**Ruchika Hinduja**

**Current Location**- Seattle, WA

**Professional Summary**

* Over 9 years of experience in the field of Information technology, played vital roles in IT development projects.
* Vast experience in Business Analysisand Project Management.
* As a certified Scrum Master, believe in building self-motivating scrum development team.
* Sound knowledge of the Software Development Life Cycle SDLC - Waterfall and Agile Methodology.
* Rich experience of interacting with stakeholders to capture and analyze requirements and streamline their business processes, conducting the User acceptance testing.
* Extensive experience in leading multidisciplinary team of developers, testers working on multiple projects

simultaneously.

* Well versed with Project Management tool (Clarity), creating and managing the project plan (MS Project 2010), work prioritization and allocation.
* Possess excellent communication skills, ability to communicate effectively with geographically dispersed clients.

**Professional Experience**

**WebTechMasters: July 2015 –Aug 2016**

**Project Description:**The project**Customer Agreement System** provides the end user a one stop access to account details by logging into a unified system.It is in line with the key strategic initiatives for a unified customer centric view.

**Client:** WebTech Masters

**Role:** Scrum Master, Business Analyst

**Responsibilities:**

* Scheduling and driving daily stand-up meetings, sprint and system demos and team retrospection.
* Acting as a liaison between technical teams, business and client services.
* Documenting project charter and publishing for SharePoint sign off by all stakeholders.
* Working with product owners to create deliverable user stories with complete acceptance criteria.
* Managing and tracking the projects risks, change requests and expenses through CA Rally project Management Tool.
* Helping team with Selenium WebDriver setup in eclipse IDE.
* Updating Sprint task board and Impediment log during the daily meeting.
* Ensuring cross-team coordinationand responsible for end to end delivery within defined timelines.
* Prioritization, review and tracking the effort of development team.
* Coordinating User Acceptance and Quality assurance testing throughout the project.
* Creating and publishing weekly status report to the leadership and project stakeholders.

**Infosys Technologies:Jun 2011 – Apr 2015**

**Project Description:Global Communication System** is an Enterprise Component providing customer communications and correspondence solutions to the majority of US domestic business units and expanding its presence to International markets. It is a prime example of Services Oriented Architecture, both providing services and consuming services from other components while generating significant Component Re-use saves. Communication Utility has evolved over the years to meet business needs such as the ability to deliver messages through new channels and formats to card members, merchants, travel customers and employees.

**Client:** American Express

**Role:**Business System Analyst,Project Manager

**Responsibilities:**

* Responsible for gathering, elicitation and documentation of business and functional requirements.
* Successful implementation of close to 30 small/ medium scale projects, worked with various business partners.
* Managing projects of total worth more than $ 500K.
* Acting as a liaison between technical teams, business and client services.
* Leading technical teams on both Distributed (Java/J2EE, JSP, CSS3,Sharepoint) and mainframe platforms.
* Creating and managing the project plan (MS Project 2010), project charter, business requirement document, use case document and test strategy document.
* Responsible for obtaining key sign offs for various project artifacts through SharePoint workflow.
* Creating use case scenarios and documenting work flow and business process using Microsoft Visio.
* Leading the multidisciplinary team of up to 6 to 8 developers, testers working on multiple projects simultaneously.
* Prioritization, review and tracking the effort of development team.
* Managing cross-team coordination and ad hoc Compliance initiatives.
* Managing the project details including the project risk, effort and expenses using CA Clarity PM Tool.
* Ensuring that all the test cases are uploaded and executed in Quality Center.
* Coordinating User Acceptance and quality assurance testing throughout the project.
* Documenting and managing all Change controls, risks and issues throughout SDLC lifecycle.
* Creating detailed Implementation plan to identify and assign tasks for Pre and Post Implementation phase.
* Creating and publishing weekly status report to the leadership and project stakeholders.

**Infosys Technologies:Oct 2009 – May2011**

**Project Description:** The project focused on integrating different client applications with **Identity Access Management** and providinguser friendly experience. This was to automate the provisioning, de-provisioning, account and password management functionalities for end users.

**Client:** American Express

**Role:** Business System Analyst, Technology Analyst

**Responsibilities:**

* Interacting with the client to understand their As Is business and documenting the requirements.
* Gap Analysis of the requirements and involved in Requirements vs. Tool Capabilities analysis.
* Managing the project details including the project effort and expenses using Clarity Project Management tool
* Responsible for documentation and sign offs on various project artifacts through Share Point.
* Interacting with client and testing teams for tracking and reporting throughout the SDLC.
* Creating Daily Status Report for Onsite/Offsite Coordination.
* Creating and executing the unit and assembly test cases.
* Ensuring that all the test cases are uploaded and executed in Quality Center.
* Using Rational Clear Quest to raise the defects and to manage defect management process.

**Infosys Technologies:Apr 2008 – Oct 2009**

**Project Description:**This project was to create a web application that is capable of storing the investor information along with the management of different tasks like Order management, Cash Payments and Receipt information.

**Client:** CITCO Fund Services

**Role:**Sr. Software Engineer

**Responsibilities:**

* Working on front end/UI interfaces using JavaScript, HTML and CSS.
* Communicating with Development and Testing Team regarding Claris application, Architecture and documentation.
* Identifying the feasibility to automate test cases in accordance to business requirements.
* Involved in planning and preparation of detailed unit testing.
* Writing Use Cases and user manuals
* Development of scripts using QTP tool to automate the testing of the entire application.
* Prioritization and reporting of the issues in the weekly project meetings.
* Reporting status to client during system and regression test phases.

**Infosys Technologies: Sep2006 – Apr 2008**

**Project Description:** The objective of the project is to develop a system capable of providing the end users a one stop access to their account details by logging into a unified system.

**Client:** Chubb Insurance

**Role:**Software Engineer

**Responsibilities:**

* Working extensively on front end/UI interfaces using JavaScript, HTML and CSS.
* Business requirement analysis and Test Scenario identification.
* Managing Quality Center - creating, executing and reviewing test cases and scripts, defect logging and tracking.
* Developing JUNITS to test various functionalities
* Database testing using SQL/UNIX environment for data validation.
* Prioritization and reporting of the issues in the weekly project meetings.
* Creating daily status report for Onsite/Offsite coordination.
* Perform smoke testing to ensure system customizations meet client requirements.

**Tools/Applications**

* SDLC Methodologies - Waterfall ; Agile (SCRUM)
* Project Management Tools - MS Project 2010; Clarity PM Tool; Rally; JIRA Software
* UML Tools - MS Visio 2007/2008; IBM Enterprise Architect
* Document Generation Tools - ThunderHead Now
* Quality Management Tool - HP Quality Center
* Computer Languages - JAVA/J2EE

**Achievements and Initiatives**

* Awarded the **INSTA**award for best performance in the project; in 2013.
* Awarded Excellence award (**Excellence in Project execution)** for best project; in 2010.
* Awarded the **Best Managed Project** (Jan2009 - March2009) for successful implementation of the project.
* Captain Women’s Badminton Team at Infosys Technologies Limited.
* Won Inter Corporate Badminton tournament for two consecutive years.
* Won the Best Athlete award for four consecutive years in college.

**VolunteerExperience**

* **Hopelink**- helping people. changing lives, Bellevue May 2015 – Present (15 months)
* Active member of **Cultural Conversation Program**, Bellevue June 2015 – Present (14 months)

**Educational Qualifications& Certifications**

* Certified **Scrum Master**
* Certified **MicrosoftCertified Technology Specialist: SQL Server 2008, Database Development**
* BN101 Banking Certification
* Cards & Payments (Infosys Internal Certification)
* **B Tech.** in Computer Science and Engineering from Punjab Technical University (PTU): Duration: 2002-2006