

**NEHA GAIKWAD**  
Plot No.1270, Deshpande Layout,  
Wardhaman Nagar, Nagpur  
Current Location: Pune, Nagpur

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### Career Objective

Seeking job opportunity as a Business Technology Analyst/System Analyst with a growth- oriented organization that can provide me the opportunity to improve my skills and knowledge, to grow with the organization's objective.

### Professional Summary

- Having **8 years** of experience in IT industry as a QA and Technical Writing Specialist.
- **3+** years of experience in business analysis.
- **6+ years** of experience in creating **technical documentation**, Business Requirement Document (**BRD**), Functional Requirement Document (**FRD**), **user stories**, **use case documents**, and **release notes**.
- Performing **requirements analysis** and **UAT testing**.
- Knowledge of business processes, SQL, GAP analysis, SWOT analysis, prioritization, data visualization and story mapping.
- Ability to handle a team of 5-6 members.
- **2+** years of experience in **mobile app testing** on Android and iOS platforms.
- Sound knowledge of testing deliverables – Test Plan, Test Strategy, Test cases preparation and Test Report.
- Excellent understanding of **SDLC**, **STLC**, **DDLC** and **AGILE Scrum** environment.
- Sound understanding of defect life cycle, defect reporting, PTC Integrity, JIRA and Occygen.
- Proficient in functional testing, integration testing, accessibility testing, regression testing, performance testing, user acceptance testing (UAT), GUI testing, and compatibility testing.
- Excellent written and verbal communication skills.

### Professional Experience

- Total Experience in the IT Industry: **8 yrs**.
- Currently working at **PTC Software**, Pune from 6.10+ years as a Technical QA and Specialist Technical Writer (year June 2016 – till date).
- Former employee at Enovate IT Outsourcing Pvt. Ltd. as Software Testing Engineer (Experience: 1.3 year) (year March 2015 to June 2016).

### Technical Skills

Operating Systems	Windows XP, Windows, iOS, Android
Software Tools	Eclipse Integration, Visio, JMeter, Postman, Snagit
Version Control Tool	GitHub, GitLab
Programming Language	C, HTML, SQL
Project Management Tool	PTC Integrity, JIRA, Confluence, Occygen, HP ALM
Microsoft Apps and Services	Word, Excel, PowerPoint, Outlook, OneNote, MS Teams, SharePoint, OneDrive
Continuous Integration Tool	Jenkins
Authoring Tool	PTC Arbortext Editor (DITA), Adobe Robohelp
Business Intelligence Tool	Oracle BI, Power BI
Video Creation Tool	Camtasia

## Certifications

- **Certification in Business Analysis** from **Learning It Institute, Hyderabad.**
- **Certification in Software Testing** from **Mindscripts Institute, Pune.**

## Education Summary

Course	Board/University	University	Year of Passing	Percentage
M.B.A (Master of Business Administration)	Sinhgad Institute of Technology and Science, Narhe, Pune	University of Pune	2015-17	74.44 % (8.46 CGPA)
B.E. (Electronics & Telecommunication)	Sinhgad College of Engineering, Pune.	University of Pune	2010-13	67.00%
Diploma	Govt. Polytechnic, Nagpur	Autonomous Institute of Maharashtra Govt.	2007-10	86.94%
SSC	Hindustan High School, Nagpur	Maharashtra State Board	2006-07	84.30%

## Project Details

### **Project 1: Windchill: (Automation, Install, Update and Upgrade Testing, Content Management)**

#### **Key Responsibilities:**

- Working with a diverse team of Software Engineers, QA Managers, and Product Owners in an **AGILE** scrum set-up to ensure the highest level of quality in newly developed features.
- Continues integration of builds using Integration tool **Jenkins** and storing the code in **Git**.
- Excellent collaboration skills.
- Validating code logic manually using code checklist.
- Updating the SPR dashboard and checking analytics in Oracle BI.
- CPS activities and delivery of tasks as per scheduled milestones.
- Maintenance of online help center and release notes of CPS releases.

### **Project 2: Mobile App Testing: (Project Management and Documentation) (1.3 years)**

- **Android Apps:** Ride sharing App, Agro-Talk, Speakz, Driver Rating App, CFP – Gold Chain TriponX, Hegati
- **iOS Apps:** Agro-talk, Speakz, Hegati
- **Web applications:** CRP, CFP - Gold Chain, Credentials App, Chef's Order, TriponX

#### **Key Responsibilities:**

- Understanding and identifying technical features from the requirement specifications document.
- Formulation of test scenarios and test cases in **Occygen** and **JIRA** test management tool.
- Execution of test cases, verification and retesting of the software fixes, performing **UAT testing**.
- Coordinating with the release manager and development team about blockers or critical issues in the apps.
- Maintenance of software deliverables or process documentation.

### **Project 3: Windchill Modules (GUI Testing and Documentation)**

#### **Key Responsibilities:**

- Coordinating with the scrum team and understanding new features in Windchill modules.
- Maintenance of online help content of Windchill Workgroup Manager product.
- Tracking defects and user stories in project management tool - **PTC Integrity**.
- Resolving localization queries in **JIRA** tool.
- Troubleshooting blocking or critical issues in the project.
- Performing user interface (GUI) and user acceptance (UA) testing on Windchill Help-Center.
- DITA conversion using 'PTC Arbortext Editor' and publishing the document through E-Publisher.
- Providing leadership, training, coaching, and guidance to junior staff.

#### **Achievements & Extra Curricular**

- Got promoted in 2019.
- 2nd topper in SSC exam.
- Qualified painting intermediate exam.
- Qualified AMCAT exam – 2014
- Presented Paper on 'AVR Based Automated Ordering System in Restaurant' by Sinhgad College and IEEE.
- Worked as the art committee co-head of technical event 'Excelsior year 2012'.
- Worked as an event organizer in college annual gathering.

#### **Personal Details**

Full Name	Neha A. Gaikwad
Nationality	Indian
Gender	Female
Languages Known	English, Hindi, Marathi, Urdu

#### **Declaration**

I hereby declare that the information furnished above is true to the best of my knowledge and belief.

Neha A. Gaikwad