

# Lilia J Rivera Gutierrez

## Contact

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## Work Experience

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**Incedo Inc** - [Quality Assurance Specialist](#) - September 2022 - Present

### *Responsibilities:*

- Attending daily status meetings with SCRUM , Product Manager and development team
- Responsible for planning, designing and executing quality assurance processes
- Reviewing software requirements and creating test scenarios
- Performing QA for hotfixes, bugs, urgent changes, user stories and defects before deployment to production environment
- Identifying, analyzing, reporting and following up on software defects/bugs
- Reporting defects/bugs to product manager on the client side
- Coordinating and communicating with the development team throughout the cycle

**Tata Consultancy Services** - [Senior Application Support L2](#) - December 2016 - September 2022

### *Responsibilities:*

- Provided support for Linux and windows-based applications in banking domain
- End user support for trading applications
- Understanding of SQL tools (toad, rapid SQL, SSMS)
- Handling Service Now / Service First tickets and change requests
- Handling JIRA tickets
- Experience with Autosys job scheduler
- Collaborated with developers on production changes to fix application failures

**Tata Consultancy Services** - [Business Analyst](#) - 2015 - 2016

### *Responsibilities:*

- Created, managed and updated project documentation
  - Conducted meetings with client to review scope, requirement changes and test plan
  - Performed quality checks and generated daily status reports on Quality Center
  - Attended meetings with stakeholders to coordinate changes to BRD
  - Designed and executed test cases
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## **Tata Consultancy Services - BPS - 2010 - 2015**

### ***Responsibilities:***

- Performed production and quality analysis for back office processes
- Involved in process improvement and project documentation
- Provided training to new hires
- Held regular client meetings for calibration purposes

### **Tools:**

Test Rail, Quality Center, JIRA, Browser Stack, Swagger, Postman, SQL, Linux, Service First, Service Now, Autosys