

# Shradha Gawad

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Open to Relocation

## SUMMARY

7 years of experience supporting applications through requirements analysis, test automation, data validation, and stakeholder collaboration. Strong background in Tricentis Tosca-based automation, UAT leadership, and Agile delivery, complemented by hands-on data analysis using SQL, Python, and BI tools. Known for reducing defects, improving release confidence, and translating complex technical findings into clear business outcomes.

## EDUCATION

**University of Maryland Baltimore County**  
*MS in Information Systems (GPA: 4.0)*

Baltimore, MD  
Aug 2023 - May 2025

## SKILLS

**Automation:** Tricentis Tosca (Commander, XScan, TDS, TCD, DEX, API Scan, Vision AI, Data Integrity), qTest, Selenium, Jenkins (CI/CD), GitHub, Postman

**Testing and Quality Assurance:** Functional Testing, Regression Testing, API Testing, User Acceptance Testing (UAT), Defect Management, Root Cause Analysis, Test Planning and Execution

**Data Analysis:** Python, SQL, SQL Server, MongoDB, Snowflake, Tableau, Power BI, KPI Analysis

**Requirements and Business Analysis:** Business and Technical Requirements, User Stories, Acceptance Criteria, Requirement Traceability, Workflow Validation, Test Case Design and Management

**Documentation and Collaboration:** Jira, Confluence, Lucidchart, Microsoft Office Suite (Excel, Word, PowerPoint)

**Methodologies:** Agile, Scrum, SDLC, Sprint Planning, Release Planning, Retrospectives, Cross-functional Collaboration

## WORK EXPERIENCE

**University of Maryland Baltimore County (Client: ADSA),** Research Assistant/Analyst

Aug 2025 - Jan 2026

- Analyzed and prepared large research datasets (50,000+ records) using SQL and Python, supporting faculty-led studies and reporting.
- Built Tableau and Power BI dashboards to analyze labor-market trends and skills demand, enabling data-driven career planning insights.
- Developed ETL workflows to clean, transform, and load data, improving data reliability and analysis readiness for reporting.
- Collaborated with faculty and peers to clarify assumptions, validate outputs, and present insights to non-technical stakeholders in a clear and actionable manner.

**Tricentis (Clients: HSBC, Experian, Tyson),** Automation Architect/Analyst

Mar 2021 - Jul 2023

- Served as a client-facing automation specialist, translating complex business workflows into scalable Tosca automation frameworks, covering test case design, DEX implementation, Jenkins based CI/CD integration and end-to-end data integrity using Tosca BI.
- Improved SLA adherence by 20% by diagnosing and resolving automation, database, API-related, Desktop and web scanning issues across systems.
- Reduced recurring client-reported incidents by 70% through data analysis and close collaboration with product and engineering teams.
- Boosted customer satisfaction scores by 50% through KPI analysis (CSAT, FTR) in Excel and targeted improvement recommendations.
- Mentored engineers on Tosca, SQL, API testing, and CI/CD practices, strengthening team troubleshooting capabilities and delivery consistency.

**LTIMindtree (Clients: Warner Bros. Discovery, Loreal),** Senior QA Analyst

Nov 2016 - Mar 2021

- Partnered with global stakeholders to elicit and document business requirements, translating them into user stories and acceptance criteria to support Agile delivery.
- Managed a team of 6 QA engineers and led the Tosca automation strategy, by designing, automating, and maintaining 3,000+ Tosca test cases, reducing manual testing by 20% during bi-weekly sprints and 60% during UAT releases.
- Validated complex digital supply-chain workflows using SQL queries and REST API analysis, ensuring accurate and timely content delivery across platforms.
- Improved test coverage and reduced defect leakage by 30% through root-cause analysis, continuous process improvements, aligning QA deliverables with business goals.
- Supported sprint planning, backlog refinement, and retrospectives, ensuring QA activities remained aligned with business priorities and release goals.

## CERTIFICATIONS

- ISTQB - Foundation Level
- Tricentis Tosca - Test Architect (AS1, AS2, Test Architect)
- Agile Testing Alliance - CPSAT, CPBAT
- Oracle Database SQL Certified Associate
- IBM Project Management Fundamentals