Sushma Shinde

Total experience of over 13 years in IT, Software Testing (Manual, Automation, and Team Leading) for various products/projects. QA lead experience in leading multiple projects and major releases and has led a team size of 12-15 team.

Extensive experience in all phases of functional testing phases – System, Integration, and End-to-End. Have worked in a variety of business domains such as Multimedia, Life Sciences, Healthcare, Banking, and Insurance and this has allowed me to always put forward a business-first approach to Quality Assurance. Efficiently worked with Development and Business teams to meet QA timelines and improve the quality of the product.

Well-versed in both waterfall and agile SDLC models, expert in QA lead and mentorship, QA planning, QA estimation, QA summary reports, and client stakeholder management. Hands-on experience in Test Management, API, and Automation tools and frameworks that enabled me to work closely with all the technical and functional team members on the team.

Sushma excels in team leading and demonstrates remarkable adaptability in handling various situations. Also exhibits outstanding communication skills and consistently performs at a high level, making a valuable addition to any team.

RELEVANT SKILLS & CAPABILITIES

Agile SDLC	Agile Ceremonies	JIRA	Selenium	Java
Postman	SQL	QA lead	Defect Management	UAT lead/coordinator
Test Metrics	Appium	Sales Force (SFDC)		

INDUSTRY VERTICALS

Insurance	Healthcare	Media and Communication
Manufacturing		

EXPERIENCE

Experience

1. **Project and Client: Sales Force (**SFDC)and OCX, Terex Corporation
   Employer : LTIMindtree
   Project Summary: Terex have construction equipment's, machines and different parts of machines Purchase flow for three Business segments, Aerial Work Platforms, Cranes, and Materials Processing. Also supported some SFDC apps like Material processing , CPQ , knowledge management , Territory Management for multiple brands.
   Role : QA lead

Software Quality Assurance professional

Timelines : May 2022– Feb 2024
Tools : *Appium , Selenium , Java , JIRA*

Responsibilities:

- Reviewing Functional and Automation test plan
- Reviewing Automation Scope and finalizing automated requirements
- Maintaining the QA risk log and highlighting the issues with project stakeholders
- Attending daily stand-up and spring review meetings
- Participating in spring retrospective activities
- Reviewing Mobile automation framework built in Appium for Terex OCX Application
- Reviewing QA estimates for functional and Automation activities
- Managing business priorities by creating QA timelines and plans to meet project timelines.
- Performing regression and smoke tests on the release
- Generating QA status reports and sharing them with project and client stakeholders
- Preparing minutes of the meeting and tracking action items for complete closure
- Working with the Business team and facilitating User acceptance test (UAT) with them for final signoff
- Working closely with Product owners, Development leads, and Business Analysts to remove QA impediments.

2. **Project and Client:** Promo , Sponsorship and Content App, HBO
Employer : *LTIMindtree*
Project Summary: The promo and Sponsorship applications help to manage the entertainment, news and sports promotional contents. And the promos are mainly for giving the experience of the upcoming television series , shows, any news programs before it is officially released to the public.
Role : *QA lead*
Timelines : May 2020 – March 2022
Tools : *JIRA*

Responsibilities:

- Reviewing requirement changes and reprioritizing QA deliverables
- Reviewing test cases
- Reviewing and presenting the requirement query log with the Business Analyst
- Leading defect triage calls
- Creating and sharing QA status reports with project and client stakeholders
- Developing QA estimation for upcoming releases
- Removing impediments for the QA team by working with project teams
- Creating Test closure reports and presenting them to project stakeholders.

3. **Project and Client:** Consumer Web , Marsh and McLennan (MMC)
Employer : *LTIMindtree*
Project Summary: Auto Insurance application that facilitates consumers to get quotes and buy the policy online from top Insurance Companies like MetLife, Travelers, Liberty Mutual, and Progressive.
Role : *Sr. QA and QA lead*
Timelines : Jan 2014 – Jan 2020
Tools : *JIRA , Selenium , Postman*

Responsibilities:

- Leading the QA team of 12-15 team size
- Creating and sharing QA status reports with project and client stakeholders
- Developing QA estimation for upcoming releases

Software Quality Assurance professional
- Leading Defect Triage Calls
- Removing impediments for the QA team by working with project teams
- Reviewing testing artifacts such as QA test cases and Automation approach
- Reviewing requirement changes
- Representing the QA team in leadership calls such as QA governance
- Providing QA details for Project SLA.
- Developing and sharing QA Metrics such as Test Case progress reports, Defect leakage reports, Test Automation reports, and Test coverage reports
- Leading lessons-learned calls with project and client stakeholders

4. **Project and Client:** Clicksquared 4G (Cross-Channel Marketing Hub)

   Employer : *Symphony Services*

   Project Summary: This application is used for Email marketing which also includes functionalities for creating and executing Campaigns, Email or SMS configurations and sending it to millions of users.

   Role : *QA Engineer*

   Timelines : June 2010 – Aug 2012

   Tools : JIRA

   Responsibilities:
   - Attending business walkthroughs and completing requirement analysis
   - Developing test conditions, scenarios, and test cases
   - Maintaining requirement traceability matrix to ensure proper test coverage
   - Performing test execution and creating defects for unexpected results in the application
   - Working with the Development and Business team for defect management in defect triage calls
   - Updating QA dashboard with daily QA status

EDUCATIONAL ACHIEVEMENTS

Education
- Bachelor Of Engineering (IT)
- Bachelor of Computer Application (BCA)
- Diploma in Electronics and Telecommunication

Certifications
- Certified General Insurance for IT(24- Sec A,B,C)
- Certified Testing Professional (ISTQB)
- Completed AGILE Training (CP-BAT)
- Completed "I Lead" training and certification

Contact
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Note : Referral contacts can be arranged as needed. *H1B Visa ready candidate