SWATHI KRISHNA MANOHARAN

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QA ENGINEER

PROFILE

Dedicated QA Engineer with 3 years of experience in manual and API testing, specializing in test case design, defect tracking, and Agile methodologies. Proficient with tools like JIRA, Postman, and TestRail. Adept at collaborating with cross-functional teams to ensure high-quality product delivery. Currently expanding skills in test automation and passionate about contributing to the continuous improvement of software quality.

SKILLS

- Manual Testing
- API Testing
- Regression, Sanity & Smoke Testing
- Automation Testing (Selenium, Pytest - Basics)

- Test Case Design & Execution
- Requirement Analysis
- Test Plan & Timeline Preparation
- Attention to detail, Analytical skills, Team player

- Integration Testing, System Testing
- Defect Tracking (Jira)
- Client Communication
- Agile & Waterfall Methodologies

TOOLS USED

TestRail, DBeaver, Jira, Miro, NewRelic, Postman, SOAP,KIWI TCMS, Litmus,Figma

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PROFESSIONAL EXPERIENCE

CloudQ IT Services Private Limited , Technopark Phase I ,Trivandrum   September 2024 - March 2025

Manual Tester (Client Location: Federal Bank Headquarters via UST Global)

- Conducted requirement analysis to understand and document client needs.
- Designed detailed test cases and test scenarios for comprehensive coverage.
- Followed the Software Testing Life Cycle (STLC) to ensure adherence to quality processes.
- Performed sanity testing to verify builds and critical functionalities.
- Developed and managed project timelines to ensure timely delivery.
- Reported and tracked defects using JIRA, collaborating with developers for swift resolution.
- Prepared and delivered test summary reports to stakeholders.
- Provided test closures and maintained close communication with the Business Team (Credit Administration Department) and respective Federal Bank IT staff.
- Collaborated closely with Federal Bank's clients and developers for seamless end-to-end process flow.
- Attended client demos to showcase project progress and gather feedback.
- Performed API testing on functional banking APIs using SOAP, focusing on services like service charges and more.
- Actively suggested UI improvements to enhance user experience and align design with business requirements.

PROJECTS

- Worked on **CrISP** a **Credit Dispute Resolution Portal** for Federal Bank, designed to streamline and automate the process of handling disputes from bureaus CIBIL, CRIF Highmark, Equifax , Experian. The portal serves as a central hub for the Credit Admin Department, enabling efficient resolution of disputes.
- Provided support in API testing for International Service Charge, UI testing of the Fed Mobile KYC portal, and API testing of UPI cardless cash withdrawals.

Alokin Software Pvt , Technopark Phase I , Trivandrum   December 2021- June 2024

QA Engineer

- Conducted manual testing of software applications, including test planning, test case design, and execution.
- Documented and tracked software defects using Jira, ensuring thorough defect management and resolution.
- Collaborated with cross-functional teams to ensure product quality and adherence to project requirements.
- Participated in Agile development processes, contributing to sprint planning and providing input on testing efforts.
- Conducted testing of Restful APIs using Postman, providing detailed reports to the team lead to ensure API reliability and functionality.
- Conducted end-to-end testing of web applications, mobile applications, and apps, ensuring optimal performance and user experience across platforms.

- Efficiently handled testing critical tickets from customers and conducted thorough testing of newly onboarded sites, contributing to the seamless operation of client platforms.
- Presented feature demos to clients, effectively demonstrating product quality and functionality.
- Actively participated in Scrum meetings, identifying and raising blockers to facilitate problem-solving and project progress.
- Contributed to SEO initiatives, ensuring website visibility and performance improvement.
- Proactively reported high-priority bugs to respective leads and met deadlines consistently, contributing to the overall success of project milestones and deliverables.

PROJECTS

- **Mariposa** – Whitelabel Platform for Self-Storage Rentals
  A whitelabel solution powering over 400+ websites in the self-storage industry, enabling companies to offer seamless online rental services.
  Performed manual testing, API testing, regression testing, and smoke testing. Managed test case design, execution, and bug tracking.
  Used Postman, JIRA, TestRail, and PostgreSQL for database validations.
  Handled onboarding ticket testing and collaborated closely with cross-functional teams.
- **Hummingbird** – Content Management System (CMS) Tested a CMS built for self-storage operations. Focused on UI, smoke, and regression testing. Tools used: JIRA, TestRail.
- **Pixely** – Photo Booth Application
  A platform that helps photographers capture, manage, and share event photos via web and mobile apps.
  Conducted functional and non- functional testing, including API and UI testing. Planned, created, and executed test cases.
  Reported bugs and validated automation test cases. Tools used included Postman, JIRA, and Kiwi TCMS

Quest Innovation Solutions Ltd
June 2021 - December 2021

Python Trainee

- Attended structured online sessions focused on Python programming and core concepts.
- Completed hands-on exercises and small projects to practice Python skills.
- Gained exposure to coding standards and best practices through observation and guidance.

India Chamber of Commerce USA
June 2020 - August 2020

Business Relations Intern

- Assisted in website maintenance and content management for the company's official website, ensuring information accuracy and timely updates.
- Learning case studies on Merger Acquire of IT companies.
- Co-organized an Online Summit "Education Forward Economics Summit" hosted by ICC USA, contributing to event planning, and participant engagement.

CERTIFICATIONS

- Certified SAFe 6 Practitioner
- Google Digital Marketing Certificate

EDUCATION

Vidya Academy of Science and Technology , Thrissur , Kerala **2015 - 2019**
B.Tech Computer Science Engineering
Passed with First Class, CGPA 6.94

XII CBSE, Indian School Bahrain, Kingdom of Bahrain **2014 - 2015**
Percentage: 72.8 %

X CBSE, Indian School Bahrain, Kingdom of Bahrain **2013 - 2014**
CGPA 8.6

LANGUAGES

- English (Fluent)
- Malayalam (Native)
- Hindi (Conversational)
- French (Elementary)