**Abrahem Ankrah**

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***PROFESSIONAL SUMMARY***

* Certified Scrum Master with 7+ years experience as a Quality Assurance engineer.
* Proficient in business process analysis, business requirement gathering and testing of software application
* Expert in business process engineering and SDLC including analysis, design, development, testing and implementation.
* Experience with Data warehousing
* Experience with SharePoint
* Experienced in converting BRD into specifications, Use case and business process.
* Experienced in describing and communicating business process by using flowcharts, Use case diagram, activity diagram, data model diagram and workflow diagram Mock-ups using MS Visio.
* Experienced in writing system test plans, test case and for manual testing.
* Proficient in system testing and User Acceptance Testing.
* Experienced in using data warehouse to report and analyze data.
* Experienced in using Siebel.
* Knowledgably in using Ms Project to manage schedule, meet deadlines, follow up on Project Status and delivery.
* Experienced in using SQL to interface external database.
* Strong background working as liaison between IT and business group, providing clarity on requirements to developers for the software design
* A strong understanding and knowledge in methodologies like Agile Scrum.
* A strong knowledge in various methodologies like waterfall, SmartBPM, RUP.
* Expert in technical writing, documentation, presentation and delivery.
* Excellent communication and interpersonal skills, capable f communication with high technical engineering team.
* Highly motivated, enthusiastic and self-starter who works in a team and has the ability to adapt and adjust in any working environment.
* Self starter who needs little supervision

***TECHNICAL SKILL***

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| --- | --- |
| Tool | MS Visio, Ms Excel, Ms Access ,MS Project, Lotus Smart Suite, BizAgil BPM, QTP,  HP Quality Center, Web Services testing |
| Methodologies | Agile, Scrum, SMART BPM, Waterfalls, RUP |
| Testing | Manual and Automation |
| Database | SQL, Oracle |
| Operating System | Windows 7, Windows XP, 2000 |
| Domain | Capital Markets, Secondary Mortgage and Securitization, Bonds and Stocks, Risk Management and Securities lending |

***CERTIFICATION***

Certified Scrum master

***PROFESSIONAL EXPERIENCE***

**Sr. Quality Analyst**

**Client: Sun Trust Bank**

**Location: Atlanta GA March 2012 - present**

**Responsibilities:**

* Interacted and collaborated with stakeholders for clarification of business requirement.
* Translated business requirement into Business Requirement Document (BRD)/ functional specification
* Served as a SME providing advice and financial planning.
* Created UML Diagrams including Use Case Diagrams, Sequence Diagrams, Data Flow Diagrams (DFD), and Web Page Mock-Ups using MS Visio.
* Followed SDLC using agile methodologies.
* Involved with QA team to determine and develop methods for unit testing, integration and usability testing according to the application complexity and testing requirement.
* Assisted in writing test plans, test case in manual testing.
* Performed all aspect of verification including feature testing, functional testing, unit testing, regression, load and performance testing
* Used Bloomberg to pull market data
* Performed data analysis, troubleshoot data integrity issues and trend data analysis.
* Created queries with Ms Access tool to view a subset of the data table.
* Used Ms Access Macro to automate task in a table by adding functionalities to the form and report in a table
* Summarized data from a table using Ms Access Pivot Table tool
* Manage bug tracking and provided information update.
* Ensured each test case corresponded to the specific business requirement.
* Participated in User Acceptance Testing (UAT).
* Developed SQL queries to interface with external databases.
* Documented software Defect.
* Participated in team meetings on bug and issues resolution.
* Created Requirement Traceability Matrix to support the application development *.*
* Participated in weekly status meeting with PM, delivery manager and lead to discuss and review the status of the project.
* Provided clarity on requirement and ensured all requirements were properly captured during testing.
* Demonstrated excellent verbal and written communication skills.

**Environment**: Ms Access, Ms Excel, UML, Case Diagrams, Agile Technologies, MS Visio, Requisite Pro, MS Project, TOAD, SQL Server, Java, XML, BizAgi BPM .Net, Oracle 9i, QTP,HP Quality Center, Data warehouse, Siebel. SQL

**Quality Analyst**

**Client: GE Jan 2011 – Feb 2012**

**Location: San Ramon CA**

**Responsibilities**

* Analyzed business requirements submitted by Subject Matter Expert (SME).
* Reviewed change requests.
* Sized specification and testing phases.
* Provided information to the SME as necessary for the elaboration of business cases and RFP responses.
* Elaborated functional specifications.
* Proposed test design and automation for new business requirements.
* Delivered test plans and test scenarios.
* Interfaced with relevant departments to identify interaction
* Carried out the functional walk-through of the product with the Development team and SME team.
* Tested product in order to ensure compliance of the delivered functionality and system integrity, and perform functional sign off.
* Ensured production integrity by validating and prioritizing reported problems.
* Interfaced and communicate with SME.
* Interfaced with customer during functional specification, testing and initial implementation phases as necessary.

**Quality Analyst**

**Client: Ghana Commercial Bank**

**Location: Ghana Jan’10 – Dec 10**

**Responsibilities:**

* Collaborate with stakeholders to gather business requirements.
* Participated in Joint Application Development (JAD) sessions to identify business rules and requirements and then documented them in a format that can be reviewed and understood by both business and technical teams.
* Analyzed requirements and created BRD, Use case, Process flows, Use case diagrams using MS Visio.
* Documented business process and training manuals.
* Ensured requirements were properly implemented at testing.
* Assisted in writing Test plan, Test cases and participated in UAT.
* Performed all aspect of verification including feature testing, functional testing, unit testing, regression, load and performance testing
* Used Ms Access Macro to automate task in a table by adding functionalities to the form and report in a table
* Summarized data from a table using Ms Access Pivot Table tool
* Developed SQL queries to validate back end database
* Used data warehouse tools like Microstrategy and Business object to report and analyzed data
* Performed black box testing.
* Prepared status report, charting out schedules, allocation and management of technical and human resources using MS Excel and Project
* Assisted SME’s to refine requirement to meet customer specifications.
* Validate system requirement against business requirement to derive defect resolution following SDLC.
* Demonstrated excellent verbal and written communication skills.

**Environment:** Ms Excel, Ms Access, UML, XML, Java, MySQL Server, Oracle 9i Case Diagrams, Agile Technologies, MS Visio, Requisite Pro, MS Project, TOAD, Lotus. BizAgil

**Quality Analyst**

**Client: Ecobank**

**Location: Ghana Nov’08– Dec’09**

**Responsibilities**

* Participated in JAD sessions to gather business requirement from stakeholders, business and external users
* Followed SDLC using agile methodologies.
* Responsible for writing multiples use stories for the web application and ensured all document updated in the requirement.
* Assisted in providing clarity of business requirement to the developers.
* Performed GAP analysis, identifying opportunities for the enhancement and making recommendation based on key findings during the requirement gathering.
* Created UML Diagrams including Use Case Diagrams, Sequence Diagrams, Data Flow Diagrams (DFD), and Web Page Mock-Ups using MS Visio.
* Used Ms Access Macro to automate task in a table by adding functionalities to the form and report in a table
* Summarized data from a table using Ms Access Pivot Table tool
* Used data warehouse tools like Microstrategy and Business object to report and analyzed data.
* Documented BRD/FRD and translated them into test scripts.
* Participated in team meetings on bug and issue resolution.
* Assisted in writing Test plan, Test cases and participated in UAT.
* Used Siebel to manage customer data
* Developed SQL queries to validate backend database.

**Environment**: UML, ASP.Net, SQL, XML, Case Diagrams, Agile Technologies, MS Visio, Requisite Pro, MS Project, TOAD

**Business analyst**

**Client: Barclays Bank**

**Location: Ghana Oct 06 – Oct 08**

**Responsibilities**

* Participated in JAD sessions to gather business requirement from stakeholders, business and external users
* Followed SDLC using agile methodologies.
* Responsible for writing multiples use stories for the web application and ensured all document updated in the requirement.
* Assisted in providing clarity of business requirement to the developers.
* Performed GAP analysis, identifying opportunities for the enhancement and making recommendation based on key findings during the requirement gathering.
* Created UML Diagrams including Use Case Diagrams, Sequence Diagrams, Data Flow Diagrams (DFD), and Web Page Mock-Ups using MS Visio.
* Used Ms Access Macro to automate task in a table by adding functionalities to the form and report in a table
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**Environment**: UML, ASP.Net, SQL, XML, Case Diagrams, Agile Technologies, MS Visio, Requisite Pro, MS Project, TOAD