**Jigar Shah**

**MS Computer Science**

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**PROFESSIONAL SUMMARY:**

Highly motivated and result oriented with 8+ 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. Good testing Orientation in Variousdomains including: Banking, Healthcare, E-commerce/Retail and Insurance.

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.
* Maintaining the warehouse and retail stuff to the clients
* 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