

PRADNYA PATIL

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An enthusiastic and high-energy driven professional, targeting managerial assignments in **Business Analysis, Scrum Master, Software Testing and Project Management** with an organization of repute

|| Profile Summary

- **ISTQB certified Tester and Certified Scrum Master** professional with **nearly 13 years** of experience in **Business Analysis, Software Testing and Project Management** across SAP, Finance – Credit Cards, Online Payment, E-Learning, CRM – Salesforce, ERP, IT Services, E-commerce, BIM (Building Information Modelling) **domains**
- Worked on **Agile with Scrum Framework**; conducted Standup Meetings, Review, Meetings and Retrospective
- Maintained close **coordination with Scrum Ceremonies** including Sprint Planning, Daily Standups, Sprint Retrospectives, Sprint Demos, Story Grooming, and Release Planning
- **Conferred with various awards** in each organization for excellent performance
- **Team Leader** with skills in **heading a team of over 10 members** with experience in **managing over 50 projects** within time and quality parameters
- Worked on projects on various technologies like **Java, .Net, Node JS, Angular JS**
- Rich knowledge of **STLC, Functional Testing, Regression Testing, Performance Testing, Automation Testing** (Selenium, Java), Maven, Cucumber, Postman
- Experience in **managing US customers** for providing customer Service and Dispute Resolution
- Strong **project management & governance skills** that have resulted in repeated success in guiding sizeable, cross-functional teams in the design and launch of leading-edge solutions and best practices
- Excellence in **gathering and understanding requirements of clients** & other multiple stakeholders, followed by translation into functional specifications as well as provisioning of suitable software solutions
- Experienced in conducting **Root Cause Analysis** to find defects and providing immediate resolutions; experience in managing **risk mitigating activities and implementing the requirements into systems solution** by preparing requirement and functional documents
- Expertise in **performing business analysis (requirement gathering) functions** including preparation of process map, system integration charts, specification of validations & test cases for converting business requirements into technical specifications
- Extensive experience in developing **quality assurance standards**, processes, procedures & documentation templates with skills in managing defect tracking systems using **bug tracking tools like Azure DevOps, HP ALM (QC), Jira, Bugzilla, TFS, Defect Tracker**

|| Key Skills

Software Testing Lifecycle Management	Client/ Stakeholder Management	Requirement Gathering
Business Analysis & Solutioning	Functional and System Testing	QA Plan & Strategy
Scripts & Test Cases Development	Project Management	Team Building & Leadership

|| Work Experience

Since Aug'17 with Johnson Controls, Inc., Mumbai as Engineer I

Aug'15 – Aug'17 with Pegasus InfoCorp, Mumbai as Sr. Test Engineer

Key Result Areas:

Business Analysis

- Managing the overall change requests and conducting training for end-users on the latest release
- Conducting the level analysis around failures and the root cause to fix the issue and communicating the same with IT Team and Operational Team
- Planning project activities such as scoping, estimation, tracking, change management, delivery management and post implementation support
- Holding review meetings to ensure timely completion & delivery of project to the client

- Organising & coordinating in business analysis sessions for understanding client business processes and mapping the same to required business standards
- Suggesting appropriate and technology-based solutions for enhancing functional efficiency of the organisation and achieving business excellence
- Setting out quality standards for various operational areas and ensuring a high-quality customer experience while adhering to the SLAs and work processes
- Analysing business needs and designing a roadmap for further development

Software Testing

- Establishing and enforcing Standard Test Processes and Deliverables (including defect management and quality metric reporting) within the gated process to streamline testing and support automation and manual testing efforts
- Reviewing project test and implementation schedules; monitoring, documenting, and reporting the current status of defects for each testing cycle and overall project to the management
- Managing offshore QA resources for ensuring timely project completion; developing quality standards in the initial software development stages; enhancing the existing QA plan and strategy
- Designing the Test Strategy & Plan for all projects; conducting review activities such as Requirements Review, Design Review, Test Strategy Review and Test Case Review
- Preparing and delivering reports, recommendations, or alternatives that address existing and potential trouble areas in IT systems and projects across the organization
- Analysing documentation and technical specifications of any new application under deployment or consideration to determine its intended functionality
- Communicating test progress, test results, and other relevant information to project stakeholders and management; supporting and identifying continuous improvements within testing processes
- Assisting Project Managers during the planning stage to define/ design the test plan for each project; scheduling allocation of testing resources and providing testing coordination as needed

|| Previous Experience

Dec'12 – Aug'15 with M&R Consultant Corporation Pvt. Ltd., Mumbai as Jr. Lead

Jan'12 – Dec'12 with Xebec Infosoft, Mumbai as Test Engineer

Jan'11 – Jun'11 with Wipro Technology, Bangalore as Project Engineer

Jan'08 – Dec'10 with Wipro BPO, Pune as QA Associate

|| Education

- **PGDBM (Operations)** from Welingkar Institute of Management, Mumbai in 2015
- **B.E. (Information Technology)** from Atharva College of Engineering, Mumbai in 2007
- **Diploma in Computer Engineering** from MSBTE in 2004

|| Certifications

- ISTQB Certified Tester (Certificate Number : 00504933)
- Certified Scrum Master
- CPAB Training from Udemy
- Advance Diploma in Business Administration
- Diploma in Software Testing
- Advance Diploma in Automation Testing

|| IT Skills

- Wireframe – Balsamiq, Mock-Flow, Visio
- UAT – User Acceptance Testing
- Automation using Selenium
- Regression Testing and Retesting Testing
- Database Testing – SQL Server
- Cucumber
- Knowledge of Appium & Postman
- Non-Functional Testing – Jmeter
- Maven

|| Personal Details

Date of Birth: 26th June 1985 || **Languages Known:** English, Hindi and Marathi

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