**Chaitanya Prasad Banka**

**Manual test Engineer**

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**Professional Summary:**

* Experienced software quality assurance professional with 1 **years** of experience in all the phases of the Software Testing Life Cycle (STLC).
* Extensive working experience on all phases of the **Software Development Life Cycle (SDLC),** its methodologies such as **Agile, SCRUM, and Waterfall Model.**
* Experience with Linux OS and Git-Bash CLI.
* Experience in using Protractor Tool with Jasmine framework using Javascript/ Typescript language
* Good knowledge of running test cases or scenarios in parallel using **Cucumber .**
* Professional expertise in Smoke Testing, Backed end Testing, User Acceptance Testing (UAT), Functional Testing, Positive/ Negative Testing, System Testing, Regression Testing, GUI Software Testing, Cross Browser/ Cross Platform Testing, UI Validation, and Web-Services .
* Expertise in preparing test strategies, test plans, test methodologies, test scenarios, test summary reports, test cases and test documents for both automated and manual testing based on user requirements, system requirements and use case documents.
* Experience of **Web Services, SOAP and REST API Testing** using **Restful API, Postman, and Soap UI.**
* Experience in testing the Rest API Services using **Postman and Rest Assured Tool**
* Good analytical and communication skills and ability to work independently with minimal supervision and also perform as part of a team.
* Highly motivated team player with analytical, organizational and technical skills, unique ability to adapt quickly to challenges and changing environment.

**Technical Skills:**

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| --- | --- |
| **Testing Tools** | Soap UI, Postman |
| **Languages** | Python |
| **Test Framework** | TestNG, Cucumber |
| **Project Methodologies** | Agile-Scrum, Agile –SAFE,Waterfall |
| **Databases** | Oracle, SQL Server, MS Access |
| **Operating Systems** | Windows variants, UNIX |

**Professional Experience:**

**Client: FCT, Canada. Dec 2021 – Jan 2023**

**Role: QA Tester**

**Responsibilities:**

* Involved in analyzing user requirements for application enhancements and preparing testing specifications.
* Developed test scenarios and test procedures based on the test requirements.
* Participated in the preparation of Test Plans.
* Executed functional and system tests manually.
* Executed Test Scripts and analyzed the results based on the specifications.
* Extensively involved in Regression testing.
* Performed Integration and User Acceptance Tests throughout the SDLC of the application.
* Involved in writing test cases, test strategy, and test execution.
* Conducted smoke, functional, UI, regression, UAT testing, and testing.
* Performed **Webservice** Testing and XML validation by creating a test case suite using **SOAP UI**.
* Initially involved in creating a Manual Test Cases in **Quality Center.** Tests were grouped into the test plan and executed. Results were recorded and published in management.
* Executed **SOAP** based web services **API testing (Java client and Postman).**
* During the testing life cycle, I performed different types of testing like System Testing, Integration Testing and Regression Testing.
* Generated Defect Reports and the summary and progress graphs for the application.
* Actively participated in Bug Track meetings.
* Worked closely with the development team on analysis & design to meet business requirements and product version roll out.
* Involved in project meetings and interacted with other team members to resolve the problems.

**Environment:** Manual Testing, User Acceptance Testing (UAT), SQL, UNIX, and Windows.

**References:** Will be provided upon request.

**Education:**

2018-08 - 2020-04 PG Diploma.:

MECHAINICAL ENGINEERING - INDUSTRIAL DEPARTMENT -- Centennial College - Scarborough

2013-07 - 2017-04 J.D.:

Mechanical Engineering -- V R Siddhartha Institute of Technology - Vijayawada

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**Work Experience**

Call Center Agent

Travel Medicine and Vaccination Centre - Government of Ontario - Ontario

August 2021 to Nov 2021

• Answer incoming calls and respond to customer’s emails

• Management and resolve customer complaints

• Sell products and place customer orders in the computer system

• Identify and escalate issues to supervisors

• Provide product and service information to customers

• Research required information using available resources

• Research, identify and resolve customer complaints using applicable software • Process

forms, and application

• Route calls to appropriate resources

• Document all call information according to standard operating procedures

• Recognize, document, and alert the management team of trends in customer calls • Follow up

customer calls where necessary

• Up sell products and services

• Complete call logs and reports

• Other duties as assigned

**Customer Service Agent**

**Walmart - Scarborough, ON**

March 2019 to December 2019

• Investigated specialized plan reports and client stories to make test plans and experiments.

• Mastery in perusing and examining call logs and search for back end special cases. • Dissected and investigated test client issues.

• Productively work with administrators, managers, and improvement groups to determine framework issues.

• Followed up and kept up with customer connections through consumer loyalty messages and calls.

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Mechanical Student Intern (2015-09 - 2015-10)

*BHAVINI PFBR Atomic Power Station, Kokilamedu, TN*

* A report on power plant, discussed tech and flaws of the power plant
* Worked as Quality Inspector for the manufactured components
* power station process and manufacturing section
* detailed description on power plant's electricity production
* Thoroughly documented all plant activities in hourly logs and detailed concerns
* and issues prior to distributing reports to plant managers.
* Tested water and condensate to check safety and compliance with regulations.
* Communicated with system operators to regulate factors such as line voltages
* and frequencies.

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2014-09 - 2014-10 Student Intern

**TVS-Brakes India Ltd, Sholinghur, TN**

* Learn detailed manufacturing processes in the industry. familiarized with
* production, quality aspects of the industry.
* worked as Quality Inspector for the manufactured components.
* worked with the PMF manufacturing sector 1
* dealt with all the production and design of components.
* detailed study of strength and design of all the production components that are
* manufactured
* Aligned boiler pressure and steam system operations with optimal levels
* Calculated overall production costs by evaluating material, labor and other
* expenditures.
* Identified problems and specific resolutions to fix defective, damaged or
* malfunctioning parts, assemblies, equipment and systems.
* Coordinated all aspects of production, including selection of manufacturing
* methods, fabrication and operation of product designs.