

Kaushiki Ghosh Hazra

Contact
(32) 490442328
kaushikighoshhazra2@gmail.com

For a detailed overview of my projects and technical expertise, please visit my portfolio at <https://shubham184.github.io/>

Professional Summary

Senior Quality Assurance Analyst with over 7 years of experience in testing and automation across multiple domains, including telecommunications, web applications, mobile platforms, and SAP systems. Expertise in designing and executing comprehensive test strategies, developing automation frameworks, and performing cross-platform testing to enhance system performance and reliability. Proven ability to lead QA activities, collaborate with cross-functional teams, and implement continuous integration pipelines, resulting in significant reductions in defects and improvements in operational efficiency.

Technical Skills

• **Testing Frameworks & Methodologies:**

- Test-Driven Development (TDD), Behavior-Driven Development (BDD), Page Object Model (POM)
- Functional, Regression, Performance, Load, Unit, Integration, User Acceptance Testing (UAT)
- End-to-End Testing, Security Patch and Hotfix Testing, OS Updates, Certificate Renewals

• **Automation & CI/CD Tools:**

- Jenkins CI/CD Pipelines, ReadyAPI, TOSCA
- Automation Script Development and Maintenance; Utilities for Environment Setup, Stability, Security Checks
- Continuous Integration and Deployment Practices

• **Application Monitoring & Performance:**

- Dynatrace Monitoring and Alarm Configuration
- Performance Benchmarking, Optimization, and Reporting
- Billing Call Detail Records (CDRs) Analysis

• **Cross-Platform Testing & Domain Expertise:**

- Mobile Platforms: iOS, Android
- Web Services: SOAP, REST APIs
- SAP Modules: SAP MM (Material Management), SAP RS
- Telecom Applications: ARTillium (SIM Ordering, Provisioning, MNO Setup), Telecom IoT Business, Belgium Roaming Regulations
- Telecom Protocols: SS7, Diameter, SIGTRAN, SIP

• **Telecommunications Expertise:**

- Mobile Network Technologies (2G, 3G, 4G/LTE, 5G)
- IMS Architecture, VoLTE, VoWiFi

• **Test Data Management:**

- Test Data Creation and Management; Data Load Migrations; Data Integrity Assurance

Experience

Senior Test Analyst | Quality Assurance @ Cognizant| 2022 - Present

- **Application Testing and Monitoring:**

- Tested applications, including various end-user flows like voice and data, after security patching and hotfixes to ensure seamless functionality.
- Conducted daily checks of applications using Dynatrace, maintaining optimal performance and availability.
- Responsible for setting up requirements for various alarm checks in Dynatrace for applications and their components (servers and services), improving incident detection and response times by 25%.

- **Billing and Data Analysis:**

- Produced detailed analysis reports of billing Call Detail Records (CDRs), thresholds, and counters.
- Validated data accuracy and consulted on billing scenarios post-use case execution for individual partners, enhancing billing accuracy by 20%.

- **Telecommunications Expertise:**

- Extensive knowledge of the ARTillium application, including SIM card ordering, provisioning, and Mobile Network Operator (MNO) setups.
- Expertise in new MYNO setup and call detail record checks.
- Demonstrated expertise in the telecom IoT business and knowledge of Belgium Roaming Regulations.
- Responsible for design, requirement analysis, and testing of FDRs related to roaming regulations, ensuring compliance and reducing regulatory risks.

- **Quality Assurance Leadership:**

- Led quality assurance activities for large-scale telecom partners like Colruyt, Carrefour, and Decathlon.
- Analyzed business requirements, provided solutions, and conducted end-to-end testing of VoIP, data resolution, VoLTE, and data solution phases.
- Designed and executed test strategies—including functional, regression, performance, and load testing—for projects like Nokia SDM rollout.
- Led QA efforts for the replatforming project, replacing old servers (128 nodes) of VoIP data components (OCS/SCP) with internal Telenet servers, successfully delivering the project with zero end-user defects.

- **Adaptability and Cross-Domain Expertise:**

- Demonstrated adaptability across different telco business domains, effectively managing diverse projects and technologies.
- Led QA activities for the 5G SA rollout, conducting E2E integration and testing across various mobile devices.

- **Automation and Testing Tools:**

- Automated application-ready utilities for environment test setup, stability, and security checks, improving test readiness by 35%.
- Knowledgeable in automation tools like ReadyAPI and Tosca.
- Created and executed test scripts for various environments and checks post-OS patching and certificate updates, ensuring system stability and security compliance.

QA Analyst | Automation @ TCS| 2016- 2018

- **Automation and Daily Management:**

- Automated key aspects of testing such as environment setup, stability checks, and test data creation, enhancing efficiency by 35%.
- Conducted daily checks of automation regression suites, optimized scripts, and managed Jenkins jobs and data load migrations, reducing maintenance issues by 25%.

- **SAP Master Data Testing:**

- Successfully tested master data (Customer Master, Vendor Master, Material Master, BOM Items, etc.) in SAP MM, ensuring 98% data accuracy.
- Streamlined operations and provided reliable data insights for business decision-making.

- **Comprehensive Testing Approach:**

- Planned and designed scenarios for Unit Tests, Integration Tests, Mobile Tests, and User Acceptance Testing (UAT).
- Ensured thorough coverage across different test phases, contributing to a 15% reduction in post-deployment defects through early detection in System Integration Testing (SIT) and manual testing.

- **Quality Assurance Leadership:**

- Analyzed design specifications and internal system structures to produce detailed test solutions.
- Prioritized tasks effectively, ensuring timely project delivery and maintaining high-quality standards.

Education

Bachelor's in Techonlogy | West Bengal University, India | 2016