

RAKESH SINGH

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PROFESSIONAL SUMMARY

A **senior agile project analyst/product owner** for American Express with 7+ years of progressive expertise in project methodologies, test automation, project delivery, handling cross functional teams & leadership, test collapse & problem-solving skills. An adaptable, personable, and creative professional with the ability to align technological progress and long-term value creation.

FUNCTIONAL EXPERTISE

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| • DevOps & Agile Methodology (SDLC\STLC) | • Strategic Consulting and Decision Support |
| • Automation Framework Design | • Owning Technical Products (Agile/Scrum) |
| • Software and Testing Documentation | • Teamwork and Cross-functional Communication |
| • Agile Requirements Definition and Management | • Rational Analysis & Logical Thinking |

PROFESSIONAL SKILLS DEMONSTRATED

AMERICAN EXPRESS

September 2017 – Present

The publicly traded (NYSE: AXP) is a financial services company offering credit, corporate and charge cards and insurance products for individuals and businesses with 59000+ employees and \$42.7B in annual revenues.

Project Analyst

Serve as Product Manager and work with Business Analysts to develop high level project plans for RPA implementation. Manage teams in the identification of business requirements, functional design, process design (including scenario design, flow mapping), prototyping, testing, training. Roles & responsibilities –

- Engaged in a variety of projects, incorporating technology to analyze client's business processes and identify Robotic Process Automation (RPA) opportunities
- Define RPA value proposition, re-engineer process to improve automation potential and recommend RPA approach/strategy
- Conduct High Level RPA Assessments on client's business processes
- Develop RPA client architecture and solution proposal focusing on scalability and extensibility
- Serve as solution architect and work with process SMEs/domain experts to capture detailed As-Is Process Description Documentation and create detailed To-Be Automated Process Description - SDD (Solution Design Document) for identified RPA opportunity
- Serve as Project Manager and work with Business Analysts to develop high level project plans for RPA implementation.
- Manage teams in the identification of business requirements, functional design, process design (including scenario design, flow mapping), prototyping, testing, training
- Manage RPA full life cycle implementations including resources alignment and budgeting for RPA projects

AMERICAN EXPRESS

January 2011 – September 2017

The publicly traded (NYSE: AXP) is a financial services company offering credit, corporate and charge cards and insurance products for individuals and businesses with 59000+ employees and \$42.7B in annual revenues.

Sr. Business Systems Analyst

Analyzes requirements, designs & creates testing related documentation & architecture and develops automation frameworks. Roles & responsibilities –

- Performed Functional, Regression & User Acceptance Testing
- Conducted requirement analysis & walkthrough sessions with the Product Manager, Business partners & Software developers
- Developed High Level Scenarios & Procedures based upon User requirement specifications and System requirement specifications
- Developed Test Cases, Test Scripts from the business requirements and functional specifications
- Prepared Test Strategy, Test Execution Plan, Test Estimates & Resource Estimates
- Reviewed Test Cases & Test Scripts with Business, Development Team & Product Manager to ensure that all the requirements are covered
- Involved in the peer reviews of Test Plans & Test Cases with the QA team to verify the implementation of new features & enhancements
- Identified Test Cases & Test Scenarios to automate
- Design & implemented different automation frameworks in PyCharm using Selenium WebDriver with Python3 such as Page Object Model (POM) & using behavior driven approach; Robot-Framework
- Conducted cross-browser testing in IE 11, Firefox & Chrome using WebDriver
- Conducted parallel execution using SauceLabs integration with Jenkins CI tool
- Used SOAP UI5 tool to create a Web Service test from SOAP request and validated the response against the database
- Participated in database testing by writing SQL queries (MySQL)
- Worked with QA team on Linux to develop automation solutions using Python
- Managed test results & defect life cycle using JIRA/Rally
- Prepared daily status report and defect reports
- Facilitated, daily review meetings with Product Manager, Software developers, Business partner & QA team to discuss the progress, impediments, learnings, defect prioritization & enhancements to the existing application from business perspective
- Prepared Final Test Result reports and initiated Approval Parallels for testing sign-off
- Supported Post Implementation Validation (PIV) on business request

AMERICAN EXPRESS

September 2006 – June 2008

The publicly traded (NYSE: AXP) is a financial services company offering credit, corporate and charge cards and insurance products for individuals and businesses with 59000+ employees and \$42.7B in annual revenues.

Team Captain

Handles a team of 15 front line CCPs, ensures individual goals are met and ensures achievement of various targets for the process through self-defined strategies and internal metrics based on process guidelines. Roles & responsibilities –

- Forecasting workload and scheduling staff to meet anticipated workload within scheduled turnaround time thereby enhancing efficiency and meeting deadlines.
- Maintaining high discipline and break adherence, coordinating with Team Captains and Managers for cross trainees and innovative suggestions.
- Handling day to day functioning / administrative work including production floor management and driving the various SPOC (Single point of contact) activities along with the Team Captains.
- Monitoring overall functioning of processes, identifying improvement areas and implementing adequate measures to maximize customer satisfaction level.
- Creating & implementing workflows to facilitate improvements by identifying service delivery gaps, offer solutions and successfully implement ideas to enhance to products and services

EDUCATION

Bachelor of Arts (Political Science). Delhi University (Delhi)

OTHER RELEVANT INFORMATION

Certification: CERTIFIED SAFe® 4 PRACTITIONER

Technical skills: Python 3, HTML 5, CSS 3, Bootstrap 4, MySQL, Selenium Webdriver, Robot Framework, GitHub, Rally, JIRA, BPMN 2.0, MS Visio, MS Excel, MS Word, MS Power Point