

INDRANI SUBIR MAITI

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SENIOR QA ENGINEER | ASPIRING IT PROJECT MANAGEMENT | SERVICE DELIVERY

Result-driven Senior QA engineer with 8.5+ years of extensive understanding in **IT project delivery** through scrum and agile methodologies across digital payments, automobile and cyber security domains. **Proficient** in performing **API testing** using **Postman**, functional testing, mobile testing (Android & iOS), and developing test plans, test cases, test scripts, and test reports. A proven track record in global IT service delivery and delivering value-added solutions to key clients.

PROFILE OVERVIEW

- **Project Management: Demonstrated knowledge** in executing projects in an onsite and offshore delivery model, implementing project plans within pre-defined budgets and target schedules, monitoring project progress and ensuring timely delivery.
- **SDLC:** Extensive knowledge of the **software development life cycle (SDLC)**, from requirements gathering to programming, testing and maintenance, troubleshooting complex bugs, etc.
- **Process Improvement:** Streamline **STLC** and **mobile app release processes**, enable multiple features to be developed concurrently for a wide product portfolio, and expedite deliverable time frames.
- **Dynamic Agile Facilitator:** Aptitude in **Agile methodologies**, skillfully guiding cross-functional teams to deliver projects efficiently while promoting collaboration and continuous improvement.
- **STLC:** Proficient in all stages of the **Software Testing Life Cycle (STLC)** including Test Plan, Test Strategy, Test Planning, Test Execution, Test Deliverables, and Test Closure Report. Proven track record in overseeing Test Execution.
- **Team Management:** Skilled in developing the technical and personnel skills of the team and providing support for any technical advice to teammates & functional departments.
- **Tech Savvy:** Research-oriented, motivated, and proactive with strong **technical, analytical, and relationship management skills**. Adaptive to new technologies, and ability to work in a multicultural environment, and lead personnel.

~Core Competencies across domains like Payments, Cyber Security, Automobile~

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|---|--|---------------------------------|
| ▪ IT Project Management | ▪ Requirement Gathering and Analysis | ▪ Troubleshooting |
| ▪ Agile Methodologies | ▪ Testing and Implementation | ▪ STLC |
| ▪ Software Testing Lifecycle | ▪ Functional Testing | ▪ API testing & Mobile Testing |
| ▪ Analytical Skills and Logical Reasoning | ▪ Documentation | ▪ Stakeholder Management |
| ▪ Cross-browser Testing | ▪ Accessibility and Localization Testing | ▪ Cross-functional Coordination |

PROFESSIONAL EXPERIENCE

QA lead ▶ UST----- Since Aug. 2021

- Oversee and manage the **end-to-end** testing efforts for critical projects, ensuring successful delivery of high-quality software applications.
- Create and update **testing documentation**, including test plans, test cases, and testing results, to provide a clear record of testing activities. Focused on using the Agile model with **JIRA** and **Zephyr** as **test management tools**.
- Provide the **go-ahead for software releases**, ensuring that the software is of high quality and ready for deployment.
- **Lead a QA team**, ensuring effective collaboration and coaching to deliver high-quality applications to clients, Managed end-to-end testing processes, including test planning, documentation, test execution, and regression testing.
- Design, develop, and perform **acceptance testing** of assigned tasks, as well as debug and fix multiple bugs. Perform **GUI testing**, keeping **Figma** as a reference, functional testing, regression testing, accessibility testing and backend **API testing**.
- Analyze **existing customer satisfaction** functionality requests for providing business-value based recommendations to product owners.
- Collaborate with **business partners and stakeholders** to identify and define high level and detailed business requirements.
- Supervise and investigate **high-severity incidents** to ensure service availability with minimal delay ensure that resolved incidents are properly documented and closed.

NOTABLE ATTAINMENTS

- **UST | Acknowledged Excellence:** Recognized by seniors & colleagues for demonstrating high-quality contributions. (2 Pat on the back)
- **AGS Transact Technologies Ltd. | Distinguished Recognition:** Earned the prestigious Super Star Award for outstanding performance during the year 2019-2020, reflecting exemplary dedication and accomplishments.

Projects Handled

QA Lead | Deluxe ▶ UST

Deluxe Corporation, a leading American payments and business technology company, operates across diverse divisions including payments, cloud services, promotional products, and checks.

Roles & Responsibilities throughout the tenure:

- Lead QA efforts in an Agile model using JIRA and Zephyr for effective Test Management, overseeing end-to-end testing processes.
- Develop, execute, and review test cases and plans within Zephyr, ensuring comprehensive testing and validation of software.
- Drive defect resolution by participating in Root Cause Analysis (RCA) for identified bugs, performing retests, and conducting fix check.
- Coordinate diverse testing activities, including GUI, Functional, Regression, Accessibility, and Backend API testing, while also contributing to new team member training for seamless onboarding.

QA Lead | CyberProof ▶ UST

CyberProof specializes in intelligent incident detection and response. Our advanced platform enhances efficiency with transparent, cost-effective threat mitigation.

Roles & Responsibilities throughout the tenure:

- Led rigorous Backend API testing for various integrations, ensuring seamless and secure interactions between systems.
- Worked in Cyber Defense Components (CDC) and Stackstorm, ensuring seamless integration with various systems to enhance overall security, comprehending their integration with diverse systems, enhancing the overall security ecosystem.
- Successfully managed end-to-end testing cycles within the Agile framework using JIRA, collaborating closely with the Project team to ensure continuous progress and effective defect resolution.
- Executed Functional Testing, Regression Testing, and Backend API testing, addressing various facets of software quality assurance.

Executive ▶ AGS Transact Technologies Ltd ----- Jan. 2019 - Aug. 2021

- Designed, developed, and executed **test cases** to validate different aspects of software functionality, including user interactions, business logic, data integrity, and system performance.
- Conducted various **testing activities** to ensure application stability and functionality. Identified, documented, and reported software defects or bugs. Performed **smoke** testing, **functional** testing, **regression** testing, and **system** testing.
- Collaborated with developers, product managers, and other stakeholders to communicate test results, provide feedback, and ensure a collaborative approach to software quality.
- Contributed to **Oman's first digital platform** for cashless mobile payments.
- Managed **e-wallet and payment** business operations in **Cambodia**.
- Played a key role in the revolutionary **Fastlane fueling** technology.
- Tracked, managed, and ensured that **delivery escalations** were closed in order to proactively locate gaps in current delivery and build a business case for enhanced service offerings.
- Provided guidance to development **teams** regarding functional requirements and troubleshooting processes.

Projects Handled

Executive | Lanka Clear ▶ AGS Transact Technologies Ltd

Lanka Clear, formerly National Cheque Clearing House, stands as Sri Lanka's foremost payments infrastructure provider, offering solutions like eLG, IRD, CICT, and SLPA.

Executive | Thawani Pay▶ AGS Transact Technologies Ltd

Oman's pioneering digital platform offering cashless mobile payment solutions for both merchants and individual shoppers, aligning with international banking standards.

Executive | DaraPay App ▶ AGS Transact Technologies Ltd

E-Wallet and Payment solution in Cambodia, DaraPay facilitates a range of services including cash transactions, mobile top-ups, and seamless transfers between accounts.

Executive | Fastlane App ▶ AGS Transact Technologies Ltd

Revolutionizing fueling technology at HP fuel stations, the Fastlane App enables secure, cardless transactions, enhancing the fueling experience.

Executive | BCA (POS Terminal) ▶ AGS Transact Technologies Ltd

Bank Central Asia in Indonesia, the payment application empowers merchants to perform secure payment transactions using BCA cards.

Executive | ONGO Wallet ▶ AGS Transact Technologies Ltd

The comprehensive ONGO Wallet app simplifies day-to-day transactions, covering utilities, offline and online purchases, fuel payments, & more.

Roles & Responsibilities throughout the tenure:

- Demonstrated expertise in diverse testing realms, conducting Mobile Testing (Android & iOS), API testing using Postman, and various other tests including Functional, Regression, and Backend API testing.
- Served as a central liaison, providing invaluable support to both clients and the implementation team as a key point of contact.
- Collaborated seamlessly with cross-functional teams to swiftly identify and resolve issues while ensuring optimal application stability and functionality.

Associate Consultant ▶Capgemini India Pvt. ----- Mar. 2015 - Jan. 2019

- Created **comprehensive test plans and strategies** that outlined the scope of testing, testing objectives, resources required, and the overall approach to ensure the software's quality.
- Performed **functional testing** to verify that the software meets the specified requirements and functions as intended.
- Efficaciously **selected and applied test cases** to verify and debug failure reports and feature requests returning from the field, and assisted the developers in order to make changes in software.
- Translated **business** and **technical** requirements into solution architectural requirements.
- **Enhanced applications** by identifying opportunities for improvement, making recommendations, and designing systems.

Projects Handled

Associate Consultant | MBCPOS (Mercedes Benz Point of Sales Application) ▶ Capgemini India Pvt

Daimler AG, a German multinational automotive corporation, developed MBC-POS (Mercedes Benz Point of Sales Application) to manage customer data for inquiries, purchases, and car configurations, aiding sales consultants in tracking customers and orders effectively.

Associate Consultant | BNSF Railways (Burlington Northern and Santa Fe Railway) ▶ Capgemini India Pvt

The BNSF Railway, North America's largest freight rail network, had its entire railroad system simulated in an application that underwent testing.

EDUCATION AND CREDENTIALS

B.E. (Information Technology) | Mumbai University ----- 2014

Training & Certification: ISTQB ® Foundation Level || IT Project Management certificate from ISB || Professional Scrum Master I

PERSONAL DETAILS

Date of Birth: 27th Sept. 1991 || Nationality: Indian || Languages Known: English, Hindi, Bengali, Marathi