

# Pankaj Suryakant Shirsat.

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## PROFESSIONAL SUMMARY

- ☞ Total 9 years of IT experience in Software Testing.
- ☞ Diverse experience in BFSI and Manufacturing Domain.
- ☞ Extensive experience in Retail Banking (Cards), and Payment Domain.
- ☞ Extensive experience in Agile Methodology, Waterfall model with experience on tools like HP ALM, JIRA & Confluence.
- ☞ Good Understanding of SDLC, STLC concepts and Defect Management Life Cycle.
- ☞ Excellent test management skills, Leadership skills and Project management skills.
- ☞ Expertise in developing Test Plan, Test Scenarios, Test Data Preparation, Test cases and Test Reports.
- ☞ Well versed with QA processes like Bug Tracking, regression Testing, Functional Testing & API testing using Postman.
- ☞ Managing the Collaboration between onshore client and offshore team throughout the project life cycle for smooth deliverable.
- ☞ Publish QA test status, WSR and DSR to stakeholders.

## CERTIFICATIONS

- ☞ Certificate Course in Software Testing from Testing King, Mumbai.
- ☞ ISTQB foundation level certified.

## TECHNICAL QUALIFICATIONS

- ☞ **Office Testing Tools:** TOAD, Postman, HP ALM, JIRA, Mainframe, TS2, Platon and Flex cube, Service Now & Gittab.
- ☞ **Tools & Utility** : MS-Excel, MS- Office, Confluence
- ☞ **Operating System** : Windows 98 to Windows 8
- ☞ **Databases:** SQL Server 2008, Google Cloud Platform (GCP).

## WORK HISTORY

- ☞ **Perfios Software Solutions Private Limited - (Mumbai) (June-2023 to Till Date)**

**Client Name:** BOI

**Project Name:** MSME.

**Technology Used:** Core Java.

### ☞ Overall Roles and Responsibility

- Working on LOS application for Bank of India Client.
- Led UAT for LOS Projects, coordinating between stakeholders and development teams.
- Developed testing estimations, timelines and resource allocations.
- Designed and executed test plans and cases to validate the functionality.
- Identified and highlighted risks in weekly status report, implementing mitigation strategies.
- Facilitated communication to resolve internal conflicts and maintain progress.
- Provided comprehensive weekly updates on testing progress and outcomes.

☞ **ATOS - (Mumbai)**

**(Sep-2021 to May 2023)**

**Client Name:** HSBC

**Project Name:** EVPS & SEPA Germany.

**Technology Used:** Core Java.

**Project Synopsis:** EVPS & SEPA Germany product is used to transfer high volume payment in European regions and it supports two main payment transfers SDD (SEPA Direct Debit) and SCT (SEPA Credit Transfer).

☞ **Overall Roles and Responsibility**

- Involved in Requirement Gathering, Test Plan, and Test Estimation & Risk management.
- Leading & Mentoring testing team.
- Coordination with client and team for Defect triage.
- Task allocation with the team member as per the project timeline.
- Supporting testing team in preparing Test Scenarios, Test cases, and Executing test cases in JIRA.
- Support to UAT testing and Production support using Service Now Tickets.
- Verifying High Value Low Volume & Low Value High Value capabilities of payment.
- Tested various payments instructions and Standing order, Direct Debit mandates initiated via HSBC channels and back end.
- Verifying SWIFT MT, ISO20022 and CAMT Messages.
- Worked extensively on HSBCnet payments, Reporting and Core services.
- Worked on parsing logic of inbound and message generation logic of outbound using PAIN001, PAIN002, PAIN007, and PAIN008.

☞ **Tata Consultancy Services - (Mumbai)**

**(June-2019 to Aug-2021)**

**Client Name:** Luminor Bank

**Project Name:** Luminor

**Technology Used:** Core Java, and SQL Server 2008.

**Project Synopsis:** This project mainly deals with migration of existing Nordea and DNB Customers with luminor bank and also to setup luminor bank own operation in Baltic region. Supports validation of Swift and SEPA payments transaction.

☞ **Overall Roles and Responsibility**

- Testing of payment through various Luminor channels (Plug & Play, Bridge & H2H).
- Verified the complete payment flow of the initiated payment PAIN.001 files along with the status logs.
- Validated different stages of payments like initiation, Validation, FX, Credit Check, Refund & Return.
- Validated different payment mode like Mass pay, SEPA, Swift, Nostro and Vostro.
- Testing of various Intraday & End of Day Reports in the form of CAMT.05X & MT-94X file formats.
- Validated the payment file flow along with logs through the Luminor File Transfer Channel (LFTC).
- Validated the integration of the Luminor systems involved in payment processing based on the country.
- Updating DSR & WSR on the assigned project activity in confluence.
- Test designing including testing artifices such as Test estimation, Test Plan, Test cases, Test scenarios & Test data, Test exist report.
- Verified SWIFT MT, ISO20022 and CAMT Messages.
- Worked on Postman application for API Testing.

**Client Name:** CIBC

**Project Names:** F16 Pricing Project/ Cha-ching Project/ Cardinal Project / Alpha/Marvel.

**Technology Used:** Core Java, and SQL Server 2008.

**Project Synopsis:** These projects are from Cards line of business. The main focus of the testing team is to test the new changes introduced in the credit cards functionality, testing for the newly introduced credit cards and regression testing which includes Product name and trademark, Promotion, Rewards/Awards, Cashback, Redemption, Reversals, Welcome bonus, Over-limit fees, Interest fees and cash/purchase APR rates. The testing team is divided as per the applications such as Contact Manager, Credit Card Adjudication System, Total System (TS2), Credit Card Staging system (Mainframe), Credit Card Printing (INTRIA), Payment Servicing Platform (PSP).

☛ **Overall Roles and Responsibility**

- Regular interaction with developers & Product owners for clarifications of requirements & ensuring its proper implementation in testing phase
- Prepared documents such as Risk and Scalability, Gap analysis, Test Plan, Test Scenario and Test cases, RTM & Tracking sign offs.
- Defect log and track using Tools and follow up with Development Team.
- Providing walkthroughs for gap analysis, test scenarios and test cases.
- Collaboration with the onshore and offshore project management, development team, business analyst and stakeholders for resolution of queries, reports and routine follow up for updates on outstanding defects.
- Testing major credit card banking functionalities like new card launch, account creation, authorization, transaction posting, rewards, product change, new card issue, lost stolen, customer retention, marketing offers, accounting, statements.
- Performed Regression testing for Desktop applications using Unified Functional Testing (UFT v11.5) via Data driven Script-less & Hybrid framework.
- Functional testing of a Web Based Payment Servicing Platform: banking application used by Customer Service Representatives.
- Testing credit cards features that includes Balance transfer, Add Authorized User, Lost stolen, Damage replacement, Product change, Award Adjustment, Customer Retention, and Card Reissue.
- Exposure to Credit Cards adjudication application (Web based), Credit card printing system, Credit card Maintenance (Total System), Payment Servicing Platform (Web Based).
- Experience in applications such as Mainframe, Total System (TS2), and Tools for Oracle Application Development (Toad).

☛ **Achievement's**

- Service and commitment award for dedicated services completed 5 years.
- Client appreciation while delivering projects in timely.

☛ **Professional Certification**

- TCS Business Domain Academy: Certificate in Payment Cards Functions and Management Services.
  - TCS Business Domain Academy: Certificate in Card Transaction Life Cycle and Loyalty Management.
  - TCS Business Domain Academy: Certificate in Banking Frauds.
  - TCS Business Domain Academy: Certificate in Software Testing Skills.
  - TCS Business Domain Academy: Certificate in Payment Card and Chargeback.
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**Client Name:** DOW Chemical.

**Project Name:** CAMP

**Project Synopsis:** Handled DOW Chemical Business (North America, Europe, and Asia Pacific Region). Work on end to end resolution of complaint raised by customer for North America Region plastic business.

☞ **Overall Roles and Responsibility**

- Work on end to end resolution of complaint raised by customer for DOW Chemical Business.
- Conduct weekly meeting and interaction with clients to know the process gap and bring improvement.
- Share different reports with client on weekly basis.
- Monthly CST meeting with all the business stakeholders.
- Arrange and take training of different function working on complaints to share knowledge.

☞ **Achievement's**

- People's Choice 2013 "**Reliability-in-Action Award**" by DOW Chemicals Ltd
- RNR Award for client appreciation for bringing improvement in business.

☞ Financial Software and Systems Pvt Ltd - (Mumbai)

(Nov-2008 to June-2011)

**Client Name:** SBI Bank.

**Projects Synopsis:** Monitoring Overall India SBI ATM's.

☞ **Overall Roles and Responsibility**

- Making monthly basis Reports like (ATMs UP & Down time region wise, Justification penalty, Customer's availability).
- Taking necessary action to rectify the problem by coordinating with the FLM and SLA CIT Agency.
- Monitoring Banks ATM's connectivity and their hardware Errors & Giving switch support as per the Bank requirements.
- Handle the customer complaint and help them out in solving their queries when they face error while doing transactions.
- Hot listing of customers cards based on the mail request and call request to ensure without happening of any malpractice.

## **EDUCATIONAL QUALIFICATIONS**

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- ☞ **B.COM** from **Sathaye College**, Mumbai University in **2008** with **second class**.
- ☞ **H.S.C** from **Sathaye College**, Mumbai University in **2005** with **second class**.
- ☞ **S.S.C** from Parle Tilak Vidyalaya, Maharashtra Board in **2003** with **second class**.

## **PERSONAL DETAILS**

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- Name : Pankaj S Shirsat.
  - Address : B 203 Yashwant Senh 2, Nearby Yashwant kirti phase 3, Manvel Pada Road  
Virar East 401305.
  - Date of Birth : 03 Oct 1986
  - Marital Status: Married.
  - Hobbies : Trekking, Swimming & Table Tennis.
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