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WORK EXPERIENCE

Quality Assurance Testing

UBS, Airoli (Navi Mumbai)

November 2021 to Present

- Performing QA activities on UBS sites hosted on **AEM** platform and **SharePoint**, created in collaboration with a team of Publishers, SMEs and Digital Project Manager (DPM), by running proficient QA scripts created for **Accessibility**, Live pages (In editor mode), **BrightCove** videos/audio, etc
- Partnered with a developer for creating **automated QA scripts** that helps QA track any bugs/error on the web pages with the aid of parameters like meta tags, descriptions, alt text, headline, Title, etc., every part of the page created by Publishers
- Created metrics **dashboards** and advanced filters in **JIRA** to provide business leadership with meaningful operation/performance metrics and status report

Quality Audit Analyst

Accenture Services Pvt. Ltd., Navi Mumbai

May 2019 to October 2021

- Proficiency in handling a **global team of 25+ publishers and designers**, providing a better structure for managing a site along with translating suggestions from client to dev team during UAT. Managing overall content and quality of website built on **Adobe Cq5/AEM** tool and leveraged **Adobe Photoshop** and **InDesign** tool for creating banners, pamphlets, billboards, emailers for upcoming offers and campaigns
- Leveraged **Sketch** tool for creating mockup structure to perform quality check by referring webpages created in **AEM** or **Stensul** tool. Furthermore, performed quality checks by referring to the components on the layout or template page used in AEM
- Led multiple QA sessions to ensure best in class user experience with the application of strong knowledge around **web publishing, SEO/SEM**, creating **digital workflow**, print media and emailers

Web Publisher

Lionbridge India, Navi Mumbai

November 2018 to April 2019

- Demonstrated strong ability of web publishing for client's business and incorporated feedback for their web pages
- Performed critical page migration process from old to new version of **Tridion CMS** tool along with testing efficiency of this new tool right from publishing on staging environment to production

Analyst (AEM, SAP HYBRIS, QA Activities)

eClerx Pvt. Ltd., Navi Mumbai

July 2016 to November 2018

- Leveraged **MOSS** and **AEM** tools for performing Web analysis for client's business starting from requirement gathering, building, amending, reviewing content, launching different products and creating several page segments for the product like category, campaign, product details, etc along with application of **SEO/SEM**
- Execution of several product launches on web pages. Used proprietary **CMS** tool to build and maintain website content on regular basis. Ensuring accuracy and efficiency of published web pages as per the agreed **SLAs**

Quality Analyst

LOCON Solutions Pvt. Ltd. (Housing.com), Navi Mumbai

March 2015 to December 2015

- Performed quality check of **rough floor plan**, photo quality in rent and buy process and converted pre-quality checks to post quality (**2D Floor plan**)

PROFESSIONAL SUMMARY

Highly driven **Quality Assurance** and **Web Publishing** professional utilizing a variety of **content management** systems to ensure best-in-class procedures and pushing end-to-end quality automation/mindset

KEY HIGHLIGHTS/IMPACT

-Automated QA process by creating impactful **polices** in **SiteImprove** tool leading to significant reduction of average time spent on error detection by **~40%**

-Removed dependency on excel by adapting agile project management tool for the team. Created entire project structure in jira along with **13 critical quality checkpoints** and **dashboards** which ensured better approach of managing workload. With this automation we saved around **~8 hours/month** on manual efforts via excel

-Contributed to the migration from a legacy system to **SharePoint** Online to maximise productivity

-**Independently** identified and resolved a wide variety if code integrity and tools issues and **coordinated** with internal/external teams to **drive timely resolutions**

SKILLS & PROFICIENCIES

- Web Publishing: AEM, SAP Hybris, SharePoint
- Other applications: SDL Tridion, Adobe Photoshop || InDesign || Illustrator, Module mapping, Stensul
- Agile methodology: Jira
- Web analytics/optimisation: SEO/SEM

EDUCATIONAL BACKGROUND

ITM Group of Institutions (Masters Degree)

Navi Mumbai, India

Master of Business Administration. Operations
2018

Mumbai University (Bachelors Degree)

Pillai college, Navi Mumbai, India

BSc. IT

2014