**Diksha Thakur**

+1 (519) 987 - 4756 | 31 Camino Real Drive, Caledon, ON L7C 4L7 | dikshathakurit@gmail.com

Linkedin: [www.linkedin.com/in/thakurdiksha](http://www.linkedin.com/in/thakurdiksha)

GitHub: <https://github.com/ThakurDiksha>

**PROFILE OF SKILLS**

* **Certified AWS Cloud** Practitioner with strong working knowledge of **AWS Cloud** and software engineering skills
* **Detail-oriented** professional with 4+ years of experience from working as a **Quality Assurance Analyst** at BMO
* Experienced in **QA processes**, **Automated Testing**, **Test cases/scripts**, **Functional**, **Performance** and **UI** testing
* Proficient with **API Testing** (REST/SOAP), **SoapUI**, **REST API’s**, **Postman**, **JMeter**, Playwright(**JavaScript/Node.js**)
* Experience in On-Prem and **Cloud platform**,IBM API Connect, **Web Services** (XML/JSON/HTTP/SOAP/WSLD)
* Hands-on experience in Microsoft Azure cloud from working as **Azure SQL** Database Administrator at PointClickCare
* Significant work experience as an **IT Operations Analyst** at Bank of Montreal in **MS-SQL Server**/Oracle Database Administration, Backup/Restore for Capital Markets and Risk Infrastructure domain
* Technical proficiency for **SQL** **queries, Agile**/Waterfall Methodologies, **SDLC**, **JIRA**, **CI/CD pipelines, GitHub**
* Strong **problem-solving** skills with **attention to detail** from working on complex projects and ensuring quality product
* Demonstrated ability to organize, analyze and visualize data using **Microsoft Power BI** and **Tableau**
* Excellent **analytical** killswith proven **written** and **verbal** communicationskillsfrom working as an **IELTS trainer**

|  |  |  |
| --- | --- | --- |
| **TECHNICAL SKILLS** |  | |
| **Programming Languages** | | CSS, HTML, XML, Java (core), Python, SQL, JavaScript |
| **Cloud Computing Service**  **Test automation Frameworks** | | **Microsoft Azure** cloud, IBM **API-Connect, AWS Cloud**  **SoapUI**,Apache **JMeter,** IBM Testing Tool, Postman, **Playwright** |
| **Database Systems /Visualization Tools** | | **MSSQL** **Server**, **Azure** SQL, **Oracle** 10g/11g/12c, **MS** **Power BI**, **Tableau** |
| **Methodologies** | | **Agile**, Scrum, SDLC, **Waterfall**, Software **Testing life cycle** |
| **IDE** | | MS **SQL Server** Management Studio, **MySQL** Workbench |
| **Tools & Technologies** | | Microsoft Suite, Bitbucket, **ServiceNow**, **Visual Studio Code**, **JIRA**,Oracle NetSuite, **Confluence**,IBM Dashboard, IBM API-Connect, **GitHub**, **SharePoint** |
| **EDUCATION**  **Master of Applied Computing** Sept 2018-Apr 2020  University of Windsor, Windsor, ON, Canada  **Bachelor of Information Technology** Jul 2013-May 2017  S.U.S college of engineering and technology, Mohali, Punjab, India | | |  |

**PROFESSIONAL EXPERIENCE**

**Quality Assurance Analyst** May 2021-Aug 2024

Bank of Montreal (**Virtusa**), Toronto, Ontario, Canada

**Tools and Technologies: SoapUI, JMeter, IBM Dashboard, Postman, JIRA, ServiceNow,** **Postman, Playwright (JavaScript), Nodejs, Visual Studio Code**

* + - * Performed **API testing** for **SOAP** and **REST** API’s using IBM Testing tool, **Postman** and **Playwright**
* CreatedandExecuted **test cases** for **Web-Services** using test frameworkslike **JMeter**, **SOAPUI**
* **Developed**, maintained and executed **automated tests**, **scripts** using **JavaScript/Playwright** and visual studio code for **web application testing**
* **Boosted test coverage by 40%** through parallel testing implementation, significantly **reducing test runtime** and **improving efficiency**.
* Optimized existing **test scripts**, reducing test execution **time by 20%** while maintaining high reliability

**Diksha Thakur | Page 2**

* Conducted **Performance testing**, created comprehensive test **documents** like **test results reports,** obtained **E2E sign-off** and shared documents with developers via **SharePoint**
* **Presented** clear, concise reports on testing outcomes and **risk assessments to stakeholders**, supporting informed **decision-making**.
* **Contributed to QA process improvements**, including establishing coding standards for automated scripts, resulting in more maintainable and **scalable test** automation
* Deployed **code changes** (API Host, Key, Backend) in IBM API-Connect using **Visual Studio Code** and **GitHub**
* **Provided mentorship** to junior team members,fostering a culture ofknowledge sharing, **team development** andimproving **team productivity**
* Performed **regression testing** to ensure the functionality after the changes are implemented
* Troubleshooted and resolve **escalated issues** effectively by **reviewing and analyzing logs** and **collaborating** with **development team,** conduct **exploratory testing** for **root cause** analysis
* Generated multiple **ServiceNow/Jira** tickets to implement various code changes and report bugs in DataPower

**Azure SQL Database Administrator** Jan 2021 – Apr 2021

PointClickCare, Mississauga, Ontario, Canada

**Tools and Technologies: Microsoft Azure Managed Instances, Virtual Machines, SQL, SQL Server Management Studio**

* **Automated** Backup and Restore for Snapshot Databases
* Performed Database **download**/**Restore** from Azure to **DevOps** for Virtual Machines, Managed Instances, **Training** Databasesand **Snapshot** Databases
* **Commissioning and Decommissioning** of Azure Virtual Machines and Managed Instances as per the business requirements
* Monitored Azure VM’s and MI’s storage and add/remove it according to the requirement
* Worked on assigned **JIRA**/**Oracle NETSUITE** cases and complete them in sprints within the deadline
* Detected High CPU Utilization alerts for different instances and troubleshot them

**IT Operations Analyst** Sept 2019 – Sep 2020

Bank of Montreal, Toronto, Ontario, Canada

**Tools and Technologies: Oracle**, **MS SQL Server**, **SQL Server Management Studio**

* Collaborated with **DBAs**, developers, business stakeholders to **maintain** databases
* Developed **Oracle/SQL queries** to retrieve and **analyze** data using tools like **Putty**, **OEM**
* Maintained Oracle and **MS** **SQL** **Server** (2014,2016,2019) Databases and performed updates as necessary
* Monitored **SQL/Oracle** database performance and ensured **back-up** and **recovery** procedures are in place in case of system failure
* Developed new **Stored Procedures, Functions, Triggers, Tables, Data Views**and updating the old ones
* **Optimized** **Query** and **Performance** **Tuning**, optimized **execution time** from 45 secs to **15 secs**
* Used **Import/Export Utilities** for creating Back-up and Restore database on regular basis

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**ONLINE TRAININGS/CERTIFICATES**

**Microsoft Power BI** ([www.udemy.com](http://www.udemy.com)), Certification Apr 2020

**SQL-MySQL for Data Analytics and Business Intelligence** (Tableau), Certification Apr 2020

**Python,** Certification Jan 2022

**Playwright** with JavaScript Dec 2023

**AWS Cloud** Practitioner Certification Aug 2024