**Ashish Sangroula**

Business System Analyst

**Summary:**

* A result oriented individual with over 6+ years of progressive working experience in Business analyst/QA Analyst of client- server and web-based applications in Ecommerce/Retail.
* Successful and progressive experience in all phases of the iterative Software Development Life Cycle (SDLC) with hands on experience in Agile, Scrum and Waterfall development methodology.
* Extensive experience in the Retail and E-Commerce environments with knowledge of Order Management Systems, Sales Order Management, Retail Operations, Order Fulfillment, Demand & Supply Management, Warehouse operations, Handling Payments and Shipment of the orders.
* Extensive experience testing of Web and Mobile based applications in various projects and industry.
* Solid understanding of Software Testing Life Cycle (STLC) including designing and implementing Test Plans, Test Cases and Test Execution.
* Used SOAPUI/REST for web service testing.
* Experienced in manual as well as automation testing of both web based and client-server based applications.
* Knowledge and understanding of key eCommerce functions like site browsing and navigation, checkout flow, order fulfillment, payment processing, order shipment, Supply Chain Management, inventory management and order management.
* Experienced working as a Business Analyst in various roles and functions including Ariba implementation, Concur Travel Expense implementation, Oracle R12, System migration, Creating Statement of Work SOW , Use Cases, Supplier Consolidation, Spend Analysis, Gap Analysis, Demand Analysis, Data and BI integration, Data Mapping, Order management, Vendor management, Reporting, Procure to Pay P2P , Project Management, Contract Management, Software Licensing, Fieldglass, Documentation, Testing, Inventory management, Supply Chain Procurement Metrics, Data Validation
* Experienced in Business Analysis, SWOT Analysis, Gap Analysis, Risk Analysis, Disaster Recovery Planning, Testing and Project Planning.
* Experience with mobile applications testing on Android, iOS and windows based platforms.
* Strong foundational knowledge of Supply Chain Logistics, Engineering change, Business management combined.
* Worked on Retail POS (Point of sale), E-Commerce, EMV chip card and data mining projects.
* Experienced in developing Test Plans, Test Cases and Test Script.
* Created system design, documentation and process modeling for massive worldwide Supply Chain and Procurement ERP system for Concur T E, Ariba Sourcing, Ariba On demand, Ariba Buyer, Ariba Contracts, Ivalua, OneSource, Concur implementation and various other tools.
* Expertise in Agile software development and release management.
* Good working knowledge across domains that include E-Commerce, Point of Sale (POS), Supply Chain Management (Retail).
* Identify the issues and write detailed bug reports using HP ALM/ALM and JIRA for Bug Tracking.
* Knowledge in assisting automation engineer and analysis of web automation projects using Quick Test Pro (QTP) for Web based and Client/Server Applications.
* Good knowledge of Retail POS ecommerce data warehouse management system with billing and check out system.
* Expertise in Oracle table data manipulation using SQL queries and UNIX commands.
* Experience in Back-End Testing using SQL Queries on UNIX and Windows platform to validate the consistency of data.
* Manage Procurement projects from inception to completion and training different teams.
* Experience in Defect Tracking and Reporting using HP ALM/ALM (QC), JIRA.
* Experience in creating Requirements Traceability Matrix (RTM).
* Extensive experience of different phases of software application testing like Front-end testing & Back-end testing, Positive & Negative testing, Functional Testing, Unit testing, UI Testing, Integration testing, System testing, Regression Testing, Security Testing, Mobile Testing, Sanity Testing, Smoke Testing, Configuration testing, Compatibility testing, Data Driven Testing, User Acceptance Testing (UAT), Also excellent understanding of E-commerce, Point of Sale systems that includes Card Readers, EMV Card technology and Retail Outlet Transactions.
* Extensive working experience on Card Payments, Digital Marketing Platforms and Web Portals.
* In depth knowledge of Use Cases, Software Development Life Cycle (**SDLC)** processes, Object Oriented Analysis and Design (OOA/D).
* Proficient in Microsoft Excel functions, macros, tables, statistics calculations
* Highly motivated team player with excellent Interpersonal and Customer Relational Skills, Proven Communication, Organizational, Analytical, Presentation Skills, and Leadership Qualities.

**Technical Skills:**

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| 1. **Platforms** | 1. Windows 7/8/10, UNIX, Linux |
| 1. **Testing Tools** | 1. HP ALM, QC, QTP, Version One, SOAPUI, REST |
| 1. **Defect Tracking Tools** | 1. HP ALM/QC, JIRA |
| 1. **Business Modeling Tools** | 1. Microsoft Visio |
| 1. **Database** | 1. Oracle, MS SQL Server, MS Access, TOAD |
| 1. **Methodologies** | 1. Agile, Scrum & Waterfall |
| 1. **Web Technologies** | 1. HTML, XML |
| 1. **Mobile Technologies** | 1. Windows Mobile, Android, iOS |
| 1. **Office Tools** | 1. MS Word, MS Excel, MS PowerPoint, MS Project, MS SharePoint |

**Certifications:**

* Certified Scrum Master
* AWS certified solutions architect

**Professional Experience:**

**Havi Global, Chicago, IL Jan 2019 - Present**

**Business System Analyst**

Havi Global expertise and experience in marketing analytics, packaging, supply chain management and logistics help customers optimize their marketing activity and address supply chain challenges big and small global. This Ivalua application specializes in supply food chain management. The project was related to implementation and upgrade of an Ivalua application to Source to pay application.

**Responsibilities:**

* Assisted the business analyst team in preparing the Functional Specification Document.
* Used Agile methodology during the project life cycle and ascertained deliverables on a per sprint basis.
* Lead Functional Analyst for the implementation of Ivalua solution within the Finance/Procurement delivery channel.
* Provide best practice recommendations in the areas of Order Management System and CRM.
* Prepared Test Plans and Test Cases based on the business requirements
* Worked with Developers, Agile Team, and Project Management to achieve high quality, release deadlines and QA processes improvements.
* Work in Agile, scrum, and sprint environment in order to change the requirements and features set.
* Lead and execute all aspects of supply chain projects including procurement, production, supply planning, logistics and demand planning.
* Advise across the Procurement solution road map addressing the current and the future needs of the business
* Provide solutions for shipping or transportation concerns received from customers such as shipping delays, order discrepancies, product quality (damaged during shipping), etc.
* Implemented Enterprise e commerce order and transaction processing system and payment processing system.
* Performed testing of pin pads/ credit /debit cards (EMV) while validating POS systems accordingly.
* Performed testing of Credit and Debit Card transaction (EMV) processing via various networks.
* Created test plans, test cases using HP ALM.
* Performed client-side & server-side form validations using JavaScript & ASP.NET validation controls respectively and designed and wrote Multithreaded Windows NT Services.
* Responsible for tracking and testing various payment methods like Debit Chip, credit chip, Master/visa, EMV card etc.
* Ensure clear and concise communication of Supply/Demand recommendations to all stakeholders in the supply chain.
* Prepared and Provided regular status updates to senior management in conjunction with Procurement Director
* Identifying and preparing test data for Manual and Mobile Testing.
* Created SQL to test source to target data warehouse transforms, using TOAD, to find issues allowing a higher quality product to be released.
* Provide daily status updates in agile scrum meetings.
* Work with Product Development and Customer Service to solve demand- supply mismatch situations, provide Supply-demand feedback.
* Ran the scripts on multiple environments (QA, UAT and Production) to ensure that requirements were still met.
* Involved in preparing the high-level Test Plan and developed Test Cases in accordance with the functional specifications
* Tracked and logged defects in ALM and coordinated meetings with developers and business analysts to prioritize the bugs, bug fixes and problem resolution
* Responsible for creating and execution of automated test scripts using QTP.
* Worked in Back-End Testing using SQL for Querying the Oracle database in UNIX environment.
* Extensively worked on SQL Queries using inner-joins, outer-joins, functions, operators and wildcards to extract and validate data from database.
* Actively participated in Enhancement meetings to distinguish between bugs and enhancements
* Worked with the business users on User Acceptance Testing by mentoring them on various aspects of testing

**Environment:** Agile Methodology, SQL Server, UNIX, XML, QTP, EMV, Android, iOS, MS Visio, MS Office, MS Project, ALM

**State Farm, Bloomington, Illinois                                                    April 2016- Nov 2018**

**Business Analyst**

**Responsibilities:**

* Worked as a Business Analyst in IT Risk Management Practices, Business Continuity Recovery Services team.
* Consulted and facilitated the enablement of Technical Recovery Plans and Technical Recovery Exercises within the Enterprise.
* Meeting regulatory requirements, planning and execution for Disaster Recovery testing.
* Analyze Business, System requirements that are being loaded in HP ALM tool by BSA.
* Meet all milestone dates associated with System Testing in order to ensure Middleware Services meets its commitments to our clients.
* Using Java Messaging Service JMS for messaging, configured queues and topics on the WebLogic Application Server and used them for messaging.
* Involved in creating test cases for regression testing and assist test lead during the testing activities.
* Analyze the requirement coverage and traceability to ensure the testing coverage.
* Analyze test cases and defects being loaded in HP ALM by QA teams to ensure the link entities and accuracy of data.
* Implemented functionality using Servlet, JSP, HTML and Struts Framework., Hibernate, Spring, Java Scripts and Weblogic.
* Used business analysis methodology to identify business continuity/ Disaster Recovery needs in the Enterprise and determine solutions to business problems. Solutions consisted of process improvements, organizational change, and policy enablement.
* Summarized exercise findings in formal reports with charts and graphs, providing concise messaging consumable for executives.
* Developed disaster recovery, business continuity plans, ad-hoc reports, and metrics used to determine inefficiencies and areas for improvement.
* Documented function work flow and processes utilizing Visio diagrams.
* Prepared requirements, scope, exercise proposals, plans, and summaries as project deliverables.
* Developed prioritization funnel for incoming work to develop a backlog of work and determine the complexity of an exercise.
* Used ADO.NET classes extensively. Also used datasets for binding data to UI controls.
* Using these metrics work was prioritized, planned, and complexity score facilitated self-service for less complex exercises.
* Manually updated the test cases in ALM as per the test result documentation.
* Direct/ coordinate with resources to update the data according to projects status.
* Getting updates and working with project team members for issues captured through metrics reporting.
* Coordinated work across large areas and departments and worked with various levels of leadership to drive exercise buy-in and participation.
* Developed in depth knowledge in Business Continuity and understands current recovery practices and future strategic recovery direction.

**Environment:** Agile Methodology, SQL Server, UNIX, XML, MS Visio, MS Office, MS Project, ALM

**KATE SPADE & Company – North Bergen, NJ Aug 2013 – March 2016**

**Business System Analyst**

Kate Spade New York has over 140 retail shops and outlet stores across all 50 U.S. states, and more than 175 shops internationally. This project was implemented in Agile/Scrum Methodology. As a Sr. Software Tester I was responsible to perform testing of the Point of Sale (POS) application on registers, Mobile devices such as iPods, iPads. I worked on EMV, End to End Encryption (E2EE) and Tokenization.

**Responsibilities:**

* Followed Agile/Scrum methodology for the entire SDLC.
* Wrote test Plan and test cases and executed them according the functional and nonfunctional requirements.
* Wrote comprehensive test plans and test scenarios for user acceptance, functional, and Regression testing.
* Responsible for analysis of Functional and Business requirements for creating test scenarios.
* Wrote Manual Test cases for POS based on Test Scenarios derived from Functional and Business requirements
* Experienced with Mobile testing in Android, iOS and Windows OS.
* Facilitating new product introductions through supply chain design, monthly forecast planning, and Inventory planning.
* Daily Status, Stand-up Meetings, Scrums with Business, Development, and Test team to report the test status planned, accomplished, and issues.
* Attending daily stand up meetings and reporting testing status on a day-to-day basis.
* Developed function specifications for modifications of POS system for multiple chains.
* Perform testing of the Point of Sale (POS) application on registers, mobile which handles customer based functions such as Sales, EMV (Debit/Credit) Transactions, Returns, Gift Cards and much more.
* Create Test lab and map the defects directly to the requirements in the HP ALM/ALM and run Reports.
* Involved in Testing with different tender types like cash, credit and debit (EMV) cards, Gift Cards, checks used during POS application tendering.
* Responsible for writing and executing the test cases for GUI, hardware and communication interfaces using HP ALM/ALM.
* Identifying and preparing test data for Manual and Mobile Testing.
* Involved in Regression testing after each modification and enhancement to the POS application.
* Responsible for tracking and testing various payment methods like Debit Chip, credit chip, Master/visa, EMV card etc.
* Performed Integration, End to End, System, Black box testing, EMV card testing, Mobile Testing and POS Testing on the functionality of the system.
* Involved in testing with MSR, EMV (Contact/Contactless) and NFC technology including Google Wallet and Apple Pay payment options.
* Performed security testing on the POS terminals and office workstations to ensure the required packages and patches are all installed and working properly and none of the existing applications are adversely impacted by the security patches.
* Involved in Testing Katespade.com application from the POS registers and mobile devices to verify content matches the online application.
* Performed User Acceptance Testing (UAT) for various web based and database related applications.
* Used SOAPUI to test web service testing.
* Made sure that the implemented (POS) point of sale system aligns with the objective of the company.
* Participated in Weekly meetings and walk through to discuss Defect Priorities.

**Environment:** Agile/Scrum, HP ALM 11.0, ALM, SOAPUI/REST, EMV Card Testing, SQL Server, UNIX, UAT, Mobile Testing, iOS, Android, POS, MS-Visio, MS –Excel, MS Office Suite