**Swati Bamezai**

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| Dedicated and goal-driven, with strong work ethics and a continuous commitment to enhancing knowledge and delivering high-quality results. Seeking an opportunity to leverage my skills and contribute to new projects. | **Mobile: (647)-936-9665**  **Location: GTA, Canada**  **Email: swatibamezai@gmail.com** |

# Skills

* JIRA, Zephyr, HP ALM/QC, Confluence, VersionOne, WinSCP, FileZilla, BrowserStack, XML, JSON, HTTP
* SQL, Oracle SQL Developer, IBM DB2, Postman, Soap UI, Tricentis Tosca
* ServiceNow, Slack, MS Teams, MS Excel, MS Visio, Agile (Scrum), Waterfall
* Retail Banking, Automated Funds Transfer (AFT- Canada), Payments, Trade Finance, SDLC, STLC
* Strong analytical and problem-solving skills, Attention to detail, Adaptability, Communication, Documentation

# Work Experience

* ***Business Systems Analyst, Peoples Group, Toronto 2022-2024***

**Peoples Trust Company (PTC), a member of Peoples Group, has been granted Direct Clearer status in the Automated Clearing Settlement System (ACSS) by Payments Canada. This transition enables PTC to independently exchange and clear payment items, and directly settle transactions with the Bank of Canada.**

* Analyzed system requirements, created test plans, reviewed test cases, test results, test reports and recommended feedback.
* Coordinated testing timelines, dependencies and interactions with dependent systems and delivery teams.
* Ensured that all test deliverables are received, approved, and aligned to the project’s timeline, budget and objectives.
* Led system, partner integration, disaster recovery, industry and user acceptance testing (UAT).
* Facilitated daily project calls and provided inputs on progress, impediments, and mitigation plans to stakeholders.
* Participated in weekly calls with developers to gather updates on outstanding issues, priority in fixing them and communicating the same with the project team and stakeholders.
* Troubleshooted high complexity problems to determine root-cause, requiring analysis and exploration of options, recommended solutions or prepared discussion for escalation.
* Engaged in continuous collaboration with the infrastructure team to assist in debugging production issues related to network or MFT jobs.
* Performed operational accountabilities & collaborated closely with the Operations Manager to develop & optimize processes.
* Documented processes, Standard Operating Procedures (SOPs) and designed workflows on Visio.
* ***Lead QA Analyst, Altruist Technologies Pvt. Ltd. (Client:******Finastra) 2021-2021***

**Framework Update for the Finastra Corporate Channel (FCC) Application.**

* Participated in product design and requirements analysis, worked with the team during project planning to accurately estimate work (data creation, test cases/acceptance test design, test execution, design improvements, scripting tasks, setup environments) and scope release deliverables (prioritizing defects and bugs).
* Conducted GUI, functional, responsive, cross-browser and accessibility testing for various components of the FCC application, including UI, ILC, ELC, EC, and LoanIQ.
* Worked within an Agile (Scrum) framework, including understanding and estimating user stories, deriving test scenarios and test cases from user stories, executing test cases, documenting results, and reporting and tracking bugs.
* Coordinated with designers and developers to facilitate effective bug resolution.
* Delivered sprint demos of functional products at the end of each sprint to directors, designers, the product owner, and other stakeholders.
* Proactively identified potential issues throughout all test phases and suggested possible improvements or enhancements.
* Conducted re-testing and regression testing of production issues in the pre-production environment prior to each production deployment.
* Enhanced and refined the existing regression test cases and test suites.
* ***Systems QA Analyst 3, Wells Fargo 2019-2020***

**The Imaged Document Workflow (2IDW) front-end application enables users to streamline processing by consolidating electronic images from multiple item streams into a unified workflow, effectively eliminating disparate back-end processes.**

* Conducted front-end, integration, data integrity and regression testing for the 2IDW application, adhering to Agile methodologies with the utilization of the VersionOne tool.
* Developed and executed comprehensive test plans, test cases, and test scripts to validate software functionality and performance.
* Developed and validated test scenarios and test cases to ensure comprehensive coverage, adhering to the agreed schedule. Maintained the Requirement Traceability Matrix (RTM) throughout the process.
* Initiated, facilitated, and participated in meetings to ensure communication regarding active and in-process issues, timelines, and risks.
* Executed test cases and documented quality defects using HP ALM and JIRA.
* Triaged and prioritized defects for remediation, with the Product Owner and development team.
* ***Associate Consultant****,* ***Capgemini Technology Services (Client: ANZ Bank)*** ***2016-2019***

**The New Payments Platform (NPP) is the latest infrastructure for Australian payments, facilitating domestic Inward, Outward, Return, and GCIS transactions. It represents the industry's response to the Reserve Bank's strategic objectives, aiming to implement near real-time payment capabilities for Australia.**

* Collaborated with product managers, developers, and other stakeholders to understand software requirements and technical specifications, and actively participated in design reviews.
* Reviewed requirements, specifications, and technical design documents to provide timely and constructive feedback.
* Facilitated communication between Test, Development, and Product teams to ensure that each requirement received adequate test coverage.
* Performed functional, system integration, data integrity, end to end, pre -industry and regression testing for CAN, SAN, Outward, Inward, Return and Reversal payments by posting transactions and validating them across the database.
* Maintained comprehensive documentation of test results.
* Investigated issues by examining code, querying databases, and analyzing logs. Validated PTM logs and PACS messages in XML format for the transactions performed.
* While on-site with the client, performed system integration testing of GCIS payments and recommended software deployment for further UAT testing based on the testing outcomes.
* Scripted and executed test cases using TOSCA, primarily for Shakeout and Regression Testing.
* Coached and mentored junior team members in various areas, including business domain knowledge, functional testing, upstream and downstream systems integration, and non-functional testing. Ensured that test teams adhered to Capgemini's testing methodologies and industry best practices.
* ***Software Test Engineer****,* ***SLK Software Services (Client: Fifth Third Bank ) 2013-2016***

**ACE is an application utilized by Customer Service Representatives (CSRs) in the bank.**

1. **The Web Payments Project allows users to initiate loan payments from their internal or external checking or savings accounts by contacting the bank’s helpline or a collection agent. It supports additional principal payments from both 53 and non-53 checking and savings accounts for various consumer lending accounts, including mortgages, Flexline, and installment loans.**
2. **Express Banking is a new type of checking account that enables CSRs to process customer requests, such as money orders, Western Union transactions, check encashment, and cash deposits, using the customer's internal or external checking accounts.**

* Analyzed business and functional requirements, raised clarifications as needed.
* Conducted smoke, sanity, manual, re-testing, and regression testing on the ACE application, and documented the results of the tests.
* Verified database details by executing queries to retrieve and validated application data. Reviewed and verified logs to identify and diagnose issues.
* Performed web services testing by importing WSDL and verified the request and response for executed transactions.
* Raised and ensured that defects were logged with complete information in HP ALM.

# Educational Qualification

Bachelor’s degree in information science and engineering (Visvesvaraya Technological University, India)