**Mohammed**

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**Objective:**

To position myself in a role that will enrich my skills and capabilities and provide me an opportunity to contribute effectively for the growth of the organization I work for.

**Work Experience:**

* 1 year (Feb 2016 to Feb 2017) as **Business Analyst** - Retail domain in Tata Consultancy Services.
* 2 years (Jan 2014 to Jan 2016) as **Software Quality Analyst** - Retail domain in Tata Consultancy Services.

**Highlights:**

* Designing Solutions for Business Requirements
* Business Process Improvement
* Effort Estimation and Module Breakdown
* Process Flow and Approach Note Preparation
* User Acceptance Testing and Gap Analysis
* Black Box Testing - Functional, Regression, Smoke and Network Testing
* User Manual Preparation
* Handled different **ERP modules**: Inventory Control, Bill of Materials, Customer Management, Job scheduling, Sales Order, Return Good Authorization and Quoting
* Handled different **Payment types :**Cash, Credit Card Plutus, Coupons, Credit Note, Gift Voucher, Cheque, Advance invoice, Loyalty points, Gift card, E-Gift Voucher and Credit Card EDC.
* Worked on different **Invoices:**Sales, B2B, Advance, Performa, Manual, Correction, Retro Credit,

Return, Cash Refund, Gift Voucher, Gift Card and Gift Card Reload.

**Accomplishments:**

* Flow chart decision during initial stages of each Requirement and providing multiple solutions to the Client.
* Designed many Customer Relationship Management functionalities for a leading Indian Apparel Merchandise along with Web Based Loyalty Points Promotions.
* Designed the new Loyalty Program and its Data model for an Indian Hypermarket that includes lapsing of the automated loyalty points after a given period of time.
* Designed and delivered Zero Plastics Program for Star Bazaar Hypermarket.
* Worked with more than 10 types of Promotions and different types of Loyalty Programs across various Retail applications.
* Performed Functional and User Acceptance Testing for more than 17 CR's across various formats.
* Held Defect discussions and Process flow discussions with the Development and the Testing Teams for each Release.
* Was part of the UI design team which designed the UI for the Stand alone Till applications for all the above mentioned Retail giants.

**HandledApplications**:

1. **Mobile applications** : Electronics, Hypermarket and Apparels
2. **ERP**: Inventory Control, Bill of Materials, Customer Management, Job scheduling, Sales Order, Return good Authorization and Quoting.
3. **Customer Relationship Management** : Loyalty Card Management
4. **Customer Service Desk** : Customer Request Services
5. **DataEntry** : Customer Management
6. **Billing** : Invoices and Payments
7. **Central Instance** : Promotions, Inventory and User Management
8. **Back Office :** Inventory andStoreManagement
9. **Database** : MySQL 5.5

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| **TechnicalSkills** |
| Programming Languages | Basics of Java, C, C++ and Jython |
| Software Tools | * HP Application Life Cycle Management 11.0
* Soap UI 4.5
* Automation Tools :Ibrowse using **Selenium**and Marathon using **Jython**.
* Microsoft Office 2013
* Microsoft Outlook 2012
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| Methods | As a **Tester**: Agile and Waterfall Models of Testing.As a **BusinessAnalyst**: Starting from Requirement Gathering till User Acceptance Testing and User Manual Preparation. |
| Operating System | Windows and Linux |
| DomainExperience | 3 years experience in Retail Domain |

**Achievements:**

* Have awarded for ON THE SPOT and ION commitment awards for excellence work in the team
* Have received the best team award for exploratory testing in various projects
* Got appreciation from TCS Gems team for adaptive workings

**Award Details:**

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| **Title** | **Category** | **Sub-Category** | **Received On** |
| Best Team | Awards for Excellence | Star Awards | 28/01/2016 |
| On The Spot Award | Awards for Excellence | On The Spot Awards | 17/03/2015 |
| Best Team | Awards for Excellence | Star Awards | 11/05/2015 |
| iON - Commitment Award | Awards for Excellence | On The Spot Awards | 07/10/2014 |

**Certifications:**

1. Certificate in Card Transaction life cycle and loyalty management.
2. Certificate in Software Testing and Automation tools- Basics.
3. Completed Java and Agile courses.
4. Completed basics of Linux OS.
5. Completed **Microsoft Certified System Engineer** Certification.

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| **Project Summary** |
| Project : | Retail Management |
| Role | **Business Analyst** |
| Duration | Feb 2016to Feb 2017 |
| Clients | Star Bazaar –Hypermarket, Tata Croma– Electronics and West Side - Apparels |

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| **Project Summary** |
| Role | **Software Quality Analyst**in Retail Management Project |
| Duration | Jan 2014 to Jan 2016 |
| Clients | Star Bazaar, Tata Croma, West Side and Tata Star Bucks |
| Responsibilities | * Analyze the Business requirements.
* Prepare test scenarios and test cases with 100% coverage of the requirements.
* Resource Planning and proposing the project estimation to the client.
* Planning and implementing the test strategies during the execution.
* Coordinating the team from offshore and managing the daily deliverables.
* Conducting Review /Status meeting with onshore counterpart.
* Responsible for the overall quality and timeliness of deliverables from Offshore
* Prepare Status Reports on Progress made by Offshore Team and share it with Onsite and TCS Management
* Capture and track the Defect in a defect log and follow up with Development Team until the problem is resolved and verified.
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| **Education Summary** |
| **Qualification** | **Major** | **YearofPassing** | **Percentage** |
| B.Tech | Mechatronics Engineer | 2013 | 79% |
| H.S.C | Maths, Computer Science | 2009 | 89% |
| SSLC | Matriculation | 2007 | 88% |

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|  Personal Skills |

* Interaction with customer and providing the customer needs.
* Ability to explore new ideas for the growth of organization.
* Creative, curious, consistent, committed to work, self- motivator and positive thinker.
* Ability to adapt to versatile situation at work and focusing on daily Productivity.
* Knowledge Transfer to the new resources and handling them in an effective manner.

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|  Personal Details |

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| Date of Birth | 14th September 1991 |
| Gender | Male |
| Marital Status | Single |
| Nationality | Indian |
| Visa Type | Visit Visa |
| Languages known | Fluent: English and TamilMedium : Urdu, Arabicand Malayalam |

**Declaration**:

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

Date :

Place :Signature