

Priyanka Uppal

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Career Summary

- 7+ years of experience in delivering Quality Software Products across EPC (Engineering and Procurement) and Financial Services domains
 - Expertise in Software requirement gathering, quality assurance, client handling, team management, business analysis & problem-solving
 - Received **Star performer in HCL** and **Spot Award in Hatch Associates**
 - **Certified Professional Scrum Master – Level 1**
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Role Summary 07 Years 05 Months

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|---|------------------------|
| • Software Quality Assurance Analyst (Hatch Associates) | 2018- Till Date |
| • Sr. Quality Assurance Analyst (ThoughtFocus Technologies (Blackstone COE)) | 2016-18 |
| • Software Developer (HCL Technologies) | 2013-16 |
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Professional Experience

Consulting and Client Handling

- Worked on the **requirement elicitation (requirement gathering)** process with various stakeholders
- Worked with cross-geographic & cross-cultural teams from US, Singapore, UK, Australia, Canada and Costa-Rica.
- Conducted **design walk-throughs and presentations** with global teams.
- Handled 10+ **quarter closing of funds** & supported clients on their valuation & reporting queries.
- Experience in **fit-gap analysis** of the solution for the client and aid in understanding the client needs.
- Provided **functional support** for troubleshooting client issues & understanding bottlenecks with the system.

Business Analysis

- Engage with the client to gather business requirements and understand the various rules
- Design data and process models for easy understanding of client's business requirement
- Draft and Maintain software requirement specifications and functional requirement documents and align them with client's requirements
- Responsible for delivering functional specifications, user stories, use cases, process diagrams, data models etc.
- Interviewed key stakeholders to collect the information required for designing the process
- Help conduct UAT with the clients to map all requirements with the developed functionalities
- Worked on gathering requirements for various reporting tools, process improvement tools and custom applications

Company Initiatives and Agile Methodologies

- Certified Professional Scrum Master Level 1(**PSM 1**).
- Member of **Digital project management and delivery committee** in the organization.
- Sound understanding and working knowledge of **Agile and Waterfall Delivery Methodologies**.
- Administered Agile/Scrum processes including sprint planning, daily scrums, **sprint reviews** and **sprint retrospectives**.
- Conducted trainings of team members on **Agile processes**.
- **Introduced Zendesk to DevOps integration within organization to ease Service desk processes.**

Quality Assurance

- Developed and created **testing plans** for various projects
- Sound understanding and working knowledge of **Agile and Waterfall Delivery Methodologies**

- Sound knowledge of **handling functional testing, integration testing and workflow-based testing**
- Experience of **API testing** using Postman, SOAP UI and Swagger
- Experience of handling **SharePoint integration testing** and **SharePoint reconfiguration**
- Spearheaded **Defect leakage meetings** to reflect on the learnings and best practices to prevent such situations
- Experience of **Salesforce application** and its integration using **RabbitMQ** with various other applications
- Experience of ProjectWise, Aconex, Workday, HedgeSphere and Case 360.
- Working as a Business Analyst for a team

Team Management

- Setup the complete QA team at Hatch Associates
- Managed day to day operations of 5 members team; responsible for handling **goal setting & performance reviews**
- Conducted **training for 10+ cross-functional & global teams** for getting acquainted with best practices
- Member of **hiring team**; involved in multiple hiring processes

Project Planning

- Experience of creating and presenting **sprint planning** and **monthly Project plans**
- Experience in practicing Scrum ceremonies to meet key project milestones
- Involved in **resource allocation** and requirement fulfilment for each sprint

Education and Certification

Course	Institute	Year
Professional Scrum Master	Scrum.org	2020
B. Tech., Computer Science	GTBIT, GGSIPU, Delhi	2008-12