SWETHA RAVINDRA

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Summary

- **6+ 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, Non Functional, Integration, System, Regression and Security and User Acceptance testing.**
- Hands on experience working in **Financial domain** applications into **Banking**, **Payment platforms**, **reconciliation**, **FX transactions, Ecommerce** and **Card payment 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, Agile model methodology and Kanban**.
- 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

- Caxton FX, Senior QA Analyst June 2018 – Present.
- Test Analyst, AEGON, UK from July 2017 to April 2018.
- Application & Card Program Test Analyst, Global Products and Solutions (GPS), MasterCard Prepaid Global Services, UK, from Feb 2016 to June 2017.
- Contract Test Analyst, TATA Consultancy Services, UK from July 2013 to December 2015.
- Test Analyst, US Technologies, Bangalore, India from September 2011 to June 2013.

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, Load testing, SharePoint Solutions, Data Driven Application testing and Anti-Money Laundering financial portals testing.
- Test Tool Software: Atlassian Jira, Bugzilla, BlackRock Aladdin, Selenium Web Driver, Bit bucket, Octopus, Azure App insights, POSTMAN, TestRail, HP ALM/Quality center, QTP, Win Runner, JMeter, Soap UI, TFS, Test Rail and Test Director 8.0.
- Programming Languages: SQL, Visual Basic, Java, VB.NET, HTML, XML, ASP.NET, Web Services, and Oracle.
- Operating Systems: Windows 2000/2003/2008, Windows XP/7, DOS.

Project#1: Firebird Currency Portal   **Caxton FX, London**   **Jun'2018 - Present**

Role: Test Analyst   Client: Caxton FX / Domain: Foreign Exchange(FX)   Team Size: 10

Tools : HP ALM/QC, Test Rail, Jira,Conflunce,C#,ASP.NET,HTML,Azure(Microsoft Cloud Services),Sql Server,GIT

Description: Firebird is a transaction processing system for multi and single currency application with back office capability. Firebird is designed in house by Caxton and powered by Microsoft cloud services. Customer Portal is online platform that customer use to log into their account for either currency cards transaction or international payments. Helpdesk is back office platform used by all teams in business for range of purpose for daily operations like settlements, booking trades, customer service, accounts reconciliation, customer onboarding and other services.

Responsibilities:

- Gathering Business Requirements through IT refinement meeting with Product owner and Business Analyst, developers and scrum master in an Agile methodology.
- Develop Use case and Use case specification model in align with Business Requirement Document or User Story recorded in Confluence.
- Developing test cases in Quality Centre and Test Rail.
- Creating testing documents test plans, risk analysis based on the requirements.
- Carrying out System testing, Sanity testing, regression testing, parallel testing, cross functional testing for different System Environment set up.
- Build and deploy branches (Break Fix and Service fabrics Apps) to test the functionality through tool Bit bucket.
- Deploy the branch in octopus and carry out full regression test and parallel testing.
- Once the testing requirements are satisfied, Pull request to merge into CBUpdates is performed to line up the stories or functionality for next sprint.
- Perform UAT testing once system testing and test sign off is performed.
- Perform Actor API and Mobile API testing.
- Schema table and string table validation testing performed through Azure App insights using live application streaming and validating the trigger files, Data explorer, Runtime binder, Manual Audit entry testing in POSTMAN.
- Maintaining test status report and documenting testing activity on youtrack and Test Rail in order to speculate testing progress and mitigating risk before Production release.
- Email Release notes at the end of testing
- Attend daily stand up meeting to track the daily status of the project.
- Sprint retrospective meeting for reviews to implement future testing improvements.

Project#2:TargetPlan/Aladdin   **AEGON, London**   **Jul'2017 to Apr'2018**

Role: Test Analyst   Client: AEGON / Domain: Finance   Team Size: 15

Tool: HP ALM/QC, Jira, Confluence, Oracle 11g, C#, ASP.NET, WCF Services, JAVA Front End.

Description: Target Plan is a public hosted web application that interacts with the UKDC Pensions platform – which suits outside of Aladdin and is only used by UK DC clients and UK DC Operations teams. Target Plan provides self service facilities for members of DC pension schemes managed by the UK DC Aegon business to view and administer their pensions. The application can be used by members to review their pension details, including personal and contact details, target retirement age, contributions, elections and fund holdings, including the ability to transact on these features if their scheme rules allow. The application is also used by DC Operations teams to review member information and transact on their behalf.

Responsibilities:

- Test Requirements study and raise documentation defect if any.
- Prepare Use cases and Use case specification.
- Support Technical implementation, team building, customizing and deploying software to ensure business objectives are met.
- Reviewing the solution design to ensure it fulfills all of the requirements and looking for opportunities to meet additional business needs without increasing the technical scope of the project.
- Reviewing test plans and/or test cases to ensure they represent a clear understanding of the functional requirements.
- UAT Testing
- Perform Smoke testing and Regression testing to ensure core functionality is working fine during release.
- Training end users to ensure they understand all process and procedural changes or collaborating with training staff so they can create appropriate training materials and deliver the training.
- Assign tasks and raise defect in Jira (DMT).
- Maintain Defect document report during execution.

- Effectively Communicating feedback on test execution to Test Lead and Manager.
- Attending defect call meeting on a weekly basis with offshore teams in India (TCS)

Project # 3: Emirates National Bank Dubai,   **MasterCard Prepaid Global Services, Peterborough**   **Dec'2016 to Jun'2017**
Role: Test Analyst   Client: MasterCard / Domain: Finance   Team Size: 5
Tools: QC, Jira, SWD ,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.
- Developing Use cases in reference to Product Spec
- Prepare the Test Cases for all scenarios which includes different combination
- Develop test cases using Selenium web driver (Java Scripting), X Path, CSS.
- Perform Purse to Purse transfer and Card to Card testing in combination with 15 currencies with base currency being AED
- Testing Cardholder self-service portals on My Account online servicing and Cardholder Website (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, Security Testing, Functional testing and UAT testing.
- Maintain Finance daily log for transactions performed.
- 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.
- Mobile testing.
- Cross Platform/Multiplatform testing, Performance testing, Security testing.
- 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.
- Anti-Money Laundering Testing (Card to Card Testing, Customer Data review testing)
- Testing SMS notification, Email notification service available for any loads and reloads performed, declined transactions and card/account status. This notification will be in dual language English & Arabic.
- Raise defects is any in Jira during execution
- Liaising with Finance Team, Developers, 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 # 4: FIS Migration Project   **MasterCard Prepaid Global Services**   **Feb'2016 to Nov'2016**
Role: Test Analyst   Client: MasterCard / Domain: Finance   Team Size: 5
Tools: QC, Jira, Test Rail, SWD, 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.
- Prepare the Test Cases for all scenarios which include 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 Ecommerce (Panther), Qantas Cash (AU & NZ) and Corporate Control)
- Prepare Traceability matrix which maps each requirement to Test cases.
- Develop test cases using Selenium web driver (Java Scripting), X Path, CSS.
- 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, Security 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 Finance Team, Developers, Business Analyst and Compliance team.
- 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 # 5: Project Arrow **TATA Consultancy Services, UK** **Sep'2014 to Dec'2015.**
Role: Contract Test Analyst Client: EVRY / Domain: Online Banking Team Size: 5
Tools: Quality Center, Jira, Windows 2008, MS server 2005, VS2005, HTML, XML, XSLT, ASP.NET.
Description: Quality improvement project that entails comprehensive improvement in retail service and Online Banking services. 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, Online Banking 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
- Test Requirements study and raise documentation defect if any.
- Developing Use cases in reference to Product Spec
- Prepare the Test Cases for all scenarios which includes different combination
- Uploading the Test cases in to Quality Centre.
- Prepared the Traceability matrix which maps each requirement to Test cases.
- Perform PTS (Payment Transfer Service) Testing for Multi-Currency and Single currency application.
- 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.
- Perform Smoke testing and Regression testing.
- Working effectively with onsite and offshore teams and projects.
- 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.
- Liaising with Finance Team, Developers, Business Analyst and Compliance team.
- Prepare the finalized defect report for the project

Project # 6: Claimbase II Application   **TATA Consultancy Services, UK**   **Jul'2013 to Aug'2014**
Role: Contract Test Analyst   Client: Claimbase, UK / Domain: Legal & Insurance   Team Size: 3
Tools: Quality Center, 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 analyzing 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 # 7: ECN Support Admin Tool   **US Technologies, India**   **Feb'2012 to Jun'2013**
Role: Test Analyst   Client: Society General(SG), France / Domain: Banking   Team Size: 4
Tools: Quality Center 8.2, QTP -9.2, 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.7