** Mousam Jaiswal **

**Btech (Information Technology)**

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**PROFESSIONAL SUMMARY**

* Senior Test Analyst with over 11 years of experience in Software Testing which includes **Manual testing, Automated testing** and **quality assurance** of multi-Tier Web-based Applications, Client/Server, and Standalone Applications.
* ISTQB Foundation Level (CTFL) and Advanced Level – Test analyst (CTAL-TA) Certified Professional.
* Extensive experience in test management, test planning, test designing, test execution, test automation, functionality testing (Black box testing), integration testing, system testing, regression testing, usability testing, user acceptance testing.
* Experienced in analysing Business & Functional Requirements, Use Cases and Process Flows, thorough understanding and working knowledge of Software Development Life Cycle (SDLC), Software Test Life Cycle (STLC) and Bug Life Cycle including Agile (Scrum)/iterative model, V & V model, and waterfall methodologies.
* Experience in leading/managing team on the multiple projects simultaneously.
* Experienced in leading testing effort with the Product team, Development team, onshore and offshore QA team.
* Experience in managing design, development, and execution of the entire test process, track and report the progress of test execution; document and coordinate the detailed execution plan for all cycles to support testing.
* Experience in all phases of the software life cycle, including requirements gathering, risk analysis, project planning, scheduling, testing, defect tracking, management, and reporting.
* Experience in testing applications developed in Java, J2EE and .Net technologies related to various domains like Telecom, Aviation, ERP, CRM, eCommerce etc.
* Experience in software build, deployment, and release processes.
* Onsite Client experience of activities like requirement understanding, knowledge transfer and Selenium Implementation for the project.
* Experience in creating and developing strategic Test plans, Test Cases, Test Scripts and generating Test Reports for both Manual and Automated tests.
* Proficient in creating Requirement Traceability Matrix to ensure complete test coverage.
* Expert in reviewing the test cases (Peer Review) and creating the Software Test Reports.
* Experience in using ALM, Test Link, Jira for managing testing activities.
* Sound experience in Application Sanity, Functional testing, GUI Testing, User Acceptance Testing, Regression, Re-testing, End to End Testing, Cross Browser Testing, Localization testing.
* Knowledge of test techniques, test types, different test levels.
* Knowledge of functional and non-functional testing as well as risk-based testing.
* Experience in Optimizing Regression suite for each release.
* Experience in Test automation, script preparation and execution of test scripts using Selenium Web Driver and Cypress.
* **Proficient in debugging test, editing test-**using **Eclipse IDE,** running, and analysing automation test results.
* Experience in Test NG, Junit, ANT, Maven, Log4J, Report NG, Test ng-XSLT, Assertion, familiar with CI/CD pipelines and solutions offering said functionalities (Jenkins).
* Expert in Object Identification using various X path techniques.
* Experience with automated API testing tools such as Postman.
* Experience in writing **SQL** queriesto extract data from various source tables to perform database testing. Experience in Backend Testing for validating database using **SQL** queries (PL/SQL Developer)
* Actively interacted with the development team in resolving bugs identified from testing and involved in bugs prioritization with Product Owner and Scrum Master.
* Good knowledge in Core Java and OOPS concepts.
* Familiar the Atlassian toolset (Confluence, JIRA).
* Basic knowledge of Selenium RC, IDE, Grid, Cypress, Cucumber, SoapUI and JMeter
* Good understanding of HTML, CSS, and JavaScript.

**PROFESSIONAL EXPERIENCE**

* Working with ARHS Digital, Brussels from Aug’18 to till date as Senior Test Analyst.
* Worked with ALTEN CALSOFT LABS, Bangalore from Jan’17 to 1st June’18 as Senior Software Engineer.
* Worked with CINTEL SOFT TECH INDIA PRIVATE LIMITED, Bangalore since Sept’ 2015 to Jan’17 as Software Engineer.
* Worked with VALLEY INFOSYSTEMS PRIVATE LIMITED, Bangalore from Mar’ 12 to Aug’ 15 as Software Test Engineer.

**ACADEMIC PROFILE**

* B.Tech (Information Technology), Rajasthan Technical University, 2011.

**TECHNICAL SKILLS**

Core Java, HTML, JavaScript, SQL, Selenium WebDriver, Postman, JMeter, Cypress, Soap UI, WINDOWS 10, ALM, Mantis, Jira, ALM, Test Link, Jira Xray, Test NG, Junit, Cucumber, Eclipse, Visual Studio, Log4j, Report NG, Testng-XSLT, Ant, Maven, Jenkins, SVN, GIT

**PROJECT EXECUTED**

**Employer : ARHS Digital (Aug’18 to till date)**

**Roles & Responsibilities:**

**Test Lead Role:**

* Ensure E2E test coordination and support the execution of the overall test strategy
* E2E test management of a project/program
* Follow up on the E2E scope and test coverage of the features, both progression and regression
* Support maintenance and execution of the E2E test set
* Ensure regular follow up of defects on regular basis to identify recurring defects
* Regular reporting on test progress (status, coverage, defects)
* Analyse the risks, any delays in delivery or execution of the E2E tests and their impact (unavailability of systems, missing test data, applications, versions) in close cooperation with the release team, to take the necessary actions
* Act as point of contact for all questions about testing and test strategy
* Coordinate with different Tribe Test engineers for Planning/Delivery and reporting on Test progress
* Organize meetings for Test Planning/Delivery
* Coordinating onsite / offshore activities with different teams/squads
* Daily/Weekly Test status reporting
* Involved in Scrum activities and Test effort estimation
* Easily build bridges between people and stakeholders
* Involved in participation of regular weekly project status meetings/Defect Triage meetings for ongoing projects with Chapter Owner, Defect Manager and Release Manager.
* Key team member in Production Task force team responsible for analysing PROD Incidents, and experience in Production hot fix management (Involved in meeting with Chapter Owner/Higher Management on Decision of Hot Fix tickets & Hotfix Date, Testing coordination for hotfix tickets and regression testing (Manual & Automation), Hotfix Prod sanity testing support, Communication, and coordination with EOps / Testers))
* **Regression Test Suite Management** (Optimization, Traceability maintenance, Reporting, coordination for automation activity)
* **Feature Progression Test Suite Management** (Preparing Test Plan, Tracking Stories Delivery, Tracking Test Execution for different Squads/Teams, Defect Management)
* **Resource management** (Interviews, Onboarding related follow up / communications, Resource movement between teams, Resource escalations, Resolution internally of conflicts intra / inter teams)
* **Managing KT / Transition plan to mentor new team members** (Introduction of new joinees: Testing Team (Onboarding), Knowledge transition plans and progress follow up, Cross Team Knowledge transfer sessions on new functionalities/new technologies/new tools /concepts applications)
* **Estimate and Forecast (**Forecasting resource capacity based on work capacity estimations. , Focus factor, Forecasting resource capacity for Automation activity, Coordination with PO s, Analysts, testers to collect the testing efforts ,Size up / Size down team based on resource requirement )
* **Major flex / CI CD release Delivery planning (**Release preparation - Finalising package of tickets for major releases, Follow ups for 'Not Closed' Blocker / Major / Critical issues with SMs, Raising flags in time when Deliveries are late - risk for testing, Raising flags / escalations when Release is at Risk, Check on out-of-capacity project intake, Coordination with eOps for the tickets to be deployed, Coordination with testers for Major Flex day testing support)
* **Managing Test Data Challenges (**Enabling testers to be independent in requesting test data, Following up with test manager / teams for procurement of correct data, Support for test data creation, Support for login creation, Workarounds for critical data needs)
* **Chapter contribution (QAT)** (Skill Matrix- Regular update, improvement, Certifications**)**
* **QEE Metrics (System Testing Leakage, Defect Injection Ratio, Production Inflow, Defect prevention and Root cause analysis)**
* **Providing information on Blocking/Critical defects to Release Manager/Higher Management on GO/NO GO meeting for major releases**
* **Bug Management** (Progression and Regression bug management, e2et defect follow-up, Internal Bugs Follow-up, Defect Bulldozing, Clearing out Bug, Defect Triage meeting)
* **MCH Sanity coordination** (Creation of Roster for sanity Offshore/Onshore, Organizing Sanity meeting/ War Rooms, coordination with Testers, TEM team ,Dev Ops, Eops etc, Sanity status report, Resolution of issues in testing environment)

**Functional Tester Role:**

* **Requirement Analysis** and **reviewing Specification’s document**
* **Preparing manual test scenarios and test cases** of high quality and avoiding leakage of defects to production from User acceptance testing using Jira
* **Reviewing of test scenarios and test cases written by other teammates**
* **Execution of manual test cases** to test the application functionality against the requirements using Jira
* Responsible for **defect logging and generating** test reports using Jira after test execution
* **Involved in Daily Stand-Up Meetings** with the team mates
* Attending PI (Program Increment) planning meetings, grooming sessions, Review meetings to discuss Use-Cases, Business Rules, alternate flows, and exceptions paths.
* **Responsible for identifying and execution of the regression’s tests** for each release
* **Responsible for creation and execution of automated test scripts using WebDriver Too**l and preparation of summary report
* **Generate test data** for automation scripts in Excel.
* Used **GIT** as a version control tool to check-in automation scripts
* Used **Maven** to build and run Selenium automation framework
* **Demoing end to end functionality of the application** to Business (POs, Customer Journey Expert, Analyst) at end of the sprint before delivery

1. **Title : Webshop**

**Tools/Framework : Manual Testing, Selenium (Web Driver)**

**Description:**

The Webshop project give customers a better and easy shopping experience. It allows customer to propagate through different steps like Add to cart, Cart detail view, Authentication, Shopping cart validation, Configuration steps, Installation and Delivery, Billing or Payment and Order Confirmation ensuring access to best-quality integrated fixed and mobile networks.Customer Journey in the Webshop deals with selling of FLS products (packs including televisions, internet, telephony and optionally an added mobile subscription) and MCS products(Devices such as smartphones, tablets and equipment and Mobile subscriptions and joint offers (JO): a combination of smartphone and mobile subscription)

1. **Title : DOF**

**Tools/Framework : Manual Testing, Cypress**

**Description:**

DOF (Desk of the Future) is a new sales application for the shops. MCH (Multi Channels) is integrated in this application and is responsible for quoting and order entry. MCH is responsible for the ASIS/TOBE which serves as an initial quote to the customer based on the customer's install base and the products present in the shopping cart. The validated cart serves as a technically validated quote with all eligible promos applied. Other steps include the configuration of the fixed services internet, telephony and TV if needed and the configuration of mobile voices, displaying and asking of contact information, display and updating of the billing method, scheduling of appointment and delivery, scanning of devices serial number or IMEI, contract generation (if applicable), payment communication with CSA, sending the order to OES.

1. **Title : ARC**

**Tools/Framework : Manual Testing**

**Description:**

ARC (Agile Remote Cockpit) is a selling application that will be used by sales agents in call centers (FOS Agents). FOS Agents are never pitching face-to-face to the customer. The customer contacts FOS by phone or chat. **Two** order types are supported when ordering from ARC; Call & Collect and OES. Call & Collect is used when the customer wants to collect an SAP Device or Mobile FLS JO in the shop. MCH-side will **reserve the device** in CSA and create a **lead** in BCI if the C&C order contains a JO. Call & Collect can be triggered from MCH (via the Device Finder) On the other hand, OES handles all ordering from MCH for Rental Device(s) (e.g. Decoder) and FLS Products (e.g. Internet-, TV-, Telephony-, BONE Mobile Voice-subscriptions, FLS JOs). All device(s) incl. SIM will be delivered via EXT.

1. **Title : HOT**

**Tools/Framework : Manual Testing**

**Description:**

HOT (Hunters Online Tool) is a new sales application for the sales agents on roads. Ordering flow will be same as DOF and delivery of devices will be always via external transport but contract generation and signature by customer. The objective of the project is to provide a sales tool to the ESF (external) & RBE (internal) agents (like DOF for the direct sales).

1. **Title : Dof For Partners**

**Tools/Framework : Manual Testing, Cypress**

**Description :**

Dof For Partners are external Partners who work in physical shops (Telecom Specialist, Chains, Buying Groups, Shop in Shops) currently use S@lto as ordering tool. Main goal is to adapt the DOF (Desk of the future) so it can be used by those external partners. The omnichannel ordering tool will provide them a 360° customer view and will allow them to capture sales orders. It will help in extending the omnichannel approach to all channels.All the improvements made in DOF will be immediately accessible to our partners.

1. **Title : HOT4Belfius**

**Tools/Framework : Manual Testing**

**Description:**

HOT4Belfius is a new sales application for the Belfius customers where ordering flow will be same as DOF and delivery of devices will be always via external transport but contract generation and signature by customer.The objective of the project is to provide a sales tool for both Branch and Call Center.Branch Flow is similar to DOF and Call Center flow is similar to ARC application.

**Employer : Alten CalSoft Labs (Jan’17 to 1st June’18)**

**Roles & Responsibilities:**

* Requirement Analysis, identifying test scenarios and manual test cases based on Functional Document and Business Requirements.
* Involved in test case review for peers.
* Involved in Manual testing activities using HP ALM to develop test cases, test scripts, executing the scripts and logging the defects.
* Attending Review meetings to discuss Use-Cases, Business Rules, alternate flows, and exceptions paths.
* Worked as Individual contributor and was responsible for non-Regression testing for Latam – FlyTour Region Scripts.
* Design and develop automation test scripts using Selenium Web Driver to perform Functional and Regression Testing and execution within Amadeus SAL framework.
* Involved in developing a dynamic framework with TestNG and created Application specific utils and Common libraries utils to be used across the framework.
* Used Page Object Model to store UI locators.
* Generated test data for automation scripts in Excel.
* Used GIT as a version control tool to check-in automation scripts.
* Used Maven to build and run Selenium automation framework and used ALM to trigger automation scripts.
* Demoing automated scripts functionality to onshore team.
* Involvement in Client status meetings, Test Reporting on daily basis .
* Logging and Tracking bug using Win@proach
* Involved in Onsite-Offshore coordination meeting
* Involved in Daily Stand-Up Meetings with the team mates
* Creating Test Script Summary report and demoing end to end functionality of the application to clients at end of the sprint before delivery.
* Involved in preparation of delivery document.
* Mentoring new team members and involved in knowledge transfer activities.
* Participated in meetings with developers, SM, PO to discuss enhancements and modifications and defect report meetings periodically.
* Version control and configuration management was done using GIT Bit Bucket.
* Interaction with the Development, QA Teams and BA to ensure the overall quality of the software.

1. **Title: Script Migration /Re-write for Amadeus Selling Platform Connect (SECO)**

**Tools/Framework : Manual Testing, Jira, ALM, WIN @proach,**

**Description:**

Amadeus Selling Platform is the world's most-used retailing application for travel professionals. It is the next-generation booking and fulfilment platform for travel agencies which is world’s most widely used retailing application implementing browser-based point-of-sale platform. It makes faster and easier to sell all air and non-air travel content and perform all pre and post-sale activities on a single screen interface.

Effectively worked as an individual contributor under Distribution team, responsible for validation of Scripts that are migrated/Re-write from Amadeus Selling Platform Classic to new generation Amadeus Selling Platform Connect. Worked under various regions scripts mainly for LATAM (Latin America), WEMEA (Western Europe, the Middle East, and Africa), APAC (Asia Pacific), and MENA (Middle East North Africa).

1. **Title : LATAM – FlyTour Automation**

**Tools/Framework : Manual Testing, Jira, Selenium (Web Driver), Maven, Ant, JUnit,**

**Apache POI, AQD Report Generation Tool, ALM, WIN @proach,**

**GIT**

1. **Title : Timatic Web** (Travel Information Manual Automatic)

**Tools/Framework : Manual Testing, Jira, Selenium (Web Driver), Maven, JUnit,**

**AQD Report Generation Tool, ALM, WIN @proach**

Description:

Timatic Script for [Amadeus​](http://www.amadeus.com/travelagencies) is a new solution for Amadeus Travel Agents developed jointly by [IATA Timatic](http://www.iata.org/publications/timatic/pages/index.aspx) and Amadeus that makes it simple to access personalized travel document such as Passport, Visa, Health etc. requirements for any international journey. It is used by airport ground staff to determine whether a passenger can be carried, as well as by airlines and travel agents to provide this information to travellers at the time of booking.

**Employer : CINTEL (Sep’15 to Jan’17)**

**Roles & Responsibilities:**

* Reviewing SRS and BRS documents, Requirement Understanding / participating in Brainstorming of requirements.
* Drafted manual test cases based on business requirements documents.
* Involved in execution of manual test cases & logging and tracking defects using Jira.
* Design and develop automation test script using Selenium Web Driver and execution within framework.
* Involved in developing a dynamic framework with Test Ng and implementing ways to store the test data in database (JDBC) & fetching the same during execution.
* Used Maven to build and run Selenium automation framework.
* Experience in POI Libraries.
* Involvement in Client status meetings, Test Reporting on daily basis
* Executing Functional Test Cases and Regression Test scripts, Defect Reporting and generating reports using Report NG and generated Pie Charts using TestNG-XSLT
* Involved in developing a dynamic framework with Test Ng in Selenium Web driver.
* Co-ordination with cross team to get the project requirements, gather and communicate the project status to the onshore team.
* Involved in daily meetings with the team members, PO, SM, analyst, and development team
* Prepared status summary reports with details of executed, passed, and failed test cases**.**

1. **Title : KePSLA (Key Performance Lexical Analysis) \_ Review Intelligence Management Solution**

**Tools/Framework : Selenium (Web Driver), Maven, Ant, Test Ng Apache POI, ReportNG,**

**TestNG-XSLT,Jira**

**Description:**

It’s basically a software where we give the analysis on the reviews contents which is extracted for the trade source reviews from 140+ sources including key social sites across the world like Face book, twitter, four square, Google+. We have inbuilt written script for mining the data through which we were availing the clients with the real-time review (i.e., max within 7 hours) with the lexical (Vocabulary of language) analysis

1. **Title : NOMAD**

**Tools/Framework : Manual Testing, Selenium (Web Driver), Maven, Ant, Test Ng,**

**Apache POI, Report NG, TestNG-XSLT, Jira**

**Description:**

ULD Management System, Nomad is a globally distributed (Web enabled – Intranet and Internet) system for Airlines as well as for Airports to ensure the optimum allocation of Unit Load Devices

(ULDs) within the core business drivers of: quantity, quality, timing, place, and cost. Unit Loading Devices (ULDs) are integral part of the global transport system and specifically for an airline system. They are devices loaded onto the aircrafts to carry baggage cargo and mail. With their increasing use and the complexities involved in moving today's air traffic, the need to manage these units takes on a very high priority and it becomes important for an airline to have an effective control over them. The ULD management system (NOMAD) is used to record inventory levels, movements, leasing and repair details for all ULDs owned by a carrier.

1. **Title : SkyChain NGCS**

**Testing Tools : Manual Testing**

**Description:**

SkyChain is a fully integrated Air Cargo Management Solution that helps to move away from legacy-based systems to revolutionize the way business performs. It manages every aspect of operation including Sales & Reservations, Pricing, Capacity Management, Cargo Operations, Tracking & Customer Service. It helps in segmenting Flight capacity through a wide range of customizable parameter, reserving space within a variety of cargo types, performs online checks for special cargo, embargo, load ability etc. It also helps in monitoring flights and interface with passenger systems to determine cargo capacity gains. It can also perform automatic rating based on shipment details. Thus, maintain a hierarchy of tariff & other charges for various document types.

**Employer : VALLEY INFOSYSTEMS PVT LTD**

**Duration : Mar’ 12 to Aug’ 15**

**Roles & Responsibilities:**

* Requirement Understanding, participating in Brainstorming of requirements.
* Wrote test Scenario and test cases based on business requirements documents.
* Executing manual test cases & logging defects using Mantis.
* Involve in document review and walkthroughs.
* Involved in preparing Traceability matrix.
* Involved in preparing Test Case Execution report.
* Participated in weekly meetings and involving in the meetings with the development Team every week and as necessary.
* Involvement in Client status meetings, Test Reporting on daily, weekly basis through company prescribed format.

1. **Title : E-zeal**

**Tools/Framework : Manual Testing**

**Description:**

A web-based product that is built with extensive features to help our clients to be able to have a very good feel when they do their everyday activities using the assistance of our product. This product is built with advanced search options such as product Name Search, product Id Search, Category Search, IP Address Search, Customer Name Search etc. It also captures visitor statistics information like top referrers, top viewed pages, and browsers used, OS used thereby helping our clients to determine the market trend with “OTS” features that captures and maintains a record of all previous & current order trend allowing IMS (Individual Monitoring System) to function accurately.

1. **Title : Integra**

**Tools/Framework : Manual Testing**

**Description:**

This is a web application that offers manufacturing clients with high end business integration capabilities that enhance the business outputs by smooth integration of different business verticals. This application provides two end solutions that enable industries to monitor, handle, manage, modify and control everyday departmental activities who are working towards achieving a common business goal. The application is enriched with many search features including bulk messaging system and bulk sharing system built into the application modules.

1. **Title : EBRS**

**Testing Tools : Manual Testing**

**Description:**

EBRS is a web application useful for an organization where in the employees will add the bills need to be reimburse by the Organizations so that once the bills which need to be reimburse will be pass through the higher officials or authorities of the organization.