|  |  |
| --- | --- |
| **SWETHA RAVINDRA** | **C:\Users\Murali\Desktop\bloomberg-logo.jpg** |
| Address: Hampton Vale, Peterborough PE7 8HT |
| Email: [sr15111988@gmail.com](mailto:sr15111988@gmail.com)Mobile: +44 (0) 7508183815  Visa : Tier 1 General Dependent (Valid until Sept’2019) |  |

|  |
| --- |
| ***Summary*** |

* **5 years** of experience in **Software testing on Client-Server, Web and Desktop applications.**
* Strong knowledge of STLC and SDLC with experience in writing & executing test cases and test scenarios.
* Experience with various types of testing levels such as **Verification, Functional, Integration, System, Regression and Acceptance testing.**
* Expertise in **Manual Testing (**(Test Case Design, Test execution, and Collecting Test Data**) and Automation Testing (QTP).**
* Accurately monitoring and recording results in test documentation.
* Preparing detailed test plans, acceptance criteria and test scenarios for each project.
* Monitoring testing process, identifying and logging test failures.
* Hands on experience in Test management Tool such as **Quality Centre**, **JIRA** and **Bugzilla**
* Hands on experience in **V model, Iteration and Agile model methodology**.
* Proficient in writing **SQL queries and executing SQL queries, Database Testing** to perform **Backend Testing**.
* Analysing, writing reports and communicating results to software development project team.
* Liaising with developers and programmers to swiftly resolve faults.
* Creative and analytical problem-solving skills and ability to quickly learn and adapt to new and

Challenging tasks.

* Repeatedly demonstrated ability to proficiently communicate (written & oral) technical details to

non-technical audience.

* Excellent communication, interpersonal skills. Quick learner, Team player, versatile, adaptable and process -oriented with high customer orientation.

|  |
| --- |
| ***Career History*** |

* Application & Card Program Test Analyst, Global Products and Solutions (GPS), MasterCard Prepaid Global Services, UK, from Feb 2016 to till date.
* Contract Test Analyst, TATA Consultancy Services, UK from July 2013 to December 2015.
* Test Analyst, US Technologies, Bangalore, India from February 2012 to June 2013.
* Junior Test Analyst, US Technologies, Bangalore, India from September 2011 to February 2012.

|  |
| --- |
| ***Academic Qualification &Certification*** |

* Master of Business Administration(MBA), Kingston University, London, Jan’14 – Mar’16
* Bachelor Degree, 1st class equivalent, Bangalore University, India, Jun’07 – Nov ‘10
* ISTQB Certified
* Certified in Bloomberg Equity Essentials, Bloomberg Finance.

|  |
| --- |
| ***Skill Summary*** |

* Management: Performance test management, Project Planning, Quality Assurance.
* Methodologies: Scrum Agile methodology, Iteration model, Waterfall model.
* Testing: Functional/Non-functional testing, Regression testing, Performance testing, UAT testing, Web testing, System testing, Sanity testing, and Load testing.
* Test Tool Software: Atlassian Jira, Bugzilla, HP Quality center, QTP, WinRunner, TFS, Test Rail and Test Director 8.0.
* Programming Languages: SQL, Visual Basic, VB.NET, HTML, XML, ASP.NET, Web Services, and Oracle.
* Operating Systems: Windows 2000/2003/2008, Windows XP/7, DOS.

|  |
| --- |
| ***Projects Profile*** |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Project # 1 : Emirates National Bank Dubai, Multi Currency Project** | **MasterCard Prepaid Global Services, UK** | | | | **May’2016 to till date** | |
| Role : Test Analyst  Testing Tool: QC, Jira, Test Rail | Client: MasterCard  Domain: Finance | | | | Team Size: 5 | |
| Environment: QC, Jira, MS Office(Excel, Word and PowerPoint) ,Windows 7/2008 ,Notepad | | | | | | |
| **Description**: Emirates National Bank Dubai, Multi Currency Project Multi Currency Project is to launch 1 card with 15 currencies (AED, USD, GBP, EUR, AUD, INR, SAR, PHP, ZAR, TRY, THB, LKR, PKR, PHP, CHF), with base currency being AED (UAE Dirham). The platform is built so Cardholders can load into any of the purses, Reload and perform Purse to Purse transfer via CDM (Cash Deposit Machine) in combination with 15 currencies, the channel customers will be in AED only. The project ensures that any cash payments or withdrawal can be made from any purse, if no matching currency purse balance is available, the amount will be debited from next available purse with appropriate exchange rates, inclusive of all fees and margins applied. | | | | | | |
| **Responsibilities:**   * Test Requirements study and raise documentation defect if any. * Raised Queries/Ambiguities for the requirements/functional specifications that need more clarification * Developing Use cases in reference to Product Spec * Prepare the Test Cases for all scenarios which includes different combination * Perform Purse to Purse transfer in combination with 15 currencies with base currency being AED * Perform Card to Card testing, where the cardholder can add payee to transfer funds in any currency. * Maintain Finance daily log * Testing Cardholder self-service portals on My Account online servicing * Testing cardholder Web services (Online Cardholder servicing) * Perform IVR Testing for (PIN Reveal, Lost/Stolen, Transaction History and other additional services) * Perform Retest, Regression, Smoke and Area of Change Validation testing, Performance testing, Functional testing and UAT testing. * Work closely with Platform Implementation team to set up PREL location for testing various card programs * 3D Secure testing on Chargebacks, E-Commerce internet transactions in “PROD” and “TEST” environment. * Ensure transactions are taken place as expected for PSA Cards, AOL cards and Partially Activated cards. * Mobile Application Testing, App is ENBD branded. The language will be taken from device locale. Mobile app enables cardholder to view their transaction history, balances, Purse to Purse transfer, and ATM locator and locate Toll free numbers. * SMS notification testing. The service available for any loads and reloads performed, transaction notification, declined transactions and card/account status notification * Email notification testing, where the standard email notification is sent to cardholder on activity on their account. These notification will be in dual language English & Arabic. * Cash over the Counter PROD testing. The transactions are performed in UK having funds in AED, USD and GBP and performed in UK branch to ensure that the fee is charged in the local currency. * Raise defects is any in Jira during execution * Liaising with QA team, Business Analyst and Compliance team. * Maintain Defect document report * Effectively Communicating feedback on test execution to Test Lead and Manager. * Attending defect call meeting on a weekly basis with offshore teams in MasterCard from Mumbai, US and Australia discussing the outstanding defects. | | | | | | |
| **Project # 2 : FIS Migration Project** | **MasterCard Prepaid Global Services, UK** | | | | **Feb’2016 to May’2016** | |
| Role : Test Analyst  Testing Tool: QC, Jira, Test Rail | Client: MasterCard  Domain: Finance | | | | Team Size: 5 | |
| Environment: QC, Jira, MS Office(Excel, Word and PowerPoint) ,Windows 7/2008 ,Notepad | | | | | | |
| **Description**: Master Prepaid Management Services Business operating model is to move away from FIS processing platform and migrate all clients to currently using platform. The requirements of this change project are to ensure that cardholders, on that program that have been closed, can still be serviced. The project ensures service Centers like CSRs and Business Operations Agents are able to successfully deal with any cardholder queries such as Balance enquiries, Transaction history enquiries, Cash outs, Cardholder adjustments for across 32 Programs under FIS project. The project includes 32 programs for major clients like Thomas Cook, Travelex, National Australian Group, Ryanair, Korea Consumer across 15 different currencies. | | | | | | |
| **Responsibilities:**   * Test Requirements study and raise documentation defect if any. * Raised Queries/Ambiguities for the requirements/functional specifications that need more clarification * Prepare the Test Cases for all scenarios which includes different combination in Test Rail for various SCP and MCP portal, Web services and IVR for execution. * Testing SCP and MCP portals (PV, MCP CSR Portal, MCP CHW GWT, MCP CHW Flex, Load and Go, Global E-commerce, AU & NZ Ecom (Panther), Qantas Cash (AU & NZ) and Corporate Control) * Prepare Traceability matrix which maps each requirement to Test cases. * Performed testing for 32 programs under FIS Project, which includes Web services testing, IVR testing and Perform PTS (Payment Transfer Service). * Work closely with Platform Implementation team to set up PREL location for testing various card programs. * Ensure eKYC requirements are in place as part of Card Purchase/Sale * Perform MTF testing of transactions that takes place using the PTS Transaction simulator, submit a spreadsheet that outlines the required transactions to PTS Test Support team to validate the transactions. * Perform Production testing of transactions just as in the real world, we order real plastic, and load them with real money, and perform a variety of different transactions to fulfil all of our production test requirements. * Ensure transactions are taken place as expected for PSA Cards, AOL cards and Partially Activated cards. * Perform Retest, Regression, Smoke and Area of Change Validation testing, Performance testing, Functional testing and UAT testing. * Maintain Finance Daily Log for transactions performed in MTF and PROD environment. * Updating test results after execution. * Effectively Communicating feedback on test execution to Test Lead and Manager. * Identify the test cases for Regression testing based on enhancement/CR * Liaising with QA team, Business Analyst and Compliance team. * Liaising with QA Team in preparing Test Exit report * Log the defects in the Quality Centre and JIRA during execution * Maintain Defect document report * Liaising with Finance team in verifying PTS transactions performed by IPS team on various SCP and MCP programs. * Liaising with IPS Team in validating the PTS transactions. * Attending defect call meeting on a weekly basis with offshore teams in MasterCard from Mumbai, US and Australia discussing the outstanding defects. | | | | | | |
|  |  | | | |  | |
| **Project # 3 : Project Arrow** | **TATA Consultancy Services, UK** | | | | **Oct’2014 to Dec’2015.** | |
| Role: Contract Test Analyst  Testing Tools:: Quality Center, Jira | Client: India Post, India  Domain: Retail Service, Public Service | | | | Team Size: 5 | |
| Environment: Windows 2008, MS server 2005, VS2005, HTML, XML, XSLT, ASP.NET. | | | | | | |
| **Description:** Project Arrow is a quality improvement project that entails comprehensive improvement in retail service delivery in post offices. This project enhances quality of retail services in core areas envisages focus on mail delivery, money remittance, western union money transfer, e-money order, satellite money order and emails. This project helps the department to emerge one-stop shop for retail products and offer single window facility for financial products and services. | | | | | | |
| **Responsibilities:**   * Test Requirements study and raise documentation defect if any. * Raised Queries/Ambiguities for the requirements/functional specifications that need more clarification * Design the high level Test Scenarios for requirements * Prepare the Test Cases for all scenarios which includes different combination * Preparing the Test data for the test execution * Uploading the Test cases in to Quality Centre. * Prepared the Traceability matrix which maps each requirement to Test cases. * Involved in the Sanity testing and execution of test cases. * Identify the test cases for Regression testing based on enhancement/CR and executed after functional test cases completion. * Log the defects in the Quality Centre during the execution * Tracked Defects and effectively done Defect Management * Involve in retesting the fixed defects along with related test cases. * Generate the test execution status report from Quality Centre. * Prepare the finalized defect report for the project | | | | | | |
|  | | | | | | |
| **Project # 4 : Claimbase II Application** | **TATA Consultancy Services, UK** | | | | **Jul’2013 to Aug’2014** | |
| Role: Contract Test Analyst  Testing Tools: Quality Center | Client: Claimbase, UK  Domain: Legal & Insurance | | | | Team Size: 3 | |
| Environment: Windows 2008, MS server 2012, VS2012, Silverlight, HTML, TFS. | | | | | | |
| **Description:** Claimbase II application is Silverlight light web based application with 3 tier architecture which mainly developed for the clients who are into Legal insurance where the client will generate different dynamic forms to serve the customers in their insurance business to handle the different type of claims. User can able to define the different set of policies, claims and schemes under which the claim will process for the customers. Application has number of reports on different levels like Scheme, Policy and Claim. This application is robust and rich UI based application and most of the action is concurrently running on the application. | | | | | | |
| **Responsibilities:**   * Generated test cases as per Use cases defined in product requirement document. * Actively involved in reviewing test cases. * Involved in Functional Testing, Re-Testing, Regression Testing and End-to-End testing. * Generating Test Log documents and analysing obtained Test Results. * Reporting the defects through TFS. * Executed test cases from QC and logged defects. * Interacting with development team for defect’s closure. * Verification of fixed defects and subsequently closing them if they passed the test case. * Reporting status of testing progress, issues to team lead on a weekly basis. * Periodically obtaining feedback from Team lead and consciously working for Improvement. | | | | | | |
|  | | | | | | |
| **Project # 5 : ECN Support Admin Tool** | | **US Technologies, India** | | | | **Nov’2012 to Jun’2013** |
| Role: Test Analyst  Testing Tools: Quality Center 8.2,QTP -9.2 | | Client: Society General(SG),France  Domain: Banking | | | | Team Size: 4 |
| Environment: Windows 2008, Oracle 10G, Visual Studio 2005, Windows Services, Flat Files. | | | | | | |
| **Description:** ECN stands for Electronic communication Network and ESAT stands for ECN Support Admin Tool. SAT is an admin tool which is with windows forms and mainly used for support users in the investment banking system. This system helps to the user to managing the admin activities and user information like markets and instrument related to the investor. This system is having four modules like User Management, Profile Management, Contribution Management, Instrument Management, TFM, SPOK and Market management. | | | | | | |
| **Responsibilities:**   * Analyse detailed specifications and Test Requirements * Creation of test cases and test data. * Carry out testing as per the defined procedures. * Ensure that all tested related work is carried out as per the defined standards and procedures * Conducted Functional, Regression and Smoke checks for builds. * Review of the test cases written for Integration and System testing. * Integrating the test scripts written for individual units. * Defect Tracking and Reporting Defects. * Writing Test scripts and functions wherever necessary for various units of the business modules. * Creation and customization of test scripts for automation. * Involved in executing test cases. | | | | | | |
|  | | | | | | |
| **Project # 6 : SDPL Back office** | | | **US Technologies, India** | **Feb’2012 to Oct’2012** | | |
| Role: Jr Test Analyst  Testing Tools: WinRunner, Test director 8.0 | | | Client: Shoba Developers, India  Domain: Construction | Team Size: 3 | | |
| Environment: Windows 2003, Oracle, Visual Studio2005,ASP.NET,C# | | | | | | |
| **Description:** This SDPL BO is an ERP application. It has been developing mainly for Construction domain which is mainly used for ordering material and processing the employee salaries and calculating the taxes based on Taxation Law’s .By this application we can use all resources optimally and it makes the things very easy for achieving our objectives.  **Responsibilities:**   * Creation and customization of test scripts for automation. * Involved in executing test cases and defect Tracking * Communication with the Test Lead / Test Manager * Generated Test procedure document for various tests that are to be performed. * Generating Test Log documents and analysing obtained Test Results. * Reporting status of testing progress, issues to Team Lead on a weekly basis. * Periodically obtaining feedback from Team lead and consciously working for Improvement. | | | | | | |