

Vijayalakshmi Balasubramanian

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Professional Summary

- Experienced **Business Requirement Analyst Quality Engineer (Test Lead) role** with expertise in SDLC life cycle, QA methodologies, Requirement Gathering, Use Cases, User Stories, Product Backlog, Estimation, Prioritization, Defect Management and tools like **Jira/X-ray, VSTS**
- Proficient in Coordination, handling clients & Vendors at client place. Onsite location in the **United Kingdom** since **April 2022**
- Experiences in leading successful offshore testing resources in multiple locations and Onsite Client coordination
- Proficient in **Black-Box Testing, End to End Testing, System Integration Testing, User Acceptance Testing, Exploratory Testing, Web Application Testing, Front-End (UI) testing and Smoke Tests**
- Strong experience in **Chatbot, Voice Bot and IVR application testing**
- Strong knowledge in developing test suite, which includes **Test strategy, Test Plans, Test scenarios and Test Environment setup for Functional Testing**
- Hands on experience in Test management tools like **JIRA, Azure DevOps**
- Strong experience in **User Story creation** for use case development
- Experienced in **Waterfall/ Agile (Scrum/SAFe)** methodologies and good at providing Demo/Walkthrough
- Proficient in Defect identification, Defect Management on **Jira/Azure DevOps** and Root Cause Analysis
- Proficient in troubleshooting the product software and database related issues
- Possess good knowledge in **Machine First Delivery Model (MFDM), Artificial Intelligence (AI), Machine Learning and Retail Domains**
- Possess good knowledge Database and in SQL queries
- Participate in “GO-LIVE” event for a product deployment and provide End to End testing support for time and business critical projects
- Basic understanding in **Automation testing/API Testing** and in handling Web Elements

Technical Skills

Tools	JIRA/X-Ray, Azure DevOps, Confluence, Chatbot, Voice Bot, IVR
Programming Language	HTML, Java, Python
Process Skills	Business Requirement Analysis, User Story creation, Defect Management, Test Case Preparation

Processes	Agile-Scrum/SAFe, Waterfall, DevOps
Bug Tracking Tools	VSTS, JIRA/X-Ray
Ticketing Tool	IT ServiceNow
Databases	MySQL, PostgreSQL, SAP HANA
Operating Systems	Windows

Professional Experience

Assistant Consultant in Tata Consultancy Services

Oct-2011– till date

Education

S.NO	NAME OF DEGREE	NAME OF INSTITUTION	YEAR OF PASSING
1	Bachelor of Computer Application (BCA)	Srinivasan College of Arts and Science, Chennai	2011
2	HSC	Amala Girls Higher Secondary school, Musiri	2008
3	SSLC	Amala Girls Higher Secondary school, Musiri	2006

Relevant Project Experience

Project Title	Project: Lloyds Banking Group plc – Manchester, UK
Domain	Retail Banking – Telephony
Role	Test Lead- LUAT
Operating System	Windows 11
Tools	Jira/X-Ray, Confluence, Inhouse tools (Edge Desktop, ICE Desktop)

PROJECT DESCRIPTION:

Leading UK-based financial services group with over 325 years' history and a unique family of household brands. The testing scope of the work is IVR customer's journey. Performs End to End testing of IVR call journey.

RESPONSIBILITIES IN THE PROJECT:

- Reviewing Business requirement and Functional requirement for IVR
- Reviewing Test Cases and identifying the testing scope for Manual /Automation testing
- Developing Test Planning, Test Milestone, Test Scope

- Coordinating with stakeholders for gaps analysis and business on Test Requirement
- Managing the Test scenarios and Test Cases using Jira/X-Ray for End-to-End IVR testing
- Executing Manual Test Scenarios to achieve the End-to-End testing
- Responsible for Defect Management and status reporting
- Responsible for management documentations and knowledge transition from customers

PROJECT PROFILE II:

Project Title	Project: London Stock Exchange Group – London, UK
Domain	ETL
Role	Business Analysis
Operating System	Windows 11
Tools	Jira, Citrix VM, Confluence, SAP HANA

PROJECT DESCRIPTION:

London Stock Exchange Group is an integrated financial markets infrastructure business sitting at the heart of the world's financial community

The scope of the work is gathering the requirements from business and converting them into outcomes for the development.

RESPONSIBILITIES IN THE PROJECT:

- Created detailed Business Requirements in collaboration with the Business/Product owner, to develop use cases to meet the business requirements
- Created Epics, User Stories, Bugs, and Usability tasks in JIRA and maintaining the JIRA board on an ongoing basis.
- Worked in an Agile framework as part of a Scrum team focused on short development Sprints and regular release cycles.
- Actively participated in Bug Triage, Daily Standup meetings, to monitor project progress and resolve any issues the team may be experiencing
- Managed all communication with business partners and senior management to achieve all project objectives
- Performed user testing of the product once delivered by the Engineering and QA teams
- Involved on Sprint Planning, Sprint Review, and Sprint Retrospective meetings to capture & implement the learnings
- Kept track of the Product Backlog (New requirement/Change in Requirement) of the Project and ensure the required artifacts are documented and maintained
- Facilitated user acceptance testing and supporting business users in executing the user acceptance testing

- Being the single point of contact between the scrum team and business for the production checkouts

PROJECT PROFILE III:

Project Title	Project: CBO 1.1 - Horizontal –MFDM, Chennai
Domain	MFDM (Machine First Delivery Module), AI (Artificial Intelligence), Machine Learning
Role	Business Requirement Analyst (Test Lead) - Individual Contributor
Operating System	Windows 8.1/10
Tools	Azure DevOps, Chatbot, MS Teams, Web Browsers, Citrix VM

PROJECT DESCRIPTION:

MFDM™ (Machine First Delivery Model) lays out a structured approach to digital transformation. It helps automate all business process activities that can be automated and turn them into intelligent processes.

The testing scope of the work is Chatbot and Voice Bot application End to End testing. Performs System and automation test on different browsers (E.g.: Microsoft Edge, Chrome, IE).

RESPONSIBILITIES IN THE PROJECT:

- Analyse the Product Document Requirement and Specifications documents
- Participated in Agile development Spring Planning, Daily Standup, Sprint Retrospective, Backlog Refinement, Release planning and Sprint Demo in agile scrum environment
- Creating User stories and had walkthrough the user stories to Dev & Testing team
- Involving in POC of Chatbot to various projects
- Training new team on QA process, application, and tools for the project
- Developing Test Plan, Test Scenarios and Test Cases
- Performing **Smoke, End to End functional testing** of Chatbot
- Performing **cross-browser testing** manually to ensure the Chatbot functionality works in each browser
- Performing speech quality analysis and speech path verification for Voice Bot
- Evaluated the test results and coordinating with development team for bug fixes
- Performing defect tracking through Azure DevOps and doing Root Cause Analysis for all the defects raised in Azure DevOps
- Performing risk & impact analysis and prioritize the test cases for execution
- Organizing the status meetings and send the status reports to the Customers
- Ensure on-time delivery of testing milestones

- Actively participating in the UAT transition, retested UAT defects and updated the comments in VSTS on client feedbacks
- Providing the extended support to the business counterparts for Production Checkouts

PROJECT PROFILE IV:

Project Title	TCS MFDM – IGNIO Implementation, Chennai
Domain	Enterprise Intelligence Automation
Role	Test Lead
Operating System	Windows 7/8.1/10, Linux
Tools	SCCM, ServiceNow, JIRA, Web Browsers

PROJECT DESCRIPTION:

Enterprise Intelligent Automation & AI Machine First Delivery Model (MFDM™) Next generation thinking on AI & Intelligent Automation

Testing scope of the work IGNIO application Testing and Integration Testing. Performs System testing manually on different browsers (E.g.: Chrome, IE).

RESPONSIBILITIES IN THE PROJECT:

- Effectively managed a team of 7 members
- Analyzing the requirements and specification document
- Performed on various project deliverables like Test Plan, Test Scenarios, Test Cases and Test closure documents.
- Handling **Feature testing and Integration testing** of the IGNIO application
- Test case executions and reporting
- Reporting defects on Jira for tracking and evaluation
- Coordinating with development team for issues and resolution of defects
- Conducting End-to-End testing on applications and technology to ensure all the requirements are being met
- Configuring Test Lab environment and installation of application on the QA servers
- Troubleshooting IGNIO product related issue in production environment
- Interacting with Project managers to update the testing/deployment status and issues
- Providing the extended support to the business counterparts in UAT and Production Checkouts

PROJECT PROFILE V:

Project Title	TCS - Kimberly Clark, Chennai
Role	QA Tester
Domain	CPG

Operating System	Windows XP/7/8.1/10
Tools	SCCM, ED Notify, GD Patch, JIRA, ServiceNow

PROJECT DESCRIPTION:

Kimberly-Clark Corporation is an American multinational personal care corporation that produces mostly paper-based consumer products. The company manufactures sanitary paper products and surgical & medical instruments

The testing scope of the work is System, Performance, Load and User Acceptance testing.

RESPONSIBILITIES IN THE PROJECT:

- Understanding the Requirement, Preparation of test scenario and writing the test cases, Preparing test matrices
- Attending meetings and walkthroughs, coming up with test plan document
- Test case execution and reporting
- Analyzing the test results of test cases and raising the bugs in the client's defect tracking tool
- Experience with Incident management and troubleshooting experience with all higher environments and Lower environments QA, UAT environments
- Experience with change management starts from scheduling a change and implementing them within the build window to maintain zero violation

Certification

1. ITIL V3 Foundation Certification – Version 3

Educational History

Qualification	Year	Institution	Grade
Bachelor of Computer Application	2008-2011	Srinivasan College of Art & Science, Perambalur	First Class - Distinction with D++
