



Saumya Yacob

Profile Summary

- An achievement-driven professional with over 6+ years of IT experience functioning as **Business Analyst** with specialization in **Software Testing** in Education/Banking & Payments domain.
- Proficient in transforming User expectations of the system into Business Requirements and subsequently designing the solution. Experience in developing **Process flows, Work Flows, User story creation** and modifying existing flows.
- Expert in writing, reviewing, executing **Test cases** and has exposure to all stages of Software Development Life Cycle (**SDLC**), Software Testing Life Cycle (**STLC**), Defect Life Cycle (**DLC**) and Development processes. Excellent Practical exposure in **Unit Testing/System Testing/ Functional/ User Acceptance testing**.
- Last associated with GEMS Technology as **Business Analyst/UAT Tester** for LMS application (Phoenix Classroom) and Education CRM application (Phoenix Pulse).

Contact

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Personal Info

Nationality : Indian
Date Of Birth : 11th Mar, 1989
Passport : L5661520
Visa : Husband visa

KEY SKILLS

- ✓ Effective communicator with expertise in **Requirement Analysis, EPIC and User story creation, User manual, Test Scenarios and Test Cases Preparation, Test Case review, Test Results Reporting, Defect Reporting and Management**
- ✓ Expertise in **Manual Testing of Windows, Web and Mobile based applications.**
- ✓ Competent in **Agile, Waterfall and V-model software development Methodologies.**
- ✓ **Quick learner and Team player.** Ability to perform proficiently under **high workloads and critical timeframes.**
- ✓ **Strong analytical and conceptual skills** to handle multiple tasks.
- ✓ Strong understanding of **JIRA, Confluence, Manage engine,**

PROFESSIONAL EXPERIENCE

Business Analyst / UAT, Functional Tester / L1 Production Support GEMS Technology (Nov 2019 – Present)

Responsibilities:

- Engage client to **gather software requirements**/business rules, and ensure alignment with development teams
- Translate stakeholder requirements into different tangible deliverables such as **user story preparation, workflow/process diagrams creation using VISIO.**
- Design **test cases and potential scenarios**
- Acted as **liaison** between Requirement Management and Testing Team
- Conduct multiple levels of testing including **functional and User acceptance testing** to verify the client's needs are met.
- Document software defects, using **JIRA** and report defects to software developers.
- Monitor **bug resolution efforts** and track successes.
- Document test procedures to ensure replicability and compliance with standards.
- Provide **feedback and recommendations** to developers on software usability and functionality.
- Ensure and validated that **delivered functionality meets the business objectives.**
- Create **User Manuals and Reports.**

Balsamiq prototyping

wireframe

- ✓ Strong understanding of Microsoft Office (**Outlook, Word, Visio, PowerPoint and Excel**)
- ✓ Performed actively in **leading team** and also playing as an **active team member**.
- ✓ Experienced in **mentoring and monitoring newbies**.

- Experienced in **conducting end-user training** about specialization module.
- **Investigate customer problems** reported through **Manage Engine/Service Desk**.
- **Ticket resolution** by replying with the necessary details or steps.
- If a bug is found, then reassign the ticket to the respective developer.
- **Follow-up** with the development team on the status of resolution.
- Closely monitor if **SLA's** are getting **breached**.

PROJECTS EXECUTED

Project 1:

PHOENIX CLASSROOM

Phoenix Classroom is a **progressive Learning Management System** with a number of advanced features and functionality to support Educators in providing quality education through synchronous / asynchronous lessons delivery while at the same time allowing you to create courses, curriculum templates, planner events, Digital portfolio, certificates, survey, parent teacher meetings, lessons, assignments, lesson plans, Chatter posts, and quizzes and mapping them to learning objectives. You can create posts and organize discussions with students using chatter. Phoenix classroom allows you to perform multiple activities, reducing the dependency on multiple systems. Marking attendance and tracking student progress, behavior and achievements have never been easier, giving you the opportunity to focus your energies on pedagogical functionality.

Project 2:

PHOENIX PULSE

Pulse Education CRM is a **Quality Assurance System** which focused to endorse if quality education is given to students by Schools. The end customer for this system are the parents whose children are studying at Phoenix Pulse integrated schools. The objective of this system is to understand parents concern regarding their children and monitor whether their needs are addressed by the respective schools. Pulse provides a platform where teachers can log the engagements/meetings/follow-ups held with the parents.

PREVIOUS EXPERIENCE

Business Analyst / Software Tester

Network Intelligent Payment Solutions, Abu Dhabi.

(Mar 2016 – May 2018)

Project 1:

SMART TELLER KIOSK INTEGRATION FOR ROAD TRANSPORT AUTHORITY (RTA), DUBAI

"The Smart Teller" kiosks are fully integrated machines and costumed designed to enable End-users to choose between multiple services including printing of cards and documents with various payments options including banknote, coin, credit card and mobile payment. With the implementation of "The Smart Teller" kiosks RTA is given an enhanced experience for their end-users though executing all of their services from "The Smart Teller"

KIOSKs by means of smart payments and services plans thereby achieving high ranking of end customer happiness throughout the new Government happiness indicator.

Project 2:

IN-TAXI INFOTAINMENT SERVICE INTEGRATION FOR DUBAI TAXI CORPORATION (DTC), DUBAI.

The project focused to supply, install, design, operate and maintain a completely integrated In- Taxi infotainment/entertainment Service solution to Dubai taxi for an increased customer satisfaction while travelling. The customers were able to use internet using Wi-Fi during their journey and to use interactive touch screens for games, apps, journey/trip information, customer feedback and view digital advertisements.

Senior Software Engineer

MindTree Ltd., Bengaluru, India.

(Jul 2012 – Jan 2015)

Responsibilities:

- Responsible for implementing application development in various layers of **SDLC**.
- Gathering the requirement from the customer.
- Preparing Design Document and getting approval from the customer
- Coding COBOL- DB2 programs and JCL: Extract the data from CRS tables group by common columns and update the CRS table with proper indicator coded JCL to run these programs as batch system.
- Preparing Unit Test cases for various scenarios.
- Reviewing test cases created by team mates and guiding them for improving the test
- Was responsible as the primary resource for all the testing that includes **Unit testing, System Testing and Acceptance Testing**.
- All the defects were captured and maintained in defect log Documents.
- Generating various monthly reports and delivered to the customer on monthly basis.
- Extra support during implementation.
- Platform used was **Mainframe**

Project 1: Corporate Report System

The Monet Program was mobilized with the objective of simplifying the Chartis legal entity structure in Europe. This program aims at implementing a core legal entity structure - a single UK-domiciled, pan-European insurer with branches covering the European Economic Area (EEA) and Switzerland.

Project 2: Home Foreign Redirection

The New York and Pennsylvania Regulators require improved transparency and have demanded that US Statutory Financial reporting follow the legal entities both directly writing and also reinsuring the business. Towards this end, Chartis Overseas Associations are being unwound for Manager 2 business by redirecting the US Home Foreign Direct Insurance Business from COA to the CUS admitted pool members using CRS.

ACADEMIC QUALIFICATIONS

Year	Course	Institution	Score
2007-2011	B. Tech (Computer Science)	Federal Institute Of Science & Technology, Kerala ,India	64.26

2006-2007	XII	SBOA Senior Secondary School, Chennai	75.75
2004-2005	X	KPCV Senior Secondary School, Chennai	78.32