Neha Sethi

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India

ORACLE®

Certified Specialist

Summary

- ☐ 10 years of experience in Implementation, Testing and Production Support with Insurance and Banking Domain
- ☐ Good knowledge of Software Testing Life Cycle and Testing Methodologies
- ☐ Experienced in developing and maintain overall Test methodology and Strategy
- ☐ Well versed with preparation of Test scenarios, Test cases, Test Scripts, Defect reporting and test summary reports.
- ☐ Performed and supported team in Test case reviews, Test data creation and Test execution.
- ☐ Experience in Functional testing such as Smoke, Regression and Integration.
- ☐ Certified Oracle EBS R12 Implementation Specialist: Financial Management - General Ledger
- ☐ Well versed with General Ledger and Sub-Ledger Accounting Financial (Financial Modules)
- ☐ Strong analytical skills with ability to interpret complex information quickly and precisely
- ☐ An effective communicator with strong interpersonal skills and ability to seamlessly work with technical, business and management teams working as a functional tester.

Professional Experience

Client	:	**AIA Malaysia Berhad**
Role	:	Senior software tester
Duration	:	Dec'2021 to 31st July 2022
Agency	:	Skill Quotient Sdn Bhd, Malaysia

Role & Responsibilities

- Participate in walkthrough session to understand the requirements
- Prepare test cases and test scenarios based on user stories
- Perform functional and regression testing on mobile (Android & iOS)
- Ensure software application meets business requirements
- Prepared different set of data for Data-driven testing
- Detect, resolve, document and report bugs and error encountered
- Used JIRA as the Defect Tracking tool and update the defect logs
- Scorecard for reporting the status of Test Case design and Test Case Execution
- Seek to understand how the application to be tested will function and contribute to the business
- Liaised with Key stakeholders as required
- To clearly document any defects and liaise with project developers and stakeholders to facilitate the resolution of defects
- Retest any fixes provided by the defects identified and assess whether the defect is successfully resolved

Client	:	**Maybank Malaysia Berhad**
Role	:	Test Analyst supporting creation and execution of test scenarios and test cases
Project	:	Digital Wealth, Share Trading STP, Retail Payment Platforms (RPP)

Duration :	July'20 to Aug'21
Agency :	Tech-Matrix, Sdn Bhd, Malaysia

Experience Summary: Worked as Test Analyst in a team of 6 members guiding and supporting Acceptance testing for large and complex Banking applications serving a customer base of 5+ million customers.

Project Summary:

Digital Wealth – Enables customers to have a holistic view on their product holdings in terms of classification on Assets and Liabilities; **Share Trading STP** – Helps customers to apply and open Maybank Share Trading Account via Maybank2U Online without a need to visit the branch. This enhances current system capabilities by utilizing STP process and hence reducing redundant data entries and approvals for opening a Maybank Share Trading account via M2U Web.

 Role & Responsibilities

- Analysis and understanding of business requirements to support test approach definition, preparation and execution
- Ensure software application meets business requirements
- Involved in the preparation of Test strategy and Test Plan documents
- Prepared different set of data for Data-driven testing
- Involved in UAT and Regression testing phases of the application
- Detect, resolve, document and report bugs and error encountered
- Lead the **Triage meeting** with stakeholder and IT
- Used JIRA as the Defect Tracking tool and update the defect logs
- Scorecard for reporting the status of Test Case design and Test Case Execution
- Creation of UAT plans and scripts to meet acceptance criteria
- Seek to understand how the application to be tested will function and contribute to the business
- Liaised with Key stakeholders as required
- Monitoring and reporting of test progress to internal and external stakeholders
- To clearly document any defects and liaise with project developers and stakeholders to facilitate the resolution of defects
- Retest any fixes provided by the defects identified and assess whether the defect is successfully resolved

Company	**:** Tech-Matrix, Sdn Bhd, Malaysia
Role	**:** Software Tester
Client	**: Prudential Assurance Malaysia Berhad**
Duration	**:** Aug'19 – Jan'20

 Project summary - Optimus is the Transformation Program from Open System to the new Operating system "Integral Life" to catch the Speed to Market, Operation Efficiency & Flexibility of the products in the Insurance domain. The project delivers complete insurance administration with product configuration, work flow, Business analytics, under writing, Mobility solutions & more. Because Integral Life is based on open standards, insurers can select the components they need and easily integrate them with in-house or third-party systems

 Tools – AS400, JIRA, Content Manager

- Involved in preparation of Test Data, Test Cases Execution, Defect Reporting & Analysis and Reviews.
- Understanding the Business requirements and Functional specification documents for all the releases.
- Handled releases from Test Planning till Test Execution.
- Test execution with defect tracking done in JIRA and HP ALM tool.
- Used JIRA for Bug Logging and Tracking.

- Active participation in defect calls
- Executed the Test cases developed in excel and Adhoc testing.
- Involved in Functional Testing & Regression Testing.

XL Catlin Pvt Ltd   **Aug 2016 – April 2018**
Senior Finance Associate

Worked on Oracle GL, FAH and PeopleSoft Modules

- Documented as-is and to-be process flows to be used in Oracle EBS R12 General Ledger and Sub ledger Accounting system
- Prepared standard operating procedures (SOP) for working on new processes configured in Oracle GL and provided KT to team and users.
- Analyzed and provided solution to user issues related to Oracle GL, FAH
- Performed updates to Audit documents regarding new processes / business requirement of Oracle EBS
- Responsible for Service Request (SR) created with Oracle Support related to issues encountered
- Created Test Plan, defect management templates; Created initial test plan and developed test cases
- Evaluate and document actual test results against expected results
- Involved in defect reporting , defect tracking and defect reproducing
- Used Quality Center to store all testing results, metrics, created test cases

American Express India Pvt. Ltd   **Mar'2012 – Aug 2016**
Sr. Lead Analyst

Worked on Oracle GL, Financial accounting Hub while supporting projects and BAU activities

- Configured various BR100 setups in Oracle EBS Financial Accounting Hub (FAH)
- Prepared Test plans for 5-7 projects and assisted in execution of test scenarios
- Involved in SIT & UAT for 5 Oracle EBS FAH Implementation projects and for communication status of SIT and UAT to the business partner
- Performed Sub Ledger accounting rule updates via Oracle forms which led to SLA reduction in processing of Oracle EBS FAH accounting rules
- Actively involved in process improvement and suggested improvements then developed via change request process
- Analyzed business processes and prepared end to end process documentation and SOPs, delivered training sessions to end users for these newly implemented processes.
- Performed process risk assessment of business flow and ensured internal controls to avoid any audit gaps
- Closely worked and coordinated with technical teams to deliver solutions to user issues related to Oracle EBS GL
- Accountable for the maintenance of the SLA Tracker and Dashboard, reconciliation of Oracle Sub ledger Accounting and analysis of daily and monthly MIS reports
- Received appreciation and rewards for assisting users to resolve their queries efficiently.

HCL Info System Pvt. Ltd
Application Consultant   **Jan, 2010-Feb 2012**

Performed functional, UAT testing on CRM product and provided Trainings

- Involved in end to end testing for Retail application tools like Web Portal & Customer relationship Management (CRM)

- Independently handled PeopleSoft issues and monitor interface file to PeopleSoft
- Imparted IT training to the business users
- Prepared procedures with the business users on the Dispute Management System (For Price, Quantity and Tax disputes)
- Was awarded with 'STAR Reward' for process improvement and for handling maximum queries in a day

Carrefour India

IT System Analyst - Retail   **Aug, 2009-Dec 2010**

- Performed functional testing on Customer Relationship Management product
- Involved in validation and User Acceptance Testing (UAT) with process owners
- Performed MIS reporting and review of OPEX & Capex spending for IT department
- Involved in Implementation of multiple IT applications by configuring them as per Retail norms
- Appreciated by Team Lead for notable contribution in system integration testing between complex modules

Certifications and Skills

- Oracle EBS R12 Financial Management Certified Implementation Specialist – General Ledger
- Oracle 9i database level – 1 certification from NIIT Institute

Professional Qualification

- Graduate Diploma in Computers (GNIIT from NIIT Institute) Delhi, India (2007 – 2009)

Educational Qualification

- Bachelor of Commerce, Delhi University, India (2004 – 2007)
- Senior Secondary (Commerce), C.B.S.E Board in 200
- Higher Secondary, C.B.S.E Board in 2002