**Kayvan Tafavogh- Curriculum Vitae- Immediately Available**

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## Careers:

**Functional Test Analyst:** Capgemini Belgium (Feb 2021 – Nov 2024)

(**Missions**: STIB-MIVB | Crelan Belgium | Engie | Portima)

**Business/ Test Analyst (Life Insurance) :** AXA Belgium (Oct 2019- Oct 2020)

**Business Advisor/ Interpreter:** Idea Corporation (Nov 2014- June 2016)

**Business Consultant, IT Support:** Iran Way Tours Agency (Sep 2009- Sep 2014)

## Functional Business & Test Analyst | Capgemini (Consulting)

June/ 2024 – Nov/ 2024

Project:  Automation regression Test Suite on Salesforce

**Business Analysis:** I performed a comprehensive **Requirement Gathering & Elicitation** to collect the **Business Needs** from Client's Perspective, ensuring alignment between **business requirements & technical implementations.** Following that, I **translate** them to **Automated Test Suites** while keeping **traceability** between the **Business & Technical Worlds** AND ensuring effective **Test Coverage**.

**Technical Analysis**: **Create** & **execute** "**Automated Test Scenarios**" in **Tosca** focusing on **identifying and mitigating recurring defects**, to find out whether they are still present. My approach integrated business analysis with functional testing to ensure **a robust, client-focused** Salesforce solution, leveraging my ability to **bridge the gap** between business and technology effectively.

## Functional Test Analyst | STIB-MIVB (Public Sector)

Feb/ 2024 – Jun/ 2024

Project: ServiceNow (Request Management)

- ✓ **Collaborating closely by attending meetings** within various teams of Senior Analysts, Subject Matter Experts (SMEs), & other IT Colleagues to develop a **holistic & integrated approach**, and ensure productive communication is fostered while performing **Requirement Engineering** and gathering essential **requirement specifications.**
- ✓ **Managing Defect Lifecycle**, including **Defect Logging** and **Tracking** using ServiceNow, ensuring issues has been resolved completely with additional **documentation** in Confluence when necessary.
- ✓ **Reviewing Test Plan** by **analyzing, designing, refining and prioritizing Test Cases**, ensuring they are **testable, traceable**, and **aligned** with **business objectives**.
- ✓ **Identified inefficiencies** by evaluating current workflows against desired outcomes. Collaborated with stakeholders to **define requirements** & **proposed improvements**, ensuring enhanced operational efficiency & **alignment with business objectives**.
- ✓ Assisted on **producing functional design documentation & requirement specification** by **translating** business requirements into **robust, scalable solution designs**.
- ✓ **User Acceptance Testing (UAT): Design & Execute UATs** on corresponding functionalities of User Stories, ensuring **usability & performance**.

## Certificates:

ISTQB Certified Tester Foundation Level

ISTQB Foundation Level Agile Tester

Tosca Automation Specialist Lvl 1

Tosca Automation Specialist Lvl 2

## Competences:

Jira (X-ray & ZEPHYR)

ISTQB Practices (CTFL & Agile Tester)

Agile Methodologies (Scrum- Kanban)

Waterfall, V-Model & DevOps

UML & BPMN Modeling

API Testing- Postman

Defect Lifecycle Management

Stakeholder Management

Service Now

SharePoint- Confluence

Business Analysis & Design Coordination

Requirements Gathering & Elicitation

User Interface (UI)

User Experience (UX)

Database (SQL)

User Acceptance Testing & Acceptance Testing (UAT & AT)

Static & Dynamic Testing

Regression & Smoke Testing

Requirements Engineering

Technical &  Exploratory Testing

Test Analysis & Design

### Functional Test Analyst | Crelan Belgium (Banking)

April/2023 — Sep/2023

Project: Cadis & CreOps (Customer Loan Evaluation)

- ✓ Conducting **Requirement Elicitation** and **Requirement Gathering** by collaborating with stakeholders, including Senior Analysts, SMEs, and Developers, to **clarify business needs, identify process gaps**, & create comprehensive, actionable requirement specifications through **workshops & documentation reviews**.
- ✓ Participated **in requirement-gathering meetings** with **business stakeholders & IT teams** to analyze & document functional needs, ensuring clarity in **requirement specifications** & **alignment** between **business objectives & technical solutions**.
- ✓ Operating **Requirement Engineering** by **refining, prioritizing,** & **validating requirements** to ensure they are **clear, testable, & aligned with business goals** by actively participating in corresponding **Agile Assemblies** (from Sprint Planning to Sprint Retrospective)
- ✓ **Evaluated workflows** to identify inefficiencies, **collaborated with stakeholders** to define requirements, proposed solutions, and supported implementation.
- ✓ **Designing, Maintaining, Updating Test Plans** and **User Acceptance Test (UAT)** to ensure thorough **Test Coverage**.
- ✓ **Executing a variety of Test Levels and Types**, including **Exploratory Testing, User Acceptance Testing (UAT), and End-to-End (E2E) Testing**, while **operating on Defect Management to manage and track** defects to ensure their resolution.
- ✓ **Defect Lifecycle Management: logging found defects** into Jira while maintaining **traceability**, implementing **Smoke & Regression Tests** to confirm everything is running seamlessly, with **additional documentation in Confluence.**
- ✓ **Defining Test Environment Requirements** and coordinating environment readiness, contributing to **Test Planning**, **Effort Estimation**, & **optimizing** resource allocation to enhance testing efficiency.

### Incident & Business Management | Engie (Energy Supply)

Jan/2023 — April / 2023

Project: SAP (Customer Request & Incident Management)

- ✓ **Process Optimization & Continuous Improvement:** Adhered to established process guidelines for managing customer requests, while identifying inefficiencies and recommending improvements that enhanced operational workflows and aligned with business objectives.
- ✓ **Incident Lifecycle Management & Cross-Department Coordination:** Managed the complete lifecycle of major incidents, proactively reporting issues and coordinating with relevant departments to ensure timely resolution. Proposing cross-functional collaboration to reduce service disruptions and improve response times.
- ✓ **Stakeholder Communication & Transparency:** Acted as a liaison between customers and technical teams, ensuring clear and transparent communication throughout the incident resolution process. Provided frequent updates to stakeholders at various levels, fostering trust and alignment across teams.
- ✓ **Business-IT Bridging:** Leveraged customer insights to inform IT teams about recurring issues and customer pain points, translating business needs into technical resolutions. Ensured solutions were scalable and aligned with strategic business goals.

### Functional Test Analyst | Portima (Insurance)

April/ 2021 — Dec/ 2022

Project: BrioCompare (Multi-Tariffication Web-based App for Insurance & Insurance Coverage)

- ✓ **Writing, Reviewing, and Analyzing Requirement Specification** & **Functional Design** to ensure **clarity, completeness, and testability**. Collaborating with various teams with different backgrounds (technical & cultural) to optimize operations by dynamically contributing in conforming **Agile Assemblies** (from Sprint Planning to Sprint Retrospective).

- ✓ Performing **Requirement Engineering** by actively engaging with **various stakeholders across multiple teams** to gather necessary information, and establish **constant clear communication**.

- ✓ **Designing Test Cases and Test Procedures** to ensure comprehensive **test coverage**, and managing **Test Data** to support execution of tests. Providing input on **Test Planning** and **Effort Estimation**, particularly for **Automated Test Execution**.

- ✓ **Defining Acceptance Criteria** & preparing **User Acceptance Tests (UAT)** in alignment with requirements, selecting finalized test cases for **Automated Regression Test Suites**.

- ✓ **Defect Lifecycle Management & Impact Analysis** for newly-added or updated features to assess changes and managing the **Defect Lifecycle**, including **Defect Reporting, Tracking, and Monitoring** to ensure timely resolution. Reporting on **Test Progress** and **Test Results** to stakeholders. Ensuring that they are resolved & do not recur, contributing to overall **Product Quality Assurance**.

- ✓ Analyzed workflows to **detect inefficiencies**, engaged with stakeholders to refine requirements, recommended strategic improvements, and facilitated implementation.

- ✓ **Defined and clarified service requirements** based on customer preferences, **ensuring alignment with business objectives**, updated processes, and facilitated implementation.

## Business/ Test Analyst | AXA Belgium (Insurance)

Oct/2019 – Oct/2020

Project: IMS (Customer Request Management)

- ✓ **Agile Business Requirement Engineering:** Responsible for **elicitation, documentation, and analysis of business requirements** for User Stories within an Agile (Scrum) framework, ensuring **clarity, traceability, and alignment with evolving business objectives** and investment strategies.

- ✓ **Cross-Functional Collaboration & Testing Coordination:** Collaborated with offshore development teams to bridge business needs with technical solutions. Coordinated end-to-end testing efforts to ensure **requirements were validated and delivered with optimal quality across all sprints.**

- ✓ **Defect Lifecycle Management & Issue Resolution:** Owned the defect lifecycle by **logging, tracking, and managing defects to resolution**, leveraging tools like Jira, Confluence & SharePoint as means of documentation & team collaboration. **Created detailed test reports** to support change management, error resolution, and process improvements.

- ✓ **Agile Methodology & Iterative Improvement:** Actively participated in **Agile Assemblies**- including sprint planning, daily stand-ups, & retrospectives- to promote continuous improvement and ensure cross-team alignment with roadmap milestones and MVP delivery goals.

- ✓ **Business-IT Bridging & Stakeholder Engagement:** Acted **as a liaison** between business and IT teams**, translating complex business needs into actionable technical solutions**. Ensured seamless communication across all parties to enhance delivery speed and digital solution quality.

## Business Analyst, IT Support | Iran Way Travel Agency (Tourism)

Sep/2009- Sep/2014

Project: Business Analyst on Website CX Management

✓ **Digital Transformation & User-Centric Design:**

Led the development and implementation of a new "To-Be Model" to enhance website functionality, user interface (UI), and user experience (UX), ensuring a seamless and intuitive customer journey across all digital touchpoints.

✓ **Business Requirement Translation & Functional Design:**

Analyzed and translated complex business requirements into clear, actionable functional designs. Collaborated closely with developers to ensure accurate implementation, traceability, and alignment with business objectives.

✓ **Cross-Department Collaboration & Stakeholder Management:**

**Acted as a key liaison between business teams and IT**, facilitating smooth communication and ensuring project alignment with company goals. Secured 6 stakeholder contracts by effectively representing the company's vision and value propositions.

✓ **Digital Change Management & Continuous Improvement:**

Monitored website performance post-enhancement to identify inefficiencies and user pain points. Proposed and implemented iterative improvements that optimized performance and user satisfaction while driving business value.

| Languages | Speaking | Reading | Writing |
|---|---|---|---|
| **English** | Native Language | Native Language | Native Language |
| **French** | Fluent | Fluent | Fluent |
| **Dutch** (Actively Improving) | Basic | Basic | Basic |