

SHAIK IMRAN
Email: imranste2009@gmail.com
Mob: +91-9000027861

Career Overview

Being an IT Professional with more than 12 years of experience as Business Analyst and Test Lead/Quality Analyst. Whereas 4 years of experience as Business Analyst & 8 years into Software Quality Assurance, that mainly includes:

Experienced as **Business Analyst**, involved in business analysis, **requirement gathering**, **gap analysis** and Functional specification (**FSD**) preparation.

Good domain Knowledge in Insurance Domain (6 Yrs. experience in P&C Insurance) and undergone training for INS21.

4 years' experience as **Business Analyst**.

Working experience in Agile (Scrum) methodology; involved in Sprint planning and working with user stories, backlogs; attending daily stand up and retrospect meetings and Scrum calls.

Experience in executing large-scale projects in accordance with Software Development Life Cycle and Agile/ waterfall Methodologies

Good understanding of Business Requirement and Functional Requirement Documents.

Experienced in documenting and defining testing process and methodologies. Actively involved in various phases of SDLC, STLC, Defect Life Cycle, Testing Team Management process.

Experienced in Web Based Testing (GUI Testing), Experienced in API Testing and Integration with testing tool Postman.

Strong Experience in Manual Testing, Test Case Design, Peer Reviews, Test Case Execution, Traceability Matrix, Status Reports & Defect Reports, Test Estimations, Knowledge Transfer sessions to new joiners.

Experience in testing and version control tools such as **HP Quality Centre**, **Qualitia**, **Jira**.

Experience in developing **SQL** queries to interact with databases.

Effectively good in handling as a single point of contact in Manual testing activities/issues from various stakeholders.

Good working **knowledge** in **project estimations**, risk management and weekly status report preparation.

Experienced in training the end-end users in accessing the applications.

Good experience in testing Insurance applications and pay applications.

Around 1 year of onsite experience in KA-CARE at Saudi Arabia, involved in business analysis, testing and project coordination.

Skills

- Business Analysis, System solutioning, Stakeholders interaction, Gap Analysis, Risk Management, Partner Integration
- End to End Project Management, Project delivery management, Project Budgeting, Vendor (Resource) management.
- Software development life cycle (SDLC)
- User Acceptance Testing (UAT)
- JIRA
- ALM
- Qualitia
- Postman
- AGILE
- Sprint maintenance
- SCRUM

Experience Summary

Working as Business Analyst with **ICICI Lombard General Insurance** from 01st Nov 2023 to till date.

Worked as Business Analyst with **Clover InfoTech Private Ltd** at client location ICICI Lombard from 31st Jul 2023 to 30th Oct 2023.

Worked as Business Analyst with **Restart Ltd (Riyadh - Saudi Arabia)** at client location **King Abdullah City for Atomic and Renewable Energy** from 15th May 2022 to 20th Mar 2023.

Worked as **Business Analyst\Team Lead** with **Clover InfoTech Private Ltd** at client location **ICICI Lombard** from 05th Mar 2019 to 12th May 2022.

Worked as Associate consultant with **CAPGEMINI INDIA Private Ltd** from 10th Mar 2016 to 04th Mar 2019.

Worked as a Project Engineer with **WIPRO Limited** at client location **ICICI Lombard** from 01st Oct 2014 to 18 Feb 2016.

Worked as a Software Test Engineer with **TECH Process Payment solution** at client location **ICICI Lombard** from 25th Dec 2011 to 30th Sept 2014.

Education & Trainings

- B. Tech (Electronics & Communication) from JNT University, Hyderabad, 2009.
- Completed ITIL Foundation Certification, Certified in ITIL Foundation.
- Undergone INS21, Guidewire (Policy Centre, Billing Centre and Claims) Training at Capgemini Technology Services, Hyderabad

Personal Profile

- Date of Birth : 20 Sept 1986
- Marital Status : Married
- Address : #9-4-137/51/C/1, Tolichowki, Hyderabad, 500008

Roles & Responsibilities as Business Analyst:

- Stakeholders Interactions, gathering requirements and provide quality documentation of detailed user requirements to Development teams for the design and development of applications.
- Preparing documents related to projects like BRD, SRS, Use cases, App work flow, Statement of work, Build Plans etc...
- Performing impact analysis of change request that comes during the tenure of the project.
- Project Planning, Resource Allocation/management, Project management and Project Budgeting.
- Experience in Insurance Domain, Policy Quoting, CRM, Mobile applications, Web Based and Desktop Applications.
- Co-ordinate activities related to one or more applications and involved in resolving the bugs with the help of developers/Testers
- Effective in coordination to understand functional requirement related issues and helped in providing solutions.
- Prepare & Review UAT test cases, test scenarios to test various functionalities based on Business requirements. Performing End to END User acceptance testing (UAT)
- Preparing daily/ weekly/ monthly status sheets (work reports)
- Collaborating with users and stakeholders, working closely with senior management & clients.
- Active involvement in discussion with the BA, development team in Scope freeze and bug clarification calls.
- Go-Live Support, Handling Demo's and Training to users.

Roles & Responsibilities as QA Senior Tester:

- Owner for all projects and task assignments undertaken by the manual testing team in terms of Scope, Schedule and Quality.
- Involved in the planning, monitoring, and control of the Manual testing activities and tasks.
- Preparation of Test Cases, Test Data and maintenance of test cases w.r.t FRS and Use Cases.
- Effectively Involved in Reviewing the Test cases and Preparing Test Data.
- Mentoring the team to understand the requirements and coordinate during execution.
- Executing Test cases and Defect management via Quality Centre.
- Analyzing the Requirement Gaps and reporting the same for further reviews.
- Performing Regression testing and Bug Verification very efficiently to making sure every possible scenario is covered and tested.
- Involved in GUI, Functional, System Testing, Regression Testing and Risk Based Testing.
- Assisting with pre and post-production support activities as needed, Involved in recreating Production issues in testing environment.

Projects Handled at ICICI Lombard:**Project:** Fast-track Health Claims**Domain:** Insurance**Description:**

Fast-track application allows an efficient and streamlined processing of claims across various lines of business, including Health, Motor, Generic, and Marine. The application allows users to submit claim intimations, track the status of their claims, upload necessary documents, and communicate with the insurance company. It also provides real-time updates on the progress of the claim and ensures transparency in the process. Overall, Fast-track is a convenient and efficient tool for managing insurance claims.

Health: Key features of the Fast-track Health application majorly include Processing of Cashless, Reimbursement and OPD Claims.

Projects Handled at Restart:**Client:** K.A CARE (Riyadh – KSA)**Domain:** Solar Renewable Energy**Project:** Measurement and Instrumentation Data Center (MIDC) **Team Size:** 8**Description:**

The MIDC is a scientific computing system specifically designed to provide web-accessible data from solar and meteorological measurement stations and networks of stations. The MIDC provides for the acquisition, post-processing, quality assessment, archival, Dissemination of data collected by multiple measurement stations and stored in the K.A CARE MIDC solar resource and meteorological database that will supply data to K.A.CARE Data Center for application by the Renewable Resource Atlas.

Projects Handled at Clover InfoTech:**Client:** ICICI Lombard (Hyderabad)**Domain:** Insurance**Project:** Muse**Team Size:** 15**Description:**

The purpose of the Muse project is fundamentally to replace the legacy UCV (Customer Relationship Management) application. MUSE, a new processing system will leverage many of the ICICI LOMBARD IT software assets including Interaction Creation, Interaction Resolutions, Welcome calling and rules handling developed in the past few years to increase our rate of delivery by maximizing reuse potential. Muse system also integrates many of the producing and subscribing systems of ICICI LOMBARD to create a painless flow of information to and from Muse.

Projects Handled at Capgemini India:**Client:** Auto/Special Lines Insurance, U.S.A**Domain:** Insurance**Project:** Progressive Insurance Corporation**Team Size:** 30**Description:**

Progressive Corporation (PGR) is the third largest insurance provide in USA. Progressive Casualty Insurance Company, through its subsidiaries, provides personal automobile insurance, and other specialty property-casualty insurance and related services in the United States.

Projects Handled at WIPRO Limited and TECHPROCESS:

Unified Customer View (UCV)	Logistics control unit (LCU)
Claim Workflow System (CWS)	Admin Asset Tracker (Non-IT)
PROWESS	WorkStation Management Station
Payment Processing System (PPS)	Rent & Agreement system
Expense Management System (EMS)	Dairy Management System
	IDEA MANCH
	Travel Desk (Yatra)

Declaration

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

SHAIK IMRAN