

Harneek Singh

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PROFESSIONAL SUMMARY:

To be a part of an organization where get a chance to use my knowledge and skills to contribute in the progress of the organization as well as myself.

I believe in maintaining good & friendly work environment to maximize the productivity which leads to customer satisfaction.

OBJECTIVE:

To obtain a challenging position as Business Analyst that would increase business productivity of the organization & in turn enhance my skills & competency.

SUMMARY:

- More than 3 years of experience in IT Industry in **Business Analysis** and **Testing** in various facets of the Software Development Life Cycle (SDLC).
- Worked in various domains like Education, Medical, Telecom & Security.
- Currently working at **Client side** in a project called **HP Police CCTNS (Crime & Criminal Tracking Network & Systems)** as a Business Analyst.
- Elicited Requirements using Document analysis, Requirements Workshops, Surveys, Site visits.
- Having good experience in Writing Requirement Specification\Functional Requirement Document (FRD), Product Backlog, and Competitive Analysis.
- Initiating calls with client (Post sales) to understand the business needs and project requirements.
- Ensuring the project requirements remain within the scope. Working with client to bifurcate the functionalities, finding core features of the product for a successful MVP.
- Working directly with Development and QA team for any updates, change requests and scope analysis.
- Responsible for executing various Test cases both Manual and Automation based.
- Excellent in client interaction and team management skills with efficient communication and interpersonal skills.
- Experience in an Agile Methodology Environment (Scrum Team).
- Good leadership, presentation and Team Management skills.

EMPLOYMENT SUMMARY:

Organization	Designation	Duration
Debut InfoTech	Junior Business Analyst	Jan 2018 – May 2018
Tech Mahindra Pvt. Ltd.	Business Analyst (Client Side)	May 2018 – Till Date

PROJECTS SUMMARY:

S.No	Project	Role	Duration	Team Size
1.	HP Police CCTNS	Business Analyst (Client Side)	Aug 2020 – Till Date	4

Roles and Responsibilities:

- Working directly with client for requirement gathering, formalizing documents and preparing SRS/FRS.

- There are two main systems for this project Citizen Portal & CCTNS (Crime & Criminal Tracking Network & Systems) for which we are putting efforts to streamline the systems.
- Regular interaction with client for any updates on the running system.
- Assigning tasks to the developers and tracking the same with Task Tracking Sheet.
- Suggesting new upgradation to the client to get more CRs which in-turn increase the profitability of the project and leads to client's satisfaction.
- This project is still going on and will keep on adding the work that I will do in future.

S.No	Project	Role	Duration	Team Size
2.	Vodafone CPQ	Manual & Automation Tester	March 2020 – Aug 2020	4

Roles and Responsibilities:

- Worked in various markets of Vodafone UK as manual and automation tester.
- Written test scripts for all the journeys like Mobility, IOT & BAU.
- Automated the test cases by using Katalon studio which reduce the time of testing.
- Working on code creation with simplified reusability approach.
- Using scheduler to schedule all test cases on single click.
- Had a great hands-on of Salesforce lightening.
- Had a great hands-on of **Jira** to track all the tasks and helped in work management.

S.No	Project	Role	Duration	Team Size
3.	TB-Test-E2E Mobility AT&T	Tester	June 2018 – March 2020	10

Roles and Responsibilities:

- Worked on the End to End testing of the web based applications of AT&T, which included manual testing and automation testing by using scripts.
- This included running testing flow of e-commerce website and order tracking website linked with it.
- Used to interact with developers and leads frequently regarding defects and tracking records

S.No	Project	Role	Duration	Team Size
4.	The School App & Doctor's Website	Business Analyst	Jan 2018 – May 2018	2

Roles and Responsibilities:

- Developed these two projects from the scratch.
- Taking regular calls with the clients, understanding the requirements, creating various documents (BREQs, FRDs MOMs).
- I have created end to end & detailed wireframes using Balsamiq tool.
- Verifying all the wireframes from the client explaining the flow and the functionalities, taking feedbacks and worked towards customer satisfaction.
- Discussing the Change Requests with Client and Higher Management.
- Performed FIT-GAP, AS IS, TO BE Analysis to understand that there is minimum customization and try and FIT requirements as per OUT of Box solution provided.
- Assisting DBA team, to produce right DB changes, and stored procedures in right time in right manner.
- Develop Agile Product Roadmap and Backlog based on client and current market demands.
- Assisted the Agile Development and Facilitated documentation of User Stories and Product FRDs.
- Product Configuration Review and Walkthrough to the Client.
- Involved in business requirements gathering calls and requirement analysis.

- Provided client side requirements using FRD documents.
- Frequently involved in sprint planning and have taken up user stories based on different user requirements.

APPLICATIONS & TOOLS

- Balsamiq (To create wireframes of the requirements)
- Katalon Studio (for Automating the journeys)
- Jira (Work management tool)
- Salesforce
- iTM automation framework
- TDP-Test development platform
- SAART-Sales Account Assignment and Results Tracking
- ROME-Revenue and Opportunity Management Environment
- Premier, OPUS, Telegence, MyATT and various E-commerce application of AT&T.

Declaration:

I hereby declare that the information furnished above is true to the best of my knowledge.