**QUALIFICATION SKILLS**

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| --- | --- |
| * Strong UAT Skills * 3 years of experience in Salesforce testing * UML Modeling tools * Excellent Communication and interpersonal skills | * Agile Methodology * Help Desk tools * Working with teams |

**TECHNICAL SKILLS**

**OS & DB:** Windows 2012, Oracle 12c, MS SQL Server 13.0 (2016), MySQL, (Mobile Testing OS) Android, IOS, Windows Mobile

**Modeling & Diagram Tools:** MS Visio 2013/2016, Bizagi v11.1.x, UML 2.0/2.5

**Testing:** HP QC V10.0 & HP ALM V11.5x, SOAP UI (Mobile testing), QTP

**Cloud & SDLC Methodologies :** JIRA, ServiceNow ESS, Agile & Waterfall Methodology

**Other Business Tools:** Sales Force, Zoho, Demandware, MS Office Suite, PL/SQL Developer, TOAD

**Technical Tools:** VUE Onboarding & Compliance, Guide Wire Policy, Claims Service Now, Zoho CRM, Sales Force CRM

**Certifications**

**Leading SAFe 5.1**

**SAFe Agilest**

**Scrum Master**

**PROFESSIONAL EXPERIENCE**

***UAT Analyst/ Scrum Master Certified (Remote), Henry Schein 10/ 2022 – Till Date***

* Responsible for keeping and maintaining all the UAT activities on day to day basis and created reports for UAT Manager.
* liaison between business users and development resources to facilitate large- and small-scale changes and complex problem solving.
* Documented deliverables in testing process (Test Plan, Test Scripts, Test) and summarized defect in HP Quality Center/ALM; JIRA, Status Reports, and Best practices in Testing.
* Assisted on test team for Cross Browser and Cross Platform testing by testing on various website on different browsers like Google Chrome, Internet Explorer and Firefox.
* Defined and executed Unit, Functional, Regression, Smoke, GUI and Security manual testing against weekly, milestone, or on-demand (developers) build.
* Collaborated with functional testing team to gain the domain knowledge of the application, analyze the performance requirements, and plan testing accordingly.
* Conducted GAP Analysis and created Business Requirements Documents (BRD) with the current state and future state.
* Organized review meetings with the Board & compliance teams to ensure captured requirements are correct.
* Created project structure to track and manage individual streams for each project.

***UAT Analyst/Lead, Scrum, (Remote) /SME Freedom Mortgage 10/2020 – 11/2022***

* Validated Data security and Sharing rules in Salesforce. Tested Users, Profiles, Role hierarchies and Permission sets as per user profile and Public group.
* Performed Testing for New and existing System testing for Mortgage Policies
* Participated in Defect management, Bug Reporting & Provided daily status and reports to the Higher management.
* Responsible for Keeping and maintaining all the UAT activities on day to day basis and create reports for UAT Manager
* Collaborated with functional testing team to gain the domain knowledge of the application, analyze the performance requirements, and plan testing accordingly.
* Documented test cases and test procedures according to business requirements and prepared weekly and monthly status reports for Test Plan and Test Strategy
* Developed and executed Control Reports on a periodic basis in the process of auditing and ensuring that the data being checked is on par with the legacy system.
* Defined and executed Unit, Functional, Regression, Smoke, GUI and Security manual testing against weekly, milestone, or on-demand (developers) build.

***BA/UAT Analyst (Remote), Horace Mann Insurance 06/2020 – 11/2020***

* Tested major functionalities such as Policy Submissions, Policy Changes, Policy Cancellations, Policy Reinstate, Policy Renewals & Policy Rewrites.
* Tested for ISO Compliance standards and have reported any ISO standards not matching according to the compliance
* Performed testing for new and existing policy testing for Auto Policy Center prior to state roll outs.
* Collected reporting standards, security and service level requirements for multiple projects, and prepared Business Requirement Document (BRD) based on the business and functional needs.
* Conducted requirements review with business, operations, and compliance teams to make sure the requirements were captured correctly.

***BA/UAT Analyst, MET LIFE INSURANCE | East Greenwich, RI 02/2019 – 06/2020***

(VUE/Sales Force)

* Researched and Analyzed current reporting standards, test data, and system performance statistics and prepared FRD for VUE integration and automation.
* Assisted with UAT activities of onboarding, compliance of VUE Producer Portal for Agents Access.
* Performed Regression Testing & Smoke testing for VUE integration of Met360 (GuideWire access for agents in VUE).
* Developed and executed Control Reports on a periodic basis in the process of auditing to ensure that the data being checked-in is on par with the legacy system
* Created Activity Diagrams, Data Flow Diagrams, and Process Flows for System Consolidation Processes using UML Modeling tools such as Bizagi BPN Modeler.
* Created agent profiles, arrangements using on VUE automated and Manual on boarding and compliance tool.
* Served as a liaison between business users and development resources to facilitate large- and small-scale changes and complex problem solving.
* Performed User profile Testing for Sales Force and created Leads and managed Lead Console for testing purposes.
* Validated Data security and Sharing rules in Salesforce. Tested Users, Profiles, Role hierarches and Permission sets as per user profile and Public group.
* Collaborated with UAT and Dev teams for data and integration of other projects using knowledge of SAP ERP and how it transitioned to SAP S/4 HANA; enabled quicker access to data retrieval and project files
* Tested Salesforce standard objects (Campaign, Accounts, Contacts, Opportunity) and custom objects, page layouts, fields validations and its access to the user based on defined

***BA/UAT Analyst, Simmons University, Boston, MA 11/2018 – 01/2019***

* Collected existing standards for data integrations & migrations, and system performance & configurations from new WDS (Workday Student) system.
* Conducted GAP analysis and created Business Requirements Documents (BRD) with current state & future state.
* Organized review meetings with the board & compliance teams to ensure captured requirements were correct.
* Developed project structure to track and manage individual streams for each project.
* Created faculty profiles, arrangements in workday student system automatization & on-boarding compliance tool.
* Developed and executed Control Reports on a periodic basis in the process of auditing and ensuring that the data is being loaded is on par with the legacy system, until the future system is fully integrated into the student system.

***UAT Team Lead, MetLife Insurance | East Greenwich, RI 05/2018 – 10/2018***

* Wrote and executed testing standards &amp; Methodologies, Test Cases/Scenarios, and Test Cases/Scripts.
* Extensive experience in writing and implementation of complex test plans and design; development and execution of test scripts for system and functional projects.
* Tested various Salesforce application standard objects like Accounts, Contacts, Cases, Leads, Campaigns, Reports and Dashboards. Involved in data mapping and migration of data legacy systems to Salesforce.com objects and fields.

***Business Analyst, Argo Group Insurance, San Antonio, TX 10/2017 – 04/2018***

* Prepared BRD’s based on the gathered reporting standards and service level requirements for multiple projects.
* Involved in writing test procedures, descriptions, and setup conditions needed to produce the pass/fail criteria
* Designed and Developed test plans.
* Created FRD with Use Cases, Sequence Diagrams, Activity Diagrams, Data Flow Diagrams for System Consolidation Processes using UML modeling tools such as MS Visio and Bizagi Modeler.
* Documented test cases and test procedures according to business requirements
* Participation in the requirement analysis and Solution meetings.
* Implemented batch jobs for Invoicing, delinquency workflow, Write-Off to release payments and activate billing transactions through GW
* Mentoring and Training New resources with GW PC-CC
* Execution of Test cases in the Guide wire Billing Center Application
* Conducted User Acceptance Testing (UAT) to ensure that all the business requirements have been fulfilled by the application.

***UAT Analyst, Hanover Insurance Group, Worcester, MA 06/2017 – 09/2017***

* Involved in preparing the Requirements Documents for replacing the existing commercial lines of business from lega-cy to web-based system
* Developed data mappings using Mapping Designer to extract, transform, and load data into data warehouses from various data sources.
* Developed various SQL and Oracle scripts to insert and update data and to fix data issues.
* Used GuideWire to upgrade the current claim system to track the claim of the policy holders and third-party applications.
* Worked on Guidewire Policy Center for Policy creation and maintenance using different Policy Transactions for Auto and Property (including Homeowners).
* Used Rally tool for requirements management and tracking user stories in a sprint and product backlog.

***UAT Analyst, Chubb Insurance, Warren, NJ 10/2016 – 05/2017***

* Worked with the Business development group and gathered the requirements for developing Automatic Assignment of claims Involved in Logical and Physical Data Modeling.
* Responsible for writing User Requirement Specification (URS) for the Web based application's modules.
* Worked on Guidewire Policy Center and Billing Center to test functionality related to Policies and Billing Cycle.
* Worked closely with Billing Center, Customer Portfolio, and Forms team to test the integration between these services.
* Created translation document for requirements between Policy Center and Billing Center systems.
* Experience writing and executing test cases and test scripts, based on requirements documentation provided by an-other resource or business user using HP Quality Center and QTP.
* Facilitated defect management meetings and test execution status meetings.
* Identified, analyzed and documented defects, errors, and inconsistencies in the application.
* Worked on testing various types of letters generated in Guidewire (Thunderhead document generator).
* Experience in testing the Confirmation Emails and Confirmation screens for the New Business Application and Ex-press Apps
* Created test plans, test scenarios, test cases for the Claims Center and the Billing Center, and Defect Management.
* Technologies used: MS Office Suite, MS Visio, GuideWire 7.0, Quality Center, MS SQL Server

***UAT Analyst (Demandware and Salesforce), PetSmart, Phoenix, AZ 04/2016 – 10/2016***

* Responsible for facilitating working sessions with the business and other key stakeholders to examine the current process and prepare detailed process models such as “AS-IS.” and “TO-BE” in GAP analysis sessions.
* Developed and documented Process Flow Diagrams, Use Cases, and Activity Diagrams using MS Visio.
* Implemented pick lists, dependent pick lists, lookups, junction objects, master detail relationships, validations and formulas to the custom objects.
* Created page layouts, custom tabs, and search layout to organize fields, custom links, and related lists on a record detail and edit pages.
* Worked on various Salesforce standard objects like Accounts, Contracts, Leads, Opportunities, and Reports.
* Created workflow rules and defined related tasks, email alerts, and field updates.
* Experience in writing Test Plans, Test Scenarios, Test Cases and analyzing Test Results.
* Experienced in handling projects in the areas of Functional, Integration, Regression and Acceptance Testing in Agile and Waterfall models.
* Good interacted with QA team members, Developers, Project Managers and Clients to resolve issues
* Regularly participated in Technical and Use Case review meetings for various functionalities in the application.
* Technologies used: MS Office, MS Visio, Salesforce Sales Cloud, Zoho CRM, Demandware, Oracle
* Configured and tested Salesforce Service Cloud to enable servicing, tracking, and reporting of incoming requests via Email, Web, and Phone.
* Performed Regression Testing to ensure changes to application did not introduce any new bugs.
* Validated data integrity (rules and merging records) functions like establishing proper ownership and record type maintenance in accordance with sales territories.
* Validated Salesforce CPQ (Configure, Price & Quote) design and tested mapping to the Salesforce custom objects to meet business Quoting needs.

***BA/UAT Analyst (Demandware / Zoho), Inspiredge IT Solutions, Edison, NJ 02/2015 – 03/2016***

* Started as a BA/QA intern was offered a full time QA Analyst role.
* Involved in the business requirements gathering, understand end-to-end application functionality and preparation of Business Requirement Documents (BRD).
* Created SQL queries to pull the data from the SQL Server and exported to MS excel for the reports.
* Used advanced excel functions like PivotTable, VLOOKUP for the reporting purpose.
* Involved in Sales, Marketing Strategy development and implementation, track customer flows using Demandware and CRM tools.
* Coordinated with offshore teams in support of functional, integration and UAT testing, and to document and report to the management on a regular basis.
* Technologies used: MS Word, MS Visio, Demandware, Zoho CRM, MS SQL Server

QA/UAT analyst, Tech Mahindara, Hyderabad, India 01/2014 – 02/2015

* Worked with the Business development group and gathered the requirements for developing new car software Prod-uct.
* Worked in all phases of Software Testing Life Cycle (STLC), Software Development Life Cycle (SDLC), Bug life Cycle and Methods like Waterfall and Agile.
* Responsible for writing User Requirement Specification (URS) for the Web based application's modules.
* Performed Regression Testing & Smoke testing for the developed software, HP QC for loading Test cases and reporting bugs and Tracking day to day open defect and prioritizing the defects using Tools like JIRA

**EDUCATION**

Bachelor of Business Administration (Marketing and IT) | IBS – India