

Mauli Gandhi

QA Analyst, DHS Certified | 716 Anzio RD, Woodstock, ON – N4T 0B5
mauli.gandhi@gmail.com | +1(647)-528-8935 | <http://linkedin.com/in/mg1989>

Profile

“Break things to make them perfect” - Software QA Analyst focused on improving products and services.

- 4+ years of experience in **Manual & Automated** Testing across Financial, Banking and Health Care Domains.
- Proficiency in the Web as well as Mobile testing focusing on **Functional/Non-Functional, Regression, Accessibility, User Acceptance, and End-to- End Testing**.
- Accessibility consulting and testing following **WCAG 2.0 and 2.1 Level A and Level AA standards**.
- Proficiency in identifying Test Scenarios, Creating and update Test Cases, Test data, Executing Test Cases, Logging and Tracking defects in **HP ALM & Jira**.
- Experienced in analyzing, reviewing, and understanding business and functional requirements and skilled in writing **Test Documentation, Analyzing** and preparing **Result Summary Reports**.
- Writing and maintaining **Automation test scripts**.
- Well versed in **Agile (SCRUM Methodology)** and **Waterfall Methodology** along with **SQA Tools** and best practices.
- Experienced in preparing **Z Queries, Dashboard Reports** and **Requirements Traceability** Reports using Jira/Zephyr.
- Familiar with **Software Development** and **Software Development Life Cycle (SDLC)** with emphasis on Quality Assurance using **Test management Tools, Black box** and integration testing methodologies under Web and Windows environments.
- Well versed in all the stages of **Software Test Life Cycle (STLC)** and **Defect Tracking Life Cycle (DTLC)**.

TECHNICAL SKILLS

Testing Types: User Acceptance (UAT), System Integration (SIT), Regression, Security, GUI, Smoke, Sanity, Cross Platform, Cross Browser, User Interface (UI), Navigational, Performance Testing, Accessibility, Analytics, Load and Stress, End to End testing.

Testing & Reporting Tools: HP ALM, Jira / Zephyr, Rally, Adobe Analytics Debugger, NVDA Screen Reader, AXE DevTools, WAVE, WCAG Color Contrast Tools.

Automation Tools: Selenium WebDriver, Robot Framework.

Languages & IDE: C# (Visual Studio), Python, Java (Eclipse), Java Script, SQL, HTML, CSS, JSON, XML.

Version Control: GIT-HUB, Team Foundation Server (TFS).

Data bases: MySQL, MS SQL Server.

Operating Systems & Platforms: Windows XP/Vista/7/8/10,11, IE 8.0/9.0/10.0/11.0, iOS, Android, Chrome, Safari, and Firefox.

Performance Testing: Apache Jmeter.

Tools & Packages: MS Office Word, Excel, Power Point and Outlook.

Self-Learning/Personal Experience: CI/CD tools (Jenkins and SonarQube).

NON-TECHNICAL SKILLS

Strong verbal, oral and written communication, charismatic, organized, client service, active listening, result-oriented, analytical, organized, positive attitude, optimistic, energetic and enthusiastic, problem solving, interpersonal skills with effective communication with co-workers and clients, work independently, team oriented and multitasking, fast learner.

WORK EXPERIENCE

Accessibility Test Specialist

[Oct 2022 – Present]

QA Consultants- [Toronto] <https://qaconsultants.com/>

Client – BMO

Bank

[Oct 2023 – Ongoing]

Project: Siteimprove Remediation Project

- Remediation of broken links on bmo.com [CA & US].
- Gather & Track Data for insights : Uncover data and insight on root causes of broken links.
- Uploaded and groomed stories into JIRA.
- Responsible for conducting Initial investigation, Defect-triaging, Evidence gathering(before/after – report) and Hand-off to DEV.
- Retesting and Post-production verification(PPV).
- Documenting the entire investigation.
- Inform PO/DMs/Run teams to co-ordinate deployment to Prod.

Client – WSIB [Jan 2023 – March 2023 , August 2023]

Project 1: The Mobile App – WSIB

Project 2 : LOE Remediation _Desktop-WSIB

- Performed Accessibility Testing followed (AODA) WCAG 2.0 and 2.1 Level A & Level AA standards exhaustive testing for the Desktop & Mobile Application.
- Thorough testing using iOS device with external keyboard using Voiceover commands.
- Documenting/reporting defects and communicating with the entire team regarding the Test results.
- Sending daily status report to the Manager.

Client – BMO

Bank

[Oct 2022 – Dec 2022]

Project: Content Management System (CMS) Migration

- Performed Accessibility Testing followed (AODA) WCAG 2.0 and 2.1 Level A & Level AA standards.
- Tested web pages using assistive technologies and accessibility tools including screen readers (NVDA and Voice Over), Extensions/Plugins (Axe, Color Contrast Analyzer, Heading Map, Mojo, Broken Link Checker & Light House).
- Inspected the code of HTML, CSS and Aria attributes using Developer Tools.
- Validated Keyboard Accessibility and Focus Highlight checks.

- Tested PDF and Word using Acrobat Pro DC.
- Created Test Cases details based on the accessibility point of view in Excel.
- Guided and helped team about accessibility standards and guidelines.
- Assisted development team to remediate accessibility issues.
- Document and monitor defects in Rally for failures with various compatible browsers.

QA Analyst

[May 2021 – Oct 2022]

CIBC Bank- [Toronto] <https://www.cibc.com/en/personal-banking.html>

CIBC has been selected to become the exclusive co-brand issuer of Costco cards by issuing 2.8M cards with annual purchase volume of \$28bn and \$3.3bn in balance.

As a Feature Front-end tester, responsible for testing 4 software solutions related to Costco and other CIBC credit cards.

Projects: Credit Card Fast App (CCFA)

Pace IT & E-Commerce (Installment Payments)

Auto Pay Strategic

- Working as a back-up Test Lead on various projects from Project Initiation till Project Stabilization.
- Involved in Analyzing Requirements, Documenting Test Plans and Defect Management.
- Engaging with project stakeholders and developers to develop and maintain test plans to ensure appropriate Testing Coverage.
- Configuring and maintaining Test Environments and Test Data to ensure they meet other QA needs.
- Designing Test Case Matrix and translate them into suite of Test Cases using HP ALM.
- Perform Functional, Non-Functional and Regression testing on Web applications and Mobile applications.
- Automating the Manual Tests using Selenium and Robot Framework.
- Tracking the flow of applications using Adobe Analytics.
- Perform Accessibility Testing (Manual and Automation) to verify contents of each Component as per the Copy Deck.
- Attending Defect Triage meeting with developers and BA's. Providing weekly status reports to QA Manager.
- Wrote SQL queries and used them to perform Back End Testing.
- Developed Test Strategy, Test Exit Summary, Test Evaluation Reports and Test Sign-Off Report.
- Participated in technical team meetings and sprint planning meetings.

QA Analyst [Remote – Toronto]

[Jun 2020 – May 2021]

Institute of Information Technology [IOFIT] - [Calgary, Canada] <https://www.iofit.ca/>

IOFIT made multiple enhancement on web-based projects during 2020, to increase brand awareness and increase client's productivity

Projects: IOFIT Enhancement & Web-branding

- Create, execute and maintain automated tests using Selenium Automation frameworks (with C# & Java) across various web platforms.
- Uploading tests on test management tools (JIRA); executing and recording test runs for every cycle.
- Coordinated different sets of test execution for SIT, UAT and Pre-PROD validations.
- Work experience on Jira to manage entire Test Planning, Design, Execution, Defect Management and Test Execution Status Reporting.

- Involved in the creation of Test Plans, developed detailed SIT, Regression and UAT test cases, established test matrices as per QA process and methodology, also responsible for summarizing test results for management.
- Prepared 238 functional test scenarios, 122 regression test scenarios; executed on Regression, SIT, Smoke, Pre-PROD testing cycles using JIRA
- Finding, documenting and reporting bugs, errors, interoperability flaws and other issues within proprietary software applications developed for IOFIT's global user base.
- Worked on weekly releases for continuous integration Software development enhancements: Agile-Sprint Planning, Stand-ups, and Retrospective meetings.
- Consistently recognized for excellent problem solving and analytical skills by programmers, project managers and supervisors.

Freelance Software Tester

[Sep 2020 – May 2021]

uTest [The Professional Network for Testers] <https://www.utest.com/>

uTest is the home of the largest community of digital freelance software testers in the world.

- Performed testing: Manual, Exploratory, regression, GUI, Localization, acceptance for mobile Apps and Web Services.
- An experience by working on more than 25 test cycles covering 10+ products for recognized companies.
- Reported over 35 valuable issues with an acceptance rate of 95%.
- Participated in projects: E-Commerce, Banking payment system, Social media.

Junior Test Engineer

[Apr 2017 – May 2019]

Test Triangle [India]

Test Triangle is an emerging IT service provider specializing in application testing, DevOps, RPA, Custom software development, mobile app development, Atlassian consultancy, and training in advanced technologies.

- Implemented Jira which reduced the defect life cycle by 60%.
- Designed Test Plan for each enhancement.
- Consolidated and analyzed user stories.
- Constructed 500+ test cases based on user stories and executed using test management tools and Excel sheet.
- Performed various testing - functional testing, usability testing and system testing, System integration testing and Regression Testing.
- Reported defects using defect tracking tool – Jira and TestTrack.
- Met with CTO, Project Manager, BA and other stakeholders of the project.

Junior Software Developer

[Aug 2009 - Jul 2010]

Login IT Solutions [India]

Hospital Management System (HMS) for a super specialty kidney hospital. HMS is a very robust application which handles all aspects of hospital management including In-patients Out-patients.

- Online reservation system through which patients can view schedule of various doctors and make a request for appointment.
- Auto intelligent feature which provide suggestions for tests and drugs based on symptoms entered.
- 50+ crystal reports on different aspects of patient's health.

Key technologies: C#, ASP.NET, MySQL, Photoshop CS2

EDUCATION

Software QA Lead – Advanced Level [Manual + Automation]

[Jun 2020 - Nov 2020]

Institute of Information Technology (Iofit) Calgary, Canada

Bachelor of Computer Applications (B.C.A)

[June 2009]

Gujarat University, India

CERTIFICATION

DHS Trusted Tester Certification (TT-2305-04343)

[May 22,2023]