Resma John

QA Engineer

resmaanna28@gmail.com

QA Engineer with 3 years and 8 months of experience in software testing and quality assurance. Skilled in creating and executing test plans, identifying software defects, and troubleshooting issues to improve product quality. Experienced in the software development life cycle (SDLC) and agile methodologies, with a strong grasp of quality assurance processes and testing tools to deliver reliable software.

Work History

NUVENTO SYSTEMS, JANUARY 2021- MAY 2024
QA Engineer

- Designed and executed test plans, cases, and scripts for web, mobile, and API testing using Postman.
- Performed API testing to validate request and response payloads, status codes, and error handling, ensuring robust backend functionality.
- Created and automated API test collections in Postman to streamline testing and improve coverage.
- Detected and reported bugs, collaborated with developers to analyze requirements, and facilitated issue resolution.
- Conducted exploratory and regression testing on builds.
- Generated detailed test reports with relevant metrics and maintained an organized bug database.
- Supported release and deployment planning and conducted final verification.
- Documented work thoroughly and communicated technical issues to developers and project management.
- Exhibited ownership and commitment in team collaboration.

HASHTAG SYSTEMS, JANUARY 2020 – MARCH 2020
QA Analyst

- Developed and executed test cases for new features and bug fixes.
- Performed manual testing for web applications, identifying and reporting critical bugs for prompt resolution.
- Improved QA processes and promoted best practices in testing.
- Collaborated closely with QA and development teams to ensure thorough testing on all assignments.
- Conducted responsive testing across web and mobile devices.
- Executed cross-browser testing on multiple projects.

Projects

Eduhealth – Web application

Role: Quality Assurance Engineer
Duration: [January 2021-June 2022]
Technologies/Tools: [Jira, Agile Methodology, MongoDB]

- Contributed to the development and testing of EduHealth, a cloud-powered educational healthcare platform for managing student health records.

- Test Planning & Execution: Created detailed test cases and executed manual testing to ensure functionality, performance, and usability of features like automated task generation, health data access, and compliance reporting.
- Defect Management: Identified, reported, and tracked bugs using Jira, collaborating with cross-functional teams to ensure timely resolution.
- Compliance Testing: Conducted extensive testing to verify that the system met FERPA and HIPAA compliance requirements, ensuring data security and confidentiality.
- Integration Testing: Validated seamless integration with student information systems to ensure smooth data flow and accurate reporting.
- Improved application reliability by identifying critical issues in the medication refill management and immunization tracking modules, enhancing user satisfaction.

Agri Reach-Mobile Application
Role: Quality Assurance Engineer
Duration: [July 2022-May 2024]
Technologies/Tools: [Jira, Agile Methodology, Swagger]

- Conducted thorough **manual testing** of the app's core features, including **Commodity Listing**, **Quality Checking**, and **Trading Modules**, to ensure seamless user experience.
- Collaborated with cross-functional teams to validate the **"Business Listing" module**, enabling farmers and traders to showcase their agri-businesses effectively.
- Verified the **Commodity Quality Check** feature for accuracy in certifying commodities like Wheat, Rice, and Maize.
- Performed **functional, regression, and UI testing** to ensure system stability across multiple locations in India.
- Reported and tracked defects using [Jira] and ensured timely resolution before deployment.
- Played an integral role in improving the **post-harvest agri-value chain** by ensuring the reliability of app functionalities.

Key Skills

Test case design & Execution

Defect Tracking and Management

Functional Testing

Regression Testing

Performance Testing

Security Testing

Usability Testing

Smoke and Sanity Testing

Exploratory Testing

User Acceptance Testing (UAT)

Cross-Browser Testing

Test Planning and Strategy

API Testing

JIRA

Postman

Confluence

Agile and scrum methodologies

Education

- Short term course in software testing - Luminar technolab training institute
- Master of science in physics- St. thomas college Ranni (2016-2018)
- Bachelor of Science in physics- Bcm college kottayam (2013-2016)

Contact

Address :   Thoppil house
                    Thiruvanvandoor, chengannur P.O
                    Alappuzha, 689109
                    Kerala India
Phone :   7356994776