Lakshmy Jayalakshmy
Software Test Engineer

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Career and Education Summary

ISTQB certified test engineer with a proven track record of developing and executing comprehensive test plans thus reducing software defects and increasing customer satisfaction. I have five plus years of diverse full-time experience in the IT industry working with multi-national companies & a startup, playing the roles of QA lead, tester, developer as well as business analyst spread across retail and education domains with hands-on experience across all the phases of software test and development life cycles under waterfall and agile environments. I have been constantly recognized and rewarded for both individual and team playing abilities.

Key Skills & Competencies

- Project experience in manual testing, usability testing and API testing for projects under agile and water-fall environments.
- Hands-on experience in front-end responsive development and software development life cycle processes.
- Experience in SDLC, STLC, and user experience design life cycle processes (requirements gathering, user research, user and task analysis, information architecture, wire-framing, low/high fidelity prototyping, rapid application design and development, deployment, quality assurance and control).
- Excellent written and oral communication, documentation skills, and people management skills.
- Appreciated for team mentoring skills on technical and domain know-how.

Tools & Technologies

- Testing: Manual testing, Usability testing, Unit testing, API testing, and basics of web automation testing
- Design: UX design, Wireframing and Prototyping, User Research and Task Analysis
- Development: Java, HTML, CSS, JavaScript
- Tools: Azure DevOps, Jira, HP QC, Postman, Selenium with Java (Novice), MySQL, Microsoft Office Tools, Linux/Unix OS, Putty, Cygwin, WinSCP, WinMerge, GitHub, CVS versioning tool, Sun One Application Server, Tomcat, and FormBuilder
- Working Environments: Eclipse (IDE), IntelliJ (IDE), Atom.io, Dreamweaver
- Others: Adobe creative suite, Photoshop, Illustrator, Sketch, Balsamiq, Adobe XD

Trainings and Certifications

- Postman Badge for API Automation Testing, November 2024
- ISTQB CTFL 4.0 Foundation Level Certification, October 2024
- 'Selenium with Java and Cucumber' course from Udemy, 2024 (Ongoing)
- 'ISTQB Certification Course' Certificate from Udemy, 2023
- 'Scrum Master' Certification from International Scrum Institute, *License# 92452068986371*, 2021
- 'Fundamental SQL' course from Intellipaat, 2021

Academics

- User Experience and Usability Testing Certificate Program, Bentley University, Boston, USA, October 2020
  UX Portfolio: https://lakshmyj.github.io/portfolio/home.html
- User Experience Certificate Program, American Graphic Institute, Boston, USA, March 2019
- Bachelor of Technology, Computer Science and Engineering, Kerala University, Trivandrum, India, 2011

Professional Work Experience

QA Lead	RM ESI, India	Mar 2022 – Jun 2022

- Managed and mentored a team of 3 testers.
- Performed QA activities in an agile environment with Azure DevOps as the test management tool.
- Web API testing using Postman and novice activities related to automation testing using Selenium.
- Involvement in release control process, and project-wide SQA activities.
- Interacted with clients during weekly agile meetings and sprint demo presentations.
- Client recognitions:
  - ➤ High 5 for 'Winning Together' for on-time successful deployment of a migration project.
  - ➤ High 5 for 'Being Brave' for presenting sprint demo confidently and clearly.

Business System Analyst	Tachlog, India	Apr 2016 – Aug 2017

- Provided Quality Assurance and Testing Templates.
- Regular interaction with clients for requirement gathering and user story creation phases.
- Developed and executed comprehensive test plans resulting in successful software releases.
- Performed release testing collaborating with other BA and testing team members.
- Collaborated with the support team in catching abnormalities in program logs and proactively ensuring proper application working and performance.
- As part of the business process re-engineering program of a retail client, help consolidate their software applications by assuring its quality along with providing better reporting functionalities of test status.

Senior Software Developer	UST Global, India	Mar 2012 – Mar 2016

- Involved in software testing activities, documentation creation and maintenance for various test activities.
- Provided software engineering services spanning operations such as requirements analysis, design, and development, testing and deployment to a North American supermarket chain.
- The work included driving enhancements and maintenance on their Point-Of-Sale (POS) applications, interfacing with peripheral devices such as Hypercom, printers, POS keyboards, EPS devices, gasoline kiosks while also enabling monitoring and reporting capabilities for their central office administrative systems, maintenance, and repair operations for their pump stations.
- Roles and responsibilities also included documenting requirements and technical solution designs, performing peer reviews, coordinating user acceptance testing and signoffs, carrying out deployment and release schedules, communications, and user trainings, providing end-to-end production support services, involved in testing activities, and defect management.
- Rewards and Recognitions include being conferred,
  - ➤ The "Junior Techie" Award for delivery excellence during Q4, 2013
  - ➤ The "Execution mind-set" Award for providing deliverables without any schedule slippage during Q4, 2014
  - ➤ The "Extra Business Mile" Award for good business knowledge during Q1, 2015

Add-ons

- Attended QA Meetup, Greater Boston Area, USA, 2018
- Managed proprietor activities in the family-owned industrial business & primarily oversee its supply chain, order fulfillment processes personally along with a small closely held & trusted team of individuals, 2015-2021
- Worked as '*Early Childhood Educator*' in Boston Area, USA, 2019-2020 and certified in *'Early Childhood Lead Educator Courses'*, Massasoit Community College, Boston, USA, 2019-2021