**POONAM HASSIJA**

An analytical, goal oriented and result driven IT professional with 5 years of experience as Quality Assurance Analyst and web designer delivering simple, intuitive and user friendly solutions to complex problems in diverse domains.

Being an effective communicator and a team player makes me an asset to any team. I look forward to using my creative ideas and technical skills to better client experience.

**EXPERIENCE SUMMARY**

* 5+ years of experience in the IT industry ranging from QA testing to building sites using WordPress.
* Experienced in GUI Testing, Functional, Regression, Integration and User Acceptance Testing.
* Experience in designing and developing with knowledge in HTML and CSS.
* Knowledge of GIT repositories.
* Expertise in project scheduling and coordinating.
* Responsible to maintain the **Requirements Traceability Matrix** (**RTM**) to ensure comprehensive test coverage of requirements.
* Experience in developing Test Cases, creating Test Scripts, analyzing bugs, interacting with QA / dev teams in fixing errors and User Acceptance Testing (UAT).
* Deep understanding of guiding principles of UX/UI.
* Self-starter, proactive, team player and detail-oriented with a proven track record of working under high pressure.
* Superior analytical, troubleshooting, communication and presentation skills.

**PROFESSIONAL EXPERIENCE**

**Web Designer - SaintBath Naturels - January 2015 - June 2015**Saint Bath Naturels is an online store for handcrafted quality natural products. Designed developed and tested an e-commerce site marketing their products.

**Responsibilities:**

* Created site maps, page flows, story boards and architected the website.
* Built a user friendly e-commerce site for the client to showcase and sell all their products.
* Created test script document to ensure comprehensive testing.
* Conducted Manual Testing on end to end functionality of the website.
* Tested the application for its compatibility on different browsers.
* Tested the site to make sure it was responsive to all the devices.
* Logged and managed issues/defects using Ontime.
* Created help documents and trained the client on using the word press application so that they could maintain their own site.

**Project coordinator - My Fitness Diaries- March – July 2016**An online fitness group formed to motivate and create a healthy lifestyle by providing challenges, competitions and great incentives. Was involved with the project from   
its inception, understanding the user base, documenting requirements, creating mock ups, testing all functionalities.

**Responsibilities:**

* Created mind maps, storyboards and user personas.
* Coordinated with the developers and creating wireframes to determine the working of the application.
* Assisted in designing the screens and onboarding process.
* Wrote the functional test cases
* Conducted extensive testing to ensure the working of the app.
* Created mind maps, storyboards and user personas.
* Managed the process between reporting the bugs and coordinating with the developers to make sure it was resolved.
* Conducted group user testing to make sure users were comfortable using the app as designed.

**QA Tester - ITRx Systems, Norwalk, CT - March, 09 –Apr, 10**ITRx Systems built a product to verify patient eligibility system in real time. The system reads the patients demographic and insurance information from billing/EMR system and verifies the eligibility in the real-time as well as in the batch mode.

**Responsibilities:**

* Gathered and analyzed requirements
* Worked closely with users/clients to understand business needs.
* Co-ordinated with developers, scheduled project activities and worked on streamlining the development process.
* Performed black box testing and Functional testing.
* Wrote the functional test cases
* Generated Test plans, Test cases and Test documentation.
* Performed Browser Compatibility testing under various versions of IE.
* Responsible for Regression Testing and Integration Testing.
* Logged and managed issues/defects using Devtrack.

**TECHNICAL SKILLS**

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| **Defect Tracking &**  **Performance Testing Tools** | Quality Center, DevTrack, Ontime, Bugzilla. |
| **Content Management System** | Word Press |
| **Programming Languages** | Java Script, HTML5,CSS |
| **Office Tools** | MS Word , MS Excel, MS Visio, MS Powerpoint. |
| **Other** | GIT, Adobe Creative Suite |

**EDUCATION**

* Front end development, Web Design (UI) and User Experience (UX) - Thinkful.com
* Graphics design Certification - NCC Norwalk, CT
* IT Certification - BITS Institute Mumbai, India
* Bachelors of Commerce- MMK College Mumbai, India