

Poonam Khalsode
Sr.Quality Analyst

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Professional Summary:

- 7+ months of IT professional experience of **VOIS Vodafone as Deputy Manager** that includes **Operational Readiness Testing**.
 - 9+ years of IT professional experience of **Wipro in QA Testing** that includes around 2+ years as QA Lead & 7+ years as Sr. QA extensively involved in Test Planning activities, developing & executing TC's, prepared Test Reports with **Agile in Banking & finance, Telecom Domains**.
 - Extensive experience in **Manual Testing, Automated testing & Web applications using Black Box testing**.
 - Expertise in performing different kinds of testing like **API, Sanity, Smoke, Black Box, GUI, Functionality, Integration, Regression, System & User Acceptance Testing (UAT)** of web & client/server applications & **Operational Readiness Testing (ORT)**.
 - Good understanding of **Software Development Life Cycle (SDLC) & Software Testing Life Cycle (STLC)**.
 - **Experience in core AWS Services** (S3, EC2, ELB, EBS, Route53, VPC), **Security services** (IAM, Cloud Watch & Cloud trail) & **services** (Lambda, Elastic Bean Stalk, Redshift).
 - Experience in **B2B / B2C L2O Journey**, specifically Product catalogue, Order Capture or eCommerce as part of Customer Sales Journey with Knowledge of Eligibility Checks, Product Configuration, Pricing, Payments, Customer Agreements.
 - Well versed with Test Documentation (Test Scenario, Test Case, Test Data, Defect Report, Artifacts and Test Metrics).
 - **Experience in both Manual & Automation Testing with HP ALM Quality Centre and JIRA Zephyr**.
 - Expertise in documenting defects with high level details, accuracy and informative recreation steps using **JIRA** test management tool, also using **Zephyr** tool for writing TC's and creating Test metrics/reports/dashboards.
 - Strong in analyzing Business requirement & specification & development of Test plans, TC's.
 - Experience in **Defect Management** using JIRA/ QC & **Test Management** using QC/JIRA.
 - Good Knowledge of Backend Testing for validating database using **SQL** queries as well as to perform the Database Testing.
 - Expertise – **Telecom Domain OSS/BSS Billing systems (E2E journeys)**.
 - Coordinating onsite / offshore activities & Good in Resource management & training
 - Share knowledge & gain whatever possible from the team & Good in communication with clients
 - Converting Critics to personal strengths to create an effective work scenario.
 - Experience in leading Testing Team, assigning & tracking tasks provided to team members
 - Experience in providing **Testing support to the Client** during **UAT/ORT/BRT on Production**.
 - Knowledge about container technologies **Docker, Kubernetes** and Virtualization technologies **Virtual Box, VMWare**.
 - Self- motivated, team – oriented individual with strong problem-solving abilities, willing to learn & possess positive attitude
 - Good in understanding of business logic & ability to work well as a part of team & as an individual
 - Ability to lead a team & project in terms of supporting Testing/Salesforce CRM projects.
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Qualifications/Achievements:

- ORT Team Appreciation from Program Manager for completing multiple ORT Projects in SLA, June 2023 in Unity Project.
 - Awarded as Best Testing Performer of the Project Critical Release (Full Launch Delivery), Sep 2022 in Telefonica Project.
 - Awarded for Outstanding Testing Performance (Reported highest no. of Defects), Aug 2022 Telefonica Project.
 - Awarded EMP of the month for Successfully Tested multiple AWS Cloud services for Applications in peak time, July 2020 in TMNL Project.
 - Awarded EMP of the month for Successfully Tested multiple AWS Cloud services for Applications, July 2019 in TMNL Project.
 - Awarded EMP of the month for automated two applications, March 2018 in TMPL Project.
 - Client Appreciation for pulling a crucial project 15 days ahead of delivery time, Oct 2016 in HSBC Project.
 - M.Sc. Computer Science by Education, 2009 Post Graduation Year from Pune University.
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Technical Skills:

Tools: TOSCA (AS1 & AS2 certified), Lean (Basic certified), Agile, ISTQB, Selenium Web driver, Teradata, Informatica Power center (ETL), Data warehouse, SOAP UI, Mainframe TSO/ISPF, Jenkins, SonarQube, Postman, DevOps CICD, Microsoft office tools, Confluence, SNOW.

Applications Tested: Salesforce CRM (CPQ, Vlocity), Amdocs CRM, AWS, Web based, Front end /Back end, Billing, Provisioning

Domain: Telecom (OSS/BSS), Banking & Finance (Billing)

Defect Tracking Tools: HP Quality Center, Atlassian JIRA, Bugzilla

Operating System: Windows 98/2000/XP/NT, Unix

Programming languages: Java, SQL, XML, HTML, Java script.

Professional Experience:

Project- Unity

VOIS_Vodafone

Designation- Deputy manager

Team size-3

Project Description

In Unity project mainly Subset of UCC (Unified Communication & collaboration) product for UK Core & Local markets (Overlay) which includes different Operational Process & as ORT Deputy manager need to Conduct Operational readiness testing on operational process in Production environment with Stakeholders as well as need to provide testing support in on going issues as In Life Scenarios support with different teams.

Role & Contribution:

- Analyze User Requirements & Specifications from Confluence n JIRA & develop Test Plans & Test scenarios process wise.
- Performed Static & Dynamic ORT with stakeholder as per sprint & PI planning.
- Actively involved in PI Planning calls, Scrum calls, Sprint planning, Sprint review & Retrospective calls.
- Collaborated with Central Service Design Team & Service Design Team to design 100+ test cases for ORT.
- Executed ORT Test cases in JIRA where ensure that service is correctly deployed, maintained & supported in Prod env.
- Reported Defects in the JIRA and Conclude it in Triage calls.
- Supported Team to deliver support activities related to process maintenance, ORT (Static & Dynamic) tests.
- Provided up to date status & progress of each ORT in daily Scrum calls.
- Understanding the Business Requirements of projects from BA as well as Service Design Specification & Operation Process flow from Service Designer.
- Providing review comments & challenging Service Designer on the Process Flow.
- Created templates and artifacts for Test Strategy, User guide, Test plan, Test Case, Test Data, Defect Report and Test Completion Report end of Projects.
- Prepare the Test Strategies document & get it signed off from Internal manager, Stakeholders.
- Involved in Weekly Stakeholders meeting to develop in depth knowledge and understanding the Project wise progress.
- Collaborated with cross-functional teams to define and implement a Testing strategy, resulting in a 90% reduction in post-release defects.
- Actively involved in Team meetings for Management related discussion like productivity, Project wise Challenges/status/Progress, KPI Metrics.
- Prepare the CTDA model using Agile Requirements Designer for each Test Process.
- Prepare the Test Plan & provide walkthroughs to stakeholders & get it signed off.
- Preparing the Test Scenario & Test Cases according to the Project Requirements & Process flow.
- Provide walkthrough of the design Test Cases to various Stakeholders.
- Design and manage JIRA/Confluence queries, dashboard for metrics reporting.
- Execute the Static Testing (paper-based testing) with stakeholders & capture their queries/concerns.
- Engagement with various internal teams for setting up a Production Environment & to generate the Test Data which will be require to carry out Testing.
- Engagement of Business Stakeholders to carry Dynamic testing & get it signed off.

Environment: JIRA Zephyr, Confluence, Agile development environment.

Project- Telefonica

Wipro

Designation- Sr Test Engineer

Team Size- 05

Project Description

Telefonica (O2) project is the Out Tasking of Testing Services of Telefonica that includes the E2E testing of the, mediation & billing stack of RAITT program. Project deals with the testing & certifying each release of a trouble shooting application & its interface with billing sub-system for B2B Customers. The enterprise product is a web-based application which is developed on Salesforce CRM. Being part of QA team needs to support multiple releases which include validation of business-critical feature, testing across multiple environments (Dev, Staging, PrePod and Prod) & its interfaces with E2E Billing n Provisioning system.

Role & Contribution:

- Analyze User Requirements & Specifications from confluence/HLD/User Stories from JIRA & develop Test Plans & Test scenarios.
- Lead and provide appropriate knowledge transfer to offshore QAs to assist in efforts. Develop & maintain Test data as necessary to support testing efforts.
- Prepared the test Strategies, test plans, test cases, test Scripts, test Results, for both positive & negative Scenarios & mapped the same to Requirements.
- Cooperated with developers to design 50+ test cases for regular maintenance & enhancements for internal applications.
- Contribute in the preparation of the defect management, communication & Test scope sections of the test plan.
- Tested Products- MS365, MDM, (Managed /Unmanaged-Basic/Smart/Smart Standard), SDWAN LE (site Product)-N/W Account, Site Account and Routers, All IP Basic (Site Product)-Basic 50,100,250.
- Assist Dev Team in troubleshooting & determining root cause of application defects and issues.

- Performing requirement feasibility analysis & identified test scenarios/test objectives.
- Identifying end-to-end test cases, regression suites, & system test cases as well as gaps in user stories or business requirements.
- Document test cases & performed peer reviews on the teammate's work as well as Mentored and coached junior testers, resulting in a 25% improvement in their testing skills and knowledge.
- Ensuring the content and structure of all Testing documents/artifacts is documented and maintained.
- Coordinating and supporting the planning and execution of all QA/testing activities.
- Created templates and artifacts for Test Strategy, Test plan, User guide, Test Case, Test Data, Defect Report and Test Completion Report end of Projects.
- Reported Positive, Negative, usability, Exploratory, cosmetic Defects in the JFM with identified Prod defects with RCA.
- Acted as a Subject-Matter Expert as QA in E2E Testing, carrying out 20+ training KT/ walkthrough/Demo sessions for newcomers & stakeholders
- Executed the Automation scripts for Test data using TOSCA.
- Co-ordination with cross team to get the project requirements, gather & communicate the project status to the offshore team.
- Involved in daily meetings with the technical managers & development test leads regarding the schedule, resource management & activities tracking.
- Involved in Testing support activities with TC's flow to Clients during UAT on weekends/ weekdays.
- Onboarding and Knowledge Transfer Sessions to new Team members.
- Worked closely with the Business Analysts, Developers, & Database Architect in identifying the outstanding Issues in User Requirements & Specifications.
- Created & executed test cases using JIRA for End2End, Sanity, Smoke, System, Integration, Regression testing & UAT on Prod.
- Prepared Daily status summary reports with details of executed, passed & failed test cases, defect report, issue escalations to Release management & all stakeholders.
- Made extensive use of JIRA to create & maintain documents such as test plans, test execution & test results documents.
- Contributed in providing regular test reports to the management & Teams.
- Identifying the problems, prioritizing them & communicated the bugs to the developers using Defect calls.

Environment: JIRA, Salesforce CRM platform, SFDC sandbox, Billing applications, Agile development environment.

Project- TMNL-T-Mobile Netherlands

Wipro

Designation- Sr Test Engineer

Team Size- 2

Project Description:

TMNL project is Migration project. Where we moved Legacy application from premise (physical) to AWS cloud.

Role & Contribution:

- Collaborated in testing planning activities like test scenarios, designing the test cases, Test artifacts.
- Performed the tasks like Creation of test designs, test processes, test cases, test execution & test data by referring the specifications of requirements.
- Contributed for creating test-product documentation & also has to participate in testing related walk testing procedures.
- Performed Sanity/Smoke, Load Balancing, High availability & Disaster Recovery testing on different AWS services.
- Actively involved in "Status call" to discuss the defects & Release (Wave) wise Progress with development team.
- Reported Defects & execution of test cases from JIRA/TFS.
- Involved in Creation & review of test cases based on the requirement & design document.
- Executed all application related tasks & verifying database for transactions.
- Executing the test cases & implemented Manual testing in connectivity, Integration, SIT, ST, Sanity, GUI Testing, & Regression Testing on AWS Cloud applications.
- Tested various AWS services like Kibana (ELK), Ansible, EC2, RDS & RHCF in different environments like Dev, Staging, Agile, Prod etc.

Environment: JIRA, AWS Cloud, Agile development environment.

Project- A1Telecom

Wipro

Designation- Test Engineer

Team Size- 4

Project Description:

PC is a B2B web-based application. This application used by dealers, partners, & agents to provide various services to the Customers. Services like Mobile, Internet, Fix line & TV.

Role & Contribution:

- Reported Defects in the Jira & executed Test cases on HPQC
- Analyze User Requirements & Specifications & develop Test Plans & Test scenarios.
- Prepared the test Strategies, test plans, test cases, test Scripts, test Results, for both positive & negative Scenarios & mapped the same to Requirements
- Compatibility testing for different browsers like IE, Mozilla Firefox, & Google Chrome.
- Daily track of test execution report & Working in Agile methodology.
- Understanding the Business Specification & system specification document.

- Involved in Onboarding and Knowledge Transfer Sessions to new Team members.
- Prepared daily & weekly status Report. & Executed the test cases & implemented Functional, Integration, GUI Testing, Regression Testing.
- Daily track of defect was maintained, & same defects are assigned to development team for resolutions.
- To understand the functional flow & automate the application using Tosca test suite.
- Executed Automated Scripts using Tricentis Tosca Test suite
- To understand the functional flow & automate the applications using Tosca test suite.

Environment: JIRA, Tosca, Jenkins, Agile development environment.

Project-TMPL-T mobile Poland

Wipro

Designation- Test Engineer

Team Size- 4

Project Description:

SWS application is a Sales Support System which supports business market sales, residential market sales, tele-sales & backend for the eSHOP (ATG) application. SWS also support retention of the existing customers, annexing (extending existing contract) & exchange equipment (Damaged SIM cards). SS system manages business & residential customers, accounts for sales of different operations like business market sales, residential sales, tele-sales & eShop's.

Role & Contribution:

- Develop, execute & maintain test designs, including Test cases, Test data as necessary to support Testing efforts.
- Cooperated with developers to design 50+ test cases for regular maintenance & enhancements for internal applications in HP ALM Quality Centre.
- Acted as a Subject-Matter Expert in regression testing, carrying out 30+ training sessions for newcomers & stakeholders.
- Supervised & co-created testing & defect-tracking documentation with 100% closure rate.
- Participate in walkthroughs of testing procedures & prepared all reports to software testing carried out as well as TC's Design Document & Handbook of applications.
- Involved in Onboarding and Knowledge Transfer Sessions to new Team members.
- Performed Regression testing every time when changes are made to the code to fix defects & any deployment.
- Actively involved in "Status call" to discuss the defects & Project wise Progress with development team.
- Logged 500 + Defects (Positive + negative) independently in JIRA & execute all the test case.
- Collaborated about queries related to the requirements with client, business analyst, & product manager or project manager) assigned to the release.
- Automated Regression testing using automation tool –Selenium Web driver with Test NG Framework.

Environment: JIRA, HPQC, Selenium web driver & TestNG framework, Agile development environment.

Project Name: HSBC

Wipro

Designation- Test Engineer

Team Size- 15

Project Description:

R3Project is about Credit Card related project from HSBC that stimulates the functioning of Standing Order in Faster Payment accounts. In these users are placing Standing Order request in Front end system as front end & verify the changes in Mainframe Database (Tables & generated files for transactions.) as Back end.

Role & Contribution:

- Contributed for planning Testing procedures, Test scenarios & Test cases under the instructions of lead tester.
- Perform the tasks of writing Test scenario's & test cases by referring the Business requirement specifications and confluence workspace.
- Contributed of analysing test results & troubleshooting environment issues and assist Dev Team for RCA of defects and issues.
- Played core member role in Requirement Clarification, Impact Analysis, Design, Regression Testing, Mainframe Testing E2E testing, & System Testing.
- Involved in Creation & review of test cases based on the requirement & design document
- Contributed in analysis on the system & identified the Module flow for End-to-End testing.
- Contributed in Test Data Preparation & Deployment to system test environment.
- Logged & Tracked the Defects in HP ALM Quality Centre and sending status reports.
- Document Test Results and communicate to Project Management & other Project Stakeholders.
- Prepared Test Artifacts based on the execution of test cases with result in HP ALM Quality Centre.
- Actively involved in "Defect call" to discuss the defects with development team & Project managers.
- Actively involved in Scrum calls, Sprint planning, Sprint review & Retrospective calls.
- Verify all required data files, & mainframe applications are available as scheduled maintaining SLA deliverables.
- Compatibility testing for different browsers like IE, Mozilla Firefox, & Google Chrome.
- Successfully completed all assigned tasks with high quality in testing environments.
- Participated in user acceptance testing, providing valuable feedback to developers and stakeholders and resulting increase in customer satisfaction.

Environment: HPQC, Mainframe TSO/ISPF, Agile development environment.