# CHITRANSHEE AGRAWAL

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### SYNOPSIS

* **7.9 yrs of** experience in Testing (Manual + Automation) QA. Currently working as Lead QA in Retail Solutions Inc.
* Played a key role in planning and executing the System level, Functional & Integration testing for projects Telecom Industry for **BSS & OSS.**
* Expertise in automation using Selenium WebDriver/TOSCA
* Experience in Testing of web based application, Telecom, Banking and Retail domains in Product based MNCs.
* Highly effective in Complex, Agile and Dynamics project environment.

**CERTIFICATIONS**

* **ISTQB CFL Certified**
* **Certified Siebel 8 Consultant**
* **Amdocs Beat Certified**
* **SQL DB Expert**
* **TOSCA Certified Professional**

### IT FORTE

* **Domain**  Telecom, Banking, Retail
* **Programming Languages** Java, C, Unix, PL/SQL
* **Software Methodology** System Integration Testing, E2E Testing, Agile, Devops
* **Defect Tracking Tool**  Clear Quest Test Manager CQTM, HP Quality Centre(QC), Jira, TestRail
* **Release Management Tools** Quality Centre Rally, Sharepoint, Jira
* **ERP**  Amdocs Clarify CRM Suite, Oracle Siebel, Amdocs CSM
* **Automation Tools**  TOSCA, Selenium

EDUCATION

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| --- | --- | --- | --- |
| Degree/ Certificate | Institute/ University | Percentage | Year |
| B.Tech (ECE) | Mody Institute Of Technology &Science | 86.6% | 2011 |
| XIIth | St.Joseph’s Sr. Sec. School | 88.8% | 2007 |
| Xth | St.Joseph’s Sr. Sec. School | 90.4% | 2005 |

**WORK PROFILE**

* Collaborating with the project development team to conceptualize and conduct the complete range of tests at each stage of the software development lifecycle.
* Designing High level scenarios and corresponding functional/Regression/integration/system test cases after initial review with client and the application team.
* Carried out defect analysis in test environment & handled and Lead Defect Status and Lesson Learnt meetings.
* Writing and reviewing test cases and validating test Scenario on the basis of Design docs and user stories using agile methodology.
* Interacting with the Operations/Production/Business team to establish and attain quality standards.
* Reporting test case execution and bugs according to the business processes within SLA
* Mentored new joiners in the team to guide and help them so that they can adapt to work environment and become productive quickly without pressure.
* Exposure of working in all SDLC phases i.e. Requirement analysis, Design, Development and Testing.
* Investigate any areas of underperformance or post incident remediation activities, acting at speed to rectify the situation, proposing solutions to key stakeholders engendering a partnership approach. Understanding the ‘Functional Architecture’, ‘Integration Architecture’, ‘Interface Documents’, and ‘Business Processes’.
* Worked with business analysis function to ensure QA testing requirements are appropriately identified and included in the requirements.
* Reviewing Release Notes of sustainment Work Request, attending review meetings with client and execution of the same in functional environment before they are implemented in Production environment.

### PROFESSIONAL EXPERIENCE

### Current Company: Retail Solutions Inc. as “Lead QA” from 27th Aug 2018 –Till Date

### Previous Organizations:

### • HSBC as Senior Software Engineer from 26th Sep 2016 –24th Aug 2018

• Amdocs DVCI as Functional Test Engineer from 10th Feb 2014 –2nd Sep 2016.

• IBM India Pvt. Ltd as Associate Test Engineer from 16th June 2011-5th Feb 2014

**Company**

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| --- | --- |
| Working in **Retail Solutions Inc.** as QA Lead (27th Aug 2018 – Till Date) |  |

**Project Name:** Lead for RCT Team

**Client:** RSi

**Tools:** TestRail, Jira, RSi Internal tools, Confluence, SQL Server, Vertica, Automation, Database testing

**Description:**

RSi is the world’s leading technology company enabling CPG manufacturers and retailers to optimize their market position and drive greater profitability – from supply chain to shelf. We use our unparalleled industry knowledge, best-in-class technology solutions, and deep data expertise to empower our customers to collaborate in new ways to drive profitable results.

RSi receives point-of-sale data from over 225 retailers, including, Family Dollar, Walgreens etc sharing their data with their suppliers, using RSi as a trusted third party.

**Company**

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| --- | --- |
| Worked in **HSBC** as Senior Software Engineer/QA Lead (26th Sep 2016 – 24th Aug 2018) |  |

**Project Name:** Next Generation Telephony (NGT)

**Client:** HSBC (Regional Markets)

**Tools:** HP QC, Genesys, Jira, Tricentis TOSCA, IVR , Agent Desktop Testing using SFE

**Description:**

NGT project is a migration of contact bar to Genesys mediabar which is a collaborative effort to integrate IVR with SFE application. Staff front end is the application used by the bank staff. It has two channels branch and the call center. SFE has the functions that staff needs while interacting with the customer. It maintains the data related to different type of customers.

We have also put forward the strategy for implementation of automation using TOSCA/Selenium automation tool along with the SIT. Analysis and review of IVR application and telephony toolbar requirements into the contact centres to ensure optimum contact delivery

**Company**

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| Worked in **Amdocs DVCI** as Functional Test Engineer(10th Feb 2014 – 2nd Sep 2016) |

**Project Name: VF D2, ATT Mediation**

**Client:** Vodafone Germany

**Tools:** HP QC/ALM, Oracle SQL Toad, Unix, HP QTP, Calendars, CSM, Citrix Client, SOAP UI, Web Service/API Testing

**Products:** Amdocs CSM (Customer Service Management)

**Description:**

Ensemble is a famous Telecom Product developed by Amdocs. Used by major Telecom giants to provide services to their end customers. It comprises of different modules like CSM, MAF and MPS, UPS, Billing and AR collection.

Vodafone, Germany also uses Ensemble to provide services to their customers. Vodafone is among one of the biggest Service Provider of Germany and holds several million customers. Also, worked with ATT- Mediation and DirecTV projects for short term.

**Company**

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| Worked in **IBM India** as Functional Test Engineer(16th June 2011 – 5th Feb 2014) for ProjectVodafone Spain CRM(Clarify 10.1/Siebel) |

**Tools:** IBM ClearQuest, Toad, Unix, WinScp, SOAP UI, Web Service/API Testing

**Products:** Amdocs Clarify , Oracle Siebel, Tibco Middleware, Arbor Billing

**Description**

Our client is one of the largest telecom providers in the European Market. This project mainly handles all its CRM development and maintenance that enables them to be efficient in all CRM activities right from Activations, to handling of customer requests and provisioning requests being realized at the network level.

The project provides a highly customized interface built on Clarify10.1 to the Client with a host of tuxedo services that enable provider to handle all CRM activities. The objectives of this CRM application are as mentioned below:

* To allow internal users to deal with CRM requests like activation, deactivation and other plan specific requests.
* This system has been built with Tuxedo as a middleware which enables it to centrally control the flow of requests from one system to another.
* The tuxedo interfaces with all other systems like Billing, Mediation and Web based portals to enable smooth passage of information to all of them to allow their proper functioning.

**Automation Test Engineer Role:**

* Identifying Automation Scenarios from the set of Test cases/User stories identified in cycle
* Developing Web Automation Test cases for the identified Automation Scenarios
* Reviewed the Code prepared by other team mates and suggested improvements if required.
* Running Smoke regression suite after every build and publish the detailed reports with the bugs detected.
* Exposure to root cause analysis of defects and failed test scripts.

**PERSONAL DETAILS -**

**Date of Birth : 01/01/1989**

**Marital Status : Single**

**Nationality : Indian**

**Languages : English, Hindi**

DECLARATION

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.

**(Chitranshee Agrawal)**