**Bhaskar Roy**

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To obtain a challenging Business Analyst position with a growing and diverse organization in order to contribute to competitive growth and well being of the organization by applying my experience and expertise in gathering requirement, SDLC, System Testing and UAT.

**PROFESSIONAL SUMMARY:**

* More than Seven years of IT experience with expertise in Business/QA Analyst in Finance Domain.
* Extensive success in translating system requirements and user expectations into detailed specifications employing Unified Modeling Language (UML) in an SOA environment.
* Strong understanding of project life cycle and SDLC methodologies including Waterfall and Agile.
* Experience designing and developing SQL statements and queries for Oracle Sybase and SQL Server 2000 database.
* Experience in writing SQL queries and optimizing the queries in Sybase, Oracle and SQL Server 2000.
* Strong experience in conducting User Acceptance Testing (UAT) and documentation of Test Cases. Expertise in designing and developing Test Plans and Test Scripts.
* Experienced in conducting requirement analysis, use case design, designing test plans and developed database schemas based on the logical models.
* Ability to gather system and technical requirements from both formal and informal sessions utilizing a variety of software tools including, Use Cases and the Rational Unified Process.
* Extensive experience in conducting Joint Application Development (JAD) sessions.
* Expertise in broad range of technologies, including business process tools such as Microsoft Project, Primavera, Promodel, MS Excel, MS Access, MS Visio, technical assessment tools, Data Warehousing concepts and web design and development.
* Proficient in developing Use Case Model, Analysis Model, Design Model, Implementation Model, Use Case Diagrams, Behavior Diagrams (Sequence diagrams, Collaboration diagrams, State chart diagrams, Activity diagrams), Class Diagrams based on UML using Rational Rose
* Proven expertise in creating test plans, UML diagrams, flowcharts, screen mockups and systems requirements specifications.
* Proficient in Technical and Business Writing, Business Process Flow, Business Process Modeling, Business Analysis and Testing various methodologies.
* Solid Experience in developing Scope/Vision Documentation and Project Plan.
* Efficient in converting the systems database from Sybase to oracle & vice versa.
* Highly motivated, result oriented professional with a short learning curve and strong communication skills.

**TECHNICAL SKILLS:**

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| **Testing Tools** | Rational Team Test |
| **Bug Reporting Tools** | HP Quality Center, HPALM, Clear Quest, JIRA, TFS |
| **Operating Systems** | Windows 2000, NT, XP, DOS, UNIX, AS400 |
| **Databases** | MS SQL Server, MS Access, Oracle |
| **Business Applications** | Word, Excel, Access, Project, PowerPoint, MS Visio |
| **Methodologies** | SDLC, Agile Scrum, Waterfall |

**SallieMae (Student Education Loans), Newark, DE**

**Oct 2015- Present**

**Lead Quality Analyst/ Business Analyst (Business Systems Supports)**

SallieMae is a publicly traded U.S. Corporation, whose operations are originating, servicing, and collecting on Private Education Student Loans. The company had a recent split and the student loan division will now be called Navient. Bandbox is the Project, which is used to compare and test the new systems functionality with the old systems that were taken by Navient.

**Projects:**

* Loan Originations/ Loan Processing/ Collections.
* Loan Origination Software

**Responsibilities:**

* Developed Test cases for various releases based on Test Plans and Business requirements.
* Performing Production related Issues - Validating the customer Data in Main frame systems such as CLASS, FDR and LFM.
* Extensively used HP ALM (Application Lifecycle Management) to track the business requirements.
* Wrote Test Cases for Every Release and used HP ALM for running and executing the Test cases.
* Actively used SQL, for Pulling the data, stored procedures and DML triggering to modify the data such as INSERT, UPDATE Functions during the testing of the data.
* Used ALM scripts for Regression testing of the application with various data sources and data types.
* Maintained defect tracking document and updated on daily basis.
* Interacting with developers to report Issues found during Testing and tracking bugs using Quality Center and TFS.
* Currently using TFS for Executing the Test Cases.
* Hands on experience in preparing the Ad hoc mapping documents.
* Compared and analyzed the Test Results for every release, Performed Positive and Negative Testing.
* Performed System, Integration, Ad hoc & UAT testing of complex applications.
* Prepared Test Summary Reports for all the test folders.
* Raised defects for both System Integration Testing and UAT.
* Performed Function al Testing and Smoke Testing for Each Release.
* Involved in Complete Life cycle of “Agile Methodology”.
* Involved in Scrum Framework through Sprint Grooming, Sprint Planning, and Sprint Retrospective.
* Extensively involved in weekly status review meetings with all business groups.
* Performed data validation from End to End linking to many systems ensuring the data integrity.
* Participated in Daily Stand-up meetings and maintained the Burn down Chart with the help of Scrum Master using JIRA.
* Used Service Now to open the Tickets for Production related issues such as Change Orders and Tickets
* Responsible in providing inputs for the Development team and Testing team.

**Environment**: HP ALM, TFS, JIRA, SharePoint, SQL, Microsoft Word, Power Point, MS Office.

**Ameriprise Financial, Minnesota, MN**

**Jan 2014- Sept 2015**

**QA Analyst/Business Analyst**

Ameriprise Financial is a leading financial planning and services company with approximately 12,000 financial advisors and registered representatives providing solutions for clients’ asset accumulation, income management and insurance protection. The company’s operations are Advice & Wealth Management, Brokerage, Asset Management, Insurance/Annuities Protection, Banking and Deposit.

**Responsibilities:**

* Worked with Developers and QA team members, to produce quality applications
* Interacted with clients and Subject Matter Experts (SME) for testing purposes
* Implemented a QA Process that included the flow from SDLC.
* Effectively interacted with Top-level management including business stakeholders, VP's, Project Manager, Support Managers and Solution Architects.
* Created business modeling use case with development tools such as IBM Rational Rose Enterprise and Customizing existing business process, workflows, activities and deliverables.
* Coordinated with compliance group stakeholders to determine user requirements and goals for DOL
* Managed, trained, and guided three new resources to QA on QA Best Practices
* Coordinated with Cross-Commit teams to hand off them their Requirement impacting to our project
* Created and Managed RAIDQ to track Risks, Assumption, Open Items, Issues, decision and Dependencies related to DOL project
* Created Mocks ups for various Screen
* Created As –is and To be Flows using Visio tool
* Created Swim lane diagrams (Cross functional Diagram) using Visio tool
* Worked with the different teams on the DOL regulations and gathered information which included from various departments such as IRA to IRA, IRA to IRA 60 days, Define Contribution and Define Benefit Plan.
* Requirements Document (FRD) and Requirements Traceability Matrix (RTM).
* Involved in creating MS Project, Unified Modeling Language (UML) - Use case diagram, Sequence diagram, Activity diagram, Class diagram.
* Coordinated in planning, organizing and change management.
* Explained complex concepts and ideas to non-technical individuals, strategic thinking, communicating, interpersonal and presentation skills adept at creating to multi task.
* Involved in creating Test cases, Test Data reviewing and maintaining and executing detailed Test scripts for User Acceptance Testing (UAT), analyzing bugs and follow up with team members in fixing errors and retesting.
* Executed test cases and logged defects using HP ALM
* Analyzed, Mapped and Imported test data from spreadsheets into HPALM using Excel
* Extensive Involvement in Software Development Life Cycle (SDLC) process.
* Pulled SQL queries to perform the backend testing of the data and needed for validation purpose

**Environment**: HPALM12.20, SharePoint, MS-Visio, Microsoft Word, MS- Excel Power Point, MS Office, IBM Rational Rose, SQL.

###### TD Bank, Cherry Hill, New Jersey

###### July 2012– Dec 2013

###### BA/QA Analyst

Worked as a Manual Tester for TD Bank, which is one of the nation's leading Banking. It provides customers with variousservices such as online credit card accounts, Checking and Savings accounts, and Online mortgage.

The project was initiated to leverage an enterprise application that maximizes the user of common processes, vendors, tools and technology to generate loans consistently for all channels and Produce a web-enabled mortgage origination platform across all channels.

**Responsibilities:**

* Analyzed Business, System requirements that are being loaded in HP Quality Center tool by BSA.
* Directed/coordinated with BSA in order to manage and update the missing parameters of requirements in QC.
* Involved in creating Test Plans for the different aspects of the project according to the business specifications in coordination with the QA lead and project manager
* Responsible for reviewing business requirements, functional specifications, project schedules, documentation and test plans.
* Scripted test cases for component and UAT using HP Quality Center.
* Logged defects in HP Quality Center and verifying all the cycles of the defect that I am responsible for.
* Performed UAT, Positive, Negative and Boundary testing using the approved test cases.
* Involved in creating test cases for regression testing and assist test lead during the testing activities.
* Analyzed the requirement coverage and traceability to ensure the testing coverage.
* Analyzed test cases and defects being loaded in QC by QA teams to ensure the link entities and accuracy of data.
* Coordinated with QA team to manage and update the missing parameters of test cases and defects in QC.
* Performed Manual Testing to test the usability of the application.
* Conducted GUI testing to test the appearance and properties manually.
* Performed Smoke Testing, Sanity Testing.
* Verified the web services for its functionality, reliability, scalability using SOAPUI web services test automation tool.
* Conducted Smoke Testing of different Applications using SOAPUI.
* Performed back-end testing using SQL queries to validate data and perform Data integrity testing.
* Data mining on defects, test cases, requirements as required by the team.
* Analyzed the testing activities as per the planned forecast for the given projects.
* Analyzed the Weekly QA Metrics Reports for to correct the reporting errors.
* Tested each web services using SOAP messages
* Conducted User Acceptance Testing (UAT).
* Modified test scripts created by the system test team to meet UAT needs
* Supported User acceptance testing (UAT) in preparing the test scripts and test execution.
* Getting updates and working with project team members for issues captured through metrics reporting.
* Documented and reported bugs using Quality Center.
* Actively participated in Status reporting meetings and interacted with Developers to discuss the technical issues.
* Analyze the requirement coverage and traceability to ensure the testing coverage.
* Worked with the team lead to meet the requirements.

**Environment**: Quality Center, PL/SQL, Windows, HTML, Oracle9i, MS Office Suite.

**Fidelity Investment, Covington, KY**

**Jan 2011- June 2012**

**Business/QA Analyst**

Fidelity Investments is a group of privately held companies in the financial services industry. Fidelity Investments includes a large family of mutual funds, their distributors and investment advisors, and a retail brokerage, as well as unrelated business. Fidelity Investments is the leader in the 401(K) business. The Small Business Sector (SBS) of Fidelity Investments wanted to start a new Competitive Intelligence (CI) unit to analyze and strategize the competitors by creating a knowledge base internally in a Microsoft Share Point Intranet My job was to help design the entire Competitive Intelligence Infrastructure for the SBS in Kentucky. I was designated as the Business Analyst for the Competitive Intelligence Infrastructure. I had the administrative rights for the development of the Competitive Intelligence Knowledge Base which was designed in the internal Fidelity intranet known as Microsoft Share Point and linked to an existing Knowledge Base

**Responsibilities:**

* Extracted the Business Requirements from the end users keeping in mind their need for the application and prepared Business Requirement Documents (BRD) using Rational RequisitePro.
* Reviewed Design Documents, Requirements Analysis Specifications with Project Lead, Business Owners and the Technical Lead
* Responsible for developing and supporting requirements for service flow of Corporate Actions, Corporate actions response, Currency, Free movement, Mutual Fund Order and execution, Non financial transactions and trading operational processing in Comerica’s global wealth management platform.
* Conducted JAD sessions to resolve critical issues
* Created the business process model using MS Visio for better understanding of the system and presented it to Project Manager and other team members for validation.
* Performed Business Process Mapping and performed AS IS and TO BE analysis
* Created and managed Project Templates, Use Case Project Templates, Requirement Types and Traceability Relationships in RequisitePro.
* Develop test plans in conjunction with team leads and business personnel and perform unit, integration, regression testing.
* Created test cases to test the liability,comprehensive,collision coverages.
* Analyzed the business and functional requirements of the application and developed detailed test plans, test cases in Test Director.
* Involved in creating automated Test Scripts representing various Transactions, Documenting the Load Testing Process and Methodology. Created meaningful reports for analysis and integrated the Performance Testing in the SDLC.
* Developed and managed Project Plans and Schedules. Managed resolution of Project issues and conflicts.
* Conducted Functional Walkthroughs, User Acceptance Testing (UAT), and supervised the development of User Manuals for customers.
* Wrote PL/SQL statement and stored procedures in Oracle for extracting as well as writing data.
* Various versions of the documents generated during the project were maintained and managed using Rational ClearCase and performed defect tracking using Rational ClearQuest.
* Tested the final application for Usability testing to verify whether all the User Requirements were catered to by the application.

**Environment:** IBM WebSphere, XML, HP Quality Center, Oracle, MS Visio, DB2, Sybase, SQL Server Reports.

**EDUCATION**

Master’s in Business Administration