# RUJUTA PAITHANKAR

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## OBJECTIVE

To become an asset to my organization by utilizing my knowledge, skills, and attitude towards the growth of organization. I am keen to achieve excellence with a continuous value addition to myself and my organization.

## SUMMARY

After gaining 7.1 years of professional experience as QA in India, I opted MS in **"Business Consulting and Digital Transformation"** from **'Skema Business School', France**. The MS has inculcated the techno-business-management competency in myself to meet the desired professional need. During my Masters, I completed five months internship (2019) as 'Intern-Business Analyst and Consultant', which sums my total professional experience to 7.6 years.

My past QA roles as a **'Team Lead'** and as an **'Individual contributor'** *involve* four different domains viz. **'IT Service Management', 'Insurance', 'Network Security' and 'Travel & Hospitality Management'.** During this journey, I was able to hone my testing, debugging and leadership skills.

MS curriculum based on three important functions viz**.** 'Business Analysis', 'Business Consulting' and 'Project Management' expanded my **business analysis aptitude**, inculcated the **consulting mindset** and leveraged my **project management ability**. Hands-on experience gained in France through **'Amadeus Mini Project'** (**Digital Traveler ID**) facilitated the practical exposure to various project essentials and deliverables. Moreover, exposure to digital transformation fundamentals and technologies viz. AI, Big Data, IoT, Blockchain, Cybersecurity, CRM, SEO, BI enhanced the relevant knowledgebase.

Presently, I intend to whet my 'Business Analysis and Consulting' competency through relevant opportunity and usher success to the organization.

## SCHOLASTICS

**MASTER'S DEGREE (December 2019)**

**Business Consulting & Digital Transformation (Skema Business School, France)**

- **Project Management Skills** - PM Fundamentals, Agile Methodology, **Mini Project** with *Skema-Amadeus*

- **Business Consulting and Analysis Skills** - Business Analysis, Strategy and Organization Consulting (*Beauty Concept, Biostore-Case studies*), Change Management (*MML Wines & ST Properties-Case Studies*), Business Process Management, Innovation Management, Lean Management and Six Sigma, Design to Cost

- **Digital Transformation Skills** - Digital Business Strategy (*VDAB-Case Study*), Digital Globalization (Virtual Reality – Group Research & Infographic), Digital Fundamentals such as SEO, CRM, BI, IoT, Big Data, AI *(IBM Watson)*, SAP Predictive Analysis, Cyber Security (*EDF-RFP Case Study*), IT Technical Skills (*SQL, Excel, VBA*)

- **THESIS -** Research Methodology, **TOPIC** – 'Benefits of Integration of IoT and BPM to an organization'

Apart from theoretical knowledge, the practical implementation *through case study discussions, presentations, varied assignments, role plays, and Mini Project* developed the skills and knowledgebase regarding 'Business Analysis/Consulting', 'Project Management', 'Digital Transformation'.

10 project management knowledge areas and related 49 processes helped to understand the **Project Management** fundamentals. **Agile Methodologies**, scrum concepts/tools were learnt by acquiring hands on experience through specially designed agile games and role plays.

7 months of association **(October 2018-April 2019)** with **Amadeus, France** led to the professional exposure and cultivation of project management skillset through a Mini Project handled by the team of 5 members. **'Amadeus Traveler ID'** project artifacts such as *'Project Charter', 'Project Management Plan', 'Competitive Intelligence Study', 'Desirability Study' and 'Market Strategy Plan'* were delivered during that tenure.

The important **Business Analysis** concepts, right from requirement gathering, analysis, elicitation, stakeholders' collaborations through different techniques/methodologies facilitated the cultivation of business analysis skillset.

**Business Consulting** mindset was honed through *'Beauty Concept' and 'Biostore'* case studies which involved study of different business strategies and tools to determine the position and competency of any organization in the market.

Additionally, the **corresponding subjects** helped to gain better insights to steer business revenues. Various organization and business level processes improvements and their management using **Business Process Management** tools/techniques for better business prospects carry significant value for any industry/domain. Business knowledge database was further enhanced by learning **Management** of 'organizational and personal level **Change**s' which are triggered through various events, and similarly, the **Innovation** that is driven through ideas and technology is crucial to manage for Business sustainability. Study of **Lean Six sigma** ensured to have well equipped knowledge regarding quality management of entire value chain of an organization. The **Design to Cost** helped to

understand the different aspects of product design, cost structure and how the value can be brought by reducing the associated cost.

*Digital Transformation* for any organization can be achieved and managed by opting right **Digital Business Strategy** *and* **Digital Globalization** taken place for the product or service or industry contributes to bring the persistent value. Additionally, essential knowledge regarding the transformation fundamentals (CRM & BI), technologies (IoT, Big Data, Blockchain, SEO, AI, Cyber-Security) and its practical application through various tools/apps can facilitate and assist the phase to transform digitally so that 'customer value' and 'performance' of the company can be leveraged. **Request for Proposal (RFP)** is a standard documented method through which Consultants communicate with the clients regarding the elaborative approach to be implemented to carry out the digital transformation at any organization level.

Furthermore, my **Thesis** on **'Benefits of integration of BPM and IoT to an organization'** expanded my horizons in terms of **Research Methodology**, analytics, domain knowledge and business process management.

## BACHELOR'S DEGREE (AUGUST 2010)

**Computer Engineering (SKNCOE/Pune University, India)**

## WORK EXPERIENCE

1. **COGNOLOGIX, Pune, India**
   **Intern Business Consultant and Analyst** (August 2019 - December 2019)

During my 5 months internship at Cognologix, I was exposed to the varied Business Analysis and Consulting activities which also served a significant value for the validation of my MS degree. During this tenure, I got an opportunity to whet my Business consulting mindset and analysis aptitude.

I explored three domains viz. *'Telemetry', 'Data Warehouse', and 'Legal'*. These respective projects helped me to hone my business consulting and analysis competency.

**Responsibilities:**

1.) Studied '5G wireless deployment at US market' for the client TARANA and carried out BA activities by analyzing business functional requirement and document creation.

2.) Studied client DATAMETICA's transformation from on premise product to SAAS (GCP). Designed a presentation comprised of the product information, marketplace, detailed pricing model and user guide structure.

3.) Worked on ICM product (CLM technology) and performed duties as functional consultant (Intern) for the client ICERTIS. Occasionally, I worked from client location i.e., ICERTIS.

**Environment:** Windows, Business G-suite (Google Workspace), MS Office

## 2. Cybage Software, Pune, India
   **Senior QA Engineer** (June 2017 - June 2018)

During this tenure, I worked on 'TravelClick Meta' application *('Travel & Hospitality Management*' domain). The exposure to 'Business Intelligence' (BI) helped to hone the analytical skillset.

TravelClick provides cloud based and data driven solutions to Hoteliers. The BI solution, 'Hotelligence 360', is a data driven suit, that helps to achieve revenue management and take smarter, strategic, and informed business decision to know, acquire, convert, and retain guests. It also enables Hoteliers to stay one step ahead of competitors. It not only provides a clear view about customer's position in current market but also improve the performance by accessing empowering analytical data.

**Responsibilities:**

1.) Designed test cases for the User stories allocated as per sprint.

2.) Performed test case execution as per user stories.

3.) Involved in raising the defects and tracking them to closure.

4.) Experienced in GUI-sanity testing, regression, functional testing on test and production environment.

**Environment**:  Windows, MySQL, Oracle, Rally


## 3. Qualys Tech Services, Pune, India
   **Software QA Engineer** (October 2015 - October 2016)

The 'Qualys Cloud' *('Network Security'* domain*)* is a platform of integrated solutions that provide businesses with asset discovery, network security, web application security, threat protection and compliance monitoring. It is meant for organizations of all sizes, Qualys Solution helps businesses simplify security operations and lower the cost of compliance by delivering critical security intelligence on demand as well as by automating the full spectrum of auditing, compliance and protection for IT systems and web applications. Qualys is an automated and user-friendly solution that is scalable from a single office to a global network.

My one year of experience here involved a professional growth with respect to Qualys product and network security domain.

**Responsibilities:**

1.) Involved in analyzing CRMs and debugging the issues.

2.) Handled the test management activities of Qualys components such as Vulnerability Management, Policy Compliance, and Back Office (BO)

3.) Performed validation of new features/improvements. Designed and executed the test cases.

4.) Experienced in GUI-sanity testing, regression testing on mentioned environment.

5.) Involved extensively in raising defects tracking them to closure. Worked on the 80+ defects for 8.5, 8.6, 8.7, and 8.8 including patches.

**Environment**: Windows, SQL, Jira, TestLink, Splunk


## 4. SQS India, India
**Test Analyst** (September 2013 - October 2015)

I worked on 'Allianz Business System' application ('*Motor vehicle Insurance'* domain) for Allianz Global client. The 'Allianz Business System' (ABS) is an all-class application system that supports comprehensive processing of core business processes within the insurance area taking into consideration the distinguished authorization model.

During this tenure, I grew professionally through promotion and as well on personal front by participating in various activities/events arranged by SQS India (now known as 'Expleo').

**Responsibilities:**

1.) Involved in the planning, leading, monitoring, and control of the testing activities like execution cycles.

2.) Looked after the QA process documentation and communication to ensure agreed quality for an application.

3.) Worked with technical leads at Vienna/Netherland to identify testing coverage. Ensured the gaps are documented for different modules of ABSi and Benelux.

4.) Involved in Impact analysis for optimization of testing Portfolio.

5.) Prepared the risk mitigation plans for any foreseen delays for ABSi.

6.) Ensured and tested the backward traceability using RTM for Benelux.

7.) Involved in handling defect related activities of ABSi and Benelux. Raised defects and tracked them to closure. Worked on 50+ defects for R.12.7, R13.5, R13.6, R13.7, R13.8

8.) Worked on the weekly and daily 'Customer Delivery Reports' using Excel for Benelux project.

**Environment**: Rich Client (R.12.7, R13.5, R13.6, R13.7, R13.8) on Testing or pre-production environment, Windows, SQL, TFS, TOSCA, MS Office

**5. Symphony Teleca, Pune, India**
   **Product Engineer** (March 2011 - August 2013)

Most of the time during my tenure, I worked from client location i.e., BMC Software and the product was 'BMC Remedy ITSM' ('*ITSM*' domain).

BMC Remedy AR System is a request-centric, workflow-based architecture. It provides a consolidated service/process management platform for automating and managing IT services and business processes. BMC Remedy AR System includes pre-built modules for notifications, escalations, and approvals. I worked on a server side (Developer Studio and Assignment Engine) and application side (Asset Management, Problem Management, Change Management, Incident Management) of 'BMC Remedy' application.

I was able to hone my professional and personal portfolio through various cocurricular and extra-curricular activities organized by BMC Software during my entire association.

**Responsibilities:**

1.) Carried out hot fixe/s validation.

2.) Analyzed the customer defects and debugged the issues using workflow logs.

3.) Handled the test management activities of Remedy Application components like 'Asset Management', 'Incident Management', 'Problem Management', 'Change Management', and server component like 'Developer Studio' and 'Assignment Engine'.

4.) Performed the validation of various RFE's (Required Feature Enhancements)/Backlog. Designed and executed the test cases.

5.) Experienced in manual performance testing of Developer Studio, upgrade and installation testing of the server, GUI-sanity testing, regression testing on the blow mentioned environment.

6.) Involved extensively in raising defects and tracking them to closure. Worked on 300+ defects for 7.603, 7.5, 7.6.04 including patches.

**Environment**: Windows, Solaris, Unix, Milkbone (BMC's internal Defect Management Tool), Eclipse, SQL, Oracle, Remedy Server (7.5, 7.6.04, and patches), Remedy Developers Studio (7.5, 7.6.03, 7.6.04, 7.7, 8.01 and patches), Remedy User (7.5, 7.6.04, and patches), Remedy Mid-Tier (7.5, 7.6.04, and patches), Remedy Import (7.5, 7.6.04 and patches)

**6. Nityo Infotech, Pune, India**
   **Graduate Trainee** (January 2011 - March 2011)

I worked from client location i.e., BMC Software during my entire tenure. Later my team was transferred to Symphony Teleca (now known as 'Harman') to work for the same client i.e., BMC Software.

**Responsibilities:**

1.) Studied certification as "BMC Administrator" and explored the BMC Remedy Application.

## TECHNICAL SKILLSET

- **OS**: Windows, Linux, Solaris

- **Database**: Oracle, MySQL

- **Project Management/Kanban**: MS Project, MS Office, Trello

- **UML Modelling**: Visio, Rational Rose, Edraw

- **Test & Defect Management**: Jira, Rally, TestLink, TFS, TOSCA, QC

- **Automation**: Selenium, QTP, TOSCA

## CERTIFICATES

- **ISTQB Foundation (2010),** International Software Testing Quality Board

- **Software Quality Testing Analyst (2010),** Computer Society of India

## PERSONAL SKILLS

- Proficient at grasping new technical/business concepts quickly and utilizing them in a productive manner.

- Ability to support and sustain positive work environment that fosters team performance.

- Possess strong analytical, interpersonal, communication skills and a team player.

- Technically sophisticated business professional with key focus on achieving bottom line results while formulating, implementing advanced technology and business solutions to meet a diversity of needs.

## AWARDS AND RECOGNITION

- **Jury** for *Sinhgad Karandak* NEON (2016), *Cybage CONVENE 2K13* (2013)

- Participation in Corporate **'Project Management' drama competition**, BMC Team (2013)

- **Winner and Runner-up** in intra *BMC badminton tournament under Women's* and *Mixed doubles* category (2013)

- **'Going Extra Mile'** *award* by Symphony Teleca/Harman (2011)

- **Winner** of *Firodiya and Sinhgad* dance competitions (2007-2010)