Quality Assurance Analyst-1

**Chinar Patel**

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**Katy, Houston**

**Texas- 77494**

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**346-795-4803**

**Something About me:**

**I have recently moved to Katy, Texas from Toronto, Canada on L2S Visa. I can legally work for any employer in USA and I will not require any kind of sponsorship.**

Experienced Quality assurance analyst in Data Conversion, Data Mapping, Data Migration between ecosystems, exceptional problem-solving ability and critical thinking skills, including use of open source and proprietary software. I have strong communication skills to collaborate effectively with both technical and nontechnical colleagues. I have a clear understanding of systems. I have achieved exceptional Quality Assurance Analyst, Tester, and underwriting over 13+ years of experience at Intact. Exprt in Creating User stories; managing product Backlog: Defect Management and Prioritization. Skilled tester (Front-end and Back-end), UAT testing; working under pressure and adapting to new situations and challenges I acted as bridge between the Business users and technical team. Well organized and a dependable candidate that can swiftly manage multiple tasks with a positive attitude. I am seeking full-time Quality or Business system Analyst that offers professional challenges. I am motivated to learn, improve, and excel in as Analyst.

Work Experience

**Quality Assurance Analyst-1**

**Operation and Planning Department**

**Intact Financial Corporation**

**Toronto, ON**

**April 2016 to July 2024.**

* Developed exceptional knowledge of the software development life cycle as a Quality Assurance Analyst-1 (SQA Analyst) with the Operation and Planning department.
* Enhancement system problems reports. Troubleshooting on incidents in systems ServiceNow, ALM. Rich experience with Agile, Kanban, Waterfall, prepare requirements, specifications, test case design, for software testing.
* Rich experience and strong analytical skill in client management and project management with exceptional communication; attention to details.
* Experienced analyst in develop test scenarios, take part in the entire testing lifecycle, identify issues, and solve them by offering appropriate fixes and workarounds for projects.
* Possess excellent system’s knowledge with great communication and interpersonal skills of **JIRA, SoapUI, ConnectUi, ActivOS, java XML, HTML, ALM, Matrix, and other company's Internal systems like Halcion, Savers, Contact, TAM, EPIC including Microsoft Word, excel, Outlook, Teams, PowerPoint, and other software tools**.
* With over 13+ years of experience as a QA Analyst in the Property and Casualty insurance sector, I have proven my expertise in software testing, focusing on policy rating and the entire insurance process.
* I have proven to be able to pass the test with excellent system knowledge of all broker systems (Applied, Power quote, and Intelliquote). Handled auto system for vehicle rates (AB, COLL, and COMP), and vehicle identification number system (VIN#). I also have advanced reading and document preparation skills (SRS, BRD’S).
* Strong proficiency with the scope documents, project requirements, traceability matrix, and producing status reports. Knowledgeable and understanding of business requirements, well-versed in the SDLC and STLC life cycle, end-to-end software testing, including Acceptance testing, Integration testing, UAT testing, Smoke testing, and other necessary testing during project life cycle completed and promoted to end users.
* Utilize your understanding of testing and regulations to assist in educating internal and external clients about the testing procedure, results, and, if necessary, alternate testing or corrective procedures.
* A QA analyst who is meticulous in their attention to detail, well-organized, and keeps effective files and records. To support product development and quality assurance initiatives, keep track of consumer information and reoccurring problems.
* Inform clients of testing-related details, due dates, and expectations in a clear and proactive manner.
* Excellent team player who collaborated with teams and leaders including SMEs, test leads, and project managers throughout the testing life cycle without any oversight.
* Proven ability to assess problems, assign tickets using the help me tickets and service now platforms, offer solutions for production-related difficulties, assess and suggest substitute solutions, and resolve errors and defects.
* Quick learner showed proficiency in successfully and clearly conveying ideas, as well as gaining knowledge of new tools and techniques as needed for new tasks.

**Business system tester**

**Intact Financial Corporation**

**Toronto, ON**

**June 2014 to March 2016**

* As a business system tester, I study business requirements, conduct test cases and scenarios, and offer feedback and suggestions as needed to the operation and planning departments.
* In order to assure adherence to the company's quality objectives, I oversaw projects, analyzed data, and developed test cases utilizing a variety of the company's systems in accordance with the requirements process. I also updated the analytical workflow, incorporating test findings and documenting the status of failed cases' resolution or retesting.
* Excellent analytical and critical thinking abilities Utilize computerized analysis tools, like as matrixes and MDM calculators, to compare Premium elements for projects in accordance with corporate needs. Use my analytical skills to use the Excel and Relius Administration systems to produce accurate testing reports.
* Over 900 help me production issues and tickets were resolved by this driven and meticulous work.
* Resolving misfired AU messages and other problems with the company's internal systems in order to help regions with workflow troubles.
* Examining and updating the CGI website with Opus/Halcion claims data.
* Carried out system testing, integration, and user acceptability testing, enabling the renowned "go live" of enterprise implementations for all brokers and business production to occur on schedule, within budget, and without incident. Worked in tandem with OPS groups and planning teams from various departments inside the company to guarantee business and technology congruence, as well as planning and coordination abilities to provide outcomes on time.
* I have volunteered for a number of team-building exercises where I fully participated in order to improve and create excellent working connections.
* Trained all team members, new and old, on the system.
* Performed research, acquired data from various sources, and reported findings.
* Use and explore firm product documents, such as manuals and product, system knowledge, to self-teach and self-learn.
* Actively seeks out possibilities for growth and makes the anticipated progress on the learning plan.

**Underwriting Assistant**

**Intact Financial Corporation**

**Toronto, ON**

**September 2011 to May 2014**

* Corporate Personal Lines Working on the New System "Contact" (PAS) Project with the Transition Team.
* Well-versed in the use of the following personal line systems and tools: Jevcom, ECM (View) for property and vehicle ALM, Halcion, Savers, Contact, OPUS (view), CGI website, and Jevcom.
* Participated in several cleanup projects for Halcion, Contact (PAS project) modifications, and UBI conversion projects involving spreadsheet tracking and maintenance.
* Supporting all regions with any type of workflow concerns for the company's systems, such as fired AU messages, system problems, or policy-related underwriting difficulties and troubleshoot problems with software applications and recommend corrective action.
* Examining and updating the CGI website with Opus/Halcion claims data.
* Self-taught through investigation and practical use of written, video, and production ticket documentation for all systems and products of the company. Inform clients of testing-related details, due dates, and expectations in a clear and proactive manner.
* Detail-oriented, highly motivated professional who can solve customers problems, troubleshoot quality issues, and effectively manage defects. Provide in-depth product support to customers.
* Proactively pursues development opportunities and show expected progress on learning plan.
* Assisted Ops & Planning Department with Contact training roll-out testing on projects executing test cases updating ALM Identification and reporting of defects to project stakeholders.

**Underwriting Analyst**

**Aviva insurance of Canada**

**Toronto, ON**

**March 2011 to June 2011**

* Recreational vehicle specialist – processing, underwriting and support Conducted file reviews to ensure compliance with company policies and procedures and identify.
* Process modifications to current insurance policies, such as conversions, reinstatements, exchanges, and policy modifications; alternatively, process trades, withdrawals, loans, electronic fund transfers, and contract registration changes.
* Work as Analyst find issues with policies and solved issues related policy and premiums. Properly apply plan provisions for testing by conducting accurate research and interpreting specifically created and prototype plan papers.
* Dedication to delivering the best possible customer service in the sector.

**Project Support Assistant**

**McKesson Corporation of Canada**

**Toronto, ON**

**August 2010 to February 2011**

* Providing Administrative support to Drug Safety and Risk department.
* Coordinate case work and handle processing-related difficulties by having excellent communication with management, internal customers, and team members.
* Use the NPlate interface to process paperwork pertaining to physician registration, adverse event packaging, escalations, and manual faxes.
* Contributed to the receiving, tracking, quality control, repackaging, and shipment of all study-related supplies.
* Oversaw data entry for departmental initiatives involving inconsistent data, performed information analysis, and offered problem-solving advice
* Using critical thinking to analyze issues, weigh options, and make judgments that enhanced operations, showed respect, and produced excellent service.
* Acquired new abilities and used them to boost productivity and efficiency on a regular basis while fostering and preserving cordial and productive working relationships.
* Made use of planning and coordination abilities to complete tasks on time. worked cooperatively with teammates to accomplish the desired outcomes.

Attend team meetings and provide a contribution to any unique assignments or tasks that affect the In force Servicing team.

Education

Bachelor Of Commerce

H.A. college of commerce - Ahmedabad, Gujarat

June 1995 to April 1998

Bachelor Of Law

L.A. Shah Law college - Ahmedabad, Gujarat

October 1998 to May 2002

Skills

Expertise on Insurance processes for Property and Casualty Insurance and Life Insurance.

Understand customer needs and defining scope for different projects. Expertise in defining User stories and creation of a Product Backlog.

Rich experience in Requirements Gathering with Various stakeholders by using latest techniques. Business requirements tools Blueprint, JIRA: Confluence. Outstanding analytical skills combined with Excellent problem-solving abilities to comprehend project needs and goals and develop sound solutions using available data and recognized analysis tools, combined with strong communication skills. Outstanding abilities:

• Agile

• Waterfall

• Composing and comprehending requirements (SRS, BRD)

• Vendor (Broker) systems: Intelliquote, Power quote, and Applied

• EPIC (BMS), TAM, Guidewire, Contact, Savers, and Halcion

• JIRA

• ActiveOS

• XML in Java

• ConnectUI

• SoapUI

• Direct Rating

• Connectivity

• Data Modeling

• Documentation

• Developing test plans

• Test Data management.

• Developing and implementing test cases.

• Develop and maintain test environments.

• SQL

• Critical and analytical thinking

• Defect management.

• Performance testing

• Integration Testing (INTG)

• User Acceptance Testing (UAT)

• Regression Testing

• Smoke testing.

• User Stories

• Project Management

• Scrum

• Kanban

• Retrieve data.

• Create spreadsheets.

• Update project plan, manage project

• User Interface (UI. UX)

• Development of Applications

• Microsoft Office, Teams, Outlook, Excel, and PowerPoint

• Matrix

**Language**

**•** English - Fluent

• Gujarati - Fluent

• Hindi – Fluent

**Certifications and Licenses**

**Certified tester foundation level (CTFL)**

September 2016.

**Certification course form UDEMY**

The complete 2024 Software Testing Bootcamp

Masterclass Software Testing with JIRA & Agile- Be a QA Lead

May 2024