# SANJANA GHOSH

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\# Immediate joiner | Ex - Test Lead at
**Tata Consultancy Services**

## SKILL

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|---|---|
| User Acceptance Testing | SDLC/STLC |

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| SQL | JIRA | TestRail | PuTTY |

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|---|---|---|
| FileZilla | DevPlus | Adhoc Testing |

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| Functional Testing | Regression Testing |

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| Sanity Testing | Test Planning & Designing |

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| Defect Management | SAP CRM/ISU module |

MS Office (Word, Excel, PowerPoint)

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## PROFESSIONAL SUMMARY

Proactive and motivated individual looking for Test Lead/Senior Tester position. 8+ years of experience in the IT industry. Experienced in testing web applications. Excellent problem-solving and analytical skills. Strong understanding of working in both Waterfall & Agile methods using Scrum framework. Quick learner of new concepts and software. Proven success in leadership, operation excellence and organizational development with keen understanding of elements of the Projects. Collaborate with team members, developers and project managers to accomplish milestones and solid history of discover errors, retest defects, and ensure that client expectations are met with high quality solution.

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## CONTACT DETAILS

📍 KOLKATA, INDIA

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🔗 https://www.linkedin.com/in/sanjana-ghosh-46ab011a1/

## PROFESSIONAL ACCOMPLISHMENTS

**Test Team Lead**
Tata Consultancy Services
Jun 2021 - Sep 2022

- Team management experience with 10–12 individuals. (Work allocation, follow up, task monitoring, testing calls and learning & development).
- Design and troubleshoot of test cases of complex systems. Also create in-depth test plan that includes the test strategy, objectives, schedule, estimations, deadlines, and required resources to complete that specific project.
- Responsible for monitoring, designing, and executing around 1200+ test cases per release in collaboration with the team.
- Take part in the review walkthrough demo and get stakeholder approval for the test design.
- Create test summary and test progress reports as evidence of testing.
- Participate in release meetings and be in charge of defect triage and reporting. Publish RCA reports and preventive measures as well.
- Suggest fixes, discover functional faults, and describe technical difficulties and solutions.
- Directly collaborate with delivery managers, onshore managers and business stakeholders and the developers to create successful strategies & test plans.
- Verify the products, applications and systems work properly as per requirement.
- Handle regression/sanity testing after every deployment of code.

**Senior Test Analyst**
Tata Consultancy Services
Jan 2018 - May 2021

- Develop and review test cases.
- Write SQL queries.
- Perform functional testing of various module.
- Report defects and assist in their understanding.
- Highlight the risks, Report/Escalate issues to the test manager/test lead as appropriate.
- Ensure that test case execution and defect status are reported in concise form in progress reports.
- Involved in training team members about domain knowledge and testing activities.
- Additionally perform the role of Assistant Team Lead and Senior SME.

## DOMAIN KNOWLEDGE

Insurance BFSI

Energy & Utility

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## PERSONAL DETAILS

DOB - 16/01/1993

Preferred Job Location-

a. Remote
b. Bengaluru

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## EDUCATION

Graduated from Calcutta university in Geography (BSc Honors) in 2013

Higher secondary from West Bengal Council of Higher Secondary Education in 2010

Secondary (Madhyamik) from West Bengal Board Secondary Education in 2008

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## PROFESSIONAL ACCOMPLISHMENTS

**Subject Matter Expert**
Tata Consultancy Services
Sep 2015 – Dec 2017

- Map customer requirements with appropriate process development, coordination, and implementation.
- Monitor the overall functioning of processes, identify improvement areas and implement adequate measures to maximize customer satisfaction level
- Perform Root Cause Analysis.
- Take decision to address risks for customer's complaint and escalation due to incorrect invoicing, insufficient information on product availability and delayed response to their request.
- Review customer requests based on predefined business rules.
- Completes additional tasks for special projects as assigned.

**Trainee Process Associate**
Tata Consultancy Services
Sep 2014 - Aug 2015

- Analyze and resolve a wide range of issues.
- Modify complex standing data to ensure data quality is maintained.
- Check for any faults with data and investigate issues.

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## ACHIEVEMENTS

- Certification in Manual testing
- Certification in Course on Computer Concepts by NEILIT
- Recipient of the Star Performer Award 14 times for great service to the organization
- Winner of the Topaz Go Getter Award twice, I am an inspiration to my coworkers.
- Always act as a role model, mentor and coach to the fellow colleagues and junior team members.