**Swathi Jayakumar**

**PROFESSIONAL SUMMARY:**

A confident highly committed & results oriented IT professional with over 10 years’ experience in IT service support & delivery. Possess strong skills in service support & delivery, communication as well as team handling.

* **Project Manager/UAT Manager with 6 years experience in handling small to large projects.**
* **Business Analyst /QA Analyst/Developer with 4 years of experience in BI, Data Warehousing, specifically ETL design, development and testing. Informatica and Teradata 12 Certified Associate.**
* Exposure to full life cycle of the software design process comprising of source system analysis, proof of concept, low level design documentation, ETL job creation, testing, defect fix and deployment
* A skilled problem solver and an efficient team player with good communication skills, work ethic and ability to work independently or as a part of both large and small teams in a fast paced, team oriented environment.
* Domain knowledge in Banking, Finance, Health and Retail.
* Completed my Bachelors in Computer Science,2007 at VTU University,India.

Qualifications include:

| * Business Needs Analysis | * Project Management | * Quality Assurance Testing |
| --- | --- | --- |
| * Client Relationship Management | * System Implementation | * Business Intelligence |
| * Reporting * Financial Reporting * Regulatory Reporting | * Requirements Gathering * Data warehousing/ETL Development * Data Mappings |  |

**TECHNICAL EXPERTISE:**

| **Operating Systems** | Windows, Unix, Linux, Solaris, Citrix Metaframe XP, MS - XP, MS-DOS |
| --- | --- |
| **Languages** | SQL, PLSQL |
| **Tools** | HP Quality Center, Control-M, Advanced Query Tool (AQT), PM Smart, Rally, |
| **Databases** | Teradata v13.1, Oracle 9i, 10g, DB2, Microsoft SQL Server, Sybase. |
| **Software Applications** | MS Office - Advanced Excel, PowerPoint, Word, MS Visio, MS Project, SharePoint,Power BI |
| **Operating Systems** | MS Windows 2003/2000/XP /Vista, Windows 95/98, UNIX |
| **Concepts** | Data warehousing and ETL/ELT Concepts |
| **ETL Tools** | Informatica 7.1, 7.5, 8, 8.1.1, Cognos, Business Objects XI, CDE (Complex Data Exchange), DataStage 8.5 |

**PROFESSIONAL EXPERIENCE:**

**Credit One, Las Vegas (Remote) June 2021 –till date**

**Role : Project manager/Business Analyst**

**Responsibilities:**

* Account for complete project lifecycle from inception to closure.
* Manage a team of product associates and ensure productivity and efficiency.
* Collaborate with various key stakeholders from across the Bank.
* Document all the project requirements and/or objectives.
* Analyzes and documents clients business requirements and processes and gets signs off from the clients for change requests.
* Analyse current process , provide assessment on new or improved processes in order to improve functional

tasks and Share findings in PowerPoint presentations with conclusions and recommendations for senior

management. Assess potential roadblocks and escalate for timely resolution, minimizing project impact.

* Define, plan, coordinate and deliver information requirements to support and launch new projects and releases.
* Coordinate with multiple resources efficiently and effectively throughout the development lifecycle so as to

ensure that the projects are completed on time, meet requirements, and the full impact is realized by the

business owners.

* Interface with internal business users as well as various IT development groups so the needs can be clearly

understood, expectations managed and change initiated.

* Identify project process impacts and works to ensure processes are in place to support an effective operation
* Use systematic techniques for specifying requirements - like use-case scenarios, process modeling, and data-

flow diagramming

* Coordinate with the QA/UAT support teams for testing ,deployment, patches and upgrades.

**Bank of America, Thousand Oaks, CA February 2019 –March 2020**

**Role : UAT Lead/Project Manager**

**Responsibilities:**

* Responsible for overseeing and coordinating the work with the team members in all phases of the project. Exercise sound business judgement and take responsibility for decisions, consequences, and results having impact on cost, resources and overall outcome of the the management of the project.
* Supporting, Mentoring and directing team members to perform and complete essential tasks on time.
* Assess what needs to be worked on, what infrastructure is required and develop strategies coordinating with Program manager.
* Interactions across team members and various stakeholders to ensure requirements are captured and deliverables are met**.**Document all the project requirements and/or objectives.
* Define tasks and provide input for project tasks such as resource allocation assessments,status of the project deliverables of the various work streams to all stake holders.
* Establish strong relationships with Business, Technology and third party groups.
* Analyse current practices , provide assessment on new or improved processes in order to improve functional tasks.
* Contribute to defect management by following defined/approved Program Defect Management flow.
* Do the required research, analysis and organizational experise to develop innovative and creative solutions to solve problems.
* Evaluate and assesses potential roadblocks and escalate for timely resolution, minimizing project impact.

**Bank of America, Agoura hills, CA November 2018 –December 2018**

**Role : System Analyst**

**Responsibilities:**

* Providing Systems Analysis and documentation for the Mortgage Origination division of the bank.
* Interactions and follow up meetings with line of business and technology partners to develop end-to-end technical design solutions to solve business needs.
* Responsible for creating and maintaining technical specifications for Bank of America’s Mortgage Fulfillment platform, including UI screen specs, process diagrams, and service component specs.
* Document User Stories and tasks required for the Scrum/Agile project and schedule meetings with product owner/respective Dev team manager for accepting user stories once it is been accomplished.
* Co-ordinated with the development team to help resolve defects related to any business/technical issue to make sure the Agile Project is delivered within the estimated timeline.
* Actively involved with documenting Fulfillment interfaces and responsible for creating/documenting documents, Process flow diagrams using Visual Studio.

**InComm, Atlanta, GA Sep 2017 –November 2018**

**Business Analyst/ Project Manager**

**Responsibilities:**

* Providing Agile/Waterfall Project Management and oversight of all reporting related duties of the clients of Incomm.
* Analyze, Implement, design, develop and manage the ETL application and worked in Agile/Scrum development process.
* Review and analyze of customer supplied requirements and functional document (FDD). Design & Development of various interfaces and responsible for creating/documenting Technical design documents, Process flow diagrams using Visual Studio.
* Collecting all the enhancements from clients and preparing the Design Documentation
* Responsible for all parts of the software development lifecycle of BI solutions including design, development, testing, deployment and support.
* Coordinating with the Program Managers and Delivery Managers for driving quality initiatives and aligning implementation projects based on Agile Project Management concepts
* Design the Project Plan and other artifacts to meet the deliverables and SLA’s as defined by the Product Owners using tools like MS Project and JIRA.
* Manage the identification, resolution and escalation of project Risks and Issues.
* Planning and executing Project Communications, ensuring timely and accurate distribution of information, documentation, and issue resolution to all appropriate team members
* Work collaboratively with content owners and conducting online and class room trainings for different work groups.
* Testing of the final product before its release and deployment – Quality Assurance
* Collaborate with the Scrum team and the Product owner to sequence functionality based on dependencies
* Active role in ensuring the delivery of the final product to the client with best quality and within the estimated timelines without any slippage in the Service Level Agreement

**Dignity Health, Oxnard, CA Nov2014 –Jan2016**

**Role: Data Analyst(Volunteer)**

**Responsibilities:**

* Worked with various departments and gained experience in the health care domain.
* Processing of payroll, maintaining and back filing patient information on records
* Understanding of Cerner software and scanning related medical records of patients online on Cerner, update new employee details, invite members and organized tasks required for the event, including scheduling patients for physicians
* Gather/Document requirements and understand business processes, Handle customer issues and resolve them.
* Documentation across projects and performed impact analysis of application changes across various components. Performed quality review checks on deliverables.
* Take ownership of questions and technical issues reported by clients and provide direct support using telephone, ticket systems; email, and, if necessary, actually in person

**J. Crew, NYC March 2014 – October 2014**

**Role: Business Analyst/Quality Analyst**

**Responsibilities:**

* Develop, track and translate business requirements into written technical and functional specifications and manage changes as required. Worked in Agile/Scrum development and manage the supply chain projects.
* Analyze, Implement, design, develop and manage the ETL application and worked in Agile/Scrum development process.
* Develops, tracks and reports on all key Supply Chain programs
* Understood business requirements and develop SQL queries, stored procedures in Teradata for all the above projects and created process flow diagrams using VISIO.
* Get a sign off from the business for use cases to kick start the UAT testing.
* Interaction with various business stakeholders, communicating and providing solutions on how to support new products and team initiatives, both large and small. Serve as liaison for business units and technology teams to ensure technical solutions meet user needs from initial requirements to final implementation phase.
* Create use cases and test cases and step by step functionality/test strategies for the Excel tools (Markdown, Promotions, Divisional Dailies, Financial Target Report, Pre-Season, In-Season and selling reports)
* Coordinate walk-through and sign-offs, verifying with business that use cases and process documents portray specific business needs
* Creating High level and low level test case scenarios as per the Software Requirement Specification Document. Review and Execute System and Scenario Test Cases. Presentations given to team to help understand the tools and cross train them.
* Analyzed the tool, validated the integrity and accuracy of data by finding issues/defects in the tool and reported defects in RALLY/JIRA by following the QA best practices.
* Interactions and follow up meetings with business users to check if they are satisfied with the usability of the tool and understand/clarify the short and long term requirements and incorporate their feedback into development, assist and train the users to best utilize data analytics.
* Experienced in S/W Testing – Unit testing, Manual Testing Integration testing, System testing and Regression testing.
* Managed the projects throughout the entire SDLC assuring the overall quality of the product and deliver the Agile assignment successfully within the timeframe estimated.

**State University of New York Health Science Center**

**Brooklyn, New York Jan 2014-Mar2014**

**Role: Database administrator (Volunteer)**

**Responsibilities:**

Worked as a database administrator to maintain complex, high performance cluster systems

• Responsible for maintaining and managing DB images on several servers at the same time; develop SQL

queries

• Updating the database structure when needed and maintaining, backing-up and restoring data to prevent

data loss

**Target Corporation Pvt Ltd Feb2011-Nov2013**

**Bangalore, India**

**Role: ETL Developer /Business Analyst/ QA Analyst/ Team Lead /Project Manager**

**Responsibilities:**

* Involved in Low Level Design document creation, inclusive of source-target-mapping, process flow diagrams using VISIO, foreign key and business code validations and ETL job design details for all the above projects. Planned and designed the documents for Supply chain management activities.
* Develops, tracks and reports on all key Supply Chain programs.
* Understood business requirements and develop complex SQL queries, stored procedures in DB2 and Teradata for all the above projects.
* Designed, developed, tested and managed ETL jobs in DataStage 8.5 (Parallel Jobs) using Agile methodology.
* Actively involved in Planning, Designing and developing databases, data models, tables and code for the projects. Execute the test cases through multiple phases and find the failures and root causes and fixing the defects.
* Responsible for all parts of the software development lifecycle of BI solutions including design, development, testing, deployment and support.
* Manage the purchase orders and invoicing required for project, Track project activities and team meetings, maintaining documents and project files on Sharepoint. Identify areas for continuous process improvement and to ensure the best practices were followed.
* Documented all the test scenarios and defects during the CIT phase (Component Integration Testing) and during the SIT phase (System Integration Testing)
* Involved in wring test cases and test strategies to test the products in an Agile development process and reported the defects in RALLY following the QA best practices.
* Documented all the test scenarios during the CIT phase (Component Integration Testing) and during the SIT phase (System Integration Testing)
* Co-ordinate the Go-Live activities including the execution of the deployment Plans and checklists.
* Collaborating with various stakeholders to ensure the end to end project is implemented, product delivered on time with quality and it went live successfully and supported production issues.
* Mentored and initiated knowledge transfer sessions to cross train team members and assisted the end users to help them better understand and utilize data analytics and BI solution.
* Updated project plan and scope documentation as required to manage multiple team alignments and expectations
* Managed meetings with clients and teams to plan and execute multiple projects as per the requirements. Held several follow up meetings to discuss the status, trainings required for each team member, Involved in publishing the newsletter within Target for EIM and DWCoE Communications and also involved in the Fast Fun and Friendly (FFF) community and have hosted a couple of team building events in the Huddle meetings. Been an active volunteer for NGO events.

**HCL Technologies Ltd June 2007-January 2011**

**Bangalore, India**

**Role: ETL Developer/ ETL Tester/Quality Engineer/Manager**

**Responsibilities:**

* Review and analyze of customer supplied requirements and functional document (FDD). Design & Development of various interfaces and responsible for creating/documenting Technical design documents.
* Full Knowledge on Software Development Lifecycle (SDLC), Software Testing Lifecycle (STLC), data warehouse analysis, design and data warehouse methodologies.
* Creating Test cases as per the Software Requirement Specification Document, Review and Execute System and Scenario Test Cases. Experience in S/W Testing – Unit testing, Manual Testing Integration testing, System testing and Regression testing.
* Design and Setup of workflows for various interfaces.
* Played the role of developer, BA role, tester, also played the role of a Module lead. Interacted with the client through Tele Conferences to gather requirements, analyze, design the flow, sign off the requirements document, prepared design documents, testing and leading throughout the development cycle of the feed. Responsible for code walk through, implementing bug fixes, incorporate feedback requirements and enhancements and maintaining databases. Have lead eight modules in the project which went live successfully and delivered on time with quality.
* Involved in preparation of Test Concept, Test Planning, Test cases, and Defect documentation. Reporting defects and performs defect management.
* Written few shell scripts for automation of processes, UAT testing for production changes, Wrote project status reports, developed project plans and presented design proposals
* Working as a part of application Support team and acting as point of contact for the business/clients for all business and technical related queries and issues.
* Provide support for Enterprise applications, troubleshoot and resolve the application issues.
* Additionally, Played the role of a manager for a project called TRUCE within the project for 6 months which was related to identify the overlapping and manual functionality in all feeds across all teams to save mundane effort. Coordinating with all the team members to gather relevant information regarding their feeds. Prepared Dashboard and weekly status reports.
* Managed projects from initial requirements phase to delivery phase and Identified risks and work with relevant teams to resolve issues quickly and escalate issues appropriately.
* Co-ordinate the Go-Live activities including the execution of the deployment Plans and checklists ;Involved in test environment preparation, check out the packages using SVN and deploying the codes, installing packages, deployment of the code and import code fixes.
* Prepare test Reports and Collate metrics data and analyze the deviations.
* Ensure accurate incident reporting and re-testing of incidents for coverage completeness.

**AWARDS ACQUIRED:**

1. Received “**SPOT award**” for the project TRUCE for creating re-usability scripts and for driving the project successfully
2. Received a “**SILVER CHAMPION award**” and appreciation from clients for active involvement in the modules and timely delivery for MBI project.
3. Received the “**Q1 Leadership Expectations Award for Outstanding Results**” for effective collaboration, problem solving skills and delivering the project as per schedule for G&P.
4. Awarded “**STAR TEAM**” award for involving in the Proof of Concept activities for DBI.
5. Awarded “**ROCKSTAR**” award for understanding the complex business scenarios, demonstrating high degree of accountability from design to testing phase and completing all the milestones well ahead of time, thus reducing the defects during SIT and UAT phases.
6. Received appreciation and awards for being an active participant in the community activities and Communication Team within Target.
7. Awarded the “**Great Team Card**” for proposing solutions for existing defects in the history data fix, which was appreciated by the team members and senior management of the DWCoE.