NISSIM BENJAMIN

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**PROFILE: QUALITY ASSURANCE ANALYST (QA) / PROJECT COORDINATOR**

* Experience Project Coordinator \ Quality Assurance Analyst (QA) managing the full Quality Assurance lifecycle for complex, mission critical applications
* Collaborated with upper management, business units, network infrastructure teams, technical teams, and end users to define and achieve project objectives
* Manage both onshore and offshore QA teams, meeting defined timelines and budgetary constraints
* Excellent communicator in addressing issues and effectively resolving problems.

**technICAL skills**

**Operating Systems:** MVS, UNIX, Windows,

**Languages:** Visual Basic, HTML, VB.NET, VB Script, COBOL, COBOL II

**Methodologies:** Agile, Waterfall

**Testing Tools:** Server Admin**,** Manual Testing, Automated Testing using Quick Test Pro (QTP), ALM, Load Runner, Quality Center (QC), RAFT – (Resuable Automation Framework for Testing), Confluence, JIRA, Rational Clear Quest, MS SharePoint

**Software:** MS Office, MS Project, CICS, Talon, VSAM, TSO/ISPF/SDSF, FILEAID, JCL, Utilities

**RDBMS:** Oracle, Oracle SQL, SQL plus, SQL Loader, SQL Reports, DB2

**Protocols:** TCP/IP, MQ, FIX Protocols

**Hardware:** Mainframe, PC, Laptops

**Tools:** Change Configuration and Release Management Tools: Panvalet, Panapt, Librarian, Changeman, Endeavor, PVCS, Tidal, And Alloy Asset Management Software.

**Other:** 21CFR11 Validation, HIPAA, IQ, OQ, PQ, Project Management

**professional networking experience**

### KPMG via Mitchell Martin – BA / QA June 2019- Feb 2020

* Created and maintained the Internet of Things (IoT) Device Spreadsheet for KPMG Lakehouse Network and Security
* Facilitated and scheduled meetings with both external domestic and international vendors as well as KPMG Lakehouse Network and Security personnel
* Ordered and maintained inventory of all network related products i.e. Wireless Access Points (WAPs), switches, hubs, routers, firewalls, category (CAT5e), (CAT6) and fiber optics cables for computer networks
* Generated and maintained spreadsheet KPMG Network Infrastructure section of the Lakehouse Contingency plan
* Facilitated KPMG training for personnel supporting the network at Lakehouse
* Generated and maintained spreadsheet for Network and Wi-Fi performance tests done at KPMG Lakehouse
* Utilized Skype for Business to conduct and participate in all domestic and international meetings
* Updated and maintained Network Infrastructure SharePoint site with documents related to infrastructure and network security
* Met, on a regular basis, with the head of KPMG Cyber Security regarding IoT devices for the Lakehouse project
* Represented the Digital Nexus Network Infrastructure team in daily upper management stand-up call as a part of the Lakehouse QA team
* Wrote and tested all test cases in JIRA related to Internet of Things (IoT) devices after configuration and installation at Lakehouse. Devices include internet protocol television (IPTV), voice over Internet Protocol (VoIP), closed circuit television (CCTV), digital door locks; wireless access points (WAPs) etc.
* Performed regression testing on all IoT devices after Firewall and access control list (ACL) changes at Lakehouse all results including defects were stored in.

### Port Authority of NY & NJ – PROJECT COORDINATOR May 2016 - Feb 2018

* Defined Permission Removal project goals to ensure Personally Identifiable Information (PII) was secured
* Developed benchmarks to gauge progress of Permissions Removal on all Windows Application and File and Print Servers
* Upgraded all Windows Applications and File and Print Servers with .NET 4.7.1
* Installed Change Auditor Agents on all Windows Application and File and Print Servers throughout the agency
* Facilitated meetings and established communication with Application/Technical Owners, Vendors, and other Project Stakeholders in support of Projects including creating Outlook invitations, booking conference rooms, and setting up any and all logistics required depending on the specific meeting
* Served as a single point of contact for assigned projects
* Maintained action items, statuses, and communicated with appropriate stakeholders
* Ensured clients expectations were met or surpassed at every stage of the project
* Assisted with Asset Management project, which encompassed processing end of lease assets, checking in new assets, and updating Alloy (Asset Management System). Assisted and provided client with reports from Alloy
* Collected, distributed and managed project documentation on SharePoint. Incorporated feedback from stakeholders, made document updates, uploaded and maintained folder structure in SharePoint
* Updated Project plans, Milestones, and Resources in MS Project.

### BANK OF TOKYO-MITSUBISHI – PROJECT COORDINATOR July 2015 – April 2016

* Implemented, as part of a team, a Liquidity Risk Management System(LRMS) to comply with the need to send Federal Reserve FR 2052A reports, monitoring the overall liquidity profile of foreign banking institutions
* Coordinated on various phases of System Integration Testing (SIT) and User Acceptance Testing
* Worked on documentation, including Security Risk Assessment (SRA), Liquidity and Risk Management Service Level Agreement, Change Request (CRs) UAT plans, trade charges, trades, and collateral obligations
* Set up and maintained the online LRMS production on call rotation list
* Conducted project status meetings with on and offshore stakeholders
* Manually tested and verified Intraday and End of Day feeds, to the bank, in both US and Japanese currencies
* Tested and Verified the End of Day reconciliation of receivables and payables.
* Collected, distributed, and managed project documentation on SharePoint. Incorporated feedback from stakeholders, make document updates, uploaded and maintained folder structure in SharePoint
* Updated Project plans, Milestones and Resources in MS Project.

### DEUTSCHE BANK – BA/QA Jan 2014 – June 2015

* Converted and presented, to portfolio managers, financial reports that were produced from Charles River to Black Rock Aladdin to ensure informational integrity
* Performed data mapping between Charles River portfolio and wealth management systems to Aladdin
* Wrote and tested all test cases in ALM related to front office reporting interfaces between Charles River and Aladdin
* Managed stakeholder expectations and negotiated with project stakeholders on project scope and schedule
* Worked closely with technical resources and business analysts (BA) to define business requirements and functional specifications
* Liaised between developers, architects, BA and QA analysts
* Maintain relevant metrics
* Updated MS Project plans, Milestones and removed impediments by engaging the right personnel and or finding the right solution.

### NEW YORK LIFE – QA ANALYST Feb 2013 – Dec 2013

* Performed planning, coordination, execution, and review of all testing mainframe and server-based applications focusing on fixed and variable annuities
* Wrote and tested all test scenarios, and test cases in JIRA and streamlined existing processes.

### UNITED HEALTH GROUP CORPORATION – QUALITY PROJECT MANAGER Jan 2012 – Jan 2013

* Managed QA releases for the internal Pharmacy Benefits Manager (PBM) Fresh Start project, including test readiness, QA, and UAT test execution
* Identified data requirements from different PBM systems to test and provide information to all internal teams
* Wrote and manually tested test cases for numerous parameters for applications, including deductibles, health maintenance organizations (HMO), preferred provider organization (PPO)
* Integrated 10 key systems and application to create new upstream and downstream feeds to the mainframe
* Oversaw simultaneous projects, met aggressive timelines, and shortened the QA cycle by 15%
* Spearheaded the testing team, providing guidance concerning the applications to use and the types of tools required to fulfil the project responsibilities
* Coordinated project planning, executed methodologies, facilitated meetings and presented to the customer or project sponsor.

### EXPRESS SCRIPTS CORPORATION – LEAD QA VALIDATION ANALYST Feb 2011 – Jan 2012

* Spearheaded three (3) projects -

o Migrated from source IBM database to target Oracle database Oracle llG,

o Converted letters and statements from paper to email using HP Extreme,

o Identified customers most likely to switch from retail prescription drugs to mail order delivery

* Managed onshore and offshore QA direct reports for the extract, transfer and load (ETL) project
* Translated ETL business requirements (BRDs) and functional specifications documents (FRDs) into test cases
* Wrote SQL queries to validate both the source and target data bases.
* Monitored and evaluated QA metrics, including defects, defect counts, test results, and status using Agile and Waterfall methodologies
* Trained team on PBM terminology including copay, co-insurance, adjudication, benefit package, brand name drugs, calendar year, claims, COB coordination of benefits, copay, deductible, eligibility, group, out-of-pocket, HMO, and PPO.

### INDEPENDENT CONSULTANT at the following Companies: Jan 2007 – Dec 2010

### MONEY ACCESS CENTER (MAC) – QA ANALYST

* Converted automated teller machine (ATM) cards to MasterCard or Visa debit cards by writing mainframe programs;
* Programmed as a mainframe developer, identifying and modifying mainframe programs, procedures, parameters, control cards, and job control language (JCL) associated with the ATM process.

### chubb insurance – qa analyst

* Transformed commercial, personal, home, and auto policies in 50 states by using a new policy rating process.
* Wrote and tested test cases manually for personal and commercial property and casualty products for the company
* Provided QA consultative services.

### AMERICAN INTERNATIONAL GROUP (AIG) – QA ANALYST

* Provided QA consultative services
* Wrote and tested test cases for personal and commercial property and casualty products for the Company.

### SIRIUS XM CORPORATION

### SENIOR QUALITY ASSURANCE ANALYST Jan 2006 – Jan 2007

* Performed testing on the Subscriber Management System (SMS), authored test plans/strategy/cases/scripts for manual and automated testing using WinRunner and Load Runner and executed full QA testing deliverables
* Utilized in-depth knowledge of SQL to write queries for back-end testing, validation and to acquire correct test data from Oracle database.

### PRUDENTIAL INSURANCE CORPORATION

### SENIOR QUALITY ASSURANCE ANALYST Apr 2004 – Dec 2005

* Modified American Skandia Company annuities to Prudential annuities
* Wrote mainframe program code
* Executed graphical user interface (GUI)/functional/regression/UAT test cases/scenarios using Test Director
* Performed manual software-testing by authoring test cases/scripts.

**education**

***Bachelor of Science in Computer Science***, Woodfield University, Greenwood, SC

***Certificate of Project Management***, Avtech Institute, Plainfield, NJ