**Shalu Singh**

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A challenging career in Software Testing, that will bring along good opportunities & where my education & professional expertise will be utilized towards achieving the organization’s goal. Carry more than 12 years of experience in Software Testing & Quality Assurance. Have worked upon the web based applications along with applications based upon Unisys and mainframe.

**PROFESSIONAL SUMMARY**

* Having around 12 years of experience in Project management on various domains I.e. healthcare, banking and travel domain.
* Having 5 years of experience as a People soft manager, was responsible for goal setting, resource capacity utilization, upgrading their skill matrix. Motivating the team members to bring the best out of them.
* Experience in developing Test Strategies, Test Plans, Test Processes for Functional requirements
* Seasoned campaigner in Risk & Management throughout the lifecycle of the project.
* Worked closely with Product Owners, coordinating product backlog grooming and story estimation.
* Experience Scrum Master with the focus on guiding the team towards improving the way the work and to deliver technology solutions on time, on budget, and with high quality.
* Assisted the team to remove impediments by having a clear understanding and control of the release process.
* Facilitated sprint planning, retrospective and sprint demos.
* Team performance management and mentoring.
* Responsible for developing and scheduling the test execution plan in line with overall program delivery while working with SA/BA, Dev and program management teams.
* Interacting with Business in Requirements gathering.
* Preparing and reviewing test estimates for the projects.
* Certified AHM 250 Professional (Academy of Healthcare Management).
* ISTQB foundation level certified.
* Certified PSM Agile professional.
* Types of Testing- System testing, System Integration testing, End 2 End testing, configuration testing, User Acceptance testing, Production support testing, Regression testing, Risk based testing, Database testing.
* Hands on experience on selenium automation testing.
* Manage Defect Triage Meetings, prioritizing and assigning defects, track defect analysis and resolution status, report on resolution progress against key business objectives.
* Soft skills include communication on multiple levels of technical understanding and the ability to develop and maintain successful team relations.
* Quick learner and having ability to meet tight deadlines and work under pressure.
* Mentoring the resources i.e. imparting Technical training to new resources and also sharing the project/module knowledge with the peer resources working in the same project.
* Client communication and relationship development.
* Experience in creating invoice
* Strong leadership and people management skills (handling teams of 15+) in India.
* Managing the QMS(Quality Management System) activities on application level
* Conducting Senior Management Review at Director level and Project Management Review at Managers level and incorporating the feedbacks till closure.
* Identifying, implementing and ensure adherence to quality assurance processes, e.g., root cause analysis, correction of errors, risk and complexity analysis, test plan reviews, defect management, metrics adherence, and regression test maintenance.

**PROFESSIONAL** **EXPERIENCES**

* Worked as Test Lead (Test manager) with Royal Bank of Scotland, Gurgaon (India) from June 2017 till October 2018.
* Worked as Project Lead (People soft manager) with Cigniti Technologies India, Gurgaon (India) from June 2016 till 24th April 2017.
* Worked as a Sr. Test Engineer with United Health Group, Gurgaon (India) from March 2008 till Dec 2015.
* Worked as Test Engineer with Ameriteck Global IT Solutionz, Pune (India) from July 2005 till March 2007.

**TECHNICAL** **SUMMARY**

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| --- | --- |
| Environment | **IBM Mainframe, .net, JAVA, Mobile applications, Cloud Based**  **Application, OSPL, Rhapsody, Sales Force tool, Informtica** |
| Database | SQL, DB2 (File Aid and QMF), Oracle |
| Testing Tools | ALM, Selenium, TOAD, JIRA , File Aid |
| Management Tools | MS Word, MS Excel, MS Power Point, SharePoint, Plan View,  MPP |
| Methodologies | Agile, V Model, Waterfall |
| Domain Expertise | Healthcare Insurance and Finance, Ecommerce, Cloud based web services, 835 ERA, 837I, 837P (4010 & 5010), ICD 10 Conversion, NSF, UB92, EOB, PRA, Defense Project & Travel and Logistics Domain, Finance Domain. |

**EDUCATIONALQUALIFICATION**

* B.E Electronics from Pune University
* SSC from CBSE
* HSC from CBSE

**Project Details**

**Project:** **Future Clearing Model (Outclearing)**

Client: Royal Bank of Scotland (RBS)

Technology/Tools: V Model, IBM Mainframe, Java, QC.

Description:Out Clearing is the processing of debits and credits paid into RBS Group (RBSG). Currently, this can be done at Bank Branches or by other collection methods that are sent to RICs (Remote Image Capture) and VPCs (Voucher Processing Centres). Changes to Out Clearing will remove the need to exchange paper collected with the Paying or Beneficiary bank.

.**Role and Responsibilities:**

* Involved in all different stages of the project starting from Project initiation till the closure.
* Creation of all test documents like TRA(Testing Risk Assesment), Test Data Requirement Document, Test Strategy, test Plan, Test Readiness Review and Test closure document.
* Daily status tracking & reporting to management.
* Manage release plan and communicate risks as revealed by development team
* Resource grooming and mentoring.
* Removed obstacle for the team by escalating an issue to leadership resulting in early delivery of customer issue solution.
* Providing design estimates based on the functional requirements
* Resource planning and capacity utilization
* Ensuring the complete Test coverage by reviewing & approving Test Scenarios and Test Cases written by team members and getting them mapped with the requirements.
* Maintaining the Requirement Traceability Matrix.
* Managing defect triage meetings and prioritizing the defects.
* Preparing and maintaining quality metric for the project
* Liaison with Dev Management and Program management to ensure delivery of a high-quality product is compatible with release timeline targets
* Coordinate all vendor management tasks inclusive of working with external vendors and internal employees.
* Perform as functional bridge amongst external vendors as well as internal stakeholders.
* Ensure to track, measure, report and evaluate vendor performance.

**Project:** **CMS-71 (WESEE)**

Client: Indian Navy

Technology/Tools: Agile, IBM Mainframe, Java, ALM, JIRA

Description:CMS-71 is a series of warship, we are testing the Combat Management System to be installed on this ship.

.**Role and Responsibilities:**

* Daily status tracking & reporting to management.
* Manage release plan and communicate risks as revealed by development team
* Facilitated Release Planning, Sprint Planning, Backlog Grooming, and Retrospective meetings
* Removed obstacle for the team by escalating an issue to leadership resulting in early delivery of customer issue solution.
* Providing design estimates based on the functional requirements
* Preparing test strategy for the project.
* Develop project plan and tracing it to closure
* Resource planning and capacity utilization
* Reviewing Test Scenarios and Test Cases written by team members.
* Managing defect triage meetings and prioritizing the defects.
* Preparing and maintaining quality metric for the project
* Liaison with Dev Management and Program management to ensure delivery of a high-quality product is compatible with release timeline targets

**Project:** **Rivigo**

Client: Rivigo

Technology/Tools: Agile, Java, ALM, JIRA

Description:It is a Logistic company.

.**Role and Responsibilities:**

* Preparing test strategy for the project.
* Develop project plan and tracing it to closure
* Resource planning and capacity utilization.
* Reviewing Test Scenarios and Test Cases written by team members.
* Managing defect triage meetings and prioritizing the defects.
* Conducting daily stand-up meetings, project status meetings as well as retrospective meetings and iteration review.
* Preparing and maintaining quality metric for the project
* Liaison with Dev Management and Program management to ensure delivery of a high-quality product is compatible with release timeline targets

**Project:** **Data Feeds for Payment Integrity Advanced Analytic**

Client: UnitedHealth Group

Technology/Tools: Agile, IBM Mainframe, Java, ALM, Rally

Description:A new logic will be developed to send the Hospital & Physician claims to another cross application. COSMOS to send the data to cross application via FTP process.

.**Role and Responsibilities:**

* Daily status tracking & reporting to Onshore management.
* Providing design estimates based on the functional requirements
* As a member of the Scrum team participated in daily stand-up meetings, project status meetings as well as retrospective meetings and iteration reviews.
* Preparing test strategy for the project
* Resource planning and capacity utilization
* Reviewing Test Scenarios and Test Cases written by team members.
* Managing defect triage meetings and prioritizing the defects
* Preparing and maintaining quality metric for the project
* Involved in SA/Dev walkthrough for the understanding the Project Requirements.
* Scheduling the Internal & External test case/test results walkthroughs.
* Coordinating with other impacted cross applications
* Involved in monitoring the System testing and cross application data support.
* Verification of batch job, CICS online Screens and various extract files in Mainframe.

**Project:** **COSMOS/ Automate OVA Part B.**

Client: UHG

Technology/Tools: Agile, IBM Mainframe, ALM, JIRA, ETL.

Description: Allowing for the automation of the Senior Supplemental and Medicare Supplemental plans will result in a reduction in SG&A costs, improved claim turnaround time, improved claim payment quality, and will build the foundation for continued automation of coordination of benefits processing on COSMOS.

**Role and Responsibilities:**

* Identified the requirements and arranged peer reviews, walkthroughs and sign off meetings.
* Defining and performing the Test strategies and associated scripts for the verification and validation of the application and ensuring that it meets all defined business requirements and associated functionality
* Performed the functional testing which validate the data is mapped correctly which provides a qualitative check of overall data flow up and deposited correctly in Target Tables
* Tested the application for web functionality, and verified the online modules for broken links.
* Performed SQL validation to verify the data extracts and record counts in the database tables.
* Designed policies, standards and procedures for testing life cycle for the data warehouse and data marts.
* Performed usability testing frequently to ensure continuous availability of online services to personal clients.
* Attended the Requirements reviews, Design reviews, Code reviews to understand the overall process flow and Source to Target Mappings.
* Writing SQL Queries to retrieve data from data base.
* Tested customized and business reports with Metrics and Filters for Business analysis

**Project:** **COSMOS/ Corporate Name Change Project**

Client: UHG

Technology/Tools: Agile, IBM Mainframe, ALM, JIRA

Description: The purpose of this project is to confirm the UnitedHealthcare legal entity names with the identified naming strategy via all corporate and regulatory filings, marketing materials and all systems for branding of the company name “UnitedHealthcare”.

**Role and Responsibilities:**

* Gathering requirement from business(Internal)
* Preparing test strategy for the project
* Resource planning and capacity utilization
* Coordinating with onshore team and managing weekly status calls
* Reviewing Test Scenarios and Test Cases written by team members.
* Scheduling walkthroughs, understanding the Project Requirements
* Managing defect triage meetings and prioritizing the defects
* Preparing and maintaining quality metric for the project
* Drive the overall automation strategy for all the products responsible

**Project:** **Micareerspace**

Client: American Web Services

Technology/Tools: php, Oracle

Description: This is job site. There are there module in the site one is job seeker, employer and administrator of site. There are different packages for job seeker and according to that package the job seeker will avail certain services. The employer module has some packages and according to that he avail services. The job seeker can search and apply online for the jobs. The administrator has full control of the site

**Role and Responsibilities:**

* Responsible for writing test cases
* Review/Execution of test cases
* Performed Functional / Random testing
* GUI testing by following a GUI check list
* Database level testing.
* Logging defects in TD
* Performed Retesting / Regression testing to verify fixed bugs