**NAYANA CHANDRAN**

Brantford, Ontario

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Highly motivated Software QA Consultant with six years of IT experience, specializing in software testing methodologies and SDLC processes. Certified Scrum Master with expertise in both manual and automated testing for Web and Mobile applications. Proficient in HP ALM, Jira, Selenium, and more. Adept at building and maintaining positive working relationships with stakeholders at all levels.

**HIGHLIGHTS OF QUALIFICATIONS**

* Demonstrated experience in Manual & Automated Testing for Software Quality Assurance.
* Proven ability in analysis, design, development, and testing of Web and Mobile-based Applications.
* Strong knowledge of Software Testing Life Cycle (STLC) and Software Development Life Cycle (SDLC).
* Certified Scrum Master with confidence in Agile Methodology.
* Proficient in SQL data manipulation.

**TECHNICAL SKILLS**

Software / Tools - HP ALM, Jira, Confluence, Selenium, Robot Framework, ConformIQ Model Creator, Eclipse IDE, IntelliJ IDEA

Programming Languages - Java, HTML, CSS, JavaScript, Basics of C, C++, Python

Databases - MySQL, SQL Server 2008

Operating Systems - Windows, iOS, Mac

**PROFESSIONAL EXPERIENCE**

**QA Consultant - CGI Inc, Canada | 2021 – 2023**

* Enhanced testing accuracy and efficiency by creating, reviewing, and executing well-structured test cases in HP ALM based on Functional Requirements, Business Requirements and Use Case Documents.
* Streamlined testing process and conducted various testing types including UI, functionality, regression, accessibility, analytics, Cross-browser, and Cross-device testing for both iOS and Android mobile applications by utilizing HPMC tools.
* Optimized team coordination between onshore/offshore units to facilitate task completion and address gaps.
* Engineered lower-level keywords within the Robot Framework, leveraging Selenium libraries to elevate the efficiency and robustness of test automation.
* Facilitated seamless integration of new team members through conducting comprehensive knowledge transfer sessions.
* Clarified business requirements and tracked resolutions through efficient participation and conducting of meetings with business stakeholders.
* Proficiently handled defect tracking and reporting, ensuring timely resolution.
* Produced and distributed project-based Daily Status Reports (DSR).
* Optimized the Agile Methodology process through active participation in daily stand-ups, sprint planning, and RTM reviews, resulting in enhanced productivity.

**Software QA Tester - Coronata Creations Private Ltd, India | 2017 – 2018**

* Developed test plans, manual, and automated test cases for source code testing.
* Implemented a page object model framework with Java.
* Conducted back-end testing using SQL queries.
* Played a key role in bug life cycle management, resulting in a 40% reduction in bug tracking.
* Prepared detailed test results reports and test scenarios.

**Junior Software QA Tester - Coronata Creations Private Ltd, India | 2016 – 2017**

* Validated defects in Jira, contributing to a 25% increase in defect tracking efficiency for new builds.
* Prioritized 70% of testing activities, including analysis, design, implementation, and execution.
* Prepared comprehensive test documents.

**Software Engineer - Shaanarp Tech India Private Ltd | 2015 – 2016**

* Developed backend codes using Java, J2EE, Servlets, and Spring.
* Designed UI components using JSP, HTML, CSS, JavaScript, Bootstrap CSS, jQuery, and Ajax.
* Maintained databases and optimized queries, achieving an 80% customer satisfaction rate.

**Software Engineer - Enersen Technologies Private Ltd, India | 2013 – 2015**

* Contributed to the design and implementation of an internal platform through coding, designing, and documenting end-user requirements.
* Developed a user-friendly front-end interface based on client requests, resulting in enhanced user satisfaction.

**EDUCATION & CERTIFICATION**

* ConformIQ Creator Green Belt Certification 2023
* Certified Scrum Master (CSM) (Scrum Alliance) 2021
* Android Certified Application Developer (ATC) 2021
* Android & iOS Mobile Application Development (Seneca College) 2020
* Master of Science (M.Sc.) in Computer Science 2013
* Bachelor of Science (B.Sc.) in Computer Science 2011