Reshmi K P

Bangalore, Karnataka, India

 +91 9791799444

 [reshmi29oct@gmail.com](mailto:reshmi29oct@gmail.com)

**SUMMARY**

https://[www.linkedin.com/in/reshmi-kp/](http://www.linkedin.com/in/reshmi-kp/)

*Around 8+ years of experience in IT industry with 7+ years in Software Testing.*

*Accomplished Senior QA professional, skilled in SDLC and STLC process including designing, developing &*

*implementing test plans, test cases & test processes fuelling swift corrective actions, significant cost savings and fault-free audits.*

*Deadline-Oriented Software Tester accustomed working in complex projects & environments. Multifaceted experience in different phases of Software Development and Software Testing.*

*Mastered in collaboration with Developers, Business Analysts, Project Managers and Client teams to accomplish milestones. Remarkable history of discovering errors/bugs, resolving defects and meeting client requirements with high quality software solutions.*

*Impeccable Knowledge in Writing test scripts, plans, scenarios, cases and test data.*

*Elaborate Experience in Functional, Mobile, Integration, System, Sanity, Smoke, Regression and Performance Testing.*

*Backed by strong credentials including a computer science degree, ISTQB certification, hands on in Team Foundation Server (TFS), ServiceNow Testing, hands on with automation testing using Selenium, eclipse, JMeter and strong knowledge of SQL. Motivated Individual with strong work ethic and ability to work independently.*

*Strong Organizational and team collaboration skills with experience in improving processes.*

*In-depth information about product release processes along with quality assurance goals in software upgrades. Experience with testing REST API Integration using POSTMAN.*

**EXPERIENCE**

# KPMG Global Services Private Technology Ltd, Bangalore (FTE)

## Consultant

***Mar 2022 to Present***

Leading, managing, mentoring and assigning tasks to the entire testing team (Manual & Automation) which also include educating them on new user stories and work items planned.

Providing QA Estimates & Resource Plans based on the Business Requirements.

Participating on Daily Stand-up call, Sprint planning, Retrospective meeting, Requirement discussion and communicate the details related to QA.

Responsible for final Sign-off on all releases, ensuring QA has met a standard which includes regrouping with Development team to ensure completion of backlog.

Working with Human Resource team on end to end hiring process which includes reviewing and selecting profiles for interview, interviewing the selected candidate on required skills and finalizing for the role.

Participate in requirement gathering calls, reviewing business/functional requirements and providing feedback from testing perspective for selected user stories in Service NOW ITSM Modules.

Preparing Project test strategy by defining the levels & types of testing required, environments, areas to focus, individual roles and responsibilities, defect management process etc.

Supporting team with test case preparation in Azure DevOps and Peer reviewing the prepared Test Scenarios/cases in Service NOW modules like Case, Incident, Service Request, Change, Service Portal, Timesheet etc.

Perform Test Case Execution (Sanity/Functional/Regression test cases) in ADO and working closely with developers & BA team in troubleshooting critical defects and effectively communicating to cross-functional team members (Offshore & Onshore) on defect resolution.

Participating in Daily Scrum Meeting (Agile Project) and providing QA Status by highlighting risks, issues, concerns and delays. Also facilitating defect triage meeting and informing senior management of Risks/issues discovered while testing through calls and status mails.

Providing necessary support to business team while performing UAT testing and obtaining Signoff from the team for the completed features.

Performing the feasibility analysis on possibility of automation for the project Recording and sharing Monthly Metrics for QA deliverables.

# KPMG Global Services Private Technology Ltd, Bangalore (C2H)

## Senior Test Engineer

***Mar 2021 to Mar 2022***

Leading, managing, mentoring and assigning tasks to the entire testing team (Manual & Automation) which also include

educating them on new user stories and work items planned.

Providing QA Estimates & Resource Plans based on the Business Requirements.

Participating on Daily Stand-up call, Sprint planning, Retrospective meeting, Requirement discussion and communicate the details related to QA.

Responsible for final Sign-off on all releases, ensuring QA has met a standard which includes regrouping with Development team to ensure completion of backlog.

Working with Human Resource team on end to end hiring process which includes reviewing and selecting profiles for interview, interviewing the selected candidate on required skills and finalizing for the role.

Participate in requirement gathering calls, reviewing business/functional requirements and providing feedback from testing perspective for selected user stories in Service NOW ITSM Modules.

Preparing Project test strategy by defining the levels & types of testing required, environments, areas to focus, individual roles and responsibilities, defect management process etc.

Supporting team with test case preparation in Azure DevOps and Peer reviewing the prepared Test Scenarios/cases in Service NOW modules like Case, Incident, Service Request, Change, Service Portal, Timesheet etc.

Perform Test Case Execution (Sanity/Functional/Regression test cases) in ADO and working closely with developers & BA team in troubleshooting critical defects and effectively communicating to cross-functional team members (Offshore & Onshore) on defect resolution.

Participating in Daily Scrum Meeting (Agile Project) and providing QA Status by highlighting risks, issues, concerns and delays. Also facilitating defect triage meeting and informing senior management of Risks/issues discovered while testing through calls and status mails.

Providing necessary support to business team while performing UAT testing and obtaining Signoff from the team for the completed features.

Performing the feasibility analysis on possibility of automation for the project Recording and sharing Monthly Metrics for QA deliverables.

# NTT Data Services, Bangalore (C2H)

## Test Analyst

***Apr 2020 to Oct 2020***

Leading, managing, mentoring and assigning tasks to the entire testing team (Manual & Automation) which also include educating them on new user stories and work items planned.

Providing QA Estimates & Resource Plans based on the Business Requirements.

Participating on Daily Stand-up call, Sprint planning, Retrospective meeting, Requirement discussion and communicate the details related to QA.

Responsible for final Sign-off on all releases, ensuring QA has met a standard which includes regrouping with Development team to ensure completion of backlog.

Participate in requirement gathering calls, reviewing business/functional requirements and providing feedback from testing perspective for selected user stories in Service NOW ITSM Modules.

Preparing Project test strategy by defining the levels & types of testing required, environments, areas to focus, individual roles and responsibilities, defect management process etc.

Supporting team with test case preparation in Azure DevOps and Peer reviewing the prepared Test Scenarios/cases in Service NOW modules like Case, Incident, Service Request, Change, Service Portal, Timesheet etc.

Perform Test Case Execution (Sanity/Functional/Regression test cases) in ADO and working closely with developers & BA team in troubleshooting critical defects and effectively communicating to cross-functional team members (Offshore & Onshore) on defect resolution.

Participating in Daily Scrum Meeting (Agile Project) and providing QA Status by highlighting risks, issues, concerns and delays. Also facilitating defect triage meeting and informing senior management of Risks/issues discovered while testing through calls and status mails.

# Cognizant Technology Solutions (FTE)

## Associate

***Jun 2013 to Aug 2019***

Leading, managing, mentoring and assigning tasks to the 8-member testing team for 4 years which also include educating them on new user stories and work items planned and Providing QA Estimates & Resource Plans based on the Business Requirements.

Participating on Daily Stand-up call, Sprint planning, Retrospective meeting, Requirement discussion and communicate the details related to QA.

Responsible for final Sign-off on all releases, ensuring QA has met a standard which includes regrouping with Development team to ensure completion of backlog.

Participate in requirement gathering calls, reviewing business/functional requirements and providing feedback from testing perspective for selected user stories.

Preparing Project test strategy by defining the levels & types of testing required, environments, areas to focus, individual roles

and responsibilities, defect management process etc.

Supported team with test case preparation in MS TFS and Peer reviewing the prepared Test Scenarios/cases for Web/Desktop/Mobile Applications.

Prepared and executed simple to complex SQL queries to perform backend testing.

Performed Test Case Execution (Sanity/Functional/Regression test cases) in TFS Test Manager and worked closely with developers & BA team in troubleshooted critical defects and effectively communicated to cross-functional team members on defect resolution.

Performed testing apps in mobile(both IOS/Android) and iPad.

Participated in Daily Scrum Meeting (Agile Project) and provided QA Status by highlighting risks, issues, concerns and delays. Also facilitated defect triage meeting and informed senior management of Risks/issues discovered while testing through calls and status mails.

Provided necessary support to business team while performing UAT testing and received Signoff from UAT team for the completed features.

Calculated and shared Monthly Metrics for QA deliverables for the time period of 5 years. Implemented an ‘Auto Daily Status Mailer’ using VBA Excel.

**EDUCATION**

# AJK College of Arts & Science

## Bachelor of Science

Graduated with First class distinction 86% CGPA

***Jun 2010 to Jun 2013***

**SKILLS**

TECHNICAL PROFICIENCY PROCESS PROFICIENCY

Service NOW ATF

Azure DevOps

Eclipse – Selenium, TestNG Auto IT

Visual Studio - Team Foundation Server JMeter

POSTMAN

Spritz

SQL Server MS Office

Agile Methodology - Scrum ITIL V3

Six Sigma (Yellow Belt)

Incident Management

Problem Management Service Request Management Change Management

Service Level Management Configuration Database Management