



Anuja Shukla

Accomplished Senior Consultant with a 10+ year track record in testing and production support within Banking and Financial Services. ISTQB-certified, I am recognized for leadership, adept team building, and successful project contributions. Proficient in Agile methodology, emphasizing collaboration for operational excellence. Expertise spans manual and automation testing, with a commitment to continuous upskilling.

Navigating complex banking systems, I bring problem-solving skills and meticulous attention to detail, ensuring optimal functionality. My adaptability allows seamless transitions across technologies and domains. With additional experience in the payments and cards domain, I am excited about contributing to impactful projects in the dynamic BFS domain, poised to leverage my expertise to drive positive outcomes in testing and production support, across diverse environments.

Skills Profile

Technical

Operating System	Linux, Win10
Environment	Production, Development, QA, Test, Acceptance
Internet Tools	VB Script, HTML
Languages	UNIX, PLSQL, Python
Other	DML, QA Testing (Functional, Regression – Manual), Automation Testing – Selenium , Pytest, Postman, ISTQB certified, HPQC, Jira, ServiceNow, ITIL tools

Functional

Management and Leadership Skills	Communication, creativity, ethical, optimism, people management, strategic thinking
Training & Development	Extensive experience in planning, organizing, and leading training programs, ensuring proper execution, ensures consistency in the delivery and application of training standards across the business.

Professional Experience

Nationale Netherlands – PEGA DB2 Migration

April 2023 to Oct 2023

Team Lead – Tester, Developer

- Responsible for all operations related activities for offshore team(10+ members).
- Created and presented final sign-off security document to client and got appreciation.
- Drove operational efficiency initiatives within the offshore team, streamlining workflows, and implementing best practices. Contributed to the successful delivery of the database migration project within scope, on time, and within budget.
- Also, conducted thorough database testing both pre and post migration, ensuring data accuracy and system stability throughout the transition.
- Played a key role in the testing phase of the migration project, responsible for validating data accuracy, consistency, and completeness throughout the migration process.
- Conducted comprehensive manual testing of migrated data, meticulously verifying data mappings, transformations, and ensuring alignment with business rules and requirements.
- Collaborated closely with cross-functional teams to identify and resolve issues, ensuring minimal disruption to business operations.
- Was involved in performance tuning and optimisation of queries involved in migration.

Morgan Stanley – FX EV QA

Mar 2022 to Mar 2023

Team Member – QA Tester

- Responsible for performing end-to-end functional as well as regression testing, which involved analyzing requirements, designing test cases, setting up the test environment, executing tests, reporting and tracking bugs, and finally closing the test cycle.
- This project involved QA testing of FX EV Portal Application which was used to evaluate a trader/sales person volume of flow, that it brings to the forum in FX trading.
- Generated detailed test documentation, including test plans, test cases, and test scripts, providing comprehensive documentation to support the testing process and facilitate knowledge transfer within the QA team.
- Conducted thorough regression testing, systematically validating new features and enhancements while ensuring the stability of existing functionalities within the FX trading platform.
- Performed end-to-end tests with fully efficient test strategy, which was also prepared by us.
- Tracked and reported defects using industry-standard tools, ensuring clear communication of issues to the development team and timely resolution, contributing to the overall success of the project.

MUFG – (CAPSS) Centralized Application Production Support Systems

Jan 2015 to Jun 2021(TCS+CG)

*Worked in same project for CG also, Feb 2020 – Dec 2020

Team Lead – Production Support

- Led a dedicated 24x7 production support team, managing incidents, outages, and escalations for a diverse portfolio of 300+(customer facing and in-house) applications. Prioritized and resolved critical issues, ensuring minimal downtime and maximum system availability.

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- 16*7 offshore support for production environment of 300+ applications. Most critical list contains applications for generating account, capital transactions, item processing(cards, cash letters, cheques).
- Performed testing in Selenium for few of the application which were critical for business. This involved requirements gathering, test planning, execution and reporting in JIRA tool.
- Enhanced the test cases as per BAU requirements for efficient test of the applications, ensuring 100% efficiency and functioning of the applications.
- Created and optimised queries to retrieve data for certain application to be further used in testing.
- Effectively managed dynamic shifts in the offshore support team, accommodating 24x7 coverage and handling real-time, dynamic requests from customers and end-users. Ensured the continuity of operations by adapting to varying workloads and priorities
- Performed CDR activity also to ensure BAU. This involved meticulous planning and execution to minimize disruptions during system updates, ensuring a smooth transition and uninterrupted services.
- Proactively addressed recurring issues, adding value to customer satisfaction by proposing and implementing effective solutions. Collaborated with cross-functional teams to analyze root causes, strategize preventive measures, and enhance overall system stability.
- Maintained comprehensive documentation, run-books of support activities, incident resolutions, and change management processes. Provided regular reports to management, highlighting performance metrics, achievements, and areas for improvement.

Credit Suisse – RET(Risk Engine Test)

Dec 2013 to Dec 2014(TCS)

Team Member – UAT Tester

- Contributed as a team member, focusing on enhancing and optimizing the existing Risk Engine application. Specialized in risk calculations spanning credit risk, market risk, operational risk, legal risk, and reputational risk within the Business as Usual (BAU) framework.
- Worked with a technology stack that included C++ coding and Linux OS for testing the Risk Engine application. Effectively navigated the intricacies of testing in a Linux environment, executing a series of test scenarios to validate the application's adherence to specified risk algorithms.
- Led User Acceptance Testing (UAT) efforts for the Risk Engine application, meticulously validating its performance across diverse risk types critical to Credit Suisse's operational landscape. Ensured the application's robustness and reliability in a UAT environment running on Linux OS.
- Maintained comprehensive documentation of testing activities, test cases, and results. Facilitated knowledge transfer sessions to ensure a smooth handover of the enhanced Risk Engine application to the operational team.

NOTE: July 2021-Jan 2022 – Maternity leave

Trainings and seminars

IBM seminar on sales kicks off.

Business Risk fundamentals

Finishing School PL/SQL, UNIX

Agile Software Development

Hyperscaler Azure-900

API Testing – Postman

Python and Pyspark

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Certifications

ISTQB Certified Tester Foundation Level
AGILE Software Development – Coursera
AWS Cloud Technical Essentials – Coursera
Connected Manager – Harvard University CG Program

Education

B.E. from Indore Institute of Science and Technology, RGPV Bhopal. Pass out year - 2013.

Professional Organizations

Tata Consultancy Services
Capgemini

Publications/Presentations

- Presented item processing (processing of cheques, cash letters etc.) full flow for MUFG to team members.
- Presented final security sign-off document to NN client and was appreciated for the same.
- As a team, achieved OCTACE score as 5/5, for DB2 migration project for client NN. Link : [Go to this Sway](#)