**PROFESSIONAL EXPERIENCE**

**Citi Bank, USA** Contractor San Antonio, Tx

**Maveric Systems** Test Lead Aug 2021 to Nov 2023

* **Production Incident Support validation** and triage which aided in in quick resolution and fix deployment.
* **Regression and Release Coverage Analysis** utilizing Excel Pivot Charts and data sourced from Service Now Incident Logs to demonstrate the **positive** impact of the team over a period **of 6 consecutive Quarters**.
* Trained and mentored resources by creating learning material on the Retail Banking Call Center and In Branch Salesforce Application, **reducing** **knowledge** **gaps**.

**RMS Computer Corporation** Analyst May 2017 to Nov 2018

* Collaboratively implemented **parameterized** test case design in HP ALM that **boosted productivity**.
* Awarded **CITI Star of the Quarter** for maintaining delivery schedules and release timelines by generating accurate test data via the Automated Credit Application Processing System for the AVOKA Call Center project.

**Adecco** Software TesterJune 2013 to Feb 2014

* Effectively **maintained project deadlines** for the Unified Collections Desktop and the Advanced Computer Assisted Collections System Mainframes with a **consistency** of 100%.

**Tata Consultancy Services** IT Analyst Nov 2018 to Sept 2020

**United Services Automobile Association**Data Quality Analyst**Banking Fraud**

* Contributed to **the improvement of the Data Quality Index by .75%** for an overall period of 8 release cycles.
* Created dashboards for **exploratory data analysis** using proc SQL and SAS that helped **detect areas for scope of improvement** for the FRAUD Security Operations team.
* **Automated production incident alert reporting** utilizing Service Now Reporting Logs and SAS which **enhanced issue monitoring capabilities.**

**Frost Bank** Software Quality Assurance Analyst **Digital and Online Banking**

* Analyzed and uncovered application issues with **effective test data sourcing** leveraging PostgreSQL queries that **met 95%** of teams’ **test data** needs.
* **Designed tests** in JIRA/Zephyr to validate the application’s ability to **prevent SQL Injection** attacks.

**United Health Group**  Quality Assurance Analyst Feb 2014 to Oct 2014

* **Refined requirements** for CORE Application integration with the Trizetto FACETS Claims module.
* Utilized Excel and **data cleansing techniques** to create flat files of customer data to feed into the Enrollment Application Management system **to test the efficiency of file transfer** to the CORE application.

**TOOLS, SKILLS, CERTIFICATIONS & EDUCATION**

* Python Programming: Data Analysis, SQL (PostgreSQL, SAS, Microsoft SQL Server): Data Wrangling, Tableau: Data Visualization.
* Intellipaat Certified MS SQL Server and Excel for Data Analytics.

**Malla Reddy Engineering College Bachelors in Technology** **Sept.2008 to Sept. 2012**