

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