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**LIPIKA CHALIHA (*ISTQB Certified*)**

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**Summary**.

• Results-driven ISTQB Certified Technical Specialist cum Test Lead over 11.2 years of QA experience in all phases of testing life cycle, including requirements gathering, risk analysis, project planning, test design & estimation, execution, defect tracking and reporting.

•QA leader with a proven track record of strategic QA vision, quick delivery, and demonstrated ability to inspire/mentor quality assurance teams to implement latest QA programs for maintaining industrial quality standards.

•Lead projects to perform quality assessments that expose functional flaws, reveal defects, and identify areas of optimization.

•Ensures that the organization's standards meet legal compliance and clients' expectations.

•A keen Analyst and Team Player with thorough understanding of all aspects of the STLC from understanding client requirements through direct client interaction, translating them into technical specifications and driving their execution.

•Hands on experiences in Supply Chain Management, Telecomm, Insurance, Salesforce, HealthCare, Finance and Banking domain

•Expertise in API testing using tools like Postman or Swagger and creation of JSON files

•Experience in uses of different types of AI tools (ie. ChatGPT, Claude, Gamma, Co-Pilot, Gemini, Canva, Careerflow.ai , ChatGPT Summary extension, Medium.com etc.), Avalara Oracles, Perfecto Automation Testing and Selenium Testing as well

•Good team-handling abilities - Possess the ability to interest and convince others when changes are required.

•Single Point of contact at Customer Success and complete understanding of Agile testing, Scrum, Project schedule and deadlines.

•Familiarity with authentication protocols like OAuth and token-based authentication.

**Technical Skill**

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| **Manual Testing/ Automation Testing/ Mobile Application Testing/ Leadership** | Software Testing, Functional & Black Box Testing, Regression & Retesting, SIT, E2E Testing, Mobile Application Testing, Exploratory Testing, UAT & Web Based Application Testing, Power BI Report testing, V Model, Agile Methodology, Test Automation, Selenium, Smoke, API Testing, Leading, Test Strategy, Test Planning, Agile/Scrum Methodologies, Machine Learning |
| **Bug Reporting and Web Based Tool/ App/DB** | Putty, WinSCP, Windchill PDMLink, JCA Initiate, Swagger, JIRA, Confluence, XRay, ALM, Beta HOST, ART, Test Central, Perfecto Automation Tool, Postman, Quality Centre and TFS, Slack, Teams, Salesforce Manual Testing, AWS Server, S3 bucket, Athena, EMR, Toad Edge |

**Career Highlights (Open for Remote & Hybrid only) Work Exp.: 11.2 years(Manual Testing- 8.11 yrs., Automation- 2.3 yrs.)**

**Ameriprise Financial Services LLC (Payroll of M3BI India) 20th June 2024 till date**

***Designation : QA Lead cum Technical Specialist***

**Company : Ameriprise Financial Services LLC (Payroll of M3BI India)**

**Website URL :** [www.ameriprise.com](http://www.ameriprise.com)

**Company Profile:** Ameriprise Financial, Inc. is an American diversified [financial services](https://en.wikipedia.org/wiki/Financial_services) company and [bank holding company](https://en.wikipedia.org/wiki/Bank_holding_company) based in [Minneapolis, Minnesota](https://en.wikipedia.org/wiki/Minneapolis,_Minnesota). It provides financial planning products and services, including [wealth management](https://en.wikipedia.org/wiki/Wealth_management), [asset management](https://en.wikipedia.org/wiki/Asset_management), [insurance](https://en.wikipedia.org/wiki/Insurance), [annuities](https://en.wikipedia.org/wiki/Annuity_(US_financial_products)), and [estate planning](https://en.wikipedia.org/wiki/Estate_planning).

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| **Project** | **AltsInSPS** |
| **Client** | **Ameriprise Financial Inc. (www.ameriprise.com)** |
| **Role** | **QA Lead** |
| **Team Size** | 9 |

**Description:**

**This project will expand the availability of alternative investments in SPS Advantage accounts. It will determine the cost related to any changes ie. Advisor, Client agreement etc.**

**Key Responsibilities**:

* Checking Jobs in AWS server and upload or delete data from S3 bucket as per requirement.
* Identify, report, and track software defects using Xray tool in collaboration with development teams.
* Work closely with cross-functional teams to understand business requirements and translate them into test cases.
* Execute batch jobs using the PuTTY application based on various batch dates.
* Work on a cloud computing platform utilizing AWS services (S3, Lambda, Athena, EMR) and Toad Edge database.
* Create, execute and maintain comprehensive Test Plans, test suits and test cases.
* Perform regression testing and ensure product stability through testing and compliance with company quality policies and standards

**KYG Trade 8th Sept 2023 to 19th April 2024**

***Designation : QA Lead***

**Company : KYG Trade( Payroll of SST)**

**Website URL :** [KYG Trade™](https://www.kygtrade.com/)

**Company Profile:** The KYG Trade is an AI-Assisted trade and ESG attestation Platform and Marketplace. It is an open platform that makes many systems work as one. It saves time, reduces errors, cuts costs, and improves risk management.

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| **Project** | **Know Your Goods (KYG)** |
| **Client** | **KYG Trade (www.kygtrade.com)** |
| **Role** | **QA Lead** |
| **Team Size** | 11 |

**Description:**

**KYG quickly collect and connect product data to trade regulations using advanced technology to automate global trade compliance.** It simplify the exchange of product attribute information, eliminates redundancy, and streamlines the attestation process. The result is a significant reduction in cost and penalty risk while increasing levels of compliance and utilization of tax, tariff, and ESG benefits.

**Key Responsibilities**:

* Coordinated and directed QA Testing efforts in an Agile Sprint based methodology.
* Collaborated with Product Managers and Developers to define workflow procedures.
* Designed and executed Test Cases manually using Black Box testing techniques for web based application on DEV, QA,Pilot and Production environments.
* Performed Regression and Integration testing after each story completion & executed UAT test cases as well
* Verify the functionality of AI oracles (ie. Avalara, Self, KYGDTE etc.) as per requirement.
* Executed test cases using web application, Swagger API and Postman based on the client requirement.
* Interacted with Developers on daily basis for requirement analysis and gathering, design review, testing, bug review, and documentation for application developed in Agile process with frequent changing requirements and features set.

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| **Project** | **JCapp** |
| **Client** | **TE Connectivity Ltd (**[**www.te.com**](http://www.te.com)**)** |
| **Role** | **Consultant/ QA Lead(Customer Success)** |
| **Team Size** | 7 |

**Description:**

**TE Connectivity Ltd(**Formerly Tyco Electronics Ltd) is an American Swiss-domiciled technology company that designs and manufactures connectors, [sensors](https://en.wikipedia.org/wiki/Sensor), relays, contactors, and application tooling for several industries, such as automotive, industrial equipment, data communication systems, [aerospace](https://en.wikipedia.org/wiki/Aerospace_industry), defence, medical, oil and gas, consumer electronics and energy..

**Key Responsibilities**:

* Clear understanding of the features being delivered to the customer.
* Testing TE related tickets in KYG prior to deployment to JCapp Dev.
* Using PDM Link and JCA Initiate , need to execute Sprint level TE Test Cases in different environments and prepare the report.
* Writing the UAT plans for the customer.
* Communicating the deliverable to the customer and assist the customer in testing the feature
* Maintaining knowledge of the maintenance items as well as the SOW items
* Maintaining knowledge of the status/health of each deliverable or package of deliverables using the TE Confluence page a Monday board as tools to keep informed.
* Researching JIRA and writing a bug ticket when a bug has been discovered and a current ticket does not exist or updating a current ticket with additional information.
* Make sure new bug tickets have been communicated to the Customer Success Team for tracking purposes.
* Need to attend Daily Leadership call, Defect Grooming call, Sprint Demo call, Customer Success Check In

**Publicis Sapient 28th Dec 2021 to Sept 2023**

***Designation : Senior Associate QA L1(Contractual)***

**Company : Publicis Sapient, Bangalore (Payroll of NLB Services, Gurgaon)**

**Website URL :** <https://www.publicissapient.com/>

**Company Profile: Publicis Sapient is a Service based American Digital Consulting company, founded as Sapient in Cambridge in 1990 by Jerry Greenberg and J. Stuart Moore. PS is dedicated to diversity, equity, and inclusion.**

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| **Project** | **Property Assessment System (ASR)** |
| **Client** | **City and Country of San Francisco (CCSF)** |
| **Role** | **Senior Associate QA L1** |
| **Team Size** | 24 |

**Description:**

**Property Assessment System directly deals with the Assessment of Real Property, BPP and Vessel Property inside USA which includes Property taxes, exemption based on the type of Property and values.**

**Key Responsibilities**:

* Designing of Test cases, preparation of Test Data for assigned User Stories and send it for approval thru Confluence
* Sprint wise execution of Regression Suite, Functional Test cases, End to End Test cases along with Integration, Salesforce Testing, Sanity in different environments ie. QA, ASRTEST, SIT, UAT, Training etc
* Retesting of reported Bugs and change the status based on the requirement.
* Reporting & tracking of bugs using JIRA tool and follow up till the issue get resolved and provide the RCA
* Need to attend Daily Scrum meeting, QA Status Call, POD wise Team meeting & Story Discussion meeting with BA etc.
* Effective coordination between Development team and Testing team
* Need to provide KT to the newcomers and review the Test Cases for their assigned stories and helping them in understanding the requirements if any along with Demo

**JP Tokyo & Co. Inc. 22nd April 2019 to 27th Dec 2021**

***Designation : QA Lead cum Senior Test Engineer(Permanent)***

**Company : JP Tokyo India Pvt Ltd**

**Website URL :** <https://jptokyo.co.jp/>

**Company Profile: JP Tokyo is broadly divided into different sectors ie. Consulting, Investment, Bridge Services, Global Business Services, Human Capital Services & IT Services. Headquarter is in Tokyo, Japan.**

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| **Project** | **e-MOSS(e-Money One Stop Service)** |
| **Client** | **Conlux(Japan)** |
| **Role** | **QA Lead cum Senior Test Engineer** |
| **Team Size** | **9** |

**Description:**

**e-MOSS is a service provided by Conlux wherein multiple services related to electronic settlement are provided in a unified manner. This e-MOSS Portal consists of four major functions i.e. Service Contract Support, Device Installation Support, Device Management Support and Settlement support. In addition, there are functionalities of data storage, service / System management, and data collection as auxiliary functions.**

**Key Responsibilities**:

* Preparation of Regression Suite, Concurrency Test Cases and Sprint wise UAT design and execution along with the Test Summary report and QA Regression (Concise) report for Client
* Functional & Non-Functional, System Test Cases preparation and execution along with Regression Test cases.
* Identify Test scenarios or Test conditions for Service Contract, Device Installation, Service Management, Device Management, System Management, PARTNER, Notifications & Settlement module accordingly.
* Participating in preparation of Test Plan, Requirement understanding and Client delivery along with creating Test Data using AWS Console and Ubuntu environment
* Hands on experience in Selenium Framework to execute Selenium script for assigned test cases
* Effective coordination between Development team and Testing team as an Individual Contributor (IC)
* Team Handling, Providing KT to the newcomers, Attending Sync UP call, Client call, Sprint and Defect Triage call, Status call etc.

**NIIT Technologies, Greater Noida**

***Designation : Senior Test Engineer (Permanent)***

**Company : NIIT Technologies (BFS Domain)**

**Website URL :** [**www.niittechnologies.com**](http://www.niittechnologies.com/)

**Company Profile: NIIT Technologies is a global IT solutions organization addressing the requirements of clients across the Americas, Europe, Asia, and Australia. NIIT Technologies services clients in travel and transportation, banking and financial services, insurance, manufacturing, and media verticals, offering a range of services, including Application Development and Maintenance, Infrastructure Management, and Business Process Management.**

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| Project | **Spave/LGS(Live Give Save)** |
| **Client** | **Unted States of America** |
| **Role** | **Senior Tester (Acting TL)** |
| **Team Size** | **14** |

**Description:**

**Spave is an upcoming Mobile app which will be used by USA salaried customers who belongs to the Red Wing Credit Union(RWCU). By using this app customers can save and donate an amount of their money at the time of purchasing any items thru their accounts using Spave app according to their predefined goal.**

**Key Responsibilities**:

* Identify the user stories using JIRA confluence & complete the Testcase designing part based on it.
* Identify test scenarios or Test conditions for allocated modules including CRM.
* Participating in preparation of Test Plan & Test Strategy and sprint wise task allocation among the team
* Effective coordination between Development team and Testing team as a part of Agile Methodology
* Preparation and finalizing all the reports using excel sheet & Providing KT to the new comers.
* Experience in Database testing, Standup call, Client call, Sprint call, DSR call and defect tracking call etc
* Bug Tracking on the basis of severity and priority and preparation of different types of status Reporting
* Handling team management and provide solutions along with the Team Leader

**IBM India Pvt. Ltd, Bangalore**

***Designation : Sr. QA Engineer (Contractual)***

**Company : IBM India Private Ltd (Mobile Domain)(**Payroll of Team Ware Solutions Pvt. Ltd, Bangalore)

**Website URL :** [**www.ibm.com**](http://www.ibm.com/)

**Company Profile: The International Business Machines Corporation (IBM) is an American multinational technology and consulting corporation, with headquarters in Armonk, New York, United States. IBM manufactures and markets computer hardware and software, and offers infrastructure, hosting and consulting services in areas ranging from mainframe computers to nanotechnology. Big Blue is a nickname for IBM.**

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| **1** | **Bell Canada(Bell.ca)** |
| **Client** | **Canada** |
| **Role** | **QA Engineer** |
| **Team Size** | **15** |

**Description:**

Bell.ca is a marketing channel employed by Bell Canada to promote and position its products and services. This is a heterogeneous web site depending on numerous backend and satellite systems to provide a coherent online user experience.Bell.ca is a Bell Canada’s website that provides an interface for Customers to manage their accounts online. The website can be divided into different areas like Shop, My Bell (Online Customer Information) and Support etc. On the other hand, it is the Canada’s largest telecommunications company, providing Mobile phone, TV, high speed and wireless Internet, and residential Home phone services.

**Key Responsibilities**:

* Analyse the application functionality with requirement documents like BRS (Client) and FRS documents.
* Identify test scenarios or Test conditions for allocated modules.
* Participating in preparation of Test Plan, Test Strategy & module wise Test Cases & Test data
* Participating in Functional & Non-Functional, Re-testing and Regression Testing.
* Executed test cases using Selenium script and Perfecto Automation tool based on the client requirement.
* Reporting bugs using ALM, TFS, JIRA tool and follow up till the issue get resolved.
* Effective coordination between Development team and Testing team as a part of TCOE

**Porteck India Infoservices Pvt. Ltd, Noida**

***Designation : Software Test Engineer (Permanent)***

**Company : Porteck India Infoservices Pvt Ltd (A Product Based Company/Health Care Domain)**

**Website URL :** [**www.porteck.com**](http://www.porteck.com/)

**Company Profile: Founded in 2002, Porteck is a New York based Revenue Cycle Management (RCM) and SAS70 Type II certified company for healthcare providers. Whether located locally in Long Island, Westchester or New York city or anywhere else in the country. Porteck provides service to all levels of HealthCare providers, including single-physician and group practices, radiology facilities, specialty practices, DME and HME companies, and hospitals.**

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| **1** | **PARCS** |
| **Client(s)** | **DOSHI, MedStar, Madison Avenue, RCM, NRAD, Allmed, Islandwide, Criterion and Collection (Internal Project)** |
| **Role** | **Software Test Engineer** |
| **Team Size** | **9** |

**Description:**

**PARCS** is an application used by Porteck India to collect claims or money on behalf of diagnostic centres from the alloted Insurance companies like Affinity Health Plan, United Health Care, National Benefit Fund etc. In foreign countries, patient shows their medical cards which is taken from the Insurance companies to bear their medical expenses. These Medical cards are already insured to take any kind of tests like X-Ray, Opthomology from the Diagnostic centres or labs just like Pathlabs in India. On the basis of medical card, Diagnostic companies send their billed amount to the Insurance Company.

**Key Responsibilities**:

* Test all the functionalities of the PARCS system for all the Clients
* Verify all the reports if it is generating the specified value or not while claims are being uploaded within the PARCS system
* QA checking & Weekly Teleconferencing with Clients and Issue Resolution for the requirements.
* QA Testing of the PARCS application on the basis of some specific criteria (Eg. Diagnostic Code, DOS, Centre)
* Reporting bugs using Issue Tracker and follow up till the issue get resolved.

**Motorola Mobility India Pvt. Ltd, Gurgaon**

***Designation : Field Test Engineer(Contractual)***

**Company : Motorola Mobility India Pvt. Ltd (**Payroll of Collabera Technologies Pvt. Ltd)

**Website URL :** [**www.motorola.com/**](http://www.motorola.com/)[www.motorola.com/mobility](http://www.motorola.com/mobility)

**Company profile:** Motorola Mobility, owned by **Google**, fuses innovative technology with human insights to create experiences that simplify, connect and enrich people's lives. Our portfolio includes converged mobile devices such as smart phones and tablets; wireless accessories; end-to-end video and data delivery; and management solutions, including set-tops and data-access devices.

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| **1** | **Android Application Software Testing** |
| **Client** | **Motorola Mobility India Pvt Ltd** (In House Project) |
| **Role** | **Field Test Engineer** |
| **Team Size** | **22** |

**Description:**

Smart Phone solution of Motorola is based on Android OS. Testing scope of Smart Phone solution started with testing of SIM dependence and other applications which count for communication capabilities of Mobile handset. It includes SMS, MMS, Email and Call along with other SIM dependent application. This project handles the upcoming android software and mobile applications of Motorola products and ensures to provide the qualitative and defect less product.

**Key Responsibilities:**

* Find the bug by executing test cases and Exploratory testing.
* Raising the bug and having close association with developer and regular follow up and interaction with the respective development team to fix the issue as soon.
* Test cases execution using Perfecto Automation tool, Generating different types of log files and screenshots
* Reporting software bugs Using Defect Tracking Tool and reporting them into Bug Tracking System.

**techVista Consulting Pvt Ltd, New Delhi**

***Designation : Software Test Engineer (Permanent)***

**Company : techVista Consulting Pvt Ltd**

***Company Profile:*** techVista, setup in 2010 is a start-up Information Technology (IT) consulting firm and excels in providing Software Testing Services to medium and large enterprises and have business and IT expertise. It provides the Software testing services on both resourcing model and as well as delivery model. The key responsibilities under resourcing model include effort estimation, project plan and allocation of trained resources on projects as best suited for the client requirements.

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| **1** | **FinnOne-Loan Management System (LMS)** | **2** | **FinnOne-Loan Management System (Collections)** |
| **Role** | ***Test Engineer*** | **Role** | ***Test Engineer*** |
| **Team Size** | **6** | **Team Size** | **7** |
| **Duration** | **November 2010 to April 2012** | **Duration** | **August 2010 to October 2012** |

**Description:**

Loan Management System (LMS) is a web-based system that fulfils the requirements of banking and non-banking financial organizations in automating the loan origination and processing operations. The system will be a front end to the loan management system of the National Finance Company, Oman.

**Responsibilities:**

* Writing Test cases as per the Functional Specification Document, BRD and ERD
* Test data Preparation and Testcases execution
* Bug Tracking including the examining the severity and priority of the Defects and Reporting.
* Reporting Bugs on daily basis & Preparing Daily Status Report (DSR)

**Description:**

The Finn*O*neTM Collections system will be an integral part of the FinnOne suite of products and focuses on the tracking and managing delinquent customers and helps organizations minimize delinquencies through a series of proactive actions and tighter supervision.

**Responsibilities:**

* Understanding the Requirements Specification, Study the ERD, BRD
* Preparation of Test Plan, Test strategy and Test data along with Writing test cases as per the FSD
* Bug Tracking including the severity and priority of the Defects and Reporting

**Educational Qualification**

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| **Degree** | **Institution / University** |
| M.C.A | Sikkim Manipal University |
| DNIIT | NIIT, New Delhi |
| Graduation | Dibrugarh University, Assam |

**Professional/Technical Qualification/Certification**

* **DNIIT equivalent to MCA (2 Year, Software Engineering Diploma)** from **NIIT**, **New Delhi.**
* **ISTQB** **Certified Tester Foundation Level (CTFL)**
* **Certified Scrum Master from LearnTube by CareerNinja**
* **Introduction To Cybersecurity from CISCO**
* **Information Security from The Open University**
* **AWS Partner: AWS Cloud Practitioner Essentials**
* **ChatGPT Prompt Engineering for Developers!**
* **LangChain for LLM Application Development!**

*I hereby declare that the above-mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above-mentioned particulars.*

(**Lipika Chaliha**) **Date:**