**Summary**

A thorough professional with 14.5 years of vast experience in software development, testing and business analysis. 4.1 years of rich experience in USAS Software development and 10.4 years in Software Testing majorly for the travel (airlines) domain. More than a year of international experience in handling cross-functional teams.10+ years of experience in manual testing, 2+ years of experience in automation testing and 6+ months experience as a scrum master. Currently working as Techno Managerial Position which involves lead as well as Automation scripting.

**Education**

|  |  |
| --- | --- |
| **2004 – 2007** | **University of Mumbai**  B.Sc. Computer Science |

**Professional Experience**

**Hexaware Technologies Limited (HTL) Aug 2007 – Till Date**

* 4.1 years of experience in USAS development mainly in ETKT. Majorly worked on ETKT migration RFCs. Involved in ETKT migration of a major European airline to Amadeus and was a part of support activities during actual migration at onsite.
* 10.4 years of experience in software testing mainly for airline domain projects.
* Knowledge of Amadeus, appian tools and cryptic transactions.
* Proficient in requirement gathering and analysis, Test planning and estimation, Test Automation using Selenium Web driver and QTP, Test Case design, Execution, Defect Management and test reporting.
* Experience in developing testing documents, test strategies, test plans, test design specifications, test case specifications and test procedures based on functional specifications
* Maintained and developed the Requirements Traceability Matrix
* Experience and strong understanding of Software Development Life Cycle (SDLC) and Software Testing Life Cycle (STLC)
* Hands on experience on quality assurance and control tools like HPQC, JIRA and ReqTest. Aware of agile methodologies.
* Strong hands on experience in manual testing, GUI testing, API testing, Mobile Application Testing, Functional testing, Smoke testing, Regression testing, User Acceptance testing (UAT), Cross Browser testing, E2E, Integration testing
* 1+ yrs. of knowledge in Functional Automation using **Selenium JAVA**- Creating and running scripts using **Selenium Web driver.**
* 1+ yrs. of experience in API Testing using **Postman, SOAPUI and REST ASSURED.**
* Knowledge on REST Webservices **(GET,PUT,POST,DELETE)** and automated using **POJO** class in Rest assured**.**
* Experience in production support, team management and conducting internal Audits to ensure Process compliance

**Major Projects**

**Test lead/scrum master for a leading European Client (Sep 2021 – Till Date)**

* Led a team of 5 testers involved in testing all the web applications for the client
* Cross-functional Scrum team communication and meeting facilitator
* Resolving Impediments for the team
* Handling experience of 2 Scrum teams working from different locations
* Arranging Sprint planning, reviews and retrospectives
* JIRA board administrator and generating Burnt Down and Gantt chart to track user stories velocity and analysis
* Facilitating Sprint planning, retrospective and daily scrum ceremonies
* Analyzing the business requirements/JIRA stories and drafting test scenarios/test cases.
* Assigning stories to the team members and assisting them to work and complete the same.
* Test execution, defect logging and defect management.
* Prepared automation scripts using selenium Web driver and TestNG framework for regression tests.
* Worked on CI/CD implementation for continuous integration
* Involved in Performance Testing and Accessibility Testing
* Assisting the automation tester with scripting and providing functional guidance
* Co-ordination with Product Owner and Developers for overall quality of developed feature or module
* Single point of contact for all testing related activities.

**Test lead for a leading Indian Airline (Oct 2020 – Feb 2021)**

* Led a team of 7 testers involved in testing all the web applications for the client
* Involved in all the new development items from the planning phase
* Attending all the sprint meetings as a representative of the test team.
* Analyzing the business requirements/JIRA stories and drafting test scenarios/test cases.
* Assigning stories to the team members and assisting them to work and complete the same.
* Test execution, defect logging and defect management.
* Updating the requirements and the release details in TFS.
* Updating testing status on daily standup calls.
* Involved in Functional, Regression and API testing.
* Assisting the automation tester with scripting and providing functional guidance
* Helping the performance tester understand the business flow and draft scenarios.
* Prepared automation scripts using selenium Web driver and TestNG framework for regression tests.
* Single point of contact for all testing related activities.

**Test lead for a leading European Client – Border Management applications (Jan 2020 – Sep2020)**

* The AUT is a web application developed using Appian BPM tool, Drupal CMS tool and JAVA services.
* Analyzing the business requirements/JIRA stories and drafting test scenarios/test cases.
* Test execution, defect logging and defect management.
* Updating the requirements and the release details in HPQC.
* Updating testing status on daily standup calls.
* Involved in Functional, Regression and API testing.
* Prepared automation scripts using selenium Web driver and TestNG framework for regression tests.
* Assisting the automation tester with scripting and providing functional guidance
* Helping the performance tester understand the business flow and draft scenarios.
* Single point of contact for all testing related activities.

**Test lead for a leading European Client – RES application (March 2016 – Dec 2019)**

* Leading a team of 11 testers, for mainframe testing of USAS applications and Revenue Integrity system.
* Involved in sprint panning, sprint demo, sprint retrospective, use case review and ger review calls before/after the production load
* Learning QTP and Automating test cases using QTP terminal emulator and mainframes
* Attending KT sessions to understand the application and preparing KADs for the same
* Mentoring and clarifying the queries of the junior team members
* Handling the quality processes for the project (preparation of various documents and facing quality audits)
* Preparing test cases after understanding the requirements, performing manual tests and status reporting.
* Defect management in HPQC and JIRA.
* Major functional areas - creation of PNRs, adding SSRs, issuing EMDs for paid services, flight creation and schedule change, rebooking of passengers to another flight, codeshare processing, flight inventory control, AVS messaging.
* Being trained on the Airline fare filing system.
* Managing deliverables, ensuring on time delivery, and communicating with the customer daily.
* Was a part of the team that performed performance testing for some part of the applications and helped the performance tester with the functional part.

**Test lead/ Software tester for a leading European airline – IBE application (Aug 2015 – Feb 2016)**

* Led a team of 7 testers, for web-based testing (on various browsers) of the Internet Booking Engine (IBE)
* Multiple onsite visits to Belgium to understand the client’s needs. Involved in discussion with the business users in understanding the requirements, functionalities of the module
* Perform testing for the IBE (Internet Booking Engine) after going through the client provided documents. Involved in executing the test cases and logging bugs when it is not matching with the requirements
* Involved in discussion with the business users in understanding the requirements, functionalities of the module
* Led daily standup meeting with the team to understand the progress on the release. Sending daily status reports
* Defect Analysis and Tracking.
* Coordinating with the offshore team members to ensure On-time delivery of the modules
* Major Functional areas – Creating bookings, adding ancillary services, payments, checking the currencies

**Test lead/ Software tester for a leading GULF airline – IBE application (Jan 2015 – Jul 2015)**

* Led a team of 6 manual testers, for mobile (Android and IOS) and web-based testing (on various browsers like IE, Chrome, Firefox, Safari) of the Internet Booking Engine
* Analyze business requirement, IT design documents and preparing test effort estimation documents. Involved in preparing test scenarios, test cases documents.
* Involved in testing the new functionalities based on test cases and verified test conditions based on predefined criterion.
* Involved in handling User Acceptance Testing and Regression Testing for multiple requirements.
* Prepared daily status report and update the responsible parties regularly.
* Effectively communicated, documented, and validated software defects across departments
* Co-ordinate with Amadeus team and other individuals involved in the project to resolve identified issues.
* Preparing test exit reports
* Major Functional areas – Creating bookings, Refund, Payments, Booking Cancellation, Rail bookings

**Software Tester for major European client – DCS application (Oct 2011 – Dec 2014)**

* Involved in testing the interface between Mainframes and Altea DCS system.
* Though Check In testing between Amadeus and other service providers (hosts)
* Testing to ensure efficient communication (in the form of EDIFACT messages) between various systems and error-free migration to the new system
* Providing functional training on modules like E-ticketing, Passenger Through Check-in (TCI), Interactive TCI
* Testing for modules on customs and security. Aware of AQQ, APP and APIS functionalities.
* Creating and reviewing test cases and test scenarios
* Conducting Peer reviews and Independent Testing
* Major focus on critical applications like customs and border security – (APP, AQQ, ESTA, APIS, etc.)
* Defect tracking and report creation
* Learnt Amadeus tools and cryptic transactions.
* Major Functional areas – Passenger acceptance, Cancellation, Passenger update, Recheck, TCI, AQQ, APP, APIS, EDIFACT handling

**USAS developer for a leading European Client – ETKT application (Aug 2007- Sep 2011)**

* Involved in resolving Problem Report Form (PRF) and fulfilling Request for Change (RFC)
* Impact Analysis, Coding & Unit Testing of the changes made to the programs associated with the PRF/RFC
* Detailed design and documentation
* Involved in the ETKT (E-ticket) migration of various airlines to the Amadeus System. Worked on major migration RFCs to implement changes to the message flow after ETS migration
* Onsite lead for the actual migration. Co-ordination with the onsite team for various issues.
* Preparing and executing the batch runs to generate the migration files
* Verifying the migration file output and solving the production errors if any
* Creating test scenarios, test cases and executing them
* Involved in day to day production support and daily maintenance activities
* Created regression scripts using TTS (Transaction testing system) for major ETKT functional areas
* Created macros to check the readiness of the system daily before the start of UAT
* Monitoring the production environment and solving aborts and queue rejects
* Provided support for production GENs and online loads
* Experience in facing quality audits and giving KT to the junior team members
* Major Functional areas – Maintenance of ETKT database, updates performed on flight coupons, NFMs, Interlining, EDIFACT message handling, TCI, ETKT migration to 1A.