SHILPA R

Designation: Quality Engineering Senior Analyst
Mobile: 8105562193
Email: shillpar1994@gmail.com

Objectives:

Enthusiastic Software Test Engineer eager to contribute to team success through hard work, attention to detail and excellent organizational skills. I want to prove myself as a good team member and perform my duties with best abilities to deal with as many projects and try my level best to get success. I would like to work as automation tester for your esteemed organization and ensure high-quality software products are delivered to end users.

Work Summary:

Test Engineer with 6+ years of experience in Analysis, Quality Assurance, Software Testing, client/server applications and Web Applications. Proficient in preparing Test Plans, Test Scripts, Test Scenarios, Test Designs, Test Coverage Metrics, Tracking documents and Test Cases for both Manual and Automated Testing. Having experience in Sprint/Agile/Scrum Methodology. Good understanding in the software development life cycle(SDLC), Software Test life Cycle(STLC), Bug Life Cycle & its different phases.

Technical Skills:

- **Testing types:** Manual Testing, Automation Testing and Database Testing, Chat BOT Testing, IVR Testing.
- **Automated Testing Tools:** Selenium WebDriver.
- **Testing Framework**: TestNG, Data Driven Testing by using Apache POI, Hybrid framework, POM.
- **Programming Languages**: Java, Python
- **Web Technology:** HTML
- **Databases**: My SQL, Ms SQL, Big Query
- **Tools:** Jira, SVN, Azure Devops.
- **Operating systems:** Windows, Linux.
- **Industrial standard protocols:** Modbus-TCP, BACnet.

Work History:

April 2017 – Current

Professional Project Experience

Project -1: May 2017 – March 2018	
Client	Knowledge City (LnT Baroda)
Project Name	Knowledge City (i-BEMS)
Technology Used	JavaScript, Java, My SQL
Testing Approach	Manual Testing
Role	Development and Web Application Testing

Project Description:

BEMS (Intelligent Building Experience Management System) is the backbone of modern smart building. It is a one stop solution for building automation and energy management system. It also helps the user to manage the energy consumption of the building by predictive analysis of the data collected from the power monitoring systems like Energy meters.

Roles and Contribution to the Project:

- Setting up test environment.
- Attending Scrum daily and clarifying issues.
- Test Case preparation for application dashboards.
- Involvement in understanding the requirements and creating the test cases for application dashboards, Test Scenarios and Test Data.
- Preparation of Test Strategy.
- Involvement in Database Testing i,e i have perfomed data validation testing for the application.
- Responsible for GUI and Functional Testing, using Black box Testing Techniques.
- Involvement in Test Execution, Result analyzing and defect reporting.
- Performed End-to-End testing for the application.
- Was also involved in development activities.

Project -2: June 2018-Jan-2019	
Client	Intel
Project Name	SRR4 (i-BEMS)
Technology Used	Angular JS, Java, MS SQL
Testing Approach	Manual Testing and Automation Testing
Role	Web Application Testing

Project Description:

i-BEMS (Intelligent Building Experience Management System) is the backbone of modern smart building. The ingenious system-of-systems facilitate the next level of personalized user and digital experience, occupant safety, air quality monitoring and predictive diagnostics using IOT.. This application helps to monitor and control the building components like HVAC, Lighting etc., It also helps the user to manage the energy consumption of the building by predictive analysis of the data collected from the power monitoring systems like Energy meters. Using i-BEMS, the smart office will help save energy and water and also address areas such as preferred working environment for the employees.

Roles and Contribution to the Project:

- Performed feasibility analysis for the user stories in the Product backlog and identified test scenarios/test objectives.
- Attending Scrum daily and clarifying issues.
- Performed elaborate functional testing for Admin module along with exploratory testing. Also worked on test scenario maintenance when necessary.
- Involvement in creating of the test cases, Test Scenarios and Test Data.
- Preparation of Test Strategy.
- Involvement in Database Testing i,e i have perfomed data validation testing for the application.
- Responsible for GUI and Functional Testing, using Black box Testing Techniques.
- Involvement in Test Execution, Result analyzing and defect reporting.
- Performed End-to-End testing for the application.
- Involved in performing Automation testing.
- Using POI with Selenium web Driver for Data driven Testing.
- Preparation of automation tests using Selenium TestNG.
- I was also involved in bug fixing activities.

Project -3: Jan-2020 – April 2021	
Client	Intel
Project Name	LTR (i-BEMS)
Technology Used	Angular JS, Java, MS SQL
Testing Approach	Manual Testing and Automation Testing
Role	Web Application Testing, Mobile application testing , Functional Testing.

Project Description:

This project provides multiple smart facilities for building's users through browser based web application and mobile application, where users can use these applications to avail different facilities of the building such as Cafeteria, Parking Management, Visitor Management, Air Quality, ELV System, Fleet Management, Smart Meeting (which includes Meeting room booking, Booking history, Availability check), Smart Toilet Management, Other services, Smart Cabin, Library Management, Smart Office.

Roles and Contribution to the Project:

- Performed feasibility analysis for the user stories in the Product backlog and identified test scenarios/test objectives.
- Involved in Web and Mobile app Testing.
- Involvement in creating of the test cases, Test Scenarios and Test Data.
  Prepared Integration Test Plan, System Test Plan by analyzing the requirements.
- Performed Functional Testing, Integration Testing.
- Involved in API Testing using Postman.
- Involved in Preparation of Test data.

- Involvement in Database Testing i,e i have perfomed data validation testing for the application
- Attending Scrum daily and clarifying issues.
- Performed elaborate functional testing along with exploratory testing. Also worked on test scenario maintenance when necessary.
- Performed End – to –End testing of application.
- Was also involved in Deployment of application in Production environment and testing it.

Project -4: May 2021 – Nov 2021	
Client	KeyBank
Project Name	KeyBank
Technology Used	Node js
Testing Approach	Manual Testing and Automation Testing
Role	Chat Bot and IVR Testing

Project Description:

This project helps users to manage customer requests with instant responses and boost satisfaction levels. Helps in handling the queries of thousands of customers instantly as well as simultaneously. It also ensures a touch of personalization by engaging customers with one-on-one conversations, maintaining a natural-sounding tone, and by being good at interactive communication. IVR system helps users in processing of customer's phone call, providing transaction details, taking customer's requests, transferring calls to agents based on customer request etc.

Roles and Contribution to the Project:

- Performed feasibility analysis for the user stories in the Product backlog and identified test scenarios/test objectives.
- Performed Functional Testing, Integration Testing.
- Involvement in creating of the test cases, Test Scenarios.
- Prepared Integration Test Plan, System Test Plan by analyzing the requirements.
- Was involved in Chatbot Testing.

Project -5: Dec 2021 – Till date	
Client	Vodafone
Project Name	Vodafone TOBI
Technology Used	Node
Testing Approach	Manual Testing and Automation Testing

Project Description:

This will help manage customer requests with instant responses and boost satisfaction levels. Helps in handling the queries of thousands of customers instantly as well as simultaneously. It also ensures a touch of personalization by engaging customers with one-on-one conversations, maintaining a natural-sounding tone, and by being good at interactive communication. From the point of Business perspective, it helps to achieve marketing goals also drive sales and improve customer service.

Roles and Contribution to the Project:

- Performed feasibility analysis for the user stories in the Product backlog and identified test scenarios/test objectives.
- Involvement in creating of the test cases, Test Scenarios.
- Prepared Integration Test Plan, System Test Plan by analyzing the requirements.
- Performed Functional Testing, Integration Testing.
- Was involved in Chatbot Testing

Project -5: Nov 2022 – Till date	
Project Name	Future Enterprise
Technology Used	GCP, Big Query
Testing Approach	Manual Testing and Automation Testing

Project Description:

The objective here is to build dimension tables based on the requirements provided which will be used across various domains in Accenture.

Roles and Contribution to the Project:

- I worked as Automation Test Engineer. I was involved in the validation of shared dimension tables that are used across various domains in accenture.
- Involvement in creating of the test cases, Test Scenarios.
- Prepared Integration Test Plan, System Test Plan by analyzing the requirements.
- Performed Functional Testing, Integration Testing.
- Was involved in preparing queries for testing the data products.

Educational Qualification:

- **B.E** in Information Science and Engineering from Rajiv Gandhi Institute of Technology. Bangalore in 2016.
- **Intermediate** from Mount Carmel College, Bangalore, India in 2012.
- **10th** from U.A.S Campus School Bangalore, India in 2010.

Achievements:

• Received "Star of The Month Award" multiple times for consistent performance from L&T.
• Received "Spot Award" and Recognitions multiple times for consistent performance.
• Received "ACE Award in FY22 Q3 - Shared Success Catalyst Award in year 2022.
• Received "ACE Award in FY23 Q3 - Growth Catalyst Award Category in year 2023.
• Received multiple Recognitions for consistent performance in Accenture.

Certifications:

- Completed course on **Java and Manual Testing** and **Selenium**.
- Completed course on **Security testing in** December 2021.
- **Prompt Engineering for ChatGPT** in August 2023.
- **Microsoft Certified: Azure Fundamentals** in May 2023.

Personal Details

Name	: Shilpa. R
Father's Name	: Ramaiah .M
Date of Birth	: 27th June 1994
Nationality	: Indian
Marital Status	: Single
Languages Known	: English, Kannada, and Hindi

Declaration

I do here by declare that the above information is true and complete to the best of my knowledge and belief.

Place : Bangalore   **Shilpa . R**