**VENKATAKRISHNAN D**

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**Profile Summary:**

* Over 17+ years of experience in Business Analysis, Requirement Engineering, Resource Management, Test Planning and Product Ownership across Healthcare, Banking, Debt consolidation, Data Warehousing, Mortgage and Capital Market Domain in different roles varying from Test Analyst to Test Lead to QA Manager to Product Owner
* Understands product strategy, market, industry and client goals
* Analyze and develop mock-ups based on business understanding. Prototype user interface designs using Visio, Excel and other design tools
* Collaborate with development and testing team to ensure implementation of the needed business, functional and system requirements
* Provide regular and open communication across the program and stakeholders for transparency and awareness of progress and impediments
* Understand, visualize and manage upstream and downstream dependencies
* Responsible for translating business requirements, visions into technical roadmaps and requirements
* In-depth experience in working with business stakeholders and technical team to identify requirements, perform gap analysis between existing goals and procedures, create business and functional documentation, design and develop systems and solutions
* Define the features of the product and ensure they are properly communicated to all project stakeholders
* Manage product backlog, set priorities, iteration planning, convert epics & features into user stores, creates acceptance criteria
* Owned aspects of feature demos and presented to client stakeholders
* Built and maintained strong relationships with client stakeholders by providing support through demo walkthroughs
* Collaborated with teams to discover and deliver the best solution to the market presented by the business
* Worked directly with the dev team and QA to refine user stories and assist with rapid feedback and ensures that the work performed meets customer expectations
* Worked within an Agile framework to deliver product in fortnightly sprints, prioritizing dev team’s work with Scrum or Kanban
* Good understanding of development methodologies like Waterfall and Agile including all phases of project lifecycle like requirements elicitation, analysis, design, development and testing
* Primary liaison between business and technical teams to refine the application/systems and incorporate features based on market demands
* Translated features into User stories and manage, rank and prioritize the backlog to reflect stakeholder’s requirements
* Effectively negotiate sprint goals with the team ensuring efficient use of delivery time.
* Extensive experience in handling Requirements Management, Business Requirements Document (BRD), Functional Requirements Specification (FRS), System Requirement Specifications (SRS), Use Case Specifications and Requirements Traceability Matrix
* Excellent Knowledge of Database Systems – Oracle 10g, SQL server, DB2 and Data ware house concepts
* Extensive experience in developing SQL scripts to validate backend database content and reports
* Proficient in troubleshooting database issues and experienced in using performance monitor/profiler to solve deadlocks and long running queries
* Experience in RDBMS, Microsoft SQL Server (T-SQL), Oracle (PL/SQL), MS Access and associated SQL Programming Knowledge
* Excellent knowledge in Eagle Investment Systems ( EAGLE – STAR/PACE)
* Extensive experience in **Capital Markets**, Corporate Banking, Financial Asset Management
* Subject matter expert in Fixed Income and Custody and Corporate action. Good understanding of **Equity, Cash management, Capital market, SWIFT, Options, and Derivative Securities** fundamentals
* Strong knowledge of Business Intelligence, Business Architecture, Data Warehousing, Database structures and query formats with stronghold on SQL and Oracle systems
* Proficient in creating Use Case Diagrams, Activity Diagrams, Sequence Diagrams and Process Flows using MS Visio , Mindjet Manager.
* Good interpersonal skills, committed , result oriented, hard working with a quest and zeal to learn new technologies

SKILLS:

* CSPO Certified
* SAFe Product Owner Certified
* Agile and Scrum Environments
* Business, statistical and quantitative analysis
* Product analysis, design and management
* Leading cross functional teams
* Jira, Azure DevOps, Aha
* User Acceptance Testing (UAT)
* Stakeholder Relationship Management
* Problem Identification
* Functional and Business Requirements
* Scrum Methodology
* Story Planning
* Business and Processing Documentation
* Managing Multiple Projects
* Identifying Backlogs
* Product Planning
* New Features Implementation

EXPERIENCE SUMMARY:

**CSI, Cumming, GA Aug ‘22 – Current**

**Firm : CSI Aug ’22 – Current**

**Product : Payments/ACH/Wire**

**Role : Technical Product Owner III**

**Responsibilities:**

* Owned and prioritized product backlogs in Payments/ACH/Wire Squads.
* Oversaw entire product deployments from vision and creation to rollout and delivery.
* Managed implementation of new features by outlining plans and specifications such as how, where and when each component would work
* Focused on building critical features up front in order to identify constraints and technical challenges.
* Brainstormed with peers and other members of design team to determine enhancements and product features. • Analyzed user feedback and implemented changes to product design.
* Created visuals and renderings communicating product design concepts
* Define the features of the product and ensure they are properly communicated to all project stakeholders
* Manage product backlog, set priorities, iteration planning, convert epics & features into user stores, creates acceptance criteria
* Owned aspects of feature demos and presented to client stakeholders
* Built and maintained strong relationships with client stakeholders by providing support through demo walkthroughs
* Collaborated with teams to discover and deliver the best solution to the market presented by the business
* Worked directly with the dev team and QA to refine user stories and assist with rapid feedback and ensures that the work performed meets customer expectations
* Worked within an Agile framework to deliver product in fortnightly sprints, prioritizing dev team’s work with Scrum or Kanban
* Analyzed Business Requirement, SRS, and participating in the document inspection
* Involved in preparing master Test plan and Test Scenarios
* Extensively involved in preparing test cases, test conditions and test scripts for manual testing
* Responsible to remediate issues by talking to Developers, Business Analysts and Client
* Provided test data to interface testing and prepare the test data by inputting in the GUI for CR testing
* Executed SQL queries for backend validations
* Responsible for Regression testing to make sure that application is working fine because of the changes to the new code/enhancement
* Responsible to prepare all the Quality Assurance Documents and posted in Share point
* Monitored client expectations and conducted user interviews to improve overall quality of the Application

**EY, Alpharetta Sep ‘15 – Aug ‘22**

**Client : Chick Fil A Jan ’21 – Aug ‘22**

**Project : Little Blue Menu**

**Role : Product Owner/ QA Manager**

**Description:**

CFA Little Blue Menu is a ghost kitchen digital business launching with a series of new brands and products as a delivery business in Nashville/Atlanta.

**Responsibilities:**

* Define the features of the product and ensure they are properly communicated to all project stakeholders
* Manage product backlog, set priorities, iteration planning, convert epics & features into user stores, creates acceptance criteria
* Owned aspects of feature demos and presented to client stakeholders
* Built and maintained strong relationships with client stakeholders by providing support through demo walkthroughs
* Collaborated with teams to discover and deliver the best solution to the market presented by the business
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**Client : Corteva Agri Science Sep ’17 – Dec ‘20**

**Project : Central Finance Implementation**

**Role : Product Owner/ QA Manager**

**Description:**

With Central Finance, you can transition to a centralized SAP S/4 HANA on-premise edition to your current system landscape. This allows to establish a Central Reporting Platform for FI/CO with the option of creating a common reporting structure.

**Responsibilities:**

* Worked with SAP workstream, PMO and client teams from design phase to production cutover
* Have good understanding of core banking and open banking concepts.
* Have experience in work with diverse team and delivering with tight deadlines.
* Should have good communication skills and technical skills to understand.
* Knowledge of project management tools like Visio, Flowchart Maker & Online Diagram Softwares.
* Capability to understand the new or existing system and business process.
* Standardise the requirements gathered across the teams and conceptualise application workflow.
* Participate in project planning, execution, and tracking.
* Research and come up with solutions for the business problems in co-ordination with other teams.
* Identifying options for potential solutions and assessing them for both technical and business suitability
* Conducted GAP analysis to understand the shortcomings of the existing system and evaluated the benefits of the new system
* Defined testing strategy, creating testing plans for various test cycles and tracking testing progress with risks & dependencies, producing daily & weekly testing status reports
* Supported parallel testing cycles for initial load and reconciliation processes. Also helped the BPC consolidation team on tax reports query fixes and history load uploads into the systems
* Analyzed Business Requirement, SRS, and participating in the document inspection
* Involved in preparing master Test plan and Test Scenarios
* Extensively involved in preparing test cases, test conditions and test scripts for manual testing
* Responsible to remediate issues by talking to Developers, Business Analysts and Client
* Provided test data to interface testing and prepare the test data by inputting in the GUI for CR testing
* Executed SQL queries for backend validations
* Responsible for Regression testing to make sure that application is working fine because of the changes to the new code/enhancement
* Responsible to prepare all the Quality Assurance Documents and posted in Share point
* Monitored client expectations and conducted user interviews to improve overall quality of the Application

**Client : Common Securitization Solutions (CSS) Aug ’15 – Sep ‘17**

**Project : Common Securitization Platform (CSP)**

**Role : Senior Consultant, QA Manager**

**Description:**

Common Securitization Solutions (CSS) is a joint venture between Fannie Mae (FNMA) and Freddie Mac (FHLMC) to build and operate a Common Securitization Platform (CSP) for the secondary mortgage market.

The Common Securitization Platform (CSP), largely a technology project, meets an FHFA mandate for Fannie Mae and Freddie Mac to build a new infrastructure to issue mortgage-backed securities (MBS) for secondary market

**Responsibilities:**

* Developed data requirements and data interface material and published that information to external stakeholders of the Common Securitization Platform. The team also maintains the Common Securitization Platform Data Dictionary, which serves as the business data dictionary for the Platform
* Conducted GAP analysis to understand the shortcomings of the existing system and evaluated the benefits of the new system
* Analyzed Business Requirement, SRS, and participating in the document inspection
* Involved in preparing master Test plan and Test Scenarios
* Extensively involved in preparing test cases, test conditions and test scripts for manual testing
* Responsible to remediate issues by talking to Developers, Business Analysts and Client
* Provided test data to interface testing and prepare the test data by inputting in the GUI for CR testing
* Executed SQL queries for backend validations
* Responsible for Regression testing to make sure that application is working fine because of the changes to the new code/enhancement
* Responsible to prepare all the Quality Assurance Documents and posted in Share point
* Monitored client expectations and conducted user interviews to improve overall quality of the Application

**Client : Morgan Stanley Apr ’15 –Aug ‘15**

**Project : Trade Order Management (3D Application)**

**Role : Senior Consultant**

**Description:**

Morgan Stanley 3D trading platform provides the financial advisor’s the access to buy, sell or cancel several Equity, options, fixed income tickets and also to maintain the client and account profiles. The FA’s can update the client and account information at any time and also can play around with the trading options. The project involves identifying functional gaps and issues in the 3D application especially in the trading platform. .

**Responsibilities:**

* Worked with software developers on the design and specification of features of the application.
* Testing involves Data base, Cross Commit XML validations through Data base logs and Valuation service XML logs validations, UI Validations and Functionality testing.
* Analyzed Business Requirement and product specifications
* Involved in preparing test scenarios and test plans
* Responsible for preparing test cases, verifying the test environment, executing the test cases and documenting the results in ALM
* Added defects in ALM and verified defect fixes
* Involved in user acceptance test plan creation including the definition of UAT test scenarios
* Prepared test data using client test data preparation tools
* Executed the SQL queries for backend validations
* Monitored client expectations and conducted user interviews to improve overall quality of the application

**Infosys, Irvine, CA Jan ‘12 – Mar ‘15**

**Client : The Capital Group Companies, Irvine, CA Jan ’12 –Mar ‘15**

**Project : Eagle Investment System – Quality Management**

**Role : Test Lead**

**Description:**

The objective is to replace the legacy application for fund accounting and NAV calculation with EAGLE investment application. The project involves identifying functional gaps between the legacy application and EAGLE and helps the EAGLE team to configure the product as per the needs of the customer - Capital Group.

**Responsibilities:**

* Part of the functional team to identify functional gaps between legacy application and EAGLE
* Involved in functional testing ( Pre Release and Post Release testing) for the EAGLE application
* Thorough out the project in various iterations/Sprints – conducted system testing, integration testing, functional testing and UAT testing
* Developed ETL test scripts based on technical specifications/Data design documents and Source to Target mappings
* Developed complex SQL queries for querying data against different data bases for data verification
* Supplied subject matter expertise in Fixed Income, the Custody and Corporate action. Good understanding of fixed income , **Equity, Cash management, Capital market, SWIFT, Options, Forwards, SPOT , Swaps & Derivative Securities**  fundamentals with hands on experience
* Posted transactions at account level, keeping track of account positions, cash and accruals
* Processed transactions such as trades, corporate actions, capstock, interest accrual, settlement and cash movement
* Maintained the share, cost, and market value for cash and securities
* Maintained and validated general ledger accounts
* Extensively worked with flat files and excel sheet data sources and wrote scripts to test their content
* Worked with software developers on the design and specification of features of the application
* Testing involves Data base, Cross Commit XML validations through Data base logs and Valuation service XML logs validations, UI Validations and Functionality testing.
* Analyzed Business Requirement, SRS, and participating in the document inspection
* Supported master test plan creation and designed test scenarios
* Extensively involved in preparing test cases, test conditions and test scripts for manual testing

**Infosys, Chennai (India) Apr ‘10 – Dec ‘12**

**Client : Morgan Stanley Smith Barney Jan ’11 –Dec’12**

**Project : Stock Plan System Administration**

**Role : Test Analyst**

**Description:**

Post-Trade Technology is responsible for the development and management of systems 'after the trade is made', including Confirms, Statements, Settlements, Corporate Actions, Operational Risk, Client Servicing, exception resolution and business process monitoring. These platforms are high-volume, high-throughput, mission-critical systems, encompassing enterprise applications for real-time query and work management. We provide ample opportunity to innovate through multiple programming platforms, rich client interfaces, performance optimization, and business intelligence tools.

**Responsibilities:**

* Worked with software developers on the design and specification of features of the application.
* Testing involved Data base, Cross Commit XML validations through Data base logs and Valuation service XML logs validations, UI Validations and Functionality testing.
* Analyzed Business Requirement, SRS, and participated document review sessions
* Involved in preparing master Test plan and Test Scenarios
* Responsible for preparing test case Spread sheets, Setting the Environment, executing the test cases and documenting the results in Quality Center
* Extensively involved in preparing test cases, test conditions and test scripts for manual testing
* Responsible to report the defect to Developer, QA Manager, and Development manager

**Polaris, Chennai (India) Feb ‘07 – Dec ‘10**

**Client : Think Money Apr ’10 –Dec’10**

**Project : Think Money Data Warehousing**

**Role : Test Lead**

**Description:**

Think Money, a debt management solution organization helps its customers to solve their financial problem through their innovative products. Some of their products in Debt advice are Debt management, Debt consolidation, and IVA and Trust deeds. IT department of Think Money has taken the initiative of building Data Warehouse and has invited Polaris to do it. The phases are determined in a way to meet the organization and business needs, prioritizing the technical dependencies.

**Responsibilities:**

* Analyze Business Requirement, SRS, and participating in the document inspection
* Involved in preparing master Test plan and Test Scenarios
* Responsible for preparing Test case Spread sheet, Test Cases, Setting the Environment, executing the test cases and document the results in Quality Center
* Developed test cases based on test matrix including test data preparation for Data Completeness, Data Transformations, Data quality, Performance and scalability
* Extensively involved in preparing test cases, test conditions and test scripts for manual testing
* Responsible to resolve the issue by talking to Developers, Business Analysts and Client
* Responsible to report the defect to Developer, QA Manager, Development manager and
* Add defects in Quality Center for the Fix
* Developed SQL queries /scripts to validate the data such as checking duplicates, null values, truncated values and ensuring correct data aggregations
* Involved in user acceptance test plan Provided UAT test cases for the client to verify before deploying the application into production
* Worked closely with Business user in Understanding designing and documenting the Functional testing plan and then Writing, executing, documenting the results and Logging Written ETL test specifications including test source data preparation, writing test cases to test Data Completeness, Data Transformations, Data quality, Performance and scalability, Data aggregations− match aggregated data against staging tables and/or ODS, and Granularity of data is as per specifications
* Developed SQL Queries/Scripts and similar Artifacts to validate the Completeness, Integrity and Accuracy of Data within an ETL process testing cycle
* Performed data quality analysis using advanced SQL skills
* Ensured Error logs and audit tables are generated and are populated properly
* Executed the SQL queries for backend validations
* Responsible for Regression testing to make sure that application is working fine because of the changes to the new code/enhancement
* Responsible to prepare all the Quality Assurance Documents and posted in Share point and Quality Center
* Worked closely with the Quality Assurance team and conducted User Acceptance Testing (UAT) and verifying performance, reliability and fault tolerance issues.
* Monitored client expectations and conducted user interviews to improve overall quality of the Application

**Client : Think Money Jan ’09 –Mar’10**

**Project : Think Money Portal Development**

**Role : Test Lead**

**Description:**

Think money is one of UK's largest and longest-established providers of financial products and advice, dedicated to provide assistance to its clients in every aspect of managing their finances. They provide comprehensive range of financial solutions and specialized services. Tremendous amount of time is presently spent by PFM’s and Creditor Liaisons in attending to queries from both Client and Creditors. In order to cope up with the rapid growth in debt management business and grow with the competitive environment, Think money has decided to build two distinct Internet based portals for Client and Creditors to automate the interactions between Think money and its clients and creditors. The main goals of these two portals are to avoid phone-based service, handle the Client and Creditors more effectively and to promote Think money’s other products. Our portals will retrieve the debt related information for both Client and Creditors from our portal database and display to the users. Any updations related to debt management will be updated directly to Think Link database and will be replicated to our portal database. So all the transactions/activities related to debt management will happen through these portals.

**Responsibilities:**

* Analyze Business Requirement, SRS, and participating in the document inspection
* Involved in preparing master Test plan and Test Scenarios
* Responsible for preparing Test case Spread sheet, Test Cases, Setting the Environment, executing the test cases and document the results in Quality Center
* Extensively involved in preparing test cases, test conditions and test scripts for manual testing
* Responsible to resolve the issue by talking to Developers, Business Analysts and Client
* Responsible for reporting defects to Developer, QA Manager and Development manager
* Added defects in Quality Center and rested defect fixes and managed defects through closure
* Interacted with UAT test lead and testers and assisted in test case execution prior to deployment

**Client : Johnson & Johnson Feb ’08 –Dec’08**

**Project : Rebate Calculator System**

**Role : Test Engineer**

**Description:**

Ortho Biotech (OBI), a subsidiary of Johnson & Johnson, is involved in the business of making and selling biopharmaceutical drugs, used in the treatment of anemia, especially in cancer patients undergoing chemotherapy. OBI sells drugs to its customer base that includes hospitals and physician clinics. The customers enter into contract with OBI for purchasing drugs. Ortho Biotech pays out significant dollars in discounts and rebate incentives per year to contracted commercial customers. OBI pays rebates to contracted customers, based on their purchases. OBI currently processes the calculation of Physician rebates through database procedures and Excel Spreadsheets. Hospital rebates are currently managed by another Johnson & Johnson subsidiary called Health Care Systems (HCS).

**Responsibilities:**

* Analyzed Business Requirement, SRS, and participated in review meetings
* Wrote Test plans and Test Scenarios
* Designed and documented test cases and secured approval from management
* Executed test cases and reported results in Quality Center following test process
* Responsible for issue resolution by talking to Developers, Business Analysts and Client
* Reported defects to development and QA and added them to Quality Center

**Client : Johnson & Johnson Feb ’07 –Jan’08**

**Project : Hospital Contract Management System**

**Role : Test Engineer**

**Description:**

Ortho Biotech (OBI), a subsidiary of Johnson & Johnson, is involved in the business of selling life-saving drugs. PROCRIT is one such drug that is used in the treatment of anemia, especially in cancer patients undergoing chemotherapy. OBI sells drugs to hospitals and other entities under the umbrella of sales contracts. Each entity that desires to buy drugs from OBI must enter into a letter of commitment. A contract is typically signed between a supplier and a customer. In OBI contracts, Ortho Biotech is the supplier and the customer could be an individual hospital, a hospital system or a legal entity.

**Responsibilities:**

* Reviewed business requirement and functional specification documents and provided feedback
* Supported test plan creation and all test planning activities
* Responsible for preparing test scenarios and test cases including test data creation
* Entered test cases in spreadsheet and uploaded them to Quality Center.
* Executed test cases and reported results to management

EDUCATION

* Bachelor of Engineering in Electrical & Electronics, 2006.