**Azaz Asghar**

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**PROFESSIONAL SUMMARY**

* Over 8+ years as Business Analyst in Retail & Ecommerce with experience in various phases of software development life cycle (SDLC) including requirements gathering, use casing, functional specifications, development and testing.
* Expertise in creating Business Requirement Document (BRD), Functional Requirement Specification (FRS) document, User Requirement Specification (URS) and Change Request (CR) document for system application development.
* Extensive knowledge of the E-commerce Retail Sales lifecycle and the Retail Ecommerce ecosystem, OMS, WMS, Fulfillment, TMS and Support Experience in facilitating Joint Requirement Planning (JRP) sessions with Business User Groups, conducting Joint Application Development (JAD) sessions with IT Groups, SMEs and other project stakeholders.
* Extensive experience in tracing requirements throughout the development process and verifying adherence using the requirements Traceability Matrix (RTM).
* Good experience at B2B, B2C and Ecommerce portals web application and CRM.
* Expertise in Software Development Life Cycle (SDLC) methodologies such as RUP, Agile / Waterfall / Spiral methodologies with hands-on experience in all of them.
* Excellent Retail e-commerce domain knowledge, with working experience in Salesforce commerce cloud (Demand ware).
* Good Understanding of POS web orders & through Demand ware.
* Manage the product development of a proprietary EDI system enabling the integration of electronic invoicing with billing systems and order fulfillment Experience working with Retail Oracle POS application, Payment processing (EMV).
* Extensive experience in liaising with stakeholders in devising Business Strategy for Revenue growth and Operational Excellence.
* Experience with both functional and technical aspects of project design and implementation in Warehouse Management System (WMS/PKMS).
* Extensive knowledge of the E-commerce Retail Sales lifecycle and the Retail Ecommerce ecosystem, OMS, WMS, Fulfillment, TMS and Support.
* Strong understanding of Sterling Order Management Solution which includes Order Lifecycle, Order Fulfillment, Optimization, Payments and Invoicing modules.
* Experienced and have detailed knowledge about Order Management System, Retail POS Applications, and Customer Relationship Management.
* Good experience with Demand ware, ATG Dynamo B2B Commerce, ATG B2C Commerce, Shopping Cart, Product Catalog, Merchandising, Catalog, Droplets.
* Working experience across Omni channel, Customer Order fulfillment, Product management, Inventory management, Forecasting and Replenishment.
* Experienced with Manhattan Warehouse Management Systems (WMS) and Order Management Syste (OMS).
* Handled financial and planning aspects of the business, including project estimates, cost and pricing analysis, contract negotiations with clients and vendors, revenue forecasts, etc.
* Strong knowledge of Oracle Siebel CRM, and OBIEE reporting tool.
* Strong knowledge of Oracle Financials to identify and design solutions that meet business requirements.
* Expertise with Supply Chain Management (SCM), supply chain strategies/vendor manufacturing process methods to determine level of procurement and strategic sourcing strategies/plans and worked with vendors/peers to determine lead times, schedules and cycle counts, established requirements needs.
* Strong knowledge on user call processing, incident management, service request management, and escalation of high-level incidents and problems to other IT functional teams.
* Expertise in UML (class diagrams, object diagrams, GAP Analysis, use case diagrams, state diagrams, sequence diagrams, activity diagrams, and collaboration diagrams) as a data analysis methodology for application functionality designs using IBM's Rational Rose.
* Experience in writing and executing SQL Queries for Databases such as Oracle, and MySQL.
* Performed Data Profiling of current state of data in the Data Warehouse by doing Data Analysis using SQL Queries and Microsoft Excel, finding Gaps in Data and formulating solutions for the same.
* Good working experience at Master Data Management (MDM), Identity data, Trade Promotions Management (TPM) and Point of Sales (POS).
* Highly Experienced in Microsoft Office Suite including MS Visio, Excel, PowerPoint, Word and Outlook.
* Proficiency in applying Supply chain Management (SCM) methodologies to ensure coordination in the supply chain.
* Experience and complete understanding of QA Life Cycle, which includes designing, developing, execution and documentation of the Test Cases, Automated Test Scripts and Test Plans.
* Experience in testing applications based on cloud service providers like AZURE, AWS in an agile environment.
* Experience in testing the web application components of Content Merchandising System, Oracle RMS, WebSphere commerce functionality on various web browsers as part of UI testing,
* Experience in UAT and worked with HP Quality Center for bug and defect tracking and reported issues using JIRA.
* Coordinated the User Acceptance testing (UAT) with the end use.
* Excellent communication, presentation, project management skills, a very good team player and self-starter with ability to work independently and as part of a team.

**Education: B.COM from Karachi University in 2013**

**Working Experience**

**Sr. Business Analyst**

**Target Corp – Minneapolis, MI**  **Sep 2020 to Present**

The Aim of the project to implement and integrate the current warehouse management System and POS system.

**Responsibilities**

* Conducted JAD (Joint Application Development) Sessions and RAD (Rapid Application Development) Sessions with stakeholders.
* Interacted with the PM in managing the Agile Scrum process to ensure smooth delivery of projects.
* Identified internal and external system requirements, design and configuration set-up, also created User Documentation and conducted training class.
* Responsible for gathering, compiling and synthesizing information with regards to technology processes or systems.
* Responsible for Oracle Financials implementation through a third party.
* Ensured all bugs, requirements, mockups and test cases are logged with adequate information into JIRA to assist developers and the team in developing a sound product based on customer standards.
* Involved in E-Commerce POS testing Product Search, Payment System, Online transaction processing
* Performed Data Profiling of current state of data in the Data Warehouse by doing Data Analysis using SQL Queries and Microsoft Excel, finding Gaps in Data and formulating solutions for the same.
* Documented Omni channel requirements for OMS in collaboration with business stakeholders including logistics and supply chain management teams and with Manhattan OMS development team to successfully rollout BOPUS and BOSTS orders.
* Translated high level requirements into functional and technical user stories in JIRA.
* Documented compete user stories including flow charts, use cases (scenarios), data elements lists, business logic, technical requirements, exceptions, and system and error messages.
* Work with in-house scientists, global supply chain, transportation and logistics teams, and software teams to identify new features and projects and create visual dashboards.
* Responsible for the definition, development and implementation of Best Practices in Supply Chain core functions that leverage WMOS by Manhattan Associates.
* Provide daily user support of the WMS Functional modules during and post implementation.
* Performed GAP Analysis of business rules, business and system process flows, user administration, and requirements. Ensured POS PCI compliance requirements were met.
* Involved in designing automated POS system using involving monthly import of POS excels files into a database using SSIS packages. Created templates for power users to create their own SSRS reports.
* Developed function specifications for modifications of POS system for multiple chains. Included integrating new chain into existing systems which encompassed, specific brand requirements and full POS integration.
* Developed various Scanning transaction related to goods movement inside warehouse.
* Supported WMS users in their daily business solutions including system training and production issue troubleshooting.
* Made presentations to business users and other stakeholders outlining system changes and expected benefits.
* Involved in creating processes and methods to gather supply chain management data and implement supply chain optimization projects (like warehouse-slotting, route planning).
* Worked with team on Oracle Financials Production Support and development delivery for the GL and AP modules.
* Identifies underperforming areas in the supply chain and may suggest improvements or resolutions to problems.
* Prepared and published Power point presentations to Executives of various LOBs to communicate Health trends and prepare for the biweekly Status meetings.
* Worked with the team in Developing revenue projections and forecasts as part of the business planning process, analyzing the financial impact on profit and other key metrics.
* Involved in developing billing and claim audit service and revenue cycle management **tools** to audit revenue cycles of physician practices.
* Map the organizational IT policies with supply Chain and Procurement, Compliance, Audit and Risk Management teams.
* Conducted store visits to train the staff in merchandising standards, merchandising adjacencies ensuring that the merchandising standards were being addressed and maintained at company standards globally.
* Improvised the Point-of-Sale system (POS) for the Exchange retail stores to increase the process efficiency and reduce the overall operation time.
* Analysis and requirements for Oracle XStore Mobile POS implementation.
* Involved in the support for a major effort to improve the Warehouse Management System (WMS) capabilities of supply chain.
* Make automated templates to manipulate with data, make updates, auto generate reports and presentations. (PowerPoint, SharePoint, VBA, Excel).
* Facilitated cross-functional meetings to ensure visual merchandising, merchandising and stock replenishment departments were working in tandem to achieve the goal of four billion dollars in sales.
* Involved in Managing the set-up of new, renovated and existing stores as well as remerchandising projects via planograms, photos and merchandise directives.
* Documented Functional and Technical Requirements to implement prepaid line Activations in Billing, Oracle and Product Catalog.
* Automate Power point Presentation (slides export & import, slides and shapes manipulation), auto upload & download presentation to &from SharePoint.
* Developed training curriculum and conduct formal training sessions with clients. NetSuite ERP Administration.
* Worked with existing BI technical resources for knowledge transfer on existing Sealed Air BI environments as well as the current migration projects that are in progress to move divisions of Sealed Air onto same corporate ECC and BW instance.
* Involved in developing a strong relationship with NetSuite account managers / PS, NetSuite Support & partners (Bill.com, Avalara).
* Involved in writing Scripts to validate and load data according to the client’s business logic from data files to the Oracle Database.
* Involved in creating and managing detailed BI work plan tasks required for activation of SAP BI Content architecture and queries, as well as connected Business Objects Web Intelligence queries in realization.
* Provided project management support, risk analysis, systems analysis & requirements for enterprise integration and POS system enhancements for Oracle XStore, Oracle Locate Order Broker & Retail Interact / AS400 Systems.
* Utilized disciplined development methodology for continuous evolution and optimization for the WMS solution.
* Involved in Implementation/Conversion, configuration, customization, installation most ERP application (SAP, Oracle, NetSuite, QuickBooks, JD Edwards).
* Created and Managed Parameters in Power BI for changing the source with different environments such as development, testing and production.
* Conducted User Story kickoff meetings for each sprint by working closely with developers and testers.
* Worked with team on enhancing functional and non-functional aspects of Oracle Point of Sale.
* Performed informal SAP BW learning sessions with client team members prior to their formal SAP training, as well as worked with client lead in identifying relevant SAP training for client.
* Involved in tracking the WMS flows actively, mainly waving process and MHE Integration flows with WCS in order to maintain the continuity of the DC operations.
* Established connectivity to all major buy-side vendor order management systems (OMS).
* Involved in implementing (POS) Point Of Sale system and Point Of Commerce for US retail/Online stores.
* Implemented SQL queries for QA testing and Report / Data Validation.
* Worked as Business Analyst for collecting customer requirements for managing supply and delivery translating the requirements into documentation for effective process flow mapping.
* Created various Reports and Dashboards with Tableau and Power BI to gain and gather insights.
* Did Integration Testing, GUI testing, Smoke and Sanity Testing, and Acceptance testing in the new builds for Basic Functionality Checking.
* Coordinated various kinds of User Acceptance Testing (UAT) including regression testing, system testing, integration testing, functional testing, alpha & beta testing.
* Authored test plans, test cases for various test scenarios and helped testing team to better understand the test scripts.

**Business Analyst**

**Lowe's Companies** - **Mooresville, N.C July 2018 – Aug 2020**

The aim of the project was redesigning Order Fulfillment and Shipping operations. I also worked on implementing an E-commerce website that dealt with Inventory management system, CRM, which included Stock management and distribution of goods.

**Responsibilities:**

* Gathered, analyzed, documented business and technical requirements from both formal and informal sessions and validated the needs of the business stakeholders.
* Involved in the creation of new E-Commerce Products in Inception Phase and prepared vision statements and initial data models that contain Business Requirement Documents and supporting documents that contain the essential business elements and detailed definitions.
* Conducted user interviews, gathered requirements, and analyzed the requirements using-Rally.
* Modeled AS IS and TO BE processes using MS Visio.
* Co-authored business requirements document with project teams. Extracted, discussed, and refined business requirements from business users and team members.
* Act as a resource in understanding how IS systems carry out business functions and assists in ensuring the timely and effective implementation.
* Documented the evaluation of various reporting tools like Oracle Analytics/Business Objects, made recommendations about the product depending on the reporting requirements
* Used Rational Tools for creating use cases, version control and defect tracking, monitoring. Use Rational Unified Process (RUP) methodology in all areas of the software development life cycle (SDLC).
* Planned and defined Use Cases created Use Case diagrams, Scenarios and Use Case Narratives using the UML methodologies.
* Translated high level business requirements into functional and system non-functional requirements, as well as user stories.
* Engaged as the lead analyst for the Oracle Financial Service Analytics and the Fidelity Oracle information system.
* Worked on creating SOP&#39; s based on standard supply chain functionality as well as simple to complex customer enhancements to Manhattan WMOS Product suite.
* Assessed and documented existing Supply Chain processes and identified where improvements can be made within the WMS system.
* Document the business case, objectives, scope, and assumptions for E-commerce platform, including integration requirements with Salesforce.com (SFDC), Zuora, NetSuite and multiple payment gateways for international E-commerce in multiple currencies.
* In depth understanding in the areas of NetSuite configuration, customization, integration, data mapping, testing and cut-over to production.s
* Deployment and customization of Order Management System / Warehouse Management System.
* Strong Work experience on Ecommerce portals web application developments, B2B, B2C, Content Management Systems for Ecommerce like ATG.
* Worked on the financial area of ERP system, concentration with Supply Chain Management, GL, AP, Manufacturing SSB Project, Purchase and Invoicing.
* Investigated and resolved issues within Supply Chain module as well as Manhattan WMS (Warehouse Management System) software.
* Involved in designing the high ecommerce implementation project using Hybris, performed the gap analysis between business requirements and package features.
* Worked closely with the Digital Marketing, Ecommerce, and Strategic Partnership teams to identify business questions and drive campaign growth.
* Provided guidance to development team required to complete transition from Broad vision to Hybris ecommerce platform.
* Modification to host, WMS and shipping systems to allow efficient processing of e-Commerce orders and client selected samples.
* Used Informatics cloud service to integrate the data between the systems. Uploaded the new data to SF using the updated test data and used SQL server to fetch the database extracts to complete database testing.
* Ensured the merchandise standards were maintained as set by corporate Visual Merchandising department.
* Conceptualized and designed data visualization dashboards and web-based applications to assist users and auditors in their analysis for risk assessment and audit testing wif focus on user-centered design.
* Involved in the support for a major effort to improve the Warehouse Management System (WMS) capabilities of the supply chain.
* Involved in the creation of new ecommerce products, arrival notices and customized reporting.
* Worked on Manhattan WMS implementation to support Ecommerce Growth with automation, process optimization and integration with the new WCS system.
* Generated Use Case diagrams, Sequence diagrams, Business Objects, Domain Object Model, and Visio to depict process flows and PowerPoint presentations.
* Look for abnormal error message in the log file of the ERP application and take corrective actions
* Responsibility for creating business flow diagrams and charts for E-commerce using MS Visio.
* Created interactive dashboard and Reports in Tableau for monitoring the operation performance on a day to day basis.
* Involved in creating complex application user flows, story boards, and user journeys based on business requirements analysis, system APIs study and with consideration of fulfillment system limitations.
* Created Test Cases in Excel and Familiarize with Azure Devops and uploaded Test Plan, Test Suites, Test Cases to Requirements.
* Worked on the Business Intelligence tool evaluation process and presented findings and recommendations on Tableau as a reporting tool to the management.
* Involved with the team to develop and design Power BI visualization solutions with business requirement documents and plans for creating interactive dashboards.
* Involved in developing strategies with Quality Assurance group to implement Test Cases in Mercury Test Director for stress testing and UAT (User Acceptance Testing).
* Involved in ECommerce testing Product Search, Payment System, Online transaction processing and Inventory management.
* Collaborated with Quality Assurance Analyst in Automated and Manual Black box testing using Mercury's WinRunner.
* Assisted with the development of test plans and strategies, coordinated testing events, and executed test cases in support of changes to business systems.

**Business Analyst**

**Albertsons Companies - Boise, Idaho Jan 2017 to June 2018**

The project was to integrate and enhance the existing Web Based E-commerce platform for purchasing apparel and sporting stock using Microsoft Commerce server to provide Business Analytics, Product Catalog, Targeting, and Profiling.

**Responsibilities:**

* Gathered requirements by conducting meetings and brainstorming sessions with end users and SMEs and documented them using Requisite Pro.
* Conducted JAD sessions which include the management, development and user teams for clarifying requirements and facilitating better communication.
* Deep understanding of all the phases of Software Development Life Cycle (SDLC) methodologies throughout the project life cycle.
* Conducted workflow, process diagram and GAP analysis by identifying existing technologies, documenting the enhancements to meet the end state requirements.
* Partially involved in the Wire Frames, User Interfaces, AS-IS and TO-BE flows and the Use Cases to encapsulate the information with ease.
* Rewrite existing requirements, breakout into new requirements, and create additional documentation where appropriate.
* Provided subject matter expertise for functional and technical aspects of the DemandWare Ecommerce platform.
* Restructured store operations, creating new positions to oversee the growing custom products part of the business.
* Gathered requirements for the integration of the Point of Sales (POS) system with the supply chain system.
* Effectively managed live e-commerce clients of mid-sized B2B and B2C e-commerce websites integrated with the company's existing ERP software and Shipping Software in a Content Managed System (CMS).
* Maintain situational awareness and communicate major incident timelines, summaries and impact statements to executive management. not part of a BA role
* Helped in designing new Web Content Management Repository by analyzing requirements; constructing workflow charts and diagrams; studying system capabilities; writing specifications.
* Prepared reports on analyses, findings, and project progress, and presented results to management and customer personnel for E-Commerce applications.
* Plan, Analyze and Execute implementation of future functionality within the WMOS product
* Responsible for creating the test scripts and testing the integration between the OMS, Manhattan WMS and Material Handling Equipment.
* Worked with the team for integrating ERP, Payment gateway, Tax System to Hybris as a part of ecommerce systems.
* Involved in the financial area of ERP system, concentration with Supply Chain Management, GL, AP, Manufacturing SSB Project, Purchase and Invoicing.
* Created complicated use cases to test the current system which led to various defects in the mobile site this gave way to more specific goals for the project's needs.
* Manage and support multiple ERP systems across all functional areas of the organization, to include Sales, Manufacturing, Inventory, and Accounting.
* Involved in Designing merchandising and marketing databases; developed stored procedures and reports to automate recurring tasks using SQL Server.
* Participated in Reviewing Stored Procedures for reports and wrote test queries against the source system (SQL Server) to match the results with the actual report against the Data mart (Oracle).
* Assisted QA team in developing test strategy, and test cases and actively monitored various types of testing - functional testing, Progression testing, system testing, load testing, smoke testing, and regression testing.
* Created and tested Campaigns and Promotions on Salesforce Commerce Cloud (Demandware) platform.
* Created and maintained user stories in JIRA for better understanding of the requirements for the development team. Also used JIRA for bug tracking.
* Reviewed the Test Plan developed by the testing team for testing the application.
* Created Test Scripts & Test Scenarios to check report content, layout, and parameters.

**Business Analyst**

**The Home Depot - Atlanta, GA**  **Sep 2015 – Dec 2016**

My responsibilities included working to create ecommerce retail website. The transactional database driven ecommerce website is supported by an ERP system with a SQL Server back-end.

**Responsibilities**:

* Gathered analyzed, documented business and technical requirements from both formal and informal sessions and validated the needs of the business stakeholders.
* Involved in the creation of new E-Commerce Products in Inception Phase and prepared vision statement and initial data models that contain Business Requirement Documents and supporting documents that contain the essential business elements and detailed definitions.
* Co-authored business requirements document with project teams. Extracted, discussed, and refined business requirements from business users and team members.
* Act as a resource in understanding how IS systems carry out business functions and assists in ensuring the timely and effective implementation.
* Served as liaison between SAP team Members not familiar with SAP tables and client team members.
* Defined new SAP tables that would be required to add to current set of Confidential tables in HANA.
* Modeled AS IS and TO BE processes using MS Visio.
* Analyzed Business Requirements and segregated them into high level and low level Use Cases, Activity Diagrams / State Chart Diagrams using Rational Rose according to UML methodology thus defining the Business Process Models.
* Documented the evaluation of various reporting tools like Oracle Analytics/Business Objects, made recommendations about the product depending on the reporting requirements
* Supervised and managed project throughout SDLC to ensure that project management methodology based on RUP is followed during the project lifecycle using MS Project and NIKU Workbench.
* Used Rational Tools for creating use cases, version control and defect tracking, monitoring. Use Rational Unified Process (RUP) methodology in all areas of the software development life cycle (SDLC).
* Planned and defined Use Cases created Use Case diagrams, Scenarios and Use Case Narratives using the UML methodologies.
* Applied Supply chain Management (SCM) methodologies to ensure coordination in the supply chain.
* Involved in the creation of new E-Commerce Products (Arrival Notices and Customized Reporting) and worked with Front-end and Back-end systems.
* Created relationships in Requirement Traceability Matrix linking Business Requirements to Functional requirements and Functional Requirements to Systems Requirements.
* Performed the requirement analysis and documented the requirements using Rational Requisite Pro.
* Established traceability matrix using Rational Requisite Pro to trace completeness of requirements in different SDLC stages.
* Get up to speed on SAP BW Utilities specific business content as well as learn utilities specific ECC processes and procedures as they relate to application.
* Responsible for creating different sessions and workflows to load the data to data Warehouse using Informatica Workflow Manager.
* Conducted Joint Application Development (JAD) sessions with IT groups. Identified the Key Changes, and participated in Stakeholder Management to communicate effectively with them.
* Facilitated JAD sessions with management, development team, users and other stakeholders to refine functional requirements.
* Created Mock-up forms in MS word for better visualization and understanding of the software solution.
* Tracked change requests and monitored workload and schedule.
* Involved in creating new maps based on the customer’s requirements and setting up the trading partnership configuring sterling commerce.
* Utilized various technologies to map and transform transactions in order to be consumed by the client Operation System or electronically communicated back to partners.
* Used MS Visio for Process modeling, Process mapping and Business Process flow diagrams.
* Managed workload, schedules and coordinated status review meetings with project managers, business managers and team members.
* Used Rally tool for requirements management and tracking user stories in a sprint and product backlog.
* Tracking business reporting issues on JIRA by creating problem statements that help breakdown the underlying issue.
* Worked on developing customized SQL reports and queries for management decision-making and operational management.
* Involved in developing strategies with Quality Assurance group to implement Test Cases in Mercury Test Director for stress testing and UAT (User Acceptance Testing)
* Collaborated with Quality Assurance Analyst in Automated and Manual Black box testing using Mercury's WinRunner.
* Suggested measures and recommendations to improve the current application performance.
* Assisted with the development of test plans and strategies, coordinated testing events, and executed test cases in support of changes to business systems.
* Participated user acceptance testing cycle; worked with business users to define business scenarios, user acceptance test cases and user acceptance criteria.
* Conducted user interviews, gathered requirements, and analyzed the requirements using-Rally.

**Business Analyst**

**Best Buy - Minneapolis, MN Aug 2014 to Aug 2015**

The target is to centralize the management of not only its website, but its call center and Order Management Systems (OMS), as well as ATG.

**Responsibilities**:

* Gathered analyzed, documented business and technical requirements from both formal and informal sessions and validated the needs of the business stakeholders.
* Participated in conducting interviews with end-users to collect requirement and business process information.
* Developed business process models in RUP to document existing and future business processes.
* Involved in performing extensive Requirement Analysis including data analysis and GAP analysis.
* Participated in various stages of data and requirement analysis for project needs.
* Analyzed Business Requirements and segregated them into high level and low-level Use Cases, Activity Diagrams / State Chart Diagrams using Rational Rose according to UML methodology thus defining the Business Process Models.
* Used Rational Tools for creating use cases, version control and defect tracking, monitoring. Use Rational Unified Process (RUP) methodology in all areas of the software development life cycle (SDLC).
* Involved in the creation of new E-Commerce Products in Inception Phase and prepared vision statement and initial data models that contain Business Requirement Documents and supporting documents that contain the essential business elements and detailed definitions.
* Provided recommendation for use of ATG Commerce for B2B and B2C business.
* Worked on preparing user training manual for merchandising team on managing commerce assets through ATG BCC (Business Control Centre).
* Designed a flexible project foundation enabling rapid implementation of e-commerce website capabilities.
* Documented the evaluation of various reporting tools like Oracle Analytics/Business Objects, made recommendations about the product depending on the reporting requirements
* Used MS Visio for Process modeling, Process mapping and Business Process flow diagrams.
* Managed workload, schedules and coordinated status review meetings with project managers, business managers and team members
* Created relationships in Requirement Traceability Matrix linking Business Requirements to Functional requirements and Functional Requirements to Systems Requirements.
* Established traceability matrix using Rational Requisite Pro to trace completeness of requirements in different SDLC stages.
* Used Rally tool for requirements management and tracking user stories in a sprint and product backlog.
* Worked on developing customized SQL reports and queries for management decision-making and operational management.
* Involved in developing strategies with Quality Assurance group to implement Test Cases in Mercury Test Director for stress testing and UAT (User Acceptance Testing)
* Collaborated with Quality Assurance Analyst in Automated and Manual Black box testing using Mercury's WinRunner.
* Assisted with the development of test plans and strategies, coordinated testing events, and executed test cases in support of changes to business systems.
* Participated user acceptance testing cycle; worked with business users to define business scenarios, user acceptance test cases and user acceptance criteria.