**CHITRA SHARMA**

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[LinkedIn Profile](https://www.linkedin.com/in/chitrasharma/)

**QA Manager**

Expertise in Automation/Manual Testing | QA Management/Release Management

Scrum & Agile Methodologies | 13 yrs. Record of Proven Results

● **QA Manager** with full system development life cycle experience, including hands-on experience in creating test plans, test cases and test processes fuelling swift corrective actions, significant cost savings and fault-free audits of builds.

● **Possesses exposure to automation testing** using Selenium WebDriver, Appium, SoapUI, AutoIt, Pylot, JUnit, TestNG, TestLink, Zephyr, AWS.

● **Experience of using Jenkins** for continuous testing of builds by creating scheduled jobs for executing automated test cases.

● **Well versed with Scrum & Agile methodologies** with tools like Atlassian’s JIRA, Git & SVN.

● **Backed by strong credentials including a Bachelors of Technology Degree in Information Technology (B.Tech. in IT)** with an aggregate of 81% marks; advanced command of various testing suites, agile methodologies and tools.

**SKILLS SUMMARY**

SQA Testing &

Methodologies

Test Plans, Cases & Processes Functional Requirements

Scripting &

Documentation

Smoke, Sanity &

Regression Testing UI, Compatibility & Negative Testing

Data Interface &

Migration Testing

Performance/Load/Stress Testing

Automation Testing Defect/Bug Tracking Test Strategies & Coverages

QA & QC Standards

PROFESSIONAL EXPERIENCE

**Hindustan Times** --- Delhi/Gurugram, India

**QA Lead**, Feb 2021 to Present

Accountable for end to end QA testing (Manual & Automation both) of main Hindustan Times, LiveMint and Live Hindustan websites. Along with that handling complete HT and LM android & iOS Apps.

● Core QA activities

● Leading all mobile native and hybrid app (iOS, Android) and web platforms

● Project coordination: Sprint planning, Sprint Retro, Sprint closure

●Very well versed with Zephyr and Jira

●Team’s performance evaluation, biweekly feedback sessions

● Recruiting QA team

●App performance includes: Alerts & Monitoring (Firebase, NewRelic AW, Crash%, ANR% etc.)

●Web performance: took care of processes to reject/accept build basis on PLT data.

● Grooming, mentoring and monitoring team members

● Project Management, Hiring, Team building, Development, Automation, Defining Development/Release Processes, Agile Methodologies, Scrum Model, Software testing

● Development of API test framework using rest assured for integration testing.

● Android App Automation using Cucumber and Espresso UI

● Test Cases Suite and Test Plan creation for new features.

● Expertise in mobile app testing both android and iOS devices.

● Expertise in setting up projects and handling dashboards in Jira

**Bobble AI** --- Gurugram, India

**QA Manager**, June 2019 to Feb 2021

* Successfully led and nurtured a 10-members team
* Accountable for end-to-end QA testing for multiple Android projects including ***Mint Keyboard*** *for Xiaomi* and all regional Language Apps such as Malayalam Keyboard, Bangla Keyboard, Marathi Keyboard, Hutch SriLanka and Indonesia Keyboard.
* Automated performance test for Keyboards using Java and Android Studio which majorly includes Keypress lag, Keyboard open time, Keyboard close time, App launch time, CPU occupation, RAM occupation, Frame drop, Network consumption, Battery consumption etc, Monkey test and Memory leak etc.
* Responsible for end to end iOS testing and releases.
* OEMs testing and releases which includes: Oppo, Vivo, Xiaomi (GetApps), Samsung, Huawei-App-Gallery etc.
* Successfully Prebundled multiple Xiaomi devices with Mint Keyboard. Devices includes: Redmi Note 8, Redmi Note 9, Redmi Note 9S, Redmi Note 9 Pro Max, Pocco M2 Pro etc.
* Quick API testing is done by Charles
* Hands on experience of creating signed and unsigned apps from Jenkins and Android Studio
* Latest build/Apk to be uploaded on Website through production dashboards
* Good knowledge of Memory profiling using Android Studio
* Successfully uploaded more than 150 Apks/App bundles to Google Play Store
* Successfully uploaded around 50 ipa’s to App Store
* Automated Bobble and Mint Applications through Appium
* Converted Bobble Android user feedbacks into features and achieved 4.5 Rating on GP
* Successfully achieved 4.8 Rating on GP for Xiaomi Mint Keyboard
* Hands on experience of Firebase and Google Play Store handling
* Data insights knowledge in Grafana
* Device testing with wide range of OS versions and RAM size
* Handling complete project delivery cycle starting from requirements analysis with Product team till production releases

**Lifcare** — Noida, India

**QA Manager,** Aug 2018 to May 2019

Experienced Quality Assurance Manager with a demonstrated history of working in the information technology and services industry. Skilled in Bug Tracking, Test Automation, Quality Assurance, System Testing, and Test Planning.

● Core QA activities

● Leading all mobile native and hybrid app (iOS, Android) and web platforms ● Project coordination

● Recruiting

● Grooming, mentoring and monitoring team members

● Project Management, Hiring, Team building, Development, Automation, Defining Development/Release Processes, Agile Methodologies, Scrum Model, Software testing ● Development of API test framework using rest assured for integration testing.

● Android App Automation using Cucumber and Espresso UI

● Test Cases Suite and Test Plan creation for new features.

● Expertise in mobile app testing both android and iOS devices.

● Expertise in setting up projects and handling dashboards in Jira

● Database testing using mysql

● Unit level api testing using postman and swagger UI

**MobiKwik.com —** Gurgaon, India

**Senior QA Engineer,** April 2017 to Feb 2018

MobiKwik is India's largest independent mobile payments network connecting 55 million users with more than 1,500,000 retailers. It enables users to discover retailers (brick-and-mortar stores, e-com websites, m-com apps, billers, telcos) and then start paying them with 1-tap.

I serve as a key member of the Mobikwik technology team as a Senior QA Engineer responsible for manual & automation of Website, MSite, Mobile Applications & functional testing as well as backend APIs automated validation testing.

**Projects & Responsibilities:**

1. Hotels

Done complete manual testing and automation by creating reusable test-cases and generic functions for functional & UI testing. I have automated more than 50 test cases for automating hotels’s complete set of use-cases.

2. Bus Pass

3. Recharge Operator / Category Addition

4. Clevertap event addition on every click on bus booking flow

5. Configuring Jenkins jobs to execute the test cases sequence hosted on a specific Git repository path.

6. Test execution report generation and analysis of defects enabling the development team to fix some issues unable to be identified by testing manually.

7. Test planning, test scenarios identification, test cases creation.

8. Good expertise in peer review of automation scripts

9. Test planning, test scenarios identification, test cases creation and execution.

**Tools:**

Selenium Webdriver, Java, JIRA, Git, Jenkins, jMeter, Eclipse, Zephyr (Test Management Tool). **Results:**

● Documented software defects using bug tracking system and reported defects involving program functionality, output, online screen and content to software developers. ● Delivered reports thorough QA testing that determined product quality and release readiness.

● Automated the key flows & modules for both Web & MSite:

Hotels | GST Implementation | Bus Booking Flow | Recharge Flow

● Implemented Page Object Model strategies in automation framework using Selenium WebDriver.

Appium, Selenium Webdriver, Cucumber (BDD Style), AutoIt, JUnit, TestNG, Java, JIRA, Git, Jenkins, SoapUI, Android SDK, IntelliJ IDEA, Eclipse. **OLX.in —** Gurgaon, India

**Senior QA Engineer,** January 2016 to April 2017

OLX is India’s biggest online marketplace that facilitates buying & selling services and goods such as electronics, furniture, household goods, cars, bikes etc.

I serve as a key member of OLX India’s technology team as a Senior QA Engineer responsible for complete automation of mobile applications’ functional testing as well as backend APIs automated validation testing.

**Projects & Responsibilities:**

1. Android App Automation

○ automated the key flows & modules in the OLX Android Application to speed up the QA testing turn-around time and being rigid towards defects.

1. Server-side/Backend APIs Automation Testing

○ developed a framework in-house using Java & Selenium which automates the backend restful APIs testing, verifies the response JSON Schema & status code and validates the content of response by executing database query and matching the result.

○ scripted the automation of APIs testing, validation & verification of the following modules:

Login, Registration, My Ads, My Profile, Public Profile, Payments

1. Application Performance Management & Monitoring through New-Relic ○ took the responsibility to configure the New-Relic for OLX mobile & web apps and reporting the unique production exceptions to relevant developers.

○ consolidated report generation and sharing amongst the key stakeholders, regular follow-ups with the development team & updating the status of outstanding / newly found issues/crashes.

1. Implemented both traditional and Page Object Model strategies in automation framework using Selenium WebDriver.

1. Configuring Jenkins jobs to execute the test cases sequence hosted on a specific Git repository path.

2. Test execution report generation and analysis of defects enabling the development team to fix some issues unable to be identified by testing manually.

1. Generating and analysing the performance metrics for enabling the development team to write more optimal code.

1. Filing bugs to bug tracker using JIRA.

2. Test planning, test scenarios identification, test cases creation.

3. Good expertise in peer review of automation scripts.

**Tools:**

**Results:**

● Accelerated average QA testing turn-around time by 200% or more, allowing company to execute majority of the test cases at the earliest without increasing staff to test manually. ● Noticeable increase in APIs testing efficiency wherein smoke suite can now be executed in 1.5 mins and sanity suite in 10 mins.

● Designed and implemented automated testing tools and programs addressing areas including various web-service response impacts, software scenarios, regression testing, negative testing, error/bug retests and usability.

● Configuring New-Relic, reporting & follow-up exercise resulted in enhancement of the health of OLX platform by 300%.

● Documented software defects using bug tracking system and reported defects involving program functionality, output, online screen and content to software developers. ● Delivered thorough QA testing reports that determined product quality and release readiness.

**Jabong.com** — Sector-18, Gurgaon

**Senior QA Automation Engineer,** September 2012 to January 2016

Jabong is an Indian fashion and lifestyle e-commerce portal. It retails apparel, footwear, accessories, beauty products, fragrances, home accessories and other lifestyle and fashion products.

I served as a key member of Jabong’s technical team as a senior QA automation engineer responsible for complete automation of website and mobile applications.

**Projects & Responsibilities:**

● Jabong’s New Responsive Website automation by creating reusable test-cases and generic functions for functional & UI testing. I have automated more than 200 test cases for automating a website's complete set of use-cases.

● Jabong Mobile Applications automating functionality testing for Jabong’s both Android and iOS applications using Appium.

● Pricing Engine makes Jabong’s prices as the most competitive in the market thereby winning long term trust of customers on like-to-like SKUs – enables Jabong to match the lowest price available in the market. I automated the Product Segment creation, rules creation for pricing, scheduling the price computation and then execution.

● Configuring Jenkins jobs to execute the test cases sequence hosted on a specific Git repository path.

● Test execution report generation and analysis of defects enabling the development team to fix some issues unable to be identified by testing manually.

● Test planning, test scenarios identification, test cases creation.

● Good expertise in peer review of automation scripts.

**Tools:**

Selenium WebDriver & IDE, Appium, AutoIt, JUnit, TestNG, Java, JIRA, Git, Jenkins, SoapUI. **Results:**

● Pricing Engine gets acquired by GFG and being used by 4 others GFG associated leading fashion ecommerce companies Zalora, Dafiti, Lamoda & Namshi. ● Automated the key flows & modules for both Web & App:

Checkout & Payment Flow | VAT Implementation | Jabong Credits & Rewards | Vouchers & Coupons

● Implemented both traditional and Page Object Model strategies in automation framework using Selenium WebDriver.

**Nivio Technologies —** Udyog Vihar - IV, Gurgaon

**Associate Software Quality Assurance Engineer,** August 2010 to August 2012 Nivio Technologies is a Cloud Computing Company, with the goal of removing computing constraints and providing ubiquitous access to Microsoft Windows.

I served as a key member of the technology team as an Associate QA Engineer on development projects. I gained an enriched experience in developing and implementing quality-assurance and quality-control methodologies to ensure compliance with QA standards, federal regulations and customer specifications.

**Responsibilities:**

● Created and executed automated & manual software test plans, test strategies, test cases and scripts to uncover, identify and document software problems and their causes.

● Created automated test cases & scripts for functional/UI testing using Selenium and scalability & stress testing using Pylot.

● Performing functional, regression, sanity and UI testing against the specifications and test cases.

● Generating and analysing the performance metrics for enabling the development team to write more optimal code.

● Filing bugs to bug tracker using JIRA.

**Projects:**

1. **Google Drive**

To integrate nivio as SaaS with the recently released Google Drive.

1. **Nivio Desktop Client: nDC**

An RDP protocol based client application which provision the end users the access to their fully-functional windows 7 desktop on cloud.

1. **nApps**

A client end application using which a user can rent/try any desired software with a single click. 1. **WaterMelon (OS)**

Watermelon is a Linux based operating system. It has been built on top of the popular MeeGo Linux distribution.

**Tools:** Selenium, JIRA, Pylot.

**S M Macario Software Pvt. Ltd.** — Udyog Vihar - V, Gurgaon

**Software Quality Assurance Engineer**, January 2010 to July 2010

S M Macario provides outsourced software development and product lifecycle services to its clients from architecture, design, development and integration to implementation and support.

I served as a key member of the software development team as a Software QA Engineer on development projects.

**Projects:**

1. TAFI

A web based application calculates current and future financial situation of users. 1. EZYZINE

A web based application kind of CMS (content management system) that manages the published content. All kinds of audios, videos, newspaper articles are published by users online. **Tools:** Bugzilla 2.3.2, Selenium.

**Spice Mobiles Pvt. Ltd.** — Noida

**Web Developer,** July 2009 to November 2009

A multi-faceted management group that is engaged in establishing a lead in an emerging business area, which is an outcome of the linkages and converging communication and entertainment technologies, a business entity to provide user-friendly and innovative solutions for young minds in the Information, Communication and Entertainment space.

I served as a key member into the website development project called Reflect Sports. **Projects:**

1. REFLECT SPORTS

REFLECT SPORTS (http://www.reflectsports.com) is a cosmetic product site made in PHP and Drupal. Its blog functionality is in WORDPRESS.

**Tools:** JIRA, Adobe Dreamweaver CS5, HTML, CSS/CSS3.

**EDUCATION & CREDENTIALS**

JIET, KURUKSHETRA UNIVERSITY — KURUKSHETRA, Haryana

Bachelor in Information Technology, 2005-2009, Aggregate- 81%

**TECHNOLOGY SKILLS**

Automation Tools: Selenium IDE, Selenium WebDriver, Appium, jMeter, SoapUI, Firebug, AutoIt, JUnit, TestNG, TestLink, Pylot, New Relic, AWS Cloud watch, GTmetrix/Lighthouse.

Languages: Java

Knowledgebase: Web services, ReST Architecture, GSOAP, SQL, RDP, Application Virtualization, TCP/IP.

Tools: Jenkins, Git, JIRA, Bugzilla and Zephyr.

**DECLARATION**

I hereby declare that the information given above is true to the best of my knowledge.

Place: Gurugram

Date: 20 September’ 2023 (Chitra Sharma)