SWETHA RAVINDRA

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Summary

- Business/Test Analyst with over 6+ years of experience, primarily in Financial Services (Insurance and Card programs).
- 3+ years of experience in Software testing on Client-Server, Web and Desktop applications.
- Highly motivated and disciplined professional with experience of working on wide range of projects.
- A customer oriented, multitask professional with excellent analytical and logical skills possesses rich experience of 2+ experience as Business Analyst.
- Experience in co-coordinating with business and IT across all phases of software development life cycle.
- Proficient in working on Agile and Waterfall Methodologies.
- In-depth knowledge of Software Development Life Cycle (SDLC) methodologies like Waterfall & Rational Unified Process (RUP), Agile.
- Expertise in gathering, analysing and documenting business requirements and developing Business Requirement Documents and Functional Requirement Specifications
- Expertise in writing and implementing Test scenarios, Test cases, System testing, Regression testing and maintaining Traceability Matrices for baseline documents.
- Expertise in prepare Integration Test Plan which was used by functional team as well as development team.
- Experience of collaborating with developers and subject matter experts to build the technical vision and analyse trade-offs.
- Expert in guiding the Development and QA members to yield the best solution.
- Expert in developing an impact assessment model which identifies impact of a business requirement on various functional areas of the application that helped in pre-planning & work allocation of resources effectively.
- Expert in data modelling (UML, Use Cases, Activity diagrams).
- Strong knowledge of STLC and SDLC with experience in writing & executing test cases and test scenarios.
- Experience with various types of testing levels such as Verification, Functional, Integration, System, Regression and Acceptance testing.
- Expertise in Manual Testing ((Test Case Design, Test execution, and Collecting Test Data) and Automation Testing (QTP).
- Preparing detailed test plans, acceptance criteria and test scenarios for each project.
- Hands on experience in Test Management Tool such as Quality Centre, JIRA and Bugzilla
- Hands on experience in V model, Iteration and Agile model methodology.
- Analysing, writing reports and communicating results to software development project team.
- Excellent communication, interpersonal skills. Quick learner, Team player, versatile, adaptable and process -oriented with high customer orientation.

Career History

- Caxton FX, Senior QA Analyst June 2018 – Present.
- Business Analyst, AEGON, UK from July 2017 to April 2018.
- Business Analyst, MasterCard Prepaid Global Services, UK, from Feb 2016 to June 2017.
- Contract Test Analyst/Jr Business Analyst, TATA Consultancy Services, UK from July 2013 to December 2015.
- Test Analyst, US Technologies, Bangalore, India from September 2011 to June 2013.

Academic Qualification & Certification

- Master of Business Administration(MBA), Kingston University, London, Jan'14 – Mar'16
- Bachelor Degree, 1st class equivalent, Bangalore University, India, Jun'07 – Nov '10
- **ISTQB** Certified
- Certified in Bloomberg Equity Essentials, Bloomberg Finance.

Skill Summary

- Management: Performance test management, Project Planning, Quality Assurance.
- Methodologies: Scrum Agile methodology, Iteration model, Waterfall model.

- Testing: Functional/Non-functional testing, Regression testing, Performance testing, UAT testing, Web testing, System testing, Sanity testing, Load testing, SharePoint Solutions, Data Driven Application testing and Anti-Money Laundering financial portals testing.
- Test Tool Software: Atlassian Jira, Bugzilla, BlackRock Aladdin, Selenium Web Driver, Bit bucket, Octopus, Azure App insights, POSTMAN, TestRail, HP ALM/Quality center, QTP, Win Runner, JMeter, Soap UI, TFS, Test Rail and Test Director 8.0.
- Programming Languages: SQL, Visual Basic, Java, VB.NET, HTML, XML, ASP.NET, Web Services, and Oracle.
- Operating Systems: Windows 2000/2003/2008, Windows XP/7, DOS.

Projects Profile

Project#1: Firebird Currency Portal **Caxton FX, London** **Jun'2018 - Present**

Role: Test Analyst Client: Caxton FX / Domain: Foreign Exchange(FX) Team Size: 10

Tools : HP ALM/QC, Test Rail, Jira,Conflunce,C#,ASP.NET,HTML,Azure(Microsoft Cloud Services),Sql Server,GIT

Description: Firebird is a transaction processing system for multi and single currency application with back office capability. Firebird is designed in house by Caxton and powered by Microsoft cloud services. Customer Portal is online platform that customer use to log into their account for either currency cards transaction or international payments. Helpdesk is back office platform used by all teams in business for range of purpose for daily operations like settlements, booking trades, customer service, accounts reconciliation, customer onboarding and other services.

Responsibilities:

- Gathering Business Requirements through IT refinement meeting with Product owner and Business Analyst, developers and scrum master in an Agile methodology.
- Develop Use case and Use case specification model in align with Business Requirement Document or User Story recorded in Confluence.
- Developing test cases in Quality Centre and Test Rail.
- Creating testing documents test plans, risk analysis based on the requirements.
- Carrying out System testing, Sanity testing, regression testing, parallel testing, cross functional testing for different System Environment set up.
- Build and deploy branches (Break Fix and Service fabrics Apps) to test the functionality through tool Bit bucket.
- Deploy the branch in octopus and carry out full regression test and parallel testing.
- Once the testing requirements are satisfied, Pull request to merge into CBUpdates is performed to line up the stories or functionality for next sprint.
- Perform UAT testing once system testing and test sign off is performed.
- Perform Actor API and Mobile API testing.
- Schema table and string table validation testing performed through Azure App insights using live application streaming and validating the trigger files, Data explorer, Runtime binder, Manual Audit entry testing in POSTMAN.
- Maintaining test status report and documenting testing activity on youtrack and Test Rail in order to speculate testing progress and mitigating risk before Production release.
- Email Release notes at the end of testing
- Attend daily stand up meeting to track the daily status of the project.
- Sprint retrospective meeting for reviews to implement future testing improvements.

Project#2:TargetPlan/Aladdin **AEGON, London** **Jul'2017 to Apr'2018**

Role: Business Analyst Client: AEGON / Domain: Finance Team Size: 15

Description: Target Plan is a public hosted web application that interacts with the UKDC Pensions platform – which suits outside of Aladdin and is only used by UK DC clients and UK DC Operations teams. Target Plan provides self service facilities for members of DC pension schemes managed by the UK DC Aegon business to view and administer their pensions. The application can be used by members to review their pension details, including personal and contact details, target retirement age, contributions, elections and fund holdings, including the ability to transact on these features if their scheme rules allow. The application is also used by DC Operations teams to review member information and transact on their behalf.

Responsibilities:

- Test Requirements study and raise documentation defect if any.
- Prepare Project initiation document, Current state analysis document and Business Requirement document.
- Prepare Use cases and Use case specification.
- Support Technical implementation, team building, customizing and deploying software to ensure business objectives are met.

- Reviewing the solution design to ensure it fulfills all of the requirements and looking for opportunities to meet additional business needs without increasing the technical scope of the project.
- Engaging with quality assurance professionals to ensure they understand the business context for the technical requirements.
- Reviewing test plans and/or test cases to ensure they represent a clear understanding of the functional requirements.
- Working parallelly with UAT Team during release.
- Perform Smoke testing and Regression testing to ensure core functionality is working fine during release.
- Training end users to ensure they understand all process and procedural changes or collaborating with training staff so they can create appropriate training materials and deliver the training.
- Assign tasks and raise defect in Jira (DMT).
- Maintain Defect document report during execution.
- Attending defect call meeting on a weekly basis with offshore teams in India (TCS)

Project # 3: Emirates National Bank Dubai,   MasterCard Prepaid Global Services, Peterborough   Dec'2016 to Jun'2017
Role: Business Analyst   Client: MasterCard / Domain: Finance   Team Size: 5
Description: Emirates National Bank Dubai, Multi Currency Project Multi Currency Project is to launch 1 card with 15 currencies (AED, USD, GBP, EUR, AUD, INR, SAR, PHP, ZAR, TRY, THB, LKR, PKR, PHP, CHF), with base currency being AED (UAE Dirham). The platform is built so Cardholders can load into any of the purses, Reload and perform Purse to Purse transfer via CDM (Cash Deposit Machine) in combination with 15 currencies, the channel customers will be in AED only. The project ensures that any cash payments or withdrawal can be made from any purse, if no matching currency purse balance is available, the amount will be debited from next available purse with appropriate exchange rates, inclusive of all fees and margins applied.
Responsibilities:
- Requirements gathering via stakeholder interviews, workshops and Business Intelligence reports.
- Prepare a draft document
- Organize workshops with stakeholders for process analysis, GAP analysis, root cause analysis for each of the change requests raised by client
- Produce Functional specification document using UML (Data Modelling, Microsoft Visio) and publish to the client for approval.
- Prepare Business process design
- Testing the core functionality to ensure the fulfilment of business requirements.
- Review project documents and release pack making sure the release covers all change requests which in-scope for release.
- Report defects according to business criticality in JIRA and manage the progress as part of daily defect tracking meetings
- Hand over with the stakeholders by walking them through the release notes of the change requests
- Validating and Verifying Requirements
- Engage with business and prioritize all work requests / stories.
- Prepare Use cases and Use cases specifications for various SCP and MCP portal, Web services and IVR for execution.
- Conduct Initial Testing of SCP and MCP portals (PV, MCP CSR Portal, MCP CHW GWT, MCP CHW Flex, Load and Go, Global E-commerce, AU & NZ Ecommerce (Panther), Qantas Cash (AU & NZ) and Corporate Control)
- Work closely with Platform Implementation team to set up PREL location for testing various card programs.
- Ensure eKYC requirements are in place as part of Card Purchase/Sale
- Ensure transactions are taken place as expected for PSA Cards, AOL cards and Partially Activated cards.
- Perform Retest, Regression, Smoke and Area of Change Validation testing, Performance testing, Functional testing and UAT testing.
- Liaising with Finance Team, Developers, QA, UAT and Compliance team.
- Raise defects in Jira during execution.
- Attending defect call meeting on a weekly basis with offshore teams in MasterCard from Mumbai, US and Australia discussing the outstanding defects.
- Liaising with Finance team in verifying PTS transactions performed by IPS team on various SCP and MCP programs.

Project # 4: FIS Migration Project   MasterCard Prepaid Global Services   Feb'2016 to Nov'2016
Role: Business Analyst   Client: MasterCard / Domain: Finance   Team Size: 5
Description: Master Prepaid Management Services Business operating model is to move away from FIS processing platform and migrate all clients to currently using platform. The requirements of this change project are to ensure that cardholders, on that program that have been closed, can still be serviced. The project ensures service Centers like CSRs and Business Operations

Agents are able to successfully deal with any cardholder queries such as Balance enquiries, Transaction history enquiries, Cash outs, Cardholder adjustments for across 32 Programs under FIS project. The project includes 32 programs for major clients like Thomas Cook, Travelex, National Australian Group, Ryanair, Korea Consumer across 15 different currencies.

Responsibilities:

- Devising and documenting the approach for operational reconciliation
- Providing analysis support to migration testing and leading resolution of defects
- Analyzing data migration exceptions to identify root causes and manual cleansing requirements, ensuring all data is migrated successfully
- Leading operational reconciliation for production events, troubleshooting incidents and accounting for all migrated customers and policies
- Responsible for analyzing migration business requirements and devising appropriate solutions, including commercial requirements, customer experience issues, legal, regulatory and compliance requirements and operational exception processes.
- Prepare Project initiation document
- Prepare Use cases and Use case specification.
- Support Technical implementation, team building, customizing and deploying software to ensure business objectives are met.
- Perform Purse to Purse transfer and Card to Card testing in combination with 15 currencies with base currency being AED
- Testing Cardholder self-service portals on My Account online servicing and Cardholder Website (Online Cardholder servicing)
- Perform Retest, Regression, Smoke and Area of Change Validation testing, Performance testing, Functional testing and UAT testing.
- Work closely with Platform Implementation team to set up PREL location for testing various card programs
- Ensure transactions are taken place as expected for PSA Cards, AOL cards and Partially Activated cards.
- Anti-Money Laundering Testing (Card to Card Testing, Customer Data review testing)
- Testing SMS notification, Email notification service available for any loads and reloads performed, declined transactions and card/account status. This notification will be in dual language English & Arabic.
- Training end users and CSRs to ensure they understand all process and procedural changes or collaborating with training staff so they can create appropriate training materials and deliver the training.
- Assign tasks and Raise defects is any in Jira during execution
- Liaising with Finance Team, Developers, QA, UAT and Compliance team.
  Attending defect call meeting on a weekly basis with offshore teams in MasterCard from Mumbai, US and Australia discussing the outstanding defects.

Project # 5: Project Arrow   **TATA Consultancy Services, UK**   **Sep'2014 to Dec'2015.**
Role: Contract Test Analyst   Client: EVRY / Domain: Online Banking   Team Size: 5
Tools: Quality Center, Jira, Windows 2008, MS server 2005, VS2005, HTML, XML, XSLT, ASP.NET.
Description: Quality improvement project that entails comprehensive improvement in retail service and Online Banking services. This project enhances quality of retail services in core areas envisages focus on mail delivery, money remittance, western union money transfer, e-money order, satellite money order, Online Banking and emails. This project helps the department to emerge one-stop shop for retail products and offer single window facility for financial products and services.

Responsibilities:

- Test Requirements study and raise documentation defect if any.
- Raised Queries/Ambiguities for the requirements/functional specifications that need more clarification
- Design the high-level Test Scenarios for requirements
- Prepare the Test Cases for all scenarios which includes different combination
- Preparing the Test data for the test execution
- Test Requirements study and raise documentation defect if any.
- Developing Use cases in reference to Product Spec
- Prepare the Test Cases for all scenarios which includes different combination
- Uploading the Test cases in to Quality Centre.
- Prepared the Traceability matrix which maps each requirement to Test cases.
- Perform PTS (Payment Transfer Service) Testing for Multi-Currency and Single currency application.
- Involved in the Sanity testing and execution of test cases.
- Identify the test cases for Regression testing based on enhancement/CR and executed after functional test cases completion.

- Perform Smoke testing and Regression testing.
- Working effectively with onsite and offshore teams and projects.
- Log the defects in the Quality Centre during the execution
- Tracked Defects and effectively done Defect Management
- Involve in retesting the fixed defects along with related test cases.
- Generate the test execution status report from Quality Centre.
- Liaising with Finance Team, Developers, Business Analyst and Compliance team.
- Prepare the finalized defect report for the project

Project # 6: Claimbase II Application **TATA Consultancy Services, UK** **Jul'2013 to Aug'2014**
Role: Jr Business Analyst Client: Claimbase, UK / Domain: Legal & Insurance Team Size: 3
Tools: Quality Center, Windows 2008, MS server 2012, VS2012, Silverlight, HTML, TFS.
Description: Claimbase II application is Silverlight light web-based application with 3 tier architecture which mainly developed for the clients who are into Legal insurance where the client will generate different dynamic forms to serve the customers in their insurance business to handle the different type of claims. User can able to define the different set of policies, claims and schemes under which the claim will process for the customers. Application has number of reports on different levels like Scheme, Policy and Claim. This application is robust and rich UI based application and most of the action is concurrently running on the application.
Responsibilities:
- Prepare Business Requirement document.
- Develop Use Cases and Use case specification.
- Actively involved in reviewing test cases.
- Perform Smoke testing and Regression testing to ensure core functionality is working fine during release.
- Generating Test Log documents and analyzing obtained Test Results.
- Reporting the defects through TFS, JIRA and QC.
- Maintain Defect document report during execution.
- Interacting with development team for defect's closure.
- Reporting status of testing progress.
- Periodically obtaining feedback from Team lead and consciously working for Improvement.

Project # 7: ECN Support Admin Tool **US Technologies, India** **Feb'2012 to Jun'2013**
Role: Test Analyst Client: Society General(SG), France / Domain: Banking Team Size: 4
Tools: Quality Center 8.2, QTP -9.2, Windows 2008, Oracle 10G, Visual Studio 2005, Windows Services, Flat Files.
Description: ECN stands for Electronic Communication Network and ESAT stands for ECN Support Admin Tool. SAT is an admin tool which is with windows forms and mainly used for support users in the investment banking system. This system helps to the user to managing the admin activities and user information like markets and instrument related to the investor. This system is having four modules like User Management, Profile Management, Contribution Management, Instrument Management, TFM, SPOK and Market management.
Responsibilities:
- Analyse detailed specifications and Test Requirements
- Creation of test cases and test data.
- Carry out testing as per the defined procedures.
- Ensure that all tested related work is carried out as per the defined standards and procedures
- Conducted Functional, Regression and Smoke checks for builds.
- Review of the test cases written for Integration and System testing.
- Integrating the test scripts written for individual units.
- Defect Tracking and Reporting Defects.
- Writing Test scripts and functions wherever necessary for various units of the business modules.
- Creation and customization of test scripts for automation.
- Involved in executing test cases.7