**Navid Bin Arif**

**OBJECTIVE**

To obtain a Business Analystposition that provides an opportunity in a challenging environment and allows me to apply my analytical, documentation and testing skills to the company’s success.

**SUMMARY**

* Around Seven plus years of experience in Information Technology with emphasis on Business Analyst
* Experience with different Software Development Life Cycle (SDLC) methodologies with involvement on various phases like Requirement gathering/elicitation, Analysis, Design, Development and Testing.
* Extensive experience in developing Project Scope/Vision/Charter Documentation, Project Plan, tracking project process, and managing resources to ensure successful delivery and strong data repository experience of preparing the project schedules, milestone tracking, resource allocation using various tools.
* Revitalized requirement elicitation techniques, planned and led user interviews and JAD sessions and managed the requirements using Rational Requisite Pro and Use Case Modeling with all phases of SDLC.
* Adept at creating and transforming business requirements into functional requirements and designing business models using UML diagrams - Context, Use Case, Sequence, Activity, in MS Visio and Rational Rose.
* Proficient in performing Gap Analysis, by evaluating the key differences between the AS-IS and the TO-BE system and identifying the key requirements for system reengineering.
* **Experience with P&C insurance policy administration Guidewirepolicy center**
* P&C insurance policy administration functions and processes/workflows
* Working knowledge of P&C insurance policy administration software and systems
* Performed back end testing in multiple domains in Mainframe, Client/Server and Web architectures
* Excellent expertise in Automation Testing using QTP, Load Runner, Rational Team Test Suite (Rational Robot, Rational Administrator, Rational Test Manager, and Rational Clear Quest), along with Manual Testing
* Experience in analyzing Business requirement documents and writing test plan and test cases for the application under test.
* Extensive experience in Client/Server, Web based Application, CRM Methodologies and Stand Alone Application testing
* Extensive experience in various insurance services such as, Auto, Home, Property & Casualty, Health, Life, Workers’ Compensation, Liability, Property Damage, Umbrella, etc. insurances as well as related claim processing, Logistics and Amdocs Billing. Worked on IMAGE RIGHT, PMS, PHOENIX- Insurance products used by Agents, Internal users etc.
* Knowledge of policy ratings, investigating claims, negotiating settlements, and authorizing payments.
* Experience defining Biz Requirements using TaskMap.
* Excellent elicitation skills in conducting walkthroughs, surveys, questionnaires, interviews, brainstorming and Rapid Application Development (RAD) and Joint Application Design(JAD) sessions.
* Conducted Impact analysis, Risk analysis and Risk mitigation.
* Substantiated Object Oriented Analysis and Design (OOAD) representation techniques in UML using Rational Rose, Dataflow Process Modeling, and Analysis and Design with Interaction and Class diagrams.
* Executed advanced level SQL queries to verify data integrity of the databases using MS Access and Oracle.
* Scheduled meetings and reinforced business analysis with developers, system analysts and testers to collaborate resource allocation and project completion.
* Extensive experience in writing Business Requirements Document (BRD), Functional Specifications Document (FSD), Systems Requirements Document (SRD), and Use Case Specifications.
* Extensive experience in Client/Server Based Applications.
* Adept in formulating Test plans, Test cases, Test Scenarios, Test Approach, setting up testing environment in conjunction with the Testing team and expertise in formulating test approaches with Load Testing, Integration Testing, Regression Testing, and User Acceptance Testing (UAT).
* Exceptional problem solving and sound decision making capabilities, accurate, excellent communication and interpersonal skills. Excellent track record for meeting deadlines and submitting deliverables on time

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| **Technical skills:** | |
| **Business Methodology:** | Agile, Waterfall, RAD |
| **Office tools:** | MS Word, MS Access, MS Excel, MS Project, MS Power point, MS Outlook, MS Visio, Paint |
| **Testing tools:** | SoapUi, HP-ALM/ Quality Center, Requisite Pro, and QTP. |
| **Database:** | MS Access, SQL-Server, Oracle |
| **Financial Platform:** | Bloomberg |
| **Languages:** | XML, FIXML,JAVA |
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PROFESSIONAL EXPERIENCE :

**Tuft HealthCare, Watertown MA**  **April 2016- Present**

**Business Systems Analyst/ Data Analyst**

**Project Description:** Implement Health-Rules product suite to enable Tufts Health Plan to transform its existing technology infrastructure for business agility and efficiency, allowing the company to grow geographically and maintain its leadership position in the dynamic healthcare marketplace.

**Responsibilities:**

* Made STM (source to target mapping) SLM ( source to logic mappings) wrote TRD ( technical requirement documents)
* Experience in query optimizations and performance tuning of the SQL Server […] Stored procedures.
* Extensive experience in writing complex SQL Server […] Stored Procedures, Views, Function, and Triggers in SQL Server Management Studio using T-SQL Programming
* Involved in Data modeling using Informatica IDQ and MS Visio.
* Experience in using different transformation tools like DTS packages, BCP, and BULKINSERT, familiarity with SSIS, SSAS and SSRS.
* Extract, Transform and Load data from various heterogeneous data sources like Access, Excel, CSV, Oracle, flat file, text format data using OLE DB connection by creating various DTS & SSIS packages
* Excellent in depth knowledge in data migration from any database to SQL Server Database.
* Experience in designing, developing and maintaining Kimball's Method Data warehouse system.
* Working Experience in designing, implementing, maintaining, and documenting complex database applications, data warehouse (OLAP, Star Schemas, Snowflake Schemas, Cube, Fact Tables, and Dimension tables).
* Experience in DTS Packages and data designer usage. Moving DTS packages from one environment to another (SSIS).
* Generated database monitoring and data validation reports in SQL Server Reporting Service (SSRS), created Data mart solutions to improve performance of Sql Server 2005 Reporting services(SSRS)
* Designed and developed the entire business intelligence reports using SQL Server Reporting Services 2005 and integrating it to the front end application.
* Used the report manager to create folder structures, modify data sources, controlling access to report services resources.
* Successfully designed logical and physical database models using Informatica IDQ, data modeler; designed initial database migration plans and procedures for migrating data.
* Experience and outstanding knowledge of high availability SQL Server solutions, including replication and SQL Server clustering.

**CNA INSURANCE, Chicago, IL October 2013 to March2016**

Business Analyst

**Description:** CNA is the 7th largest U.S. commercial insurer and the 14th largest U.S. property &casualty insurer. I worked on a Web-based application accessed by potential customers to file a claim through automated forms, request a quote, get extra liability protection, contact a shelter insurance agent and Report accidents via their website. Customer inputs his personal information to obtain a rate quote. Information is then processed using SSL to add security when sending data over the Internet.

Responsibilities:

* Worked on Agile SDLC approach implementation for the whole testing life cycle.
* Attended SCRUM meetings and worked with Sprints and Burnt down Charts. Participated in daily stand up meetings.
* Understanding the business flow and guiding the team for with Endorsements, Cancellations and Reinstatements of Home, Auto, Rentals and other property (P&C) insurances
* Participated in writing Test Cases when implementing new rating system and replace the existing rating systems used for calculating quotes, premiums and policy issuance for Commercial lines products.
* Worked with Project Management to scope the testing effort and provided status and estimates.
* Developed detailed test plans and test cases, Entrance and Exit criteria for the application being tested and ensured that standards for documentation were followed.
* Worked on Support calls for the end client.
* Manually documenting the test results and sharing with project manager/ team.
* Performed Back End Testing by executing SQL queries.
* Performed Manual Testing in different environments like System and QA to ensure the application is stabilized.
* Tested extensively the Claim processing division.
* Close interaction with designers and software developers to understand application functionality and navigational flow.
* Performed cross browser testing and data validation of clients web based applications in Windows platform
* Expertise on the GuideWire Platform and the workflow between Policy, Billing, and Claims process
* Interacted with developers to report and track bugs using HP ALM/ Quality Center.
* Defining the performance goals and objectives based on the Client requirements and inputs.
* Wrote SQL queries to pull customized data from Data Base and send them to the client
* Worked with development team to ensure testing issues are resolved on the basis of using defect reports.
* Extensive knowledge of Test Matrix, Traceability Matrix.
* Participated in reviewing and implementing of End-Endtesting manually.
* Requirements was updated frequently, so all the Test Procedures created as Baseline was used to perform Regression Testing
* Troubleshoot new releases and production issues. Interacted on a regular basis with web developers and business analysts on any Change of Requirements.
* Conducted result analysis using Online Monitors and Graphs.
* HP ALM/ Quality Center was used to create the test plan, store test cases and run the test sets.
* Created UAT test cases and tested the application before the final release with the business users
* Actively participated in walkthroughs and reviews.

**Environment:**Java, J2EE, DB2,MS SharePoint, HP ALM Quality Center, SAP GUI, TANDAM, TSYS, Team Tracker, QTP

**PENN National Insurance, Harrisburg, PA August 2011- September 2013**

**Business Analyst**

**Description:** Penn National Insurance, founded in 1919, headquarters in Harrisburg, PA sells property-casualty insurance (business insurance, personal auto, homeowners, umbrella, etc.) and surety bonds through independent agents in nine states Worked on Commercials lines for BOP, Auto, Workers Compensation, General Liability, Property, Inland Marine and Umbrella for Agents, Internal users to quote a policy, issue, renewal, endorsement etc. Worked on Client/Server and also on Web based applications.

**Responsibilities**

* Worked on AGILE Methodology.
* Attended SCRUM meetings and worked with Sprints and Burnt down Charts. Participated in daily stand up meetings.
* Understanding the business flow and guiding the team for with Endorsements, Cancellations and Reinstatements of Home, Auto, Rentals and other property (P&C) insurances.
* Tested different functionality of the application, Intro page, Driver info, Vehicle info, Claims, Quote summary page, billing info and Policy confirmation for various P & C insurances.
* Performed SQL Queries in TOAD to get data from the database for Back End Testing to ensure Data Consistency.
* Tested policy and written test cases in various stages: Quotes, Underwriter Review, Issue, Underwriter Reject for IMAGE RIGHT and PMS.
* Participated in writing Test Cases when implementing new rating system and replace the existing rating systems used for calculating quotes, premiums and policy issuance for Commercial lines products.
* Worked on PMS Policy lifecycle—product definitions, underwriting (review, accept, reject) quoting, endorsements, and renewals, rewrite etc.
* Conducted QA testing manually for new builds.
* Worked on the GuideWire Platform and the workflow between Policy, Billing, and Claims process
* Analyzed test planning data using reports and graphs generated in Mercury Quality Centre
* Identified, proposed, and implemented changes to software development lifecycles (SDLC) by moving test case development into the Quality Center software tool, from MS Excel, Word, and other manual method
* Involved in the creation of test plan, test cases and test procedures requires for manual testing.
* Experience in Positive, Negative, Data-driven, Unit, System, Integrated, and Back-End Testing.
* Worked on Smoke and Sanity testing for every build.
* Involved in Configuration Testing of the application across different platforms
* Conducted Cross browser testing to see the compatibility of the application
* Created various data sets for Premiums, Diff states, and how it appears on Rate page.
* Compared XML files for Phoenix and the PM applications for comparison of Premiums.
* Performed Functional, GUI, Regression, System Integration, User Acceptance, Configuration and content testing for web-based e-commerce application and content management system.
* Tested in Production environment and wrote several test cases and raised defects in QC for the same
* Written numerous test cases for various coverage’s, locations and state specific.
* Tested application security features, including session expiry, book marking, passwords and compatibility across multiple browser types and encryption levels
* Performed UAT Testing for Application Under Test.
* Performed Stress, Load and Performance Testing on the web-based application using Load runner to determine the reliability and capacity of the server.
* Used Ramp up and Ramp Down to manipulate the V-User pattern in Load Runner.
* Created and maintained the Tractability Matrix and Test Matrix.

**Environment:** MS SharePoint, ImageRight, AS/400, DB2, PMS, Phoenix, QTP, Load Runner, Quality Center

**ProSight Insurance, Manhattan, New York Nov 2009- July 2011**

**Business Analyst /QA Analyst**

**Description:** ProSightis an insurance holding company whose property and casualty insurance subsidiaries specialize in underwriting personal, ocean marine, inland marine and non-marine liability insurance. Worked on both personal & commercial LOB’s. The application calculates the amount of insurance required i.e. premium, cash value and amount for all the years. This application has Policy Administration and Rating module which mainly deals with property insurance covering properties like Real Estate, Excess Workers Compensation, Commercial Property, Inland Marine etc. Personal Lines includes Auto/Homeowners/Boat/Motorcycle/Drivers Insurance etc. Worked on NEW BUSINESS, RENEWEL, CANCEL REINSTATE, REWRITE, ENDORSMENT, ERP Etc .

Responsibilities:

* Worked on Agile SDLC approach implementation for the whole testing life cycle.
* Formulated a detailed Web based Test Plan, after analyzing business rationale and software requirement artifacts and described all the activities to be undertaken in the whole software testing effort. Wrote numerous Test Cases covering the functionalities of the application.
* Worked with Project Management to scope the testing effort and provided status and estimates.
* Developed detailed test plans and test cases, Entrance and Exit criteria for the application being tested and ensured that standards for documentation were followed.
* Worked on Support calls for the end client.
* Manually documenting the test results and sharing with project manager/ team.
* Performed Back End Testing by executing SQL queries.
* Performed Manual Testing in different environments like System and QA to ensure the application is stabilized.
* Tested extensively the Claim processing division.
* Close interaction with designers and software developers to understand application functionality and navigational flow.
* Performed cross browser testing and data validation of clients web based applications in Windows platform
* Interacted with developers to report and track bugs using Quality Center.
* Defining the performance goals and objectives based on the Client requirements and inputs.
* Wrote SQL queries to pull customized data from Data Base and send them to the client
* Assisted in writing Test Scripts for Load Testing that is performed using Load Runner
* Worked with development team to ensure testing issues are resolved on the basis of using defect reports.
* Extensive knowledge of Test Matrix, Traceability Matrix.
* Participated in reviewing and implementing of End-End testing manually.
* Performance Testing was done with 100 different items for AUT.
* Requirements was updated frequently, so all the Test Procedures created as Baseline was used to perform Regression Testing
* Troubleshoot new releases and production issues. Interacted on a regular basis with web developers and business analysts on any Change of Requirements.
* Conducted result analysis using Online Monitors and Graphs.
* Quality Center was used to create the test plan, store test cases and run the test sets.
* Created UAT test cases and tested the application before the final release with the business users
* Actively participated in walkthroughs and reviews.

**Environment:** QTP, Load Runner, Quality Center, Oracle, Java, JSP, XML, Web Services

**Progressive Insurance, Cleveland, OH January 2009- August 2009**   
**Business Analyst/ System Analyst**

**Description:** PIR is a company of insurance specialists, whose knowledge and expertise in life, disability, long term care, hospitalization, group and commercial insurance, helps them service a wide range of clients including businesses, individual families and associations. Worked on Personal Insurance (Home, Boat,) Commercial Insurance (Trucks, Vans etc).My job was to perform testing all aspects of the Insurance application by verifying the functionality of the application including Quote detail page, general insurance services information page and Claim processing application pages.

**Responsibilities:**

* Analyzed system requirements and developed detailed Test Plan and identified the priority functions to test.
* Writing Requirements for the features to be tested based on the design documents and business analysis.
* Created the Test Plans, Test Cases and Test Sets accordingly associated with each requirement for functional, integration and acceptance testing.
* Tested with varied datasets for Quotes, Claims, Premiums, including different values for premiums, cash value and amount for different years
* Planning for and reviewing the Test cases for Functionality, Security, Performance, Database and User Acceptance testing.
* Created Traceability Matrix to ensure comprehensive test coverage of requirements, identify all test conditions and test data needs.
* Participated in walkthroughs for the evaluation of the test plan with the QA Lead, and design and development team.
* Involved in all phases of testing like Smoke, Functional, User interface, and System testing, Regression, Performance, Volume, and Stress testing in various builds of the application.
* Was responsible for collecting the test data in the pre-testing phase for positive and negative scenarios.
* Regression testing and verifying the applications expected behavior at different stages.
* Involved in the review meetings to ensure the QA Project Plan schedules were adhered to and the critical path activities meet the deadlines.
* Performed System Testing and Integration Testing&Functionality Testing of the application.
* Performed Testing for Broken Links& Tested Functionality on Cross Browsers.
* Responsible for entering, Tracking bugs in Quality Center to report the defects to the developers for Modification Request.

**Environment:** Oracle 9i, Windows 2000, HTML, XML, Quality Center, Agile

**Education:**

* Master In Computer Information Systems , UCM