

Swapna M  
Mobile: +91 8971115430 | Email: swapna\_mt@outlook.com

9343324842

## Professional Summary

Experienced QA Engineer and Business Analyst with a strong background in web and mobile **application testing**. Skilled in requirements gathering, prioritization, and working with cross-functional teams. Proficient in Agile methodologies, SDLC, and STLC. Passionate about using **AI tools** to improve testing processes and drive product quality throughout the development lifecycle.

---

## Core Competencies

- Test Plan Creation & Test Case Design
- Functional, System, Smoke, Adhoc, and Regression Testing
- Cross-Browser and Mobile Responsiveness Testing
- Automation Testing using Selenium WebDriver, Appium
- Defect Tracking & Management (JIRA, ClickUp)
- API Testing using Postman, Laravel Telescope
- OutSystems Low-Code Platform & BDD Frameworks (Gherkin Syntax)
- AI Tools (Azure OpenAI, AWS, Generative AI, Dev Assure, Trusdlc )
- Business Analysis (Requirements Gathering, Stakeholder Communication, Epic, user Stories, Change Requests, documentation)
- Gained exposure to mobile accessibility testing and participated in ensuring mobile applications are accessible to users with disabilities.
- Mobile Accessibility Testing: Exposure to the process of testing mobile applications for accessibility, including familiarity with both iOS and Android accessibility features, like VoiceOver and TalkBack.
- Knowledge in how ADA applies to websites, mobile apps, and digital content, ensuring they are accessible to users

---

## Professional Experience

### 1. Sr. Quality Engineer Origin Fresh, Bangalore Sept 2024 – Present

#### Key Contributions:

- Designed, developed, and maintained robust **testing infrastructure** to enable efficient and scalable testing processes.
- Authored detailed **test reports** and conducted in-depth **performance analysis** to identify key areas for improvement and optimize the product's quality.
- Actively participated in the **end-to-end software development lifecycle (SDLC)** for new product releases, ensuring QA alignment from initial requirements to deployment.
- Stayed abreast of the **latest testing technologies** by attending industry conferences, workshops, and continuous learning initiatives to improve testing methodologies.
- Created comprehensive **user stories** to clarify requirements, formulated detailed **test strategy plans**, and meticulously reviewed test cases to ensure thorough coverage.
- Delivered **weekly bug reports** to stakeholders, highlighting critical defects, trends, and resolutions to improve product stability.
- Established and streamlined the **QA processes**, overseeing the entire quality assurance lifecycle, from test planning and execution to defect management and reportin

- Lead QA efforts across web and mobile applications (Driver, Farmer, TV, and User Apps).
- Reports to Manager, Engineering, CTO
- Dual role as **Business Analyst**, collaborating closely with stakeholders to gather business requirements and translate them into actionable test cases.
- Developed key QA documentation such as **Test Strategy Plan, Automation Plan, and QA Sign-off**.
- Implemented **AI tools** to streamline testing workflows and improve efficiency.
- Involved in product lifecycle planning and execution, including **gathering and prioritizing customer requirements**, CRM teams
- Worked with the **Strategy, Engineering, Marketing, and Customer Support teams** to ensure goals were met in a timely manner.
- Engaged in **product development**, business requirement gathering and preparing documents for multiple business level activities procurement, operations, dark stores, 3<sup>rd</sup> party integration expansions.
- Involved in product lifecycle planning and execution, including **gathering and prioritizing customer requirements**.
- Worked with the **Strategy, Engineering, Marketing, , Drivers /Packers and Customer Support teams** to ensure goals were met in a timely manner

## 2. Consultant – Quality Engineering

Datamatics Global Services Limited, Bangalore

July 2021 – Sept 2024

### 1 )Key Projects:

- **Bharat Financial Inclusion Limited (BFIL)**
- **UWP - Loan Origination System (LOS)**
- **ChainIQ**

### Responsibilities:

- Developed and executed test cases across web, mobile, and APIs.
- Reports to Manager, Engineering,
- Used tools such as **Postman, Android Studio, and TestRail** for comprehensive testing.
- Collaborated on system integration, demos, and client engagements.
- Mentored junior QA teams and drove the adoption of **automation** using **Katalon**.
- Contributed to **pre-sales enhancements** and achieved **Associate Pre-Sales Certification** in **OutSystems**.

### 2) IDFC Education Loan Platform (iELP)

**Client:** IDFC First Bank

**Description:** A digital platform simplifying the education loan process.

### Key Contributions:

- Developed **test scenarios** for web and mobile interfaces, including SFDC integrations.
- Coordinated **UAT** and **pre-prod** testing, ensuring high-quality releases.
- Performed **mobile testing** using **Appium** and reported with **TestNG**.

### Responsibilities:

- Performed **end-to-end testing** and worked in **agile environments**.
- Conducted **regression testing**, ensuring proper functionality on both **Android/iOS devices**.

- Communicated with **BA, Scrum Master**, and **Product Owner** to align on requirements and feature

### 3. Quality Analyst Quality Matrix, May 2020 – June 2021

#### Key Projects:

- **Take10 Trivia – Educational Gaming App**
- **Klap Klap Edu-Tech**

#### Responsibilities:

- Conducted **end-to-end testing**, working closely with product owners and UX teams to gather test requirements.
- Reports to VP, Engineering, Product Manager
- Performed **regression testing** and **cross-browser testing** on mobile devices.
- Worked with the **Business Analyst** to understand requirements and review test cases.
- Ensured proper functionality after new builds, performing **smoke tests** and **system integration** tests.

---

#### Technical Skills

- **Operating Systems:** Windows XP - Windows 10
- **Programming:** Core Java
- **Automation Tools:** Selenium WebDriver, Appium
- **Defect Management:** JIRA, ClickUp
- **Test Management Tools:** TestRail, HP ALM
- **Cross-Browser Testing Platforms:** BrowserStack, LambdaTest

#### Education & Certifications

- **Associate Pre-Sales Certification** – OutSystems
  - **Advanced AI Coursework:** Azure OpenAI, AWS, Generative AI for Business
-

