Terris Rajam V

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CAREER OBJECTIVE:

Senior Business Analyst (Scrum Master), with relevant 10 years expertise in QA handling agile projects, improving business decision making by navigating, automating and developing reporting applications for Retail banking, Online payments, Merchant Services and Sales systems. Established history of achieving goals through insightful listening, working as a problem solver, and a recognized team lead. Consistently ranked in top quartile on performance reviews.

ACADEMIC RECORD:

- Bachelor of Commerce 2007, Stella Maris College
- XII - 2004, St.Aloysisus Anglo Indian Higher Secondary School,Chennai
- X - 2002, St.Aloysisus Anglo Indian Higher Secondary School,Chennai

PROFESSIONAL EXPERIENCE

- Worked as Deputy Manager in HCL Technologies, Chennai from Jul 2021 to Sep 2023

- Worked an Assistant Manager in TATA Consultancy Services from Oct 2013 to Jul 2021

- Worked as a Senior Executive in Cognizant from May 2012 to Oct 2013

- Worked as a Senior Executive in Agility from Jan 2010 to May 2012

- Worked as an Associate in Fidelity Investments from August 2007 to Jan 2010

AREAS OF EXPERTISE

- Scrum Master/ Deputy Manager / Senior Business Analyst
- Project Management, Agile Methodologies, RFP and Solutioning
- Testing concepts and Methodologies, Agile/Scrum methodology
- HealthCare, Capital Market and Retail Banking Domain Knowledge
- Performance Testing – Jmeter, Postman - API
- Jira, Epics, User Story, MS Visio, SQL, ARIS

Visa Details:

- Country – Canada
- Visa type – Open work permit
- Validity – 31/03/2023 – 03/04/2026

Company	:	**HCL Technologies, Chennai**
Designation / Tenure	:	Deputy Manager / Jul'21 – till date

Job Profile

Sr. Business Analyst – Statestreet (Scrum Master)

- Gathering and updating project materials, completing budgeting, forecasting, project documentation, business flows, and lessons learned documents.
- Scheduling and allocating work, providing advice and guidance, and resolving problems to meet technical performance and financial objectives.
- Coordinate all Scrum Ceremonies including Sprint Planning, Daily Standups, Sprint retrospectives, Sprint Demos, Story Grooming, and Release Planning
- Coaching and mentoring other ScrumMasters on our program team. Partnering to ensure that our ways of working are consistent across teams.
- Experience in Smoke, Functional, Regression testing, Defect management, Test metrics creation, UAT & Incident RCA, Daily status reporting, defect triage meetings.
- Coaching and mentoring other Scrum master's on our program team. Partnering to ensure that our ways of working are consistent across teams.
- Experience in API testing with Postman, Soap UI tool.
- Experience in Performance testing using JMeter and Mule

Company	:	**TATA Consultancy Services, Chennai**
Designation / Tenure	:	Assistant Manager / Oct'13 – Jul'21

Job Profile:

Scrum Master (Healthcare Domain)/Senior Business Analyst

- Prepared Business Requirement Documents, Functional Requirement Documents
- Functional Knowledge of Medicaid Management Information System MMIS.
- Extensive knowledge in Member enrollement and Billing information.
- Worked extensively with developing business rules engine, Claims processing, Billing essential.
- Strong experience in Scrum methodology and facilitated the Dev and QA on business requirement, Sprint planning, Sprint reviews and retrospectives
- Utilized Agile software methodology using Scrum framework.
- As a Scrum Master maintained the Capacity plan, iteration board, sprint backlog, velocity charts, backlog-grooming session, daily scrum, sprint review, retroscpectives
- Handled a QA team(both Onshore & Offshore) as QA Manager including managing financials, forecasting on projects.
- Worked with Dev partners to integrate automation into the Continuous integration, Continuous delivery, Continuous testing process using Jenkins

Company   **:**   **Cognizant, Chennai**

Designation / Tenure   :   Senior Executive / May 2012 – Oct 2013

Job Profile

Trade Services Group:

- Responsible for offshore set up, ramp up, testing team set up. Managing 75-member project.
- Involved in ESS Transformation of converting 3000+ Ruby scripts to TOSCA.
- Designing and Implementing solutions using Tosca/Tosca BI implemented with Concourse Ci/CD pipeline.
- Support business development activities, responding to the proposals as an automation manager by coordinating with key stake holders in the company
- Solely responsible for ESS Delivery and Transformation deliverables
- Involved in preparing the metrics, QA Governance, RFP proposals and solutioning.

Company   :   **Agility, Chennai**

Designation / Tenure   :   Senior Executive / Jan 2010 – May 2012

Job Profile

- Processing trades like Equities, Bonds and FX
- Inquiring and responding to queries received from Clients and Custodians
- Involved in Preparation of Test Procedures, Test Scenarios, Test cases and Test Data.
- Designed Tests using Keyword driven methodology for selected areas.
- Execution of Test scripts and Defect tracking in Quality Centre.
- Daily and the Monthly reporting of trades and production

Company   :   **Fidelity Investments**, Chennai

Designation / Tenure   :   Associate / Aug 2007 – Jan 2010

Job Profile

Custody Operations

- Analyse business requirements, prepare use cases for functionalities.
- Functional testing, defect tracking in Jira
- Co-ordinate with team leads and customers for release testing and retrospection
- Metrics reporting and tracking