaison between technical team and business clients to accomplish application enhancement and production.
* Experienced in managing multiple entity project teams from development through to a successful production implementation of all software and hardware tasks.
* Worked with different stake holders for multi entity project teams in the development through successful implementation of multi-year application development and infrastructure projects setting up on premise.
* Assisted in modeling UI wireframes, mock-ups and documenting the end-user's **AS-IS workflow and TO-BE business processes**
* Assisted in the development of test plans and test case.
* Conducted UAT (User Acceptance Testing) for validation of the application.
* Maintain and manage all project documents in SharePoint for version control and utilizing SharePoint 2013 dictionaries to help with implementations. Involved in writing and executing the SQL queries for testing applications.

**Environment:** Waterfall, Excel, Axure, IRise, Dot Net, SQL Server, Agile, TFS, MSVisio

***Client: National Bank Of Canada & EY CBRE for SEB (Smart Employee Benefits)***

***Role: Business Analyst | Sep 2017 to Mar 2018***

***Responsibilities:***

* Responsible for creating, analyzing and reviewing business requirements, System specifications and project schedule documentation.
* Gathered user and business requirements through interviews, surveys, prototyping and worked with team to identify gaps and defects.
* Conducted JAD sessions with management, SME, users and other stakeholders for open and pending issues and participated in the identification, understanding and documentation of business requirements.
* Acted as a liaison between technical team and business clients to accomplish application enhancement and production.
* Assisted in modeling UI wireframes, mock-ups and documenting the end-user's AS-IS workflow and TO-BE business processes
* Worked on both Federal and Commercial Insurance like: **Medicare, Medicaid and Chip Tricare for Individual Insurance within the organization.**
* Experience in the Insurance industry, including, **Life Insurance, Health Insurance Mobile, Property Insurance and Medicare**, **Medicaid, Chip, Tricare, HMO/POS/PPO/EPO policies, and HIPAA**.
* Familiarity with **Life & Health Insurance** like **Claims and Financial** process.
* Familiarity with healthcare-related data such as **EHR, EMR**, and medical billing processes.
* Knowledge **on Medicare and Physician Billing like UB04/CMS1450 and CMS 1500**
* Assisted in the development of test plans and test case. Worked on Pega PRPC 7.2 version.
* Designing test cases, conducting functional and regression testing, and ensuring the quality and reliability of software applications before deployment.
* Test Planning: Collaborating with stakeholders to understand project requirements and define test objectives, strategies, and test plans. Test Case Design: Creating detailed test cases based on requirements, functional specifications, and design documents. Ensuring test cases cover all scenarios and edge cases.
* Test Execution: Executing test cases, documenting test results, and identifying and reporting defects or issues. Following test schedules and timelines. Defect Management: Logging and tracking defects using a defect tracking tool. Collaborating with developers and other stakeholders to ensure timely resolution of defects.
* Regression Testing: Conducting regression tests to ensure the stability of the software after changes or enhancements. Identifying and retesting previously resolved defects.
* Test Data Management: Creating and managing test data to ensure test coverage and data integrity. Working closely with development and operations teams to maintain test data consistency.
* Collaborate with business users and stakeholders to perform user acceptance testing (UAT) and ensure system readiness for production.

**Environment**: Waterfall, Excel, Axure, I Rise, Dot Net, SQL Server, Agile, JIRA Xamarin & Ionic Framework.

***Client : Burroughs***

***Role: Business Analyst |Quality Analyst| Apr 2017 to Sep 2017***

***Responsibilities:***

* Work in close partnership with Business Leaders, Business Analysts and technology teams to discuss and elicit business and functional requirements to translate them into specific system
* Provide technical analysis of product or application hardware and software to ensure that business and functional requirements can be met
* Provide technical support to Business Owners during implementation of new products/services like cash management, billing, maintaining the security digitally.
* Worked on **Stores, Finance, Purchase, MFTG, Purchase Order, Sale Order, CRM modules** and Integrated the **SAP FICO /SD/Manufacturing** data into our ERP systems.
* Developed an application which supports the drug distribution involves logistics, inventory management in accordance with the standards
* Developed Use Case Diagram, Process flow Diagrams, Activity Diagrams and Sequence Diagrams and created business flow diagrams using BPMN
* Created Integration with **CRM and Finance** module to the internal application to stabilize the updated from the portals.
* Supported in areas of enhancement in **GL, AP, AR, & FA in the FI** area.
* Conducted User stories Workshops. Involved in the Scrum calls and daily stand up meetings
* Preparing Test Cases based on Functional Specifications & executing the same.
* Preparing Test Cases based on Functional Specifications & executing the same.
* Performed Regression & Retesting .Updated Test Cases in Excel
* Analyzing and Logging Bugs in Defect Tracking sheet
* Performed UAT in different Environments

**Environment**: Waterfall, MS Visio, MS Project, Windows, HTML, XML, Axure, Dot Net, SOAP UI, RESTFUL, SQL Server.

***Client: Herbalife***

***Role: Business Analyst | Jun 2012 to Feb 2017***

***Responsibilities:***

* Responsible for creating, analyzing and reviewing business requirements, System specifications and project schedule documentation.
* Gathered user and business requirements through interviews, surveys, prototyping and worked with team to identify gaps and defects.
* Conducted User Stories Workshops.
* Analyzed, prioritized and managed the requirements using Rational Requisite Pro.
* Conducted JAD sessions with management, SME, users and other stakeholders for open and pending issues and participated in the identification, understanding and documentation of business requirements.
* Acted as a liaison between technical team and business clients to accomplish application enhancement and production.
* Assisted in modeling UI wireframes, mock-ups and documenting the end-user's AS-IS workflow and TO-BE business processes.
* Worked on **Hybrid CMS back office and HAC for admin con**figuration.
* Knowledge on Headless CMS and back office for content management.
* Assisted in the development of test plans and test case.
* Retrieved customer details and used to check the data has been updated in the database using basic sql commands and followed standard templates to access the data in sql server.
* Regression Testing: Conducting regression tests to ensure the stability of the software after changes or enhancements. Identifying and retesting previously resolved defects.
* Test Data Management: Creating and managing test data to ensure test coverage and data integrity. Working closely with development and operations teams to maintain test data consistency.
* Collaborate with business users and stakeholders to perform user acceptance testing (UAT) and ensure system readiness for production.
* Identifying and resolving technical issues and providing support to end-users, ensuring smooth operation and user satisfaction.
* Change Control, Desktop Support, Service Desks, Application Development, Release Management, Networks, Storage, Data Centers.

**Environment:** Waterfall, Excel, ADF Framework, PL/SQL, oracle, MS Visio, Ms Office Suite.