**REEKSTABA BHATTACHARYYA**

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**EXPERIENCE SUMMARY**

* 7.5 years of experience in IT Industry in testing domain.Experience in Salesforce Lightning Sales cloud,Siebel CRM,Software Testing and IT Infrastructure services activities.
* Experience in SFDC,Manual,Functional,Operational,Integration,Regression,Adhoc,Sanity,End-to-end,Mobile Testing,Open UI testing,Black box testing
* Having exposure to CRM,Healthcare,Travel & Hospitality and Banking Domain knowledge.
* Experience in test design, planning and execution, defect logging, client communication, quality and effectiveness.
* Good Knowledge in Software Testing Methodologies and Activities.
* Experienced in testing coordination with project team and clients.
* Experienced working in Agile testing model.
* Experienced in working with Salesforce and Siebel application consoles
* Knowledge in test management tools - Microsoft Test Management,Team Foundation Server(Visual Studio),HP Quality Center,Rally
* Experienced in working with tools such as – Jenkins,Dataloader,IBM Infosphere DataStage and QualityStage Director, IBM Tivoli Workload Scheduler
* Familiar with all stages of Software Testing Life Cycle (STLC) and Software Development Life Cycle (SDLC).
* Experienced in defect management tools such as TFS,HPQC and Bugzilla

**EMPLOYMENT HISTORY**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Company** | **Designation** | **Job location** | **From (Year)** | **To (Year)** |
| Cigniti Technologies limited | Senior Test Engineer | Hyderabad | 2017 | Present |
| Cognizant Technology Solutions | Associate-Projects | Kolkata | 2011 | 2017 |

**ACADEMICS**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Examination** | **Year of passing** | **Institution** | **Board/University** | **DGPA/Percentage** |
| B.Tech in Electrical Engineering | 2010 | Saroj Mohan Institute of Technology | WBUT | 7.18 |
| Class XII | 2006 | Rammohan Mission High School | CISCE | 67.80% |
| Class X | 2004 | The Future Foundation School | CISCE | 77.80% |

**CORE COMPETENCIES**

* Good understanding of Salesforce application
* Worked in Agile methodology
* Familiar working with Roles,Profiles and Permission sets
* Experienced in working with tools such as - Microsoft Test Management,Team Foundation Server(Visual Studio),Jenkins,Dataloader,HP Quality Center,Bugzilla
* Strong communication and Interpersonal skills to maintain effective work relationship with all levels of personnel.
* Good Team Spirit and willingness to learn new technologies and undertake challenges.
* Strong technical background with excellent problem solving skills.
* Clear understanding of Business and ability to work as part of team.

**TECHNICAL SKILLSET**

|  |  |
| --- | --- |
| **Job Functions** | * Test Planning, Test Strategy preparation,Cases & Processes Functional Requirements Scripting& Documentation. * Test Case Preparation, Execution with Defect Tracking,Test Strategies &Coverage’s  QA Standards. * Preparing Knowledge Transfer documents and maintaining status reports * Team management. * Communicate and co-ordinate with client to resolve queries and/or issues related to requirements, testing. |
| **Domain** | * CRM,Healthcare,Travel & Hospitality,Banking |
| **Testing Tools/consoles** | * Microsoft Test Manager * Team Foundation Server(Microsoft Visual Studio 2012) * IBM Tivoli Workload Scheduler * IBM Infosphere DataStage and QualityStage Director * HP Quality Center * Rally |
| **Project LevelApplications/Tools** | * Salesforce Lightning(desktop) * Jenkins * Dataloader * Salesforce SF1 Application(Android/iOS) * Siebel 8.2(desktop) * TIBCO Administrator 5.x * Markit EDM * HP Operations Manager * TIDAL Scheduler * Putty(Unix-based command prompt) * Oracle Enterprise Manager(OEM) |
| **Testing Platforms** | * Web,CRM |
| **OS** | * Windows 10,Windows 7, XP, UNIX (Linux),iOS |

**PROFESSIONAL EXPERIENCE**

**Certifications and Trainings**

* Software testing Level 0 Internal Certification Exam
* Cognizant ITIL V3 certified.
* Cognizant Windows server 2008 Administration Brainbench

**Project #1:**

Organisation: Cigniti Technologies

Project Name: Predictivv Study Operations

Client: PRA Healthsciences

Duration:

August 2017 – February 2018

November 2018 - Present

TeamSize: 10

Technology: Salesforce Lightning

Role: Software Quality Engineer

**Project Description:**

Predictivv Study Operations (PSO) is an integrated clinical operations solution which offers comprehensive functionalities that is designed to help minimize the burden of running one or more studies.

##### ROLE AND RESPONSIBILITIES

* Attending daily scrum meetings with scrum master,business analysts and developers
* Requirement analysis of Product Backlog Items for multiple modules in Team foundation Server(Visual Studio)
* Design of Integration,Regression and Operational Test Cases for multiple modules in Microsoft Test Management
* Testing performed in multiple environments in all the releases
* Defect management in Team foundation server,linked to correct Test Case,Story and Iteration
* Responsible for maintaining daily and weekly status reports
* Took part in retrospective meetings.
* Took ownership of multiple modules and provided KT to fellow colleagues

**Project #2:**

Organisation: Cigniti Technologies

Project Name: Endpoint Adjudication

Client: PRA Healthsciences

Duration: March 2018 – October 2018

TeamSize: 5

Technology: Salesforce Lightning

Role: Software Quality Engineer

**Project Description:**

PRA Endpoint Adjudication(EA) application is built on Salesforce and provides a collaborative, integrated solution for the management of Adjudication studies.It automates the creation and completion of assessment forms, document management,query management, and report management.

##### ROLE AND RESPONSIBILITIES

* Attending daily scrum meetings with scrum master,business analysts and developers
* Requirement analysis of Product Backlog Items for multiple modules in Team foundation Server(Visual Studio)
* Design of Integration,Regression and Operational Test Cases in Microsoft Test Management
* Testing performed in multiple environments in all the releases
* Defect management in Team foundation server,linked to correct Test Case,Story and Iteration
* Responsible for maintaining daily and weekly status reports
* Took part in retrospective meetings.
* Took ownership of multiple modules and provided KT to fellow colleagues

**Project #3:**

Organisation: Cognizant Technology Solutions

Project Name: BD Sales Excellence

Client: Cognizant Technology Solutions

Duration: March 2015 – April 2017

TeamSize: 6

Technology: Salesforce Lightning,Mobile Testing

Role: Functional tester

**Project Description:**

The Sales part of Peoplesoft application should be migrated to a single entity – Winzone.This has been achieved via Salesforce in Sales cloud.Sales Excellence team across the globe should be able to access the application.Extensive System Integration testing has been performed in all the releases.

##### ROLE AND RESPONSIBILITIES

* BRD analysis,Test scenario and test case creation
* Execution performed in Salesforce cloud desktop application
* Execution performed in Salesforce SF1 app in IOS and Android devices
* Tests perfomed –Functional,Sanity,SystemIntegration,Regression,Adhoc,End-to-end,Smoke testing
* Defect logging in Bugzilla
* Following up with development team for quick resolution and defect retest
* Preparing test logs,requirement traceability matrix and daily reports
* Mentoring junior team members

**Project #4:**

Organisation: Cognizant Technology Solutions

Project Name:AA Ventana Open UI

Client: American Airlines

Duration: Jan 2014 – Feb 2015

TeamSize: 3

Technology: Siebel 8.2

Role: Functional tester

**Project Description:**

Open UI testing in AA Ventana is targeted to validate the business application components of the system. As compared to Siebel High Interactivity client(HI),American Airlines needed Open UI environment as it can run in a wide range of web browsers,do not require Active-X plugin and can be easily accessible via laptops and tablets.Morever,customizations can be done via HTML,CSS or Javascript.

##### ROLE AND RESPONSIBILITIES

* Worked in Agile methodology
* BRD analysis,Test scenario and test case creation
* Execution performed in Siebel 8.2 desktop application
* Daily task involved UI Validation in HP Quality Center.
* Defect logging in HPQC
* Following up with development team for quick resolution and defect retest
* Preparing test logs,requirement traceability matrix and daily reports
* Mentoring junior team members
* Actively involved in Batch Merge execution and validation using IBM Infosphere DataStage and QualityStage Director,IBM Tivoli Workload Scheduler and Load Runner.
* Carried out testing in OpenUI and Development servers.

**Project #5:**

Organisation: Cognizant Technology Solutions

Project:AA Ventana Single Frequent Flyer Program(SFFP)

Client: American Airlines

Tools: IBM Tivoli Workload Scheduler,IBM Infosphere DataStage and QualityStage Director,WinSCP,HP Quality Center,Rally,LoadRunner

Team Size: 5

Role: Functional Tester

Period: Dec 2013 to Dec 2014

**PROJECT DESCRIPTION**

Ventana is the program name for the American Airlines effort to provide a next generation customer and member loyalty platform for the AAdvantage® frequent flyer program.As part of the SFFP (Single Frequent Flyer Program) project,10 Million Dividend Miles (Legacy US Air Loyalty Program) members would be migrated to Ventana and a new AAdvantage number (Member id) will be assigned to them. 1.6 Million members who have accounts in both Dividend Miles and AAdvantage will be provided an opportunity to retain their pre-existing AAdvantage account and move their Dividend Mile account information over to their pre-existing AAdvantage account. To achieve this,the pre-existing AAdvantage account would need to be merged with the new AAdvantage account.

ROLES AND RESPONSIBILITIES

* Worked in Agile methodology
* BRD analysis,Test scenario and test case creation
* Execution performed in Siebel 8.2 desktop application
* Actively involved in Batch Merge execution and validation using IBM Infosphere DataStage and QualityStage Director, IBM Tivoli Workload Scheduler and Load Runner.
* Defect logging in HPQC
* Following up with development team for quick resolution and defect retest
* Carried out testing in various Staging servers.
* Preparing and maintaining test logs,requirement traceability matrix and daily reports
* Mentoring junior team members

**Project #6:**

Title: ING Investment Management Infrastructure Monitoring

Client: ING Bank

Tools: HP Operations Manager, Tidal Scheduler, Oracle support monitoring, OEM Scheduler,Putty(Unix based command prompt), Filezilla&Clever.

Team Size:5

Role: Functional Tester

Period: Aug 2011- Dec 2013

**PROJECT DESCRIPTION:**

ING Investment Management provide a comprehensive range of investment solutions and services to our clients and partners. Infrastructure monitoring and production support, with application based ticket raising. Resolving the critical application issues for maintaining servers up and down with L2 level UNIX service. Coordination with Clients for resolving the critical application related issues.

**ROLES AND RESPONSIBILITIES**

* Monitoring the tool and taking proactive actions when required
* Test case designing with requirements.
* Worked in HPOM tool for job activity monitoring, job rerunning and audit logging in the client environment.
* Hands on Tidal scheduler and Markit EDM.
* Co-ordination with Clients in resolving production issues

**ACHIEVEMENTS**

* Vocational training from Calcutta Electric Supply Corporation (CESC)-33/11 KV Substation, Kolkata.
* Vocational certified training on Networking from HP,Kolkata.
* 9 years professional course with diploma in Indian Classical Music
* Currently learning Spanish guitar from a reputed musical institute.

**PERSONAL DETAILS**

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| --- | --- |
| Date of Birth: | 2nd August 1988 |
| Linguistic Skills: | English, Bengali and Hindi |
| Mobile No : | +91–9836236889 |
| Email : | [reekstaba@gmail.com](mailto:reekstaba@gmail.com) |
| Passport details | Passport no: J8738326  Date of Issue: 31.10.2011  Date of Expiry: 30.10.2021 |