**Shikha Gupta**

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PROFESSIONAL OVERVIEW:

* Over **16 years** of experience in all phases of testing in IT sector
* Experience in **Agile** and **Waterfall** Software Life cycle models.
* Specialized in **Manual Testing** and **Automation Testing** with extensive experience in full software Development life cycle and Software Testing Life cycle
* Experience in **Functional testing, Regression Testing, System testing** and knowledge in **Non-functional** testing
* Experience in **Web Application Testing**.
* Preparation of **Traceability Matrix, Test Strategy, Test plans, Test cases** and **execution** and **reporting**.
* Experienced in writing **Test scenarios** and Test cases, **Review, run** and generate test report
* Strong trouble shooting capabilities and problem solving capabilities**.**
* Experience in **Selenium Web-driver** & **Cucumber**
* Experience in **Behaviour Driven Development Framework** and **Data Driven Framework.**
* Experience in **Payment**, **Healthcare, BFSI, Ecommerce, Automobile, Telecom & Travel domain**
* Knowledge of **Object Oriented Design, Database concepts** and **SQL**.
* Proven ability to always multitask to accomplish multiple assignments at the same time.
* Quick learner with a quest and eagerness to learn new technologies.
* Excellent Communication skills.
* Experience in creating Solution specific documents and functional documents for project.
* Aware of quality process in project.

TECHNICAL SKILLS:

* **Operating Systems** Windows XP, Linux
* **Testing**  **>**Requirement Traceability Matrix

**>**Test Strategy & Planning

**>**Test Script design & Creation

**>**Test Execution; includes test data preparation

**>**Defect management and Reporting

**>**Review

* **Test Management Tools** HP Quality Center (9.0 & 9.2), ALM 11.0, TestLink, JIRA, Mantis
* **Automation Tool** Selenium Web-driver, Cucumber
* **Programming Languages** Java
* **J2EE Technologies** JSP, Servlet, JDBC, Java Beans, Struts
* **Frameworks** BDD, DD
* **Web/Application Servers** Tomcat 5.0/5.5, Gradle 2.0, Maven 3.3.3
* **IDE** Eclipse Luna, Mars
* **Mark-up Languages** HTML, XML
* **Scripting Languages** Java Script
* **Database** MySQL, Oracle9i, TOAD, Oracle 11g
* **Version Control Tools**  VSS, SVN, GitHub
* **Web Technologies** Core Java, J2EE, Servlet, JSP,JDBC, JavaScript, HTML
* **Project Management Tool** MSP 2007/2010, PM Smart

ACADEMIC CREDENTIALS:

B.Tech(Computer Science & Engineering) with 75.4% from MMMEC, Gorakhpur (UPTU University)

**ADDITIONAL COURSES/CERTIFICATIONS:**

* MSP 2007/2010, PM Smart Certification.
* Software testing E-Learning certification (QAI) by Pressman
* ISTQB Certified, Open Payment Framework (OPF) Certified

**EXPERIENCE:**

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| **Client** | **:** | **Eastern Bank, US** 2May2016-Till Date |
| **Platform** | **:** | MS Visio, JIRA, Confluence, MS Office tools, SharePoint, Putty, SVN, REST API, Oracle SQL Developer, WinSCP, Cucumber, SVN, Jenkins |
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| **Team Size** | **:** | 8 |
| **Company** | **:** | **FIS Global Business Solution India Pvt Ltd, Gurgaon** |
| **Synopsis** | **:** | The Eastern Bank Wires project implementation covers multiple integrations, which include - CBIS, IBS, SMTP, POM, SOM, Bottomline, WLR Sanction Check (WLR), Fraud Check (Verafin), Wire Origination and PNC for cross currency payments.  **Responsibilities:**   * **Working as a Test Lead** and **Delivery manager.** * **Managing JIRA dashboard. Allocating the stories and defects** to team members and involved throughout the closure * Preparing **Test Strategy**, **Test plans, Test Scenarios, Requirement Traceability Matrix** and **Release Notes** * **Implementing our Automation Framework for different projects.** This also includes **mentoring the resources** in project and across projects**.** * Involved in **Requirements gathering** and **analysis** phase with clients and team. * Doing **UAT testing and preparing UAT reports.** * Preparing **test data and test scenarios** * **Writing Scripts** in the Project and helping other team members. * Doing **Regression testing, Sanity testing**. * **Interacted with clients** and developers throughout the **bug life cycle** * Preparing **Status reports, Test Summary reports** and **part of the status meetings** |

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| **Title** | **:** | **Unified Carrier Portal (UCP)** 13Oct2015-11April2016 |
| **Platform** | **:** | Windows, Java, Selenium Web-driver, Test NG, JIRA |
| **Client** | **:** | SITA, UK |
| **Team Size** | **:** | 10 |
| **Company** | **:** | **InterGlobe Technologies Pvt Ltd, Gurgaon** |
| **Synopsis** | **:** | Each major airline carrying out APP transactions is connected through its Departure Control System (DCS) to the Government Gateway (GG) which operates as a hub, passing on the transactions to the APP System. Airlines submit check-in requests to the APP System for Travellers on flights, and in return they receive boarding directives.  This arrangement will cover the great majority of people travelling to or from the country using APP by scheduled air services, but there are important classes of Travellers who are not covered.  These include:   * Air Crew (since Crew do not go through a “check-in” at the airport) * Travellers flying with Carriers without connectivity to the SITA network * Travellers on unscheduled flights with small Carriers * Travellers and crew on international shipping services   The Carrier Portal makes it possible for Carriers to submit APP transactions for these groups over the Internet.  It also provides an alternative method for applicants to submit applications for CTAs. This allows users anywhere to lodge an application for a CTA and enquire on the status of this application.  Air crew, both for airlines and general aviation carriers, operating into Australia who are not Australian passport holders must hold a Crew Travel Authority (CTA) or a visa. The airlines could apply for CTAs using the normal ETAS facilities but, in practice, crew are typically processed through systems separate from the airline reservations and passenger check-in systems.  **Responsibilities:**   * **Leading Test team** and **reviewing** the test cases prepared by the team**.** * **Managing JIRA** raising defects **in JIRA** and bringing them to closure * Involved in **Requirements gathering** and **analysis** phase with clients and team. * Prepared **Test plans, Test Scenarios** and **Requirement Traceability Matrix** * Doing **UAT and preparing UAT reports.** * Preparing **test data and test scenarios** * Doing **automation testing** using **Selenium Web-driver** * **Data Driven Framework development** using **Selenium Web-driver, TestNG and Maven** * Doing **Smoke testing, Regression testing, Sanity testing**. * **Interacted with clients** and developers throughout the **bug life cycle** * Preparing **Status reports/Test Summary reports** and **part of the status meetings** |

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| **Title** | | **:** | | **FCB (Fleet Central Billing)**  4July2014-1Oct2015 | |
| **Platform** | | **:** | | OutSystem, Oracle, TestLink, JIRA | |
| **Client** | | **:** | | Ford, US | |
| **Team Size** | | **:** | | 10 | |
| **Company** | | **:** | | **Netlink India Pvt Ltd, Bhopal** | |
| **Synopsis** | | **:** | | The FCB website provides 24/7 access to Ford Motor Company Fleets, Ford and Lincoln/Mercury Dealers, and both Ford Corporate and Field personnel. The FCB website does not have any personal identifiable information as the customer base is not individuals but companies. 4 sources of information are loaded into the FCB website.  1) Enrolled/Disenrolled Vehicle Identification Numbers (VIN).  2) Marketing material.  3) Dealer training material.  4) Fleet Central Billing data.  Fleets, dealers and Ford personnel can go to the website to: 1) View program/marketing material. 2) Obtain credit application/provisions. 3) View responses to inquires. 4) Submit questions to FCB Administration.  5) Enroll/disenroll vehicles on-line. 6) Submit orders for marketing/program material  7) Request/View/download reports. 8) Select other Ford facing websites. While the billing documents and report request are initiated from the QFC website, the data to populate the billing documents and business reports is taken from the fleet Central Billing (FCB) application (Ford ACR#2004-2248)  **Responsibilities:**   * **Leading Test team** and **reviewing** the test cases prepared by the team**.** * **Managing JIRA and ALM admin** * Currently involved in **Requirements gathering** and **analysis** phase with clients and team. * Working as a **Business Analyst**. Gathering requirements from clients and transforming in **RS and proving to the team** * Preparing **Test plans, Test Strategy, Test Scenarios** and **Requirement Traceability Matrix** * **Doing UAT and preparing UAT reports.** * **Preparing test cases** in **Test Link, test data and test scenarios** * **Doing automation testing** using **Selenium Web-driver** * **Doing Smoke testing, Regression testing, Sanity testing** * **Raising defects in JIRA** and bringing them to closure. * **Interacting with clients** and developers throughout the **bug life cycle** * **Preparing Status reports/Test Summary reports** and **part of the status meetings** * Doing **Internal Quality Audits.** | |
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| **Title** | **:** | | **PM Smart 18June2007-1July2014** | | |
| **Platform** | **:** | | Java,J2EE,JSP,EJB,WebLogic | | |
| **Client** | **:** | | **HCL Internal** | | |
| **Team Size** | **:** | | 12 | | |
| **Company** | **:** | | **HCL Technology, Noida** | | |
| **Synopsis** | **:** | | PM Smart provides a collaborative platform to manage Projects effectively and efficiently. It is a centralized database for all Project related information. It supports Project throughout its Lifecycle. It caters to the needs of different Project types like Development, Maintenance, and Enhancement etc. Its functionality includes- User Services (Preference, Notification & View customization), Reporting & Dashboard, Issue & Defect Tracking, Document Management, Collaboration (MOM and Action Items), Planning (PMP), Scheduling/ Task Management, Risk Management and Change Management.  **Responsibilities:**   * Study the existing system and environment. **Analyzing for enhancement**. * Done Applications **Performance testing** though out the organization and prepared the report * Review of requirements and coordination to identify issues/gaps in Business flow, software or services. * **Preparation of Business Requirement documents**. * **Preparation/review of test strategies and effort estimation**. * Obtain and provide signoff on feature set based on customer requirements and product exit criteria. * **Maintenance of test and quality metrics, issue tracking and daily reporting** * Provide business to quality mapping and delivering technical solutions. * Formulation and implementations of Software Testing Strategies * Tracking of defects and escalate issues and risks and provide accurate management reporting. * Create **project specific dashboards** to accurately reflect the status of effort and schedule at individual and at team level * Contribute to process improvement. * Training to various stake holders such as senior management, project teams about the tool at different levels in the Organization. * **Exposure in handling the customer demo and web-ex sessions and able to handle critical situations and stress.** | | |