Kanchan Jain
+91-9168359344
kanchangaur1987@gmail.com
LinkedIn: linkedin.com/in/kanchan-jain-031a1718

Summary:
- Over 11 years of experience in Software Testing with strong Process orientation, Manual testing of web and mobile applications.
- Currently working with " **J.P.Morgan Services India Pvt. Ltd."** as Lead QA Engineer.
- Experienced QA Lead on-shore and off-shore teams, including hiring, mentoring, and performance appraisals.
- Experience in interaction with Clients and End Users.
- Sound Knowledge in Travel Domain.
- Hands on Experience in **Manual Testing, Data base Testing, API testing using postman.**
- Performing **Accessibility testing** using NVDA, AXE and Deque automation tool.
- Sound Knowledge in API testing using **postman tool**.
- Worked on **Agile Methodology** and part of all the ceremonies including **Sprint Planning, Daily Scrum, Sprint Review and Sprint Retrospective.**
- Extensive participation in mapping Functional Requirements to Test Scenarios and Preparing Test cases and Test Procedures.
- Experience in testing the **Functionality, Compatibility, Database, Regression and Server log files testing.**
- Well-acquainted with the **Software Development Life Cycle (SDLC), Software Testing Life Cycle (STLC) and Defect Life cycle**.
- Ability to write intermediate **SQL Queries.**
- Possesses good understanding of the technical platforms (**SQL / PL/SQL, Oracle)**
- Proficient in writing **Test Cases, Reviewing Test Cases.**
- knowledge on **OOPS** concepts like **Method overloading** and **Method overriding.**
- Meticulous attention to detail and experienced in tracking and reporting bugs on **JIRA, TFS.**
- Highly Experienced with tools such as, **Jira, Browser Stack, MTM and TFS.**
- Actively participated in regular and weekly project status meeting with team members and giving sprint Demo to Clients.
- Strong interpersonal and communication skills with a track record of motivating and developing good team players. Experienced using on-shore, off-shore, and mixed teams.
- **AWS cloud practitioner certificated.**

Technical Skills

Manual Testing
- Expertise in **Manual Testing Skills**
- Very good knowledge on **SDLC, STLC**
- Good knowledge of **WHITE BOX TESTING and BLACK BOX TESTING**
- Having very good knowledge in **Smoke, Functional, Integration and System Testing**
- Very good knowledge in **I18N Testing, L10N testing, Adhoc Testing, Compatibility Testing, exploratory testing, regression testing**
- Having very good knowledge in **Bug Life Cycle.**

SQL
- Experience in writing **SQL queries**
- Good knowledge in **Grouping and Functions**
- Proficient in **Sub-queries and Co-related Sub-queries**
- Good knowledge in **Joins and its types**
- Basic knowledge in **Normalization**
- Practiced extensively on **PL SQL Queries using Oracle 11g server and SQL+**

Quality Center (QC)**:**
- Expertise in writing test cases and execution of test cases in QC.
- Proficient in logging and tracking of defects using QC.

Agile:
- Well acquainted in Agile Methodology.
- Good Knowledge in all types of meeting including **Sprint Planning, Daily Scrum, Sprint Review and Sprint Retrospective.**

Defect Tracking Tool:
- Extensively worked in logging application defects into JIRA and TFS and track them to closure.
- Hands on experience in maintaining defect report in JIRA and TFS.

API Testing Tool:
- Hands on experience testing api's using Postman tool.

Experience:

Lead Quality Assurance Analyst

J.P.Morgan Services India Pvt. Ltd   **June 14 – Present**

J.P.Morgan Services India Pvt. Ltd company, this division of JPMC works on solutions that empowers the world's leading customer engagement and loyalty programs(ChaseTravel)

we are travel technology solutions organization, that works with leisure travel companies across the globe, to help them grow their online travel business. Our solutions work across air, hotel, car, vacations, activities / transfers and insurance travel needs.

As a customer focused organization, we partner with our clients to automate post booking manual processes, provide strong back-office and customer service solutions for agency productivity, support rich customer profile management, offer flexible CMS / branding solutions for faster time to market & ensure that all the content is upto-date

Worked on multiple projects related to flights, hotels and car. From Supplier to End Customer flow which includes fetching flights results from supplier, display those on UI, Price the itinerary, Review Itinerary, Itinerary confirmation, Schedule Change and finally Emails verification.

ROLES AND RESPONSIBILITIES:

Role : Lead Quality Assurance Analyst
Responsibilities
- Managing and leading QA Team of 5-6 members, delivering on an average 3-4 projects in a monthly release cycle.
- Main task involves requirement analysis, test strategizing, test cycle planning, estimations, test plan review and test execution review.
- Onsite and Offshore coordination.
- Involved in Preparing and documenting the test cases
- Managing People and allocating work based on their expertise.
- Reviewing and setting team members KRA.
- Reviewed Test cases and updated the review comments.
- Involved in Smoke testing, Functionality testing, Integration testing, System testing and Regression testing.
- Involved in Compatibility testing on different Browsers.
- Defect Reporting and Tracking using JIRA
- Performed mobile testing using Browser Stack.
- Extensively performed Manual Testing process to ensure the quality of the software.
- Using POSTMAN toll for validation of Req./Res. for APIs

- Organizing, monitoring defect management process Handling changes and conducting regression tests.
- Find solutions for issues related to object identity issues and error handling.
- Coordination of the members of the Test team and the development team to solve the issues.
- Interaction with the people of the client side to solve problems and update the situation.
- Create a software defect tracking report entire project release status to stakeholders.

Software Test Engineer

DreamTekis software Pvt Ltd, Bangalore, KA   **Nov 12 – oct 13**

 Project- Reinsurance Management Software Project (African Reinsurance Corporation)

sohamRe is an application which handles the complete Reinsurance Management system. It will capture all the business details and also provide different types of reports about the business that is brought in and going out. It operates on the business lines of the reinsurance companies and its associated insurance companies and the related brokers.
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Role : Software Test Engineer
Responsibilities
- Analysing the Requirements from the client.
- Participating in preparing Test Plans.
- Preparing Test Scenarios.
- Preparing Test Cases for module, integration and system testing.
- Preparing Test Data for the test cases.
- Preparing Test Environment to execute the test cases.
- Analysing the Test Cases prepared by other team members.
- Executing the Test Cases.
- Defect Tracking.
- Giving mandatory information of a defect to developers in order to fix it.
- Communication with the Test Lead / Test Manager.
- Conducting Review Meetings within the Team.

Software Skills:
- Operating Systems: Windows XP, Windows 7, Windows 8 ,Windows 10
- Browsers: Google Chrome, Mozilla Firefox, Safari
- Data Base: SQL, Oracle 10g
- Defect Tracking tool: JIRA, TFS, QC, MTM
- Postman

Strengths and Achievements:
- Awarded Multiple times with Shoutout and Kudos award for my work and management.
- Self-motivated, fast Learner, positive approach to work, confident to lead and work with a team.

Education:

Qualification	University/Institute	Percentage
AWS cloud practitioner certification	AWS	
Diploma in Software Testing	Qspiders, Bangalore	Grade A
B.E (Electronics)	Pune	66.43%
HSC	Maharashtra Board	71%
SSC	CBSE Board	68%

- **Holding B1/B2 US VISA.**   **Yours Faithfully**
                                                                                    (Kanchan Jain)