



# Anshika Srivastava

QA Analyst\Business Analyst

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## ABOUT ME

Experienced Business Analyst adept in software testing, quality assurance methodologies, UX design, and Business Analysis.

## SKILLS

- Requirements Gathering, Data Analysis and Stakeholder Management
- Documentation proficiency (functional, non-functional requirements, use cases, user stories)
- Proficient in utilizing **JIRA and Confluence**
- **Test Planning and Execution**
- Proficient in MS Office, template creation, MS Excel and PowerPoint, Google suite
- **Expertise in Designing and Executing Functional Test Cases, UAT, and Regression Test cases.**
- Web services & API Testing
- **Cross-Browser and Cross-Platform Testing**
- **Performance testing**
- **Defect Management**
- Agile Methodologies
- Client training and support
- Documentation and Reporting
- **B1 Zertifikat Deutsch**

## UX Skills

- UX Research and Task Analysis
- Usability Testing and User Personas
- Wireframing and prototyping
- User Analytics and User-Centered Design
- Competitive analysis and user journey
- A/B Testing

## TOOLS

**Quality Assurance Tools:** HP Quality Centre (Micro Focus ALM), Bugzilla, HP ALM, Selenium WebDriverWeb services & API Testing

**UX Design Tools:** Figma, Balsamiq, HTML (for prototyping)

**Project Management & Collaboration Tools:** JIRA, Confluence, Zoho, MS Office 365 (Excel and PowerPoint), Slack, Google Suite

## WORK EXPERIENCE

### Business Analyst(FLYR) -Airline product and implementation- from July 2022

- Collaborate with customers, developers, and product managers to ensure seamless B2C development, focusing on supporting PSS booking systems.
- Conduct requirement analysis and create use cases, functional documents, personas, epics, user stories and workflows tailored to the airline.
- Actively participate in Agile Scrum methodologies, contributing to sprints and estimating story points
- Prioritize and populate the product backlog with user stories based on business value.
- Perform UAT every 3-4 weeks for the PSS system tailored for the customer, and manage issue resolution using JIRA until closure.
- Participate in retrospectives and post-implementation reviews to identify areas for improvement.
- Design a roadmap for implementing user journeys with Figma as part of the redesign process for the outdated PSS solution tailored for B2B use.
- Conduct UX research, including usability tests, user interviews, and creation of user personas, to inform wireframing and integration of user feedback for refining and improving the user experience.

### Business Analyst (Digitaiken Corp) - (April 2022- July 2022)

- Collaborate with teams and clients to analyze business requirements through interviews, workshops, and surveys.
- Led a team of QA engineers in developing and executing comprehensive test plans.
- Established quality assurance standards and protocols, ensuring adherence to industry best practices and regulatory requirements.
- Translated insights into clear business requirements, facilitating effective communication between technical and non-technical teams.
- Responsible for the creation of user stories and functional specifications using Zoho, while conducting workshops for development, design teams, and stakeholders
- Conducted functional tests and user acceptance tests.

## EDUCATION AND CERTIFICATE

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### UX/UI Design Certification - Oct 2020 to Dec 2021

Career Foundry

- Applied a user-centred design process and mobile-first approach to design 3 responsive web app.
- Conducted competitive analyses, user interviews, surveys, and A/B testing to gather invaluable research data and develop personas, user flows, and sitemaps.
- Designed high-fidelity screens, mockups and prototypes.

### Professional Scrum Master I - Aug 2020 Scrum.org.

B1 Zertifikat Deutsch, Volkshochschule, Dreieich

### Master of Computer Applications (76%) - Aug 2002

– Aug 2005, Dr. APJ Abdul Kalam Technical University Lucknow, India.

### Bachelor of Science (75%) - Aug 1999-2001, MJP

Rohilkhand University, India

## LANGUAGE

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- Fluent English
- German (B1 level)
- Native Hindi

## ADDITIONAL INFORMATION

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- Married
- Work permit available

**References:** Available upon request.

### Senior Product Engineer, Siebel CRM, Symphony Service Corp (Herman Connected Services), India, Mar 2010 - Aug 2011

- Contributed to the improvement of Siebel On Demand, Engaged in requirements-gathering sessions and translated them into user stories and test cases.
- Develop comprehensive test plans and strategies for the testing of new features and enhancements of Siebel on demand, ensuring thorough coverage of functional, usability, and performance aspects.
- Executed manual and automated test cases to validate software functionality, performance, and security, utilizing Selenium WebDriver for web application testing.
- Execute test cases systematically, logging defects and issues accurately in the defect tracking system.

### Software Engineer, Birla Soft Pvt, (Payment, Siebel)

Bangalore, India, Aug.2007 – Feb 2010

- Collaborated closely with stakeholders to translate business requirements into test scenarios and scripts, aligning with customer's needs.
- Led a team of QA analysts to test and deploy the point-of-sale system.
- Mapping of test cases with requirements using traceability matrices
- Conducted end-to-end testing of Siebel systems customized for the customer.
- Manage defects throughout the software development lifecycle, including identification, prioritization, tracking, and resolution.
- Conducted performance testing activities to measure system response times, throughput, and resource utilization.

### Test Engineer, Computer Science Corp, Life insurance

Noida, India, Dec 2006 – Aug 2007

- Performed Functional, User Interface, End-to-End, Cross Browser, Application, System, Integration, Regression, UAT, and Back End Testing.
- Document test cases, test results, and other relevant testing artefacts comprehensively
- Involved in developing test plans, test Requirements, and detailed test Cases in the ALM/ Quality Center.
- Analyzed the business requirements and Functional Specs for developing the Plan and test Strategy.

### Associate QA Engineer,3g Soft Solution.

Noida, India, Nov 2005 - Nov 2006

- Involved in writing and designing Test Plans and Test cases and running the SQL queries to fetch, add, update, and delete test data.
- Analyze test results and report on findings, risks, and progress regularly.