SHVETA KUMAR
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ABOUT ME

Business Analyst and Product Manager with 10 years of experience across the pharmaceutical and technology industries ranging from startups to enterprise software. Responsible for design and execution of user acceptance testing.

SKILLS

Soft Skills | Business Analysis, Organizational Process Improvement, Technical Writing, Project Management, Training
Technical Skills | HTML/CSS, JavaScript, MongoDB, SQL, currently learning React.js and MERN stack

EXPERIENCE

Solution Delivery Manager (Product Development) – Deloitte & Touche LLC. — Oct 2018 – March 2020
Maryland, USA & Toronto, Canada
Business Analyst, Test Lead

Worked in a team to build a revenue management system and serve as the liaison between clients, project implementation teams and engineering teams. Supported build and deployment of different workstreams within the software. Maintained and forecasted future enhancements/new functionality based on discussions with the client. Worked with engineering teams to review wireframes and business requirements.

- Learned new domain knowledge and took ownership of the multiple workstreams within a short duration as the BA
- Created documentation (Confluence) accessible to all client teams to provide a summary of project status, concerns, critical tickets and new items to be discussed. This helped build trust with the clients and was later adopted as a standard procedure by the CEO
- Documented user stories and cleared backlog in JIRA to provide early feedback to management about project progress and timeline
- Volunteered to create user guides for the client (1000+ pages) which later became de facto training documents used to train new hires and onboarding new developers
- Provided feedback and suggestions to the Product Development Lead to streamline training, testing and deployment tasks by creating worksheets to help with product development. This standardized the process to be followed and helped avoid last minute deployment rush
- Oversaw and managed User Acceptance Testing across the different workstreams and participated in build deployment decisions
- Prepared and led week-long product trainings with clients. Recorded training sessions to serve as video guides
- Enrolled in a full-stack web development bootcamp course at University of Pennsylvania (ongoing as of July 2020)

Sr. Consultant (Project Implementation) – Highpoint Solutions LLC. (IQVIA) — Nov 2015 – Sep 2018
Business Analyst, Test Lead – AstraZeneca, Johnson & Johnson, USA
Test Analyst for Medicaid and Sales Based contracts – Glenmark Pharmaceuticals, USA
Contract Analyst – DuPuy Synthes, USA

Worked as a Business Analyst with primary focus on implementing the revenue management system. Worked at different client sites to gather requirements for custom solutions for the clients. Built models in Excel that outlined rebate calculation strategies for each client to assist developers with client-specific needs. As a Test Lead, designed and conducted User Acceptance Testing across workstreams.

- Gathered requirements for the pharmaceutical drug rebate programs and prepared Work Instructions, Standard Operating Procedures and Functional Requirements Documents
- Conducted successful demo sessions and hands-on sessions with the client. The client requested me to conduct formal training on the production deployment
- Verified SQL code representing the rebate formulae for correctness
- Mentored new team members on the business processes, system functionality and the test methodology ensuring that high quality test scripts were created, and team members function with minimal supervision
- Offered training during evenings to team members expressing interest in the BA role or within a certain workstream
- Learned from other BA's about their domain and was able to provide additional support to them, and later serve as their backup

Consultant – Cognizant Technology Solutions — August 2010 – May 2014

Business Analyst, Quality Assurance Analyst, Validation Analyst, Technical Writer, Project Manager – Otsuka America Pharmaceuticals, USA

Worked as the Business Analyst and QA Analyst, for the Commercial Systems department. Lead the QA team (11 members) in New Jersey and India (10 members). Handled multiple projects and maintenance requests simultaneously without compromising project schedules. Served as the backup Project Manager. Worked with clients across different projects to gather requirements and maintained project documentation such as Project Plans, Test Plans, Functional Requirements Specification and Test Scripts. Presented project status and discussed project constraints with upper management.

- Planned and coordinated with my team and ensured we did not miss a single deadline during the entire contract
- Per client suggestion, took over PM, BA and Test Lead responsibilities for a previously unsuccessful Saas implementation

Consultant – Software Catalyst LLC. — January 2008 – July 2010

Test Lead, Validation Lead, Test Script Writer - Vertex Pharmaceuticals, USA

Worked as a Test Lead for multiple change controls on a rolling basis for deployed software. As a Validation Lead, ensured all documentation is compliant with FDA standards and documents are archived and retrievable for FDA inspections.

- Managed project related testing activities for change requests and projects in different locations (San-Diego, U.K and Boston) on a regular basis

ACADEMIC BACKGROUND

B.E, Chemical Engineering, The City College of New York, September 2007

University of Pennsylvania, Bootcamp for Full Stack Web Development (6 months), expected completion August 2020