MONICA BHARADWAJ

Hyderabad, India

Mobile: +91-943-802-2684   E-mail: monicabharadwaj.kitty@gmail.com

PROFESSIONAL SYNOPSIS

- **Sr. Test Engineer** with the rich IT industry expertise of **7 years and 10 months** in end-to-end **project management, testing, and maintenance support** while working within retail & logistics industries.
- Having vast experience in point of sale (POS) systems, mobile apps, e-commerce websites, payment gateways, delivery service providers, analytics integrations, documentation, API testing, and database testing.
- **I act as an enabler for the effective functioning of a software development team using Agile methodologies. I coach and mentor the scrum team, removing roadblocks to successful implementation and allowing the team to remain focused on the task at hand. I conduct scrum and agile ceremonies such as sprint planning, daily stand-ups, sprint reviews, and retrospectives.**
- Experience in managing all the necessary governance and processes required to design & validate the test scenarios, test cases, and potential risks.
- **Regularly coordinating with the key Business Client Stakeholders for future enhancements, plans and estimates. Gathering the business requirements, reprioritizing the ongoing tasks, and documenting test objectives and requirements input for preparing tasks.**
- Worked for a diverse range of top global process industry clients based in the United States and the United Kingdom.
- Managing critical risks and challenges in preparing the business scope of a legacy e-commerce web application through in-depth research and analysis for e-commerce technology migration.
- Working with the client to gather requirements and developing proof of concept (POC) for new technologies/solutions and suggesting business process improvements to reduce the complexity in the applications.
- **Developing innovative solutions** to hard problems by collaborating as needed across regions and teams.
- Identifying problems within the team and resolving conflicts by coordinating and guiding with the solutions at the right time.
- Expanded the business capabilities using data mappings and conversion tools for different third party POS systems.
- Experienced in third-party Fedex delivery service integrations.
- Sophisticated with different World Pay third-party payment gateways.
- **Collaborating with product cross teams** for suggesting appropriate product-specific changes to benefit the end-users.
- Mentoring the team members and guiding them to overcome the challenges to complete their scope of work.
- Good understanding of the company's global business processes in software development and testing lines.

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KEY SKILLS

- Ensuring that development teams follow scrum framework values and agile practices, mentoring and motivating the teams to improve processes, facilitating meetings and decision-making processes, and eliminating team impediments.
- Prepared the documentation using the Postman-Markdown styling method for team members and business partners, which also helps supporting developer adoption for APIs.
- Realistic visual designing with Wireframe, Prototype, and Mockups for new product functionality & requirements.
- Validating the logic of the application architecture within a short amount of time by performing the API Testing.
- Validation the table schema, query responsiveness & data integrity by performing the database testing.

ORGANIZATIONAL SCAN

May 2019 – Till Date	**Techmatic Systems India Pvt. Ltd., Hyderabad**

Scrum Master/ Senior Test Engineer (Current Role)

Role:

- Built and led the Testing team. Defining the scope of testing within the context of each release/delivery as a Scrum master.
- Experienced in a fast-paced and dynamic environment where daily, weekly software updates coincide with major project releases.
- Managing resources for testing to achieve successful results, and coordinating with different teams & third-party service providers during releases.
- Application planning, designing, management, execution, and reporting of tests using appropriate testing tools and techniques.
- Handled the different payment gateway transaction flow for the merchant demands. Developed the architecture diagram to implement the multiple payments gateway systems..
- Identifying the redundant third-party API call in the system to be able to avoid duplicate calls.
- Applying a proactive approach for problem-solving, taking ownership of issues, and having the determination to follow things

through.
- Prioritization and time management for releases/deliveries.
- Functioning as a point of contact with the onsite team to finalize the overall product enhancement..
- Enhancing the product by analyzing and reporting functional flaws in the systems.
- Managing testing efforts by delivering application and component releases.
- Coordinating and executing regression testing, functionality & usability testing.
- Performed scannability and readability testing of the product barcode, & label scanning.
- Performing independently to determine methods and procedures for new assignments.
- Optimizing processes and methods to deliver quality work.
- Developing, updating, and maintaining quality testing standards and procedures.
- Leading others on the testing team and managing process questions & issues.
- Developing end-to-end testing strategies and defining test plans for entry/exit criteria.
- Brought customer retention techniques together and implemented the "Frequent Shopper" or "Customer Loyalty" program.
- Tested Firebase Cloud Messaging (FCM) server-side components and verified segmented push notifications to reach targeted customers.
- Identified and provided options to implement the best approach for changing the mobile apps theme palettes as per merchant preferences dynamically.
- Improved the app stability across the cross-device platform by understanding and recreating the app crashes being reported on Crashlytics.
- Testified the access and privilege management for merchant and user roles.
- Validated the XML changes that are newly added to support the third-party companies/merchants to sync user and sale/order data.
- Performed end-to-end testing on mobile applications.
- Developed an excel sheet to compare/test the calculative defects in the application.
- Designed and developed complex test cases to test the white-label (rebranded and resold) apps and websites.
- Developed an on-demand image library solution and tested the availability & accessibility of the image library.
- Expertise in Authorize.Net payment gateway. Leveraged sandbox environment to perform various test transactions to verify Address Verification Service(AVS), Card Verification Value(CVV), Authorization, and Capture.
- Added and tested the Twilio service integration with the system to notify the customers using SMS and Voice Calls.
- Driving quality testing solutions by planning and constructing test scripts through the use of quality processes & methodologies for clients.
- Integrated the various delivery service providers and simulated the driver actions for order status updates.
- Packaging, estimate, and tracking services incorporated with Fedex integration and testing.
- Defining and tracking test metrics, including code coverage, quality, and performance.
- Experienced in alpha and beta testing process for Android and iOS applications.

June 2017 - May 2019   **Cynosure Technology Pvt. Ltd., Hyderabad**

Test Engineer

Role:

- Taken client short deadlines as a challenge and met the client expectations to deliver the best quality product.
- Contributed and communicated client expectations to the developers logically, which helped reduce Developer efforts to improve the efficiency in their deliverables.
- Good experience in writing test scenarios, test cases, test data, and bug posting.
- Understanding test requirements, authoring, and updating test cases accordingly.
- Test execution to identify problems from an end-user perspective.
- Defect tracking and renovating result status.
- Contrive detailed test plans, acceptance criteria, and test scenarios for each project.
- Assemblage developers and programmers to speedily resolve faults.
- Analyzing, writing reports & convey results to colleagues & managers.
- Involved in preparing estimation and schedules as per the client's requirements.
- Involved in Compatibility Testing, Responsive Testing, Regression Testing, and Retesting.
- Testing full product scope, identifying problems & resolving them with the development team.
- Monitoring testing activities to ensure the quality and functionality of assigned systems. Ensured timely and accurate test communications with the Product Manager.
- Educated/trained testers and developers to clarify the doubts.
- Conducted the Kick-off meeting for the project and was involved in the test coordination.
- Performed compatibility testing in various browsers and mobile devices using third-party tools like saucelabs.com and perfectomobiles.com.
- Payment integration testing through Paypal sandbox.
- Reported the issues in the bug tracking tool and discussed with the developer to speedily resolve issues.
- Performed smoke testing, regression testing, re-testing, and usability testing.
- Performed W3C Markup Validation testing to maintain HTML and CSS coding standards.

- Performed plugin Installation testing in some WordPress versions like 4.3,4.2 and 4.1. Testing the functionality of the plugin manually.
- Performing the APK file installation testing in different real devices.

Jan 2016 - May 2017   **Tech Mahindra Ltd, Bhubaneswar**

Software Engineer

Role:

- Strong problem solving and troubleshooting ability to tackle business challenges.
- Reporting bugs in defect tracking tool, monitoring, retesting and closing the bugs.
- Effectively used the HP-ALM tool for the application lifecycle management for governing the software quality activities and implementing the rigorous auditable application testing processes.
- Regularly attend the defect triage meeting with stakeholders for evaluating or assessing them the defects, and attach priorities and severity level to it.
- Presenting the demo to business uses in the sprint review meetings.
- Prepared test scenarios and test cases for various applications and modules.

NOTABLE HIGHLIGHTS

➢ Team Management	➢ Verbal and Written Communication	➢ Problem Solver	➢ Logical
➢ Analytical	➢ Decision Maker	➢ Conflict Management	➢ Team building
➢ Motivating	➢ Forward Thinker	➢ Effective Planning	➢ Active Listener
➢ Foresee Potential Risks	➢ Adaptable & Influential	➢ Time Management	➢ Team Player
➢ Agile Methodology	➢ Scrum Master	➢ Release Management	➢ Requirement Analysis
➢ Client Serving	➢ Product Development	➢ A/B Testing	➢ Research & Development

TOP TOOLS AND SKILS

❖ MS-SQL	❖ Documentation	❖ Postman
❖ Foxpro	❖ GitHub & Bitbucket	❖ Atlassian Confluence
❖ Invision & Marvel	❖ Payment Gateways	❖ Delivery Service
❖ Zoho Projects	❖ Office 365	❖ Microsoft Teams
❖ BrowserStack, Sauce Labs, SeeTest & PrefectoMobile		❖ Amazon Web Services (AWS)
❖ Zoom, Google Meet, Uber & Webex		

INTERNATIONAL CERTIFICATION

- ISTQB Certified Tester Foundation Level Passed.

TRAINING ATTENDED:

- Ultimate AWS Certified Solutions Architect Associate 2021.
- Business Analysis Fundamentals.

ACCOMPLISHMENTS:

- Recognition for excellent performance in Initial Training Program.
- Received highest ratings consistently in the project for hard work and dedication exhibited.
- Appreciation Notes from the Client Leadership for working across multiple teams within the project and for stretching beyond the timelines to help achieve the target before the deadline.

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SCHOLASTICS

- ➜ 2011 - 2015, B-Tech (Information Technology) from Biju Patnaik University of Technology, Odisha , India and secured 7.96 (CGPA)
- ➜ 2009 - 2011, Intermediate (Science, CBSE) from Kendriya Vidyalaya, Bhawanipatna, Odisha, India and secured 85.4%.
- ➜ 2006 - Schooling (10th, CBSE) from Kendriya Vidyalaya, Bhawanipatna, Odisha, India and secured 88.2%..

LINGUISTICS

- English
- Hindi
- Odia

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