Nidhi Sharma

Software Test Engineer

Software Test Engineer with a demonstrated history of working in the Banking and Services Industry. Skilled in all stages of Software Development Life cycle and in Manual Testing (Mobile and Web Testing) such as Test Planning, Bug Tracking Report and API testing.

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WORK EXPERIENCE

PHONE BANKER
HDB FINANCIAL SERVICES (HDFC BANK)

03/2018 - 07/2021

Tasks
- Effectively managed a high volume of customer inquiries and requests via telephone, providing timely and accurate information on banking products, services, and account information.
- Demonstrated exceptional communication skills to assist customers with account issues, inquiries, and transactions, consistently exceeding customer satisfaction targets.
- Used various software applications like CRM, ORACLE FLEXCUBE, FINACLE etc to manage their operations, customer interactions, and data.

VIRTUAL RELATIONSHIP MANAGER
INDUSIND BANK

08/2021 - 02/2022

Tasks
- As a Virtual Relationship Manager at IndusInd Bank, i was responsible for building and maintaining strong customer relationships through digital channels, ensuring exceptional service delivery, and promoting the bank's suite of financial products and services.
- Managed a portfolio of virtual banking customers by providing personalized assistance and advice through video calls, phone calls, emails, and chat.

EDUCATION

Software Development Engineer in Test
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06/2023 - Present

Bcom(Prog)
University Of Delhi

06/2012 - 07/2015

Class 12th
(C.B.S.E)

2012

Class 10th
(C.B.S.E)

2010

SKILLS

Test Planning   Test Design   Test Execution

Mobile Testing   Web Testing

Functional Testing   MS office

Defect Reporting and Tracking

PERSONAL PROJECTS

Amagine.in
- Identify and document test requirements and objectives.
- Develop a comprehensive test plan outlining test strategies, methodologies, and resources required.
- Create test cases and test scripts based on the software's specifications and user requirements.
- Validate that the software complies with relevant industry standards and regulations
- Ensure that the software is user-friendly and meets usability requirements

ROLES AND RESPONSIBILITIES

•Worked in Universal Phone Banking and then promoted to Assets
•Maintaining long term relationship and enhancing relationship with existing customers so as to increase revenue base for the bank
•Revenue target through effective cross sales generating income across Investment, Assets, Cards and liability products
•Ensure complete customer satisfaction by complaints resolution
•Proficient in common Computer program

LANGUAGES

English
Elementary Proficiency

Hindi
Full Professional Proficiency

INTERESTS

Reading   Travelling   Cooking