

NAYANA CHANDRAN

Brantford, Ontario

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[\[Portfolio\]](#) | [\[LinkedIn\]](#)

Software QA Analyst with 6 years of IT experience in software testing. Certified Scrum Master proficient in manual and automated testing for Web and Mobile applications, committed to delivering high-quality software solutions. Recognized for strong analytical skills and the ability to find and fix defects.

HIGHLIGHTS OF QUALIFICATIONS

- Extensive knowledge of STLC and SDLC processes.
- Expertise in Agile methodology.
- Proficient in SQL data manipulation.
- Strong stakeholder relationship management skills.
- Experienced in WCAG compliance and accessibility testing using NVDA.

TECHNICAL SKILLS

Software / Tools: HP ALM, Jira, Confluence, Selenium, Robot Framework, ConformIQ, Eclipse IDE, IntelliJ IDEA, NVDA, WCAG, HPMC, Android Studio, Appium

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

- **Improved Testing Processes:** Enhanced accuracy and efficiency in testing by designing and executing structured test cases in HP ALM, covering various testing types such as UI, functionality, regression, and accessibility for both iOS and Android applications, ensuring comprehensive platform quality.
- **Team Leadership and Knowledge Sharing:** Stepped in as team lead during the absence of the primary lead, providing guidance and facilitating training sessions on test case design, defect management, and best practices, which fostered skill development and significantly boosted team performance and collaboration.
- **Defect Management and Collaboration:** Led the defect tracking and reporting process, ensuring timely resolutions while optimizing communication and coordination between onshore and offshore teams to meet project deadlines and ensure efficient task completion.
- **Automation and Stakeholder Engagement:** Developed reusable keywords in the Robot Framework using Selenium to enhance test automation efficiency and worked closely with stakeholders to gather and clarify business requirements, aligning testing processes with project goals.

Software QA Analyst- Coronata Creations Private Ltd, India | 2016 – 2018

- **Quality Assurance:** Performed manual and automated testing to ensure platform quality across functional, regression, GUI, and user acceptance tests, contributing to reliable software performance.
- **Test Planning and Execution:** Developed comprehensive test plans and cases, executed manual and back-end testing using SQL queries for database integrity, and utilized automated test cases to optimize quality assurance workflows.
- **Bug and Defect Management:** Led efforts in managing the bug life cycle, achieving a 40% increase in tracking efficiency, and validated defects in Jira, enhancing defect-tracking effectiveness by 25%.
- **Testing Process Optimization:** Prioritized critical testing activities, optimizing 70% of the overall testing process and creating detailed test documentation, resulting in streamlined testing and improved outcomes aligned with project requirements.

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

- **Quality Assurance:** Conducted functional and regression testing to ensure software reliability, while maintaining databases and optimizing queries, leading to an 80% customer satisfaction rate.
- **UI Design:** Designed and implemented user interface components with JSP, HTML, CSS, JavaScript, Bootstrap, jQuery, and Ajax for better user interaction.
- **Backend Development:** Developed backend code using Java, J2EE, Servlets, and Spring to enhance system performance.

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

- **Testing and Documentation:** Conducted functional and integration testing to ensure platform stability and performance, while also coding, designing, and documenting user requirements for smooth implementation.
- **System Development:** Contributed to the development and testing of a Hospital Management System, working on both front-end and back-end design.
- **User Interface Improvement:** Developed a user-friendly front-end interface based on client specifications, enhancing user experience and satisfaction.

EDUCATION & CERTIFICATION

- ConformIQ Creator Green Belt Certification - 2023
- Certified Scrum Master (CSM) (Scrum Alliance) - 2021
- Android Certified Application Developer (ATC) - 2021
- Android and 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