SHIKHAR PRADHAN
Software Testing Lead

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PROFILE

A highly skilled ServiceNow Test Lead with 7 years of experience in software quality assurance, specializing in testing ServiceNow platforms across various modules including ITSM, IAM, and Custom Apps. Demonstrates a strong track record in leading end-to-end testing processes, designing effective test strategies, and delivering high-quality, reliable solutions. Actively participates in war room discussions to support critical releases, drive defect triage, and ensure timely resolution of issues. Proficient in both manual and automated testing, with a keen eye for detail, excellent problem-solving abilities, and a continuous improvement mindset within Agile and DevOps environments.

PROFESSIONAL EXPERIENCE

09/2024 – present
Noida, India

UST, Lead-1 Software Testing

I'm a ServiceNow QA Lead currently working at **UST**, with hands-on experience leading quality assurance initiatives for major clients like **HSBC** and **ADP**. I specialize in testing ServiceNow implementations, developing test strategies, and collaborating with cross-functional teams to ensure the delivery of high-quality solutions. I'm skilled in both manual and automated testing and always focused on optimizing processes and driving continuous improvement in ServiceNow environments.

07/2022 – 09/2024
Noida, India

HCL Technologies, Specialist

● Domain Expertise : ITSM
● Awarded for successful Delivery of ATF Scripts & other Artifacts in SCB & PayPal
● Experienced with the ITIL process in ServiceNow: Incident Management, Problem Management, Change management, Knowledge Management and Service Request
● Hands on Experience of designing Test Scripts, Execution of Test Scripts, Running and maintaining batch execution using Automated test framework (ATF) tool.

- Expertise in Project Management tools like JIRA to prioritize, classify bugs and tracked defects.
- Skilled in Test Execution, Software Test Life Cycle (STLC), System Testing, and Requirements Analysis.
- Knowledge in working with Quebec, Rome, San Diego, Tokyo and Utah versions of ServiceNow. Worked on AgileScrum Methodologies.

05/2018 – 06/2022
Bangalore, India

Cognizant Technology Solutions, Associate

My Key responsibilities included:
- Creation & Execution of Comprehensive Test Cases
- Logging , Tracking , Reporting & Analyzing Defects
- User Acceptance Testing
- Coordinating with Project Manager to plan &   prepare for testing to guarantee adherence of test coverage for meeting end user's requirement
- Reporting Test Results
- Executing Regression Tests (Creating and Maintaining ATF)
- Maintaining Documentations & Knowledge Articles related to Testing Processes

SKILLS

System Integration Testing • Agile Methodologies • ServiceNow Test Management 2.0 • ServiceNow Automated Test Framework (ATF) • Functional Testing • Bug Reporting • Regression Testing

EDUCATION

2013 – 2017
Ghaziabad, India

IMSEC, B.Tech, ECE

CERTIFICATES

- ServiceNow Certified System Administrator (CSA)