RS

Rahul Sharma

New Delhi, India 110094 • +91 9718080035 • sharma.rs0103@gmail.com

Career Objective

- Looking for a challenging role in a reputable organization to utilize my testing, technical, database & application skills and expertise in making a positive difference to the organization.
- Two years of experience in ServiceNow platform as both QA Engineer and Developer.
- Proficient in tools like JIRA, TestRail, Postman, and Figma.
- Worked with developers to design specific testing strategies and automate them.
- Experience with ServiceNow Automated Test Framework (ATF).
- Prepared data for user stories and reports for daily and weekly calls.
- Leadership experience with project management and team handling (5 members).
- Expertise in ITSM applications: Incident Management, Problem Management, Change Management, Knowledge Management.
- Focused on quality, efficiency, and security under Agile Scrum framework.

Organizational Experience

Senior Quality Analyst, 02/2021 - Current

Hive.ai - Gurugram, India

- Analyzed system requirements and application flows based on user stories
- Designed and executed test cases, conducted UAT, and maintained test documentation
- Participated in Scrum meetings, sprint planning, and retrospectives
- Collaborated with stakeholders for requirements and issue resolution
- Led modules and coordinated with cross-functional teams
- Worked on GA4 event testing and debugging for web platforms
- Worked on generative AI projects focused on creating images based on user-provided prompts.

Senior QA Engineer, 02/2019 - 02/2021

Newgen Software Technologies Pvt Ltd - Noida, India

- Tested applications in UAT using manual and ATF framework
- Logged and tracked defects using JIRA
- Performed web and mobile testing for Android and iOS
- Coordinated with development team for issue resolution
- Worked on US healthcare project to create a catalog for their provider vendor Contract.

Websites, Portfolios, Profiles

- linkedin.com/in/rahul-sharma-a3ba25a3

Skill Set

- ServiceNow
- Business Rules
- Client Scripts
- UI Actions
- SLA configuration
- Workflow design
- JIRA
- TestRail
- Postman
- Confluence
- Figma
- Agile
- STLC
- UAT
- Functional Testing
- Regression Testing
- Integration Testing
- API Testing
- Database Testing
- GUI Testing
- Web Platforms
- Mobile Platforms
- Test Case Management
- Bug Reporting
- Debugging
- Testing Strategies
- ATF
- Test Suite

Quality Analyst, 10/2015 - 12/2018
Lava International

- Conducted manual testing for Android devices
- Executed GUI, functional, regression, and performance testing
- Prepared and executed test cases, tracked and resolved defects

ACADEMIC DETAILS

05/2011
B.Tech, Electronics and Communication Engineering
A.P.J. Abdul Kalam Technical University, Ghaziabad Uttar Pradesh

03/2010
Intermediate School
Commercial Sr. Sec Schoo;el, Delhi

KEY ACHIEVEMENTS

- Client Excellency Award for on-time project delivery and quality work.
- Multiple 'On the Spot' awards for extraordinary performance.
- Deputy team leader at project level managing a team of five members.

DISCLAIMER

I hereby declare that the above information is true to the best of my knowledge and belief.

TRAINING

- Automated Test Framework (ATF) Essentials – NowLearning (ServiceNow)
- OnDemand course on Catalog Builder – NowLearning (ServiceNow)

- Quick Start suites
- Service Catalog
- Variables
- Scripts
- UI policy
- Workflow