

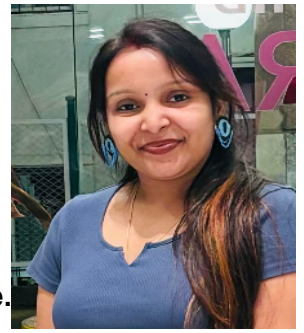
Immediate Joiner Akriti Srivastava

Contact: +91-6394666463

E-Mail: akritisrivastavasms@gmail.com



<https://www.linkedin.com/in/akriti-srivastava-75ba57189/>



6 years 3 Month of IT experience in **Manual Testing and Automation Testing and Expertise.**

KEY SKILLED

Skilled in all phases of the Software Development Life Cycle (SDLC), Software Testing Life Cycle (STLC), and Bug Life Cycle, with extensive knowledge in Functional, Regression, and End-to-End Testing for both web and mobile applications. Proficient in defining testing methodologies and experienced in bug reporting using JIRA and Bugzilla.

Key qualifications include:

- **Agile Methodology:** Comprehensive experience in maintaining and gathering requirements for bug fixing and troubleshooting.
- **Test Case Management:** Adept at creating and executing test cases, understanding requirements, and developing test scenarios. Skilled in root cause analysis for bug identification.
- **Automation Expertise:** Proficient in automation tools such as Selenium with Cucumber and Ruby, with specialized expertise in mobile automation using Appium.
- **Test Planning and Execution:** Responsible for test planning, test case/scenario creation, and test effort estimation.
- **API Testing and Databases:** Knowledgeable in API testing, SQL, databases, and tools like Postman, Salesforce, and Cognigy.
- **End-to-End Testing:** Involved in the complete testing lifecycle, from test planning to test reporting. Skilled in preparing QA guidelines, release notes, test reports, and traceability matrices.
- **Communication Skills:** Excellent communicator with exceptional interpersonal and problem-solving abilities. Flexible and adaptable, with exposure to client interaction calls.

WORK EXPERIENCE

I have been working with **Full Potential Solutions** (<https://www.fpsinc.com/>) as a Quality Assurance Engineer since October 2021. In this role, I have contributed to major projects, including Remitly ([link](#)), Frontier Airlines ([link](#)), and Husqvarna.

Key areas of expertise include:

- **Conversational AI:** Proficient in working with Cognigy, ChatBot, Voice Bot, Amazon LEX, Persona, and Lexicon slots.

Roles and Responsibilities:

- **Requirement Analysis:** Understanding requirements and dialog flows using Lucidchart to create comprehensive test cases.
- **Test Execution:** Executing test cases upon build deployment in the QA environment.
- **Bug Management:** Logging bugs, tracking updates on open issues, and providing insights for resolution.
- **Client Delivery:** Offering guidance on delivering optimal solutions to clients, ensuring high-quality outcomes.

Major Projects Undertaken

Remitly:

- **Requirement Analysis:** Utilized Lucidchart for comprehensive requirement analysis.
- **Chatbot Testing:** Conducted extensive testing of Cognigy Chat-Bot for various intents and multiple languages (LIO) with multiple utterances.
- **Salesforce Integration:** Tested agent handover flow on Salesforce.
- **Slots Management:** Understood and managed Person and Lexicon slots.
- **Documentation:** Maintained detailed QA documents.

Frontier Airlines:

- **Chatbot Testing:** Tested the Chat-Bot and verified bot responses for the NLU-trained model integrated with RingCentral.

Husqvarna:

- **Voice Bot Testing:** Tested the Voice Bot on Call Hippo and AWS Lex.
- **Test Case Management:** Maintained comprehensive conversational test cases.

Worked with Databorough Pvt. Ltd. (Unit of Fresche Solutions

<https://freschesolutions.com/>) as Quality Analyst from march2020 to October 2021

Project: AWH (Australian Wool Handler) **Department:** Digital

TransformationRole: · Mapping clients' business requirements and translating these requirements into functional specifications, services, implementations and custom designing solutions

Project: ECommerce Domain - Testing with Admin and Retailer panel and Doing Integration withShopify.

Worked with Login Radius as Quality Assurance from February 2018 to Feb2020

Project: Admin Console (Product-Based Company)

URL: [Admin Console](#)

Department: Quality Assurance

Role:

- **Login Functionality Testing:** Tested the product's login functionalities, including traditional login, social login, and custom login roles. Reported each bug encountered.
- **Code Reviews and Testing:** Performed code reviews, unit testing, and system testing as needed to ensure the product's reliability and performance.

EDUCATION

- B.Tech. (Computer Science) from School of Management Sciences, AKTU Board in 2017 with 75%
- 12th from Nirmala Convent Inter College, CBSE Board in 2013 with 68 %
- 10th from Rani Laxmi Bai Memorial School, CBSE Board in 2011 with 65 %

TECHNICAL SKILLS

Tools and Technologies

- **Bug Reporting and Tracking:** JIRA, Bugzilla, Qmetry, Bug Tracker

- **Version Control:** Git Repository
- **Database:** SQL
- **Automation Frameworks:** Selenium, Maven, TestNG, Selenium-Cucumber with Ruby Framework
- **API Testing:** Postman
- **Automation Tools:** Bot Accuracy Testing(Botomatic), Visual Studio, Selenium-Cucumber with Ruby and Appium (Mobile app automation)
- **Customer Relationship Management:** Salesforce
- **Communication Tools:** Slack, Google Meet, Zoom, Microsoft Teams, RingCentral, Call Hippo, Salesforce
- **Integrated Development Environment:** Eclipse, Android Studio and Visual Studio
- **Conversational AI Platform:** Cognigy

CERTIFICATION

- · Cognigy Foundation Certification
- · Cognigy Developer Certification
- · Cognigy Designing Certification
- · Completed Postman Certification
- · Completed Kore.AI Basic certification
- · Completed Scrum Master Certification

PROJECT MANAGED

Position Title : QA Analyst Project name: AWHPROJECT

Description : Australia's leading logistics ,it provides storage , handing for import, export and domesticdistribution.It is the Australia's largest wool and independent cotton handler in agri-business, construction , renewable energy,Worked on IBMi Modernization.

Position Title : Quality Analyst Project name: Description: E-Commerce Domain

Position Title: Quality Assurance Executive

Client: Remitly

URL: [Remitly](#)

Description: Conducted comprehensive testing of the Chat-Bot on Cognigy for both web and mobile platforms. This included testing various intents, agent handover to Salesforce, and LIO translation for multiple languages.

Client: Frontier Airlines

URL: [Frontier Airlines](#)

Description: Tested the Chat-Bot on Cognigy web platform, focusing on different intents, such as FAQs, to ensure accurate and reliable responses.Voice Bot testing using CallHippo and AWS Lex, following dialog flow and Lucidchart specifications to ensure seamless performance.

Place: Lucknow

Date: 14 June 2024