**Shubham Narang**

**Sr. BSA/ Scrum Master**

**Presentation Link:** <https://youtu.be/NstW7B1PQzs>

**Professional Summary**:

Talented Business Systems Analyst professionalwith 9+ years of progressive experience in IT industry in various domains Exceptional record of delivering cost-effective, high performance technology solutionsto meet challenging business demands. **Certified Scrum Master** with a proven track record of working in self-organizing and cross-functional teams.

* Excellent understanding and experience working in different Software Development methodologies such as **Waterfall**, **Agile** (Scrum, Kanban) &**Hybrid**(Waterfall-scrum) and experienced in Scrum process implementation.
*  Experienced in elicitation of requirements by conducting and facilitating **JAD sessions, Requirement workshops, conducting Interviews, Focus Groups, Brainstorming, Document Analysis, Prototyping and surveys.**
* Experienced in documenting business requirements,functional, non-functional, GUI requirements and Data requirements in the form of Business Requirement Document (**BRD**), Functional Specifications Document (**FSD**) and **SRS**.
* Proficient in SAP EAM-Plant Maintenance (PM), Material Management (MM), & Customer Service (SM/CS) Modules in customizing and implementation of Industrial Equipment.

**Highlights**

* Scrum Certified Professional with experience handling multiple teams.
* Experience in successfully implementing integrated Salesforce CRM and involved in maintaining and administering users on SFDC cloud application.
* Sound understanding of various domains and can quickly adapt to new technologies as they evolve.
* Analyze Business Processes & requirements, review Business Blueprint and implementation of SAPPlant maintenance
* Application maintenance and functionalities for Plant Maintenance modules .
* Entail Enterprise structure for Plant Maintenance, Functional Location, Equipment, Work center, Bill Of Material (BOM), Task List, Strategies, Measuring point and Counters.
* SAP Functional Consultant for Rollout Projects.
* Functional experience in UML diagrams (sequence diagrams, activity diagrams, **Use Case** diagrams) and writing **Use Cases**, **Business Process**, **Data Flow Diagrams**, **Work Flows**&**Process Flows** and creating UI mock-up screens.
* Experienced in creating **Prototypes, Wireframes** and **Mock-Up Screens** to visualize Graphical User Interface **(GUI)** usingtools like **Balsamiq and Irise.**
* Worked closely with the QA teams to design **Test plan**, **Test cases**, Testscripts&RTM **(Requirement Traceability Matrix)** and documenting and **tracking defects** using various tools like **HP QC, HP ALM**, **Selenium**&**LoadRunner**
* Experienced working as a **Scrum Master** and facilitating various **SCRUM Ceremonies** including **Product Backlog Refinement,** Sprint **Planning**, **Daily Scrum**, Sprint **Review,** Sprin**t Retrospective Meetings** and**solving impedimentseffectively** and Protected the team being a **Servant Leader.**
* Proficient in **Requirement Management, Sprint Planning, Issue Tracking, Impediment Management, and Work Allocation** using tools like**Version One, JIRA, Rally (CA Agile Central)** and also used **HP ALM**.
* Experienced in working with UI/UX teams to create mock-ups and GUI screens.
* Experienced in writing **Business User Stories** and acted as a liaison between the **Business teams, Product owner** and**acted as product owner for Development teams** and facilitated cross functional interaction to build successful **Product Increments**.
* Experienced in **training** new scrum teams and stakeholders on scrummethodology& process through highly interactive **workshops** and **role-plays**.
* Experiencedworking with various scrum **estimation** (**t-shirt sizing**, **planning poker**) and **prioritization** techniques (**MoSCow, Kano**) and have a good working knowledge on **Release Planning**, **Capacityplanning**, **SprintVelocity** and **Burn down charts** and **Burn u charts** to track the progress.
* Good understanding & knowledge with Salesforce.com (SFDC) deployments through **Eclipse IDE**, Change sets, **Apex** programming, **Visualforce** pages, **Data Loader** and import wizard to migrate the data from **CSV** files & flat files.
* Experience working on and understanding of the projects involving integration of existing on premises **SAP ERP** systems with cloud based CRM applications and moving from on-premise to **cloud based CRM**using various pre-built adapters.
* Good understanding & knowledge on **Salesforce.comcustomization,** creation and maintenance **of Record Types, Page Layouts, Objects, Tabs, and Fields, Salesforce1 mobile** administration**, Conga composer** tool**,Force.com** Tool kit**, Apex classes, Controllers, Visualforce pages, Test classes**, **ApexTriggers, Custom Objects,** standard objects**&app exchange**
* Experienced working with **Informatica Cloudintegration platform as a service** (**IPaas**) to integrate data from third party applications with Salesforce.
* Excellent understanding and working experience with on-premises applications and various cloud based services **SaaS** (Software as a Service), **PaaS** (Platform as a Service), cloud integration tools for effective integration in real time basis.
* Experience working with **3-tier** architecture, **SOA** with a strong understanding of **web-services**, **SOAP, REST, API’s, WSDL**, **Client-Side Validations,Server-Side Validation** and understands tag based **HTML, XML and JSON**.
* Have a good understanding of **Data warehousing architecture**, **ER-modeling, Dimension modeling** and various schemas (**Star Schema, Snow-flake schema**), **ETL process, Data mapping, OLTP, OLAP, MOLAP, HOLAP, Data Marts, Operational Data Store (ODS), Data mining, Data profiling& Data Analytics (BI).**
* Experienced in using **SQL** queries (**DDL, DML, DRL**) including **joins, unions, group by** and **aggregate function**.
* Team player and proactive personwith **Excellent Communication**, **Documentation** and **Interpersonal skills**.

**Technical Skills**:

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| **Business Skills** | Defining Business Requirements, Business Process Analysis & Re-engineering, Use Case Modeling, JAD Sessions, Requirements Workshops, GAP Analysis, SWOT Analysis, Impact Analysis, Data Analysis. |
| **SDLC Methodologies** | Waterfall, Waterfall-Scrum Hybrid, Scrum, Agile |
| **Documentation Tool** | Microsoft Office Suite (Word, Excel, Visio, Project),  MS SharePoint, Rational Rose |
| **Requirement Management** | JIRA 6.1, HP ALM, MS Project, CA Agile central (Rally), Version One |
| **ETL tools** | Informatica PowerCenter v9.x |
| **Testing Tools** | HP ALM, HP QC, Selenium, LoadRunner |
| **Databases** | Microsoft SQL, Oracle |
| **Data Warehousing** | Data Modeling, Data Marts, OLTP, OLAP, Data Profiling, Data Mapping |
| **Reporting Tools** | Tableau, IBM Cognos, MS Project, MS Visio, SAP BO BI |
| **Languages** | C, C#, JavaScript, HTML5, CSS, XML, JSON, PL/SQL |
| **Operating Systems** | Windows, Mac OS, Linux |
| **Cloud Based Tools** | Informatica cloud, SFDC, Oracle Cloud, Heroku, Conga composer |

**Work Experience:**

**STAPLES, Framingham, MA July’ 16 – Present**

**Sr. BSA/Scrum Master**

**Scope**: Staples is a multinational office supply retail corporation. I was involved at implementing an integrated salesforce platform for corporate sales teams to provide a comprehensive sales pipeline view for each business group and seamless integration of the Salesforce sales cloud with existing Siebel CRM, SAP ERP systems (for a better price quote and order management) and third party applications for better lead to improved order conversion, customer and sales analysis that and strategic marketingto track the effectiveness of marketing campaigns and use salesforce as a single application on an integrate desktop for various sales teams and manage leads, opportunities, contacts and orders.Customer aster data, Order Management, Pricing Management was done by integrating SAP in real time and with the aim of retiring the on-premise Siebel CRM application, data was cleansed and migrated in to salesforce cloud in scheduled phases starting with as low as two objects.

**Roles and Responsibilities**:

* Worked closely with business users of different departments to gain strong understanding of the existing systems and for requirement gathering, written**user stories**&**use cases** for the to-beSalesforce (SFDC) integrated application.
* Worked with Customer Interaction team for requirement generation by conducting **Interviews** and **JAD sessions**.
* Worked with stakeholders to elicit, analyze, communicate and validate non-functional requirements as related to **Business Processes, rules, policies** and **information systems** by conducting **Requirementworkshops**.
* Converted high level business requirements into specific functional requirements and user stories to communicate them with IT team and managed changes based on their feedback. Conducted User Story Writing Sessions to decompose BRD into **User Stories** and determine **Acceptance Criteria** for building **Product Increments**.
* Extensively used **INVEST** model to break down epics in to user stories. Facilitated **Vertical slicing** of the epics into smaller user stories during **Backlog Grooming Meeting**. Also, interfaced with development team to clarify requirements throughout. Made sure the stories were **Groom Ready** and **Iteration Ready** before every sprint.
* Assisted in estimating story points for the user stories in **Sprint Planning Meeting** using**Planning Poker**.
* Coordinated **configuring** the application for users with various job responsibilities and providing appropriate access to data depending on the core area in sales process and job responsibility of the user as per business rules.
* Helped in effective**administering** and **maintaining** of all the Sales Users in the Salesforce sales cloud application.
* Assisted in developing **workflow rules, workflow tasks**, **emails and alerts** to track customer related activities.
* Assisted in configuring various **Reports** and **Dashboards** as per the business requirements of the organization.
* Assisted in Developing Salesforce.com **approval workflow** with tasks from interview schedules and approvals for further interviews finally resulting into orders and also for faster price quote approvals (**CPQ**) to close an order.
* Drives continuous process improvement with use of technology solutions by demonstrating value-add propositions and effective communication of IT value to the business.
* Handled the role of Master Data Manager, conducted master data workshops for users, and supervised the collection of all master data across modules.
* Assisted in Creating **users, roles, public groups** and implemented **rolehierarchies**, **sharing rules** and **record level permissions** to manage unique UI and **sharing access** among different users of salesforce cloud.
* Imported data from excel sheets in to **Recruiters, Candidates, Leads, Opportunities, Accounts**, **Contacts and Projects** using Import Wizard and Used Data Loader for **insert, update, and bulk import or export** of data from Salesforce.com Objects. Used it to read, extract, and loaddata from Comma Separated Values (CSV) files.
* Executed Salesforce**Functional Test cases** as per the test plan in coordination with QA team & application teams to execute **End-to-End** testcases and monitored the test results to confirm the requirements using **RTM**document.
* Prepared **conceptual** and **logical data models** for data entities to streamline batch migration of data from Siebel.
* Worked in designing **Apex web services** and Force.com API’s to integrate systems in real time.
* Coordinated the **scheduled batch migration& ETL** of data from Siebel CRM using informatica **PowerCenter**.
* Prepared training material in **knowledge center** and trained the end users to promote **user adaption** of system.

**Environment and tools:** Agile (Scrum), SAP ERP,SAP MM,Salesforce.com, Apex, Visual Force, Data Loader, Conga Composer, Salesforce1, XML, MS VISIO, UML, MS-Office, Informatica Cloud, Informatica PowerCenter, Jitterbit, Force.com, Data.com, Siebel CRM, SOAP, HTTP, REST Bulk API, SAP MDG, Tableau, Eclipse IDE.

**AMWAY, ADA, MI Mar’ 15 – June’ 16**

**Sr. BSA/Scrum Master**

**Scope:** Amway was dealing extremely volatile demand, global shortage of manufacturing capacity, growing lead times and scarce supply. They were using workarounds and special alert system developed on an ad hoc, reactive basis. **JDA Inventory Optimization** and **JDA Scenario Analyzer** using JMP helped Amway navigate to the normal business. This system was implemented using the Agile Scrum Framework.

**Roles and Responsibilities:**

* Worked closely with SME’s of different divisions to gain strong understanding of the lean principles of the inventory management of their **current SKUs** available in the system
* Provided requirements and aided business intelligence team while preparing reports using **JMP Tool.** The reports were accurate **demand forecast** for more than **six weeks** which was higher than their legacy tool.
* Made sure the forecast for the inventory was calculated in order to maintain the effective **Safety stock**.
* The **Production Planning** was given inputs in the form of **Product Mix** based on the forecast from the system. Also, the **Economic Order Quantity** was calculated by the system based on **Vendor Agreements**.
* Extensively used **INVEST** model to break down epics to user stories. **Vertical slicing** of the epics into smaller user stories during backlog grooming meeting. Also, interfaced with development team to clarify requirements. Made sure the stories were groom ready and iteration ready.
* Designs, builds, implements and supports applications and activities related to the specified functional area, including configuring SAP and integrated third party applications.
* Drives continuous process improvement with use of technology solutions by demonstrating value-add propositions and effective communication of IT value to the business.
* Configuration of MMModule and design of MM Master Data – Work Center, BOM and Routing, ASN,DO,(Delivery Order),Vendor Masters, Purchase Info record and Source List, Ship Order Transfer(STO), Ship Store Schedule, Lead Time and Allocation.
* I have built scenarios using JDA scenario builder in flow scenarios and cross docking scenarios.
* I have Configurated around pricing condition types, pricing schema/procedures, and pricing documents
* Worked on custom WIP report, Confirmation, Goods Movements, Backflush and negative inventory.
* Worked on Scheduling Agreements (Quantity contracts), creation of schedule lines during weekly MRP run and Release of schedules to vendors.
* Worked on Standard POs, Sub-contract Purchase Orders and Purchase Requisitions, PO release and Planning Calendars in MRP.
* Integration of PP and MM processes with SD, FI and CO modules.
* Worked on integration with MES system for BOM, Production Orders, Production Sequencing, Confirmations and Goods Issue.
* Handled day to day issues in SAP MM procurement which originate from the processes such as procurement of raw materials, stores and spares, capital goods, stock transfers, consumables, and services.
* Worked on conversion and loading of master data - Material Master, Work Center, BOM and Routing, Vendor Master, Source List, Purchase Info Record from legacy to SAP.
* Collaborating with the business on current processes and proposing solutions to enhance current processes, including advising on system options, risk, cost vs. benefits and impacts
* Identifying, recommending and implementing complex configuration solutions and implementing full cycle configuration to meet business needs, while creating and updating associated documentation.
* Setting testing strategy for modules and leading end to end integration testing; participating in the delivery of project and minor/major releases; troubleshooting and leading the evaluation and design of the correction for complex incidents; communicating technical and business issues/solutions to all levels of individuals, including managers, directors, and executives.
* Maintaining a high level of functional competency regarding the standard configuration of the Supply Chain Management area, by staying abreast of new trends, future enhancements and leveraging best practices.
* Created the matrix parameters using **Cycle Service Level** and **Fill rate** which adheres to the Business Policy.
* Facilitated in **estimated story points** for the user stories in sprint planning meeting using estimation techniques like **Planning poker**. Created documentation in relation to user stories, **implementation plans** and tracking overall status of the backlog using **Jira**
* Created rules for **Search Request trigger**, which activates the **UDDI** lookup service for locating the Echelon.
* Created data mapping document that helped developers in retrieving data from repositories effectively and assisted the data architect during the data profiling stage of **ETL process**
* Performed detailed **data analysis** of the existing system to document the appropriate native file requirements. Worked proactively with the technical leads of other teams that have common **functional dependencies** to identify common needs and facilitate in identifying additional **user stories**
* Developed strong understanding of **Continuous Integration (CI)** tools like Jenkins by assisting developers in continuous integration process during several sprints. Facilitated the data analyst in identifying the source and target to extract, transform and load the data using **Informatica Power Center**.
* Provided **end-to-end analysis** to support the business activities for project related initiatives with respect to workflow context and design, **data requirements**, **data flows**, **data modeling**, and user interface designs. Managed technical appropriateness and feasibility of requirements and designs
* Arranged **walkthroughs sessions** with the head of analytics to confirm that all the requirements have been captured and **obtained sign off** on the requirements document. Hence making the delivery without any lack of Quality. Analyzed data flows and models data requirements for **Trade Analytics** of commercial decisions using Google Analytics.
* Resolved inventory management related issues, such as wrong inventory valuation, account determination error, and improper master data maintenance, that are generated during different kind of material movement activities.
* Produced high quality analysis deliverables, including precise and accurate user story acceptance criteria.
* Worked iteratively with development, **design and architecture** on design options and potential systems and process solutions. Supports and manages dependencies with other work streams across **IT&S**
* Facilitated daily scrum(stand-up) meetings and monitored the team’s performance using **Sprint Burndown Charts**. Used JIRA to track issues, calculate team’s velocity and in planned the future sprints effectively. Made sure **the planned velocity** and **current velocity** are in close proximity.
* Tailored Retrospective meetings and activities to reflect events of the sprint to make sure team’s integrity.
* Executed the test scripts that were written for functional testing in three different environments and logged and tracked the defects that were identified

**Environment and tools:**Agile (Scrum),SAP MM, PM, ERP,HP ALM, Rally, Spring, Enterprise Architect, HTML5, CSS3, MS Visio Jenkins, Oracle11i, Bootstrap, Jira, Informatica Power Center, MS Office Suite 2010, JMP Tool, SOA, Toad, XML, SOAP

**Citi Group, Warren, NJ Mar’ 14 – Feb’ 15**

**Sr. Business Analyst/Scrum Master**

**Scope:** This was an enhancement project to support investment decision makers in better managing their investments by creating a **Trade Dashboard**. The new dashboard would enable enhanced performance overview, improved analytics and portfolio drill downs. This would support enhanced asset management, reporting and performance tracking for the existing investors.

**Roles and responsibilities:**

* Assisted PM in creating **Work Breakdown Structure** and **Project Charter** using MS Project.
* Conducted extensive **GAP analysis** by identifying **AS-IS** and **TO-BE process models** and process flows, to help product owner to plan how to bridge the gap.
* Elicited requirements involving vast set of interactions with various stakeholders using **JAD Sessions, Structured Interviews, Process Analysis** and **Business Rules Analysis.**
* Analyzed **feasibility of business requirements** and defined Scope, found out **dependencies** by interacting with Management Business Analysts, other Subject Matter Experts, Product Owner, Project Manager and Technical Lead.
* Developed basic **Business Process Model** using UML **Process flow diagrams** to explain various steps involved in the Business.
* Created and managed re-engineering of **BPM** to incorporate Scrum into the organization.
* Helped product owner in prioritization of **Product Backlog Items (PBIs)** including the process of breaking down **EPICS** into **user stories** using **INVEST criteria.**
* Created **User Stories** and led the **Planning Poker** game to estimate them in **Sprint Planning** and **Backlog Grooming** meetings. Also, helped PO to prioritize user stories based on business value.
* Facilitated and **time-boxed** Scrum ceremonies. Helped negotiating commitments and assured parallel understanding of requirements and deliverables amongst all stakeholders in **Sprint Planning Meetings.**
* Timely assured development team has necessary resources to perform up to potential, tracked and removed **impediments.**
* Assisted in designing modules for various analysis on customer portfolios by selecting the desired analysis statistics by conducting statistical analysis.
* Performed extensive **prototyping** using **Mock-Up Screens.**
* Assisted **Data modeling** process by creating **conceptual** and **logical ER** to help development of an accurate **Data Warehouse Structure.**
* Assisted in **Data Mining** to find correlation and pattern in existing data and constructed **SQL queries**.
* Assisted in creation of **Test cases**, **Test Plans**, **Test Scenarios** and created **Requirements Traceability Matrix** (RTM).
* Handled **requirement churn** during the project by performing **Impact Analysis** by checking the feasibility in maintaining the **triple constraint** and discussing them in **daily Scrum.**
* Created SQL Queries for Portfolio Drill Downs to pull necessary data from data sources.
* Used **SSIS** to map the data in central data repository and created Data Mart for enhanced Data Management. Used **SSRS** for generating Data Analysis reports.
* At the end of each sprint conducted **Sprint Retrospective** meetings creating the environment for each stakeholder to freely express their opinions and suggest improvement measures.
* Used **JIRA 6.1 for** allotting tasks**,user story writing, backlog management,issue tracking, user story management** and forward and backward **requirement traceability.**
* Created Spotfire Visualization and dashboards using **Spotfire Professional**.
* Created environment for self-organization and organized team engagement activities.
* Created **training curriculum** and wrote **training scripts.**

**Environment and tools:** Waterfall-Scrum Hybrid, Spotfire, MS Office [Visio, PowerPoint, Word, Excel, Project], Morningstar, Microsoft SQL Server 2008 R2, JIRA 6.1, SOAP, HTML, CSS, XML, Web 2.0, Web Services, JavaScript, UML, SSRS, SSIS, Sharepoint.

**BEST BUY**, **Richfield, MN Mar’ 13 – Feb’ 14**

**Sr. Business Analyst**

**Scope:**The scope was to create a single enterprise level BI solution for optimal user experience and better decision making with collaborative and empowered BI users at all levels. They also wanted to standardize the enterprise wide BI methodologies and tools. **SAP BO BI** provided an enterprise wide BI, which helped them during their Monthly operational reviews and other, reviews with the sales teams and supported in decision making.

**Roles and responsibilities:**

* Effectively coached the team for following scrum framework and help understand the effectiveness with the help of interactive Scrum Workshops.
* Promoted **self-organization** throughout the project by effectively handling impediments and **Retrospectiv**e meetings.
* Conducted **As-Is analysis** and documented the requirements and converted them in to **user stories**.
* Conducted **interviews** with the business users and facilitated **JAD** sessions and requirement workshops to identify and analyze the reports that the business users need and documented using **use cases** and **user stories.**
* Worked closely with Product Owner and in requirement gathering and facilitated **story writing sessions** to write user stories and build a **product backlog**.
* Helped team **vertically slice** epics in to user stories and user stories in sprint backlog in to tasks
* Facilitated Scrum ceremonies including **Daily scrum, Sprint planning, Backlog refinement, Sprint review, and Sprint retrospectives.**
* Used **JIRA** to effectively track issues, calculate velocity and plan capacity and release planning.
* Helped PMO in **release planning** in **Sprint Zero** using **JIRA** and also helped team understand concepts of **velocity, capacity, sprints, backlog, product increment, potentially shippable, focus factor & Burn downs**.
* Helped team use **estimation** techniques and introduced the concept of story points and estimation using **Fibonacci series**.
* Used retrospective techniques such as **silent writing** and **happiness histogram** to make team comfortable.
* Effectively handled **organizational impediments** and **team impediments** as well.
* Served as a **servant leader** and **liaison** between team and product owner to effectively deliver PSPI.
* Worked closely with Business users in understanding requirements and help team understand requirements.

**Environment and tools:** Scrum,JIRA, SAP MM, SAP BO, HP ALM, Eclipse IDE, SOAP, XML, MySQL Workbench.

**Vodafone India Limited, Mumbai, India May’ 11 – Feb’ 13**

**Business Analyst**

**Scope**: The scope of this project was to develop a Mobile Software Service System for a leading operator that encompasses services to help the customer in choosing delivery eligibility of calls and bulk messages, subscribe and unsubscribe to various available services via text message, user interface or a phone call. The system followed various protocols including USSD, SMSC, SS7 and few more.

**Roles and Responsibilities**:

* Elicited requirements by conducting meetings with key stakeholders, end users and other SMEs.
* Documented, prioritized, managed and facilitated estimation of **User Stories and Use Case** diagrams.
* Involved in analyzing **Business Requirements** and developing **System Specifications.**
* Facilitated **JAD sessions** as **Moderator** and conducted **interviews** with various **Subject Matter Experts (SMEs)** and **stakeholders, process reviews** and **policy & procedure reviews** to elicit requirements.
* Perform **GAP Analysis** on the processes specified to identify and validate requirements.
* Involved in **requirements scoping** and identifying high priority requirements for implementation.
* Prepared various **UML diagrams, Data Flow Diagrams, Data Process Model Diagrams** using **MS Visio.**
* Assisted in creating **Process Flow diagrams** to demonstrate the working of various modules of the system.
* Worked on continuous updates on the project schedules, quality, Issues and managing resources.
* Performed extensive **data analysis** using **MS Excel** and **IBM Cognos** to find co-relation between variables to establish and provide Business Intelligence.
* Utilized **Informatica PowerCenter v9.x** for **Extraction, Transformation and Loading, IBM Cognos** for report generation of the data to be analyzed from the data warehouses and data marts.
* Tracked defects in **HP Quality Centre** and worked with QA and Development teams to resolve defects.
* Aided the QA team to develop the **Test Plans** and **Test Cases** to perform the **Black Box Testing, Regression Testing** and **Smoke Testing.**
* Facilitated **UAT** with stakeholders and the business users.

**Environment and tools used**: Waterfall, HP Quality Centre, Informatica PowerCenter v9.x, MS Office [Visio, PowerPoint, Word, Excel, and Project], SDP, SS7, HTTP, SMSC, PSTN, VOIP.

**ICICI Bank, Hyderabad, India June’ 09 – Apr’ 11**

**Business Analyst**

**Scope**: Issue Credit Cards and billing application: This application facilitated ICICI to run credit analytics for new credit card application and the business managers to take decision for credit card issue. It also facilitated billing of statements to customers periodically and keeping track of accounts through application reports.

**Roles and Responsibilities**:

* Prepared the Functional Specification Document and Software Requirement Specifications as per the client requirement
* Delivered Business Processes, Use Cases, Activity diagrams, User Stories, wireframes, functional and non- functional requirements in RUP and Agile methodologies
* Reviewed design, development and test artifacts to establish traceability with requirements
* Coordinated User Acceptance Testing between the IT and Business Teams
* Created the traceability matrix and conducted GAP Analysis
* Created Prototype of web application using iRise studio and published to a server and ran it simulation mode.
* Involved in all phases of the Software Development Life Cycle (SDLC) and acted as the main liaison between corporate business managers and IT division
* Adopted the RUP methods for requirements and documented BRD to users as well as to the technical team utilizing Requisite Pro
* Acted as a liaison with the technical team of the use cases realization to the technical design phase
* Assisted with documenting test cases for functionality testing
* Verified data integrity utilizing Sybase for backend
* Worked with business in developing a UAT
* Environment:RUP, Windows 2000, MS Visio, Rational Requisite Pro.

**HCL Infosystems, Delhi, India July’08 – May’09**

**Quality Assurance Analyst/Jr. -Business Analyst**

**Scope**: The scope of this project is to create an Inventory Management System to keep track of sales and purchases of electronic products. The system has to keep track of inventory available, sales made and maintain staff and customer information to help generate reports. The system also creates alerts for shortage of inventory and other alerts in accordance with Business rules.

**Roles and Responsibilities**:

* Tested the functionality and usability of web applications on different testing environments throughout the software development lifecycle.
* Wrote use cases and test cases based on the software requirements and business rules.
* Documented software defects and performed additional testing to verify all issues were fixed before final delivery.
* Used MS toolkit for performing **UNIX** commands.
* Used **SQL queries** for back end testing.
* Wrote test scripts using **C#** to automate testing of new functionalities in the web application.
* Debugging-using different types of checkpoints and synchronization points to make the scripts customized.
* Updated and Maintained **Test Plans, Test Cases, Defect Logs** to facilitate testing.
* Organized **Triage Calls** to address existing issues and defects.
* Created **Learned Lessons Document** for testing phase to enhance testing process for future projects.

**Environment**: Waterfall, C#, XML, JavaScript, HTML, XML, UNIX, CSS, MS Office Suite, PL/SQL, Eclipse, Visual Studio, MQSeries.

**Education:** Bachelor of Technology (Computer Science) – VNR Vignana Jyothi Institute of Technology - Hyderabad