

HARITHA RAGHU

Manual Tester | Technical Support

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ABOUT ME

Experienced professional with expertise in manual testing, SFCC and incident management tools like Jira and ServiceNow. Skilled in end-to-end testing, regression testing, and technical support, with a focus on ensuring smooth system performance and resolving issues efficiently. Seeking to contribute my expertise to deliver quality results and reliable support.

PROFESSIONAL EXPERIENCE

• PROJECT ENGINEER, WIPRO TECHNOLOGIES

03/2021 – 03/2024

• Software Engineer L2

03/2021 - 03/2024

- Technology Stack: SFCC, Manual testing, ServiceNow, JIRA, Plumslice
- Horizontal E2E testing of websites verifying the Product Search feature, the Product Page functionalities, Product Ordering steps, and Shipping details.
- Conducted regression testing to ensure that software changes did not adversely affect existing functionality.
- Contributed to continuous improvement initiatives by providing feedback on testing processes and suggesting enhancements to increase efficiency and effectiveness.
- Real User Monitoring (RUM) in Staging and Production specific to KPIs, web performance and metrics based on site functionalities, content, promotions.
- Monitoring jobs, order intake, exported and failed orders in SFCC Business Manager.
- Monitoring jobs in Plumslice - Product Information Management (PIM), managing order flow and manual re-export of system failed orders.
- Specializing on Jira, ServiceNow to report incidents for issues observed during periodic validation, job failures under SFCC Business Manager (Staging/ Production), akamai and end-point security alerts, API failures, splunk and site down alerts.

PERSONAL PROJECTS

• Portfolio Website Using React JS

2023

- Link: <https://haritharaghu.netlify.app/>
- Tools & technologies used: React JS, Sass, HTML, CSS, JavaScript, Bootstrap, GIT
- Responsive Portfolio Website with contact form submission and has Google Tag Manager integrated into the website for tracking page views and events.
- Utilized Bootstrap and Sass for styling and enhancing the overall design.
- Deployed the portfolio website on Netlify for seamless and scalable hosting.

• Responsive Ecommerce Website

2022

- Link: <https://spurshop.netlify.app/>
- Tools & technologies used: HTML, CSS, JavaScript
- Included Home, shop, blog, about, contact sections
- Implemented product listing page, product detail page and cart page
- Hosted the website on Netlify for easy accessibility

• Blockchain-Based Government Project Fund Tracking and Management System

2020

- Tools & technologies used: Hyperledger fabric, Visual Studio Code, Docker, MongoDB, Node JS, cURL, HTML, CSS, JavaScript
- Adding permissioned support of hyperledger fabric to government fund distribution system .

• Other projects

- 🌐 Github Link

TECHNICAL SKILLS AND INTERESTS

Programming Languages: JavaScript, Java, Spring Boot, PHP, Python, SQL(MySQL),

Web Technologies: HTML/CSS, Bootstrap, React JS, MERN Stack

Tools and Technologies: Version control(GIT), VS code, Eclipse, Web Services(RESTful), SFCC, Manual testing, ServiceNow, JIRA,Plumslice

CERTIFICATIONS AND TRAININGS UNDERGONE

- **AZ-900:Microsoft Azure Fundamentals - Microsoft** | (12/2022)
- **IBM Certified Solution Implementer - API Connect v10.0.3-IBM** | (11/2022)
- **Learn Complete Front End Web Development with HTML5, CSS3,Bootstrap 5, JavaScript, ECMAScript 6, Angular React JS- WIPRO Limited |Udemy** | (07/2022)
- **Java J2EE - Wipro Technologies**
- **Database Programming with PL/SQL - ORACLE Academy** | (10/2018)

EDUCATION

– **APJ Abdul Kalam Technological University**

Btech in Computer Science and Engineering

2020

CGPA/Percentage: 7.85