**Jigar Shah**

**MS Computer Science**

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**PROFESSIONAL SUMMARY:**

Highly motivated and result oriented with 9+ years of IT industry experience as Business Analyst in development of web-based, Client-Server applications, developing business process as Software Testing Services in different methodologies like, Agile (Scrum) and ITL/ITMS.
• Worked with Project Teams (Development), reviewed project documents (TD, FD, design and cutover documents) as per QA Standards.
• Extensively worked on change management process and used HP SM7 tools for development process.
• For international customers in Healthcare systems, implemented Quality systems for products in accordance to CGMP and ISO standards.

\Worked with VBA Macros with Excel VBA, which automate tasks in Excel by writing macros.Handled all Property casualty insurance
• Expertise in designing Testing documents like Test Plans/Script, Test Design Specifications, Test Case Specifications and Test Procedures.
• Working in DevOps Mode for Continues delivery (Release when Ready) in Agile (Scrum) projects, Prepared TA's, Strategies, Test Assessments, Estimations in SAP BW/BI/BO Projects.
• Involved with GUI Automation, User Acceptance Testing, Functional Testing, Integration testing, System Testing like Regression Testing, Performance Testing on Client/Server and Web Based applications
• Worked with Business users (Various departments) for Functional testing and UAT for different projects, Coordinated with users for Acceptance criteria for finalize the test cases.
• Conducted various discussions with Product owners BA's, Uses for Testing strategies
• Prepared and reviewed Test Data managements for Functional, UAT for various projects
• Extensively worked for data migrations form Oracle to Sap in a big landscape (Dev, QA, preproduction and Production system).
• Applied risk based and Regression testing in SAP Healthcare system.
• Implementedand executed E2E Testing solutions in Version and support pack upgrade in SAP Landscape.
• Experienced writing Test suite using Selenium and QTP.
• Experience in Performance testing with JMeter and LoadRunner.
• Delivered the Test results with in timelines as Independent tester and big teams as well.
• Provided identified Bugs, Test execution status reports and planed execution schedules to the Management and project Teams.
• Excellent communication presentation and interpersonal skills

**TECHNICAL SKILL:**

**.Net and Web Technologies:**

* C#, VB.NET, ASP/ASP.NET, ADO.NET, Web Services, AJAX, WPF, WCF, WF, MVC , LINQ, HTML,DHTML,XHTML XML, CSS , WSDL, UDDI and .NET Remote.

**Frameworks:**

* .NET Framework 2.0/ 3.0/3.5/4.0/4.5

**Programming Languages:**

* C, C#, Visual Basic, PL-SQL and T-SQL, HTML, SQL, JAVA, Python

**Scripting Languages:**

* VB Scripts, JavaScript, AJAX, JQuery.

**RDBMS:**

* MS SQL Server 2000/2005/2008/2008r2/2012 and MS Access

**Development Tools:**

* Visual Studio .Net 2003/2005/2008/2010/2012, Adobe Dreamweaver, Adobe Flash, Adobe Photoshop, MS Visio and Microsoft Testing Tools

**Version Controller:**

* MS Visual Source Safe (VSS) and Team Foundation Server (TFS)

**Application Server:**

* Internet Information Server (IIS**)**6.0/7.0/7.5, Microsoft Office Server 2007

**Reporting Tools:**

* Crystal Reports 9.0/10.0/11.0, SQL Server Reporting Services (SSRS), SQL Server Integration Services (SSIS).

**Operating System:**

* WINDOWS Vista, XP Professional /NT/XP, Unix, Linux.

**Development Methodologies:**

* Extreme Programming, Test Driven Development, Agile

**Office Applications:**

* MS Word, Excel, PowerPoint, Outlook, Open office, Adobe Acrobat

**Testing Tools:**

* Test Rail, JIRA, UFT, Selenium IDE, SOUP UI, Load Runner.

**Networking:**

* TCP/IP, FTP, HTTP, Internet, And Intranet

**Bug Tracking:**

* JIRA, QC/ALM.

**Browsers:**

* MS Internet Explorer, Mozilla Firefox, Chrome, Safari, Opera
* Telecom, Media, Banking, Pharmaceutical

**SYNERGY INSURANCE COMP.--BUSINESS ANALYST/SCRUM MASTER (2015 to till now)**

**Project:**Billing Management System
**Roles and Responsibilities:**
• Analyzed the scope document and the current business processes to gain better understanding of the project. Interviewed Domain Experts asking appropriate questions and carefully documented their requirements thus forming a communication link between the business and technical units.
• Conducted GAP Analysis after analyzing AS-IS business process and the TO-BE business process. Wrote down the requirements in the form of user stories and helped the product owner prioritize them in the product backlog.
• Acted as Scrum Master, facilitating, time-boxing and conducting the Scrum Ceremonies-Sprint planning, daily scrum, and sprint review and sprint retrospective meetings.
• Involved in resolving impediments that affected the performance of the Scrum Development team.
• Drafted an updated the sprint burn down chart and product burn down chart to calculate the velocity of the team during the sprint. Assisted product owner in re-prioritizing the product backlog during the sprint review meeting and velocity calculation.
• Was also responsible to update the burn up charts usingJIRA 6.0.
• Involved in silent writing and setting timelines during the sprint retrospective meetings.
• Engaged in reporting to the Program Manager regarding the updates and progress of the project by submitting weekly reports.
• Created use case, use case diagrams, activity diagrams and sequence diagrams using MS Visio 2010.
• Was responsible for handling requirement churn.
• Ensured that the respective scrum artifacts were visible to the product owner and the team.
• Facilitated Scrum planning meetingfor effort estimation and prioritization of user stories using Planning Poker, T-shirt sizing as measurement technique and MoSCoW as prioritizing techniques.
• Worked towards research and business analysis for client services and system enhancement by continuously interacting with the business users.
• Engaged in task allocation and issue tracking, user story management and requirement traceability using JIRA 6.0.
• Analyzed agency wide workflow systems to identify opportunities for improvement through automation and thereby developed flowcharts using BPMN and MS Visio 2010.
• Presented system data to the key stakeholders through IBM Cognos for better understanding about users and systems functionalities.
• Conducted UAT while writing test plans and test cases using JIRA 6.0.

**ENVIRONMENT:** Scrum-Waterfall Hybrid Methodology, JavaScript, HTML, CSS, JIRA6.0, MS Word, MS Project, MS Outlook, MS Visio 2010, IBM Cognos.

**Westfield Insurance, West field center, Ohio *:* (2013-2015 – 2 Years): Bussiness Analyst /Quality Analyst**

**Description:**

The project dealt with the property and casualty insurance including life insurance and requirement gatherings has been done in the project.

.**Responsibilities and Results:**

* Acting as liaison between Personal Lines, Commercial Lines, Surety, Marketing, Call Center, IT groups.
* Conducted JAD sessions and gathering software requirements and Business intelligence rules.
* Eliciting business and technical requirements for evolving property and casualty insurance systems.
* Documenting needs, features, business rules, supplementary specifications etc in Requisite Pro.
* Worked on contribution plans in order to determine the earnings from an individual account.
* Conducted GAP Analysis in understanding how the upgraded system carries out the business and to see the effects.
* Eliciting business and technical requirements for evolving property and casualty insurance systems
* Worked on the commercial insurance and have an extensive hand on experience relating to claims, procedures and policies.
* Worked on used cases and pay rolls, pension pay roll system applications.
* Conducted business meetings on commercial lines of insurance including portfolio insurance and policies.
* Worked on commercial mortgages including purchase money mortgage.
* Coordinated with off shore team of developers to develop the application as per the business requirements
* Worked on damage property damage liability and on policy operators covering injury liability.

**IMAGE SOFTWARES: (2012-2013 – 1 Year) ----- .Net Developer/Business Analyst**

**Description:**

* Image Software is a well-known company who provides training and doing outside projects of clients for ASP.Net, C#, Vb.Net, Java, Php etc.
* Image Software is 12 years old company which is managed by Mr. NimeshDullah in India.
* This company is making very good success and profits. It has 4 more offices in Australia, USA, New Zealand and India.

**Responsibilities and Results:**

* Involved in all the **SDLC** including **Planning, Analysis, Design, Implementation, Testing, debugging and Documentation.**
* Worked with Windows active directory to synchronize and **create user** and user **groups** for the portal sites, assigned permission levels. Developed team sites for various branches so that they could be able to do communication.
* Developed meeting workspace site with **Discussion, Tasks, Discussion Boards, Lists and list items.**
* Created **Custom site templates** and list templates for developing web part pages for the portal. Involved in branding the portal site to provide uniform look.
* Developed a Web Part that would provide a mechanism for the user to update data in SharePoint lists.
* Designed and developed several **InfoPath forms** to streamline request forms handing and published them to Share Point Forms library.
* Worked extensively on **SharePoint Object Model** in **C#, ASP.NET** to create **ASPX pages** and integrated it with new site definition of Meeting workspace.
* Created **stored procedure** for **updating views**based on multiple base table, and for retrieving and adding data in data tables from different SQL Servers.
* Created various document libraries and lists for managing diverse contents.
* Developed and deployed **Custom Web Parts** for displaying financial data and information.

**GLOBAL BARODA HOSPITAL: (2008-2012 – 2 Years) –---- Quality Analyst**

**Description:**

* Global Baroda Hospital is multi specialist hospital with latest technologies and has more than 500 Employees with two branches.
* The Hospital Patient Portal is a program build to assist the process of Patient registration, managing patient visits and visit related documents. It has 2 sets of views, namely Patient login and Staff login.
* Patient login includes pages for creating accounts and viewing visit info. Staff login includes features like Patient search, managing visit information and managing visit specific documents.

**Project:** Using Standard Chartered online ERP System to create, login and manage account using online ERP website and Software.
**Responsibilities:**
• Used GUI testing to check for appearance of the website.
• Performed Manual Testing to test the usability of the application.
• Created Requirement Traceability matrix to map Test Cases to the requirements.
• Maintained central repository to determine the readiness of the application by combining Planning, Execution and Defect Tracking.
• Participated in daily scrums to effectively communicate the progress and road blocks in order to deal with the constantly changing requirements.
• Performed Load Testing by using Load Runner.
• Importing requirements, create Test Cases, validate requirements with test cases and generate reports using JIRA.
• Manage the testing process, schedule batch tests, log and track defects using JIRA.
• Participate in review meetings to resolve bug related issues with developers.
• Communicate/Update team with best practices that they can implement to thoroughly test the application, but reduce the amount of testing time required.
• Participated in daily defect resolution status calls to discuss defects with vendors, project management and users.
• Created new material for new QA module team as well as trained them on application and bringing them up to speed.
• Answered and troubleshoot customer and UAT issues, questions, and problems.
• Conducted smoke, functionality, system, and regression testing by using QTP.
• Performed Back end Testing-using SQL queries, generating reports to ensure data integrity and validate.

**PROFESSIONAL CERTIFICATIONS/TRAINING:**

* Enterprise Resource Planning Certificate (Lamar University, College of Business)
	+ MISY 5340 ERP Overview
	+ MISY 5350 ERP E-Commerce
	+ MISY 5360 Business Intelligence

**OTHER EXPERIENCE AND ABILITIES:**

**MANAGEMENT :**

* Managed study and work simultaneously and got very well educational result also.
* During my undergraduate study I Managed an event “Eminence” (tech fest) and I managed more than 20 events.
* Manager for the biggest event in my university which was Musical night. Managed event with more than 3 national Artists and more than 10000 people at one place at same time.

**LEADERSHIP /TEAMWORK:**

* Leader for Final Project in my undergraduate with the team with more 3 people.
* Leader for the Project “talking Egg” in my Graduate study with more 2 people.

**KEY STRENGTHS:**

* Strong analytical problem determination/solving skills
* Willingness to learn.
* Self-Motivated and Goal Oriented.
* Flexibility and adaptable.
* SQA Tools & Best Practices
* Test Cases, Plans & Scripts
* Defect & Bug Discovery
* Technical Specification Analysis
* System & Unit, Acceptance, Regression, Load Testing
* Tracking, Logging & Reporting
* Program Logic & Optimization
* Software Architecture Technologies
* Issue Identification & Documentation
* Authorized to work in the US for any employer