

# JUHI JAISWAL

## QA Engineer

8820703559

juhijais8989@gmail.com

<https://www.linkedin.com/in/juhi-jaiswal-2208b7222> Kolkata

## SUMMARY

- 1 Experienced, customer-focused, and analytical QA Test Engineer/Analyst with 3.10 years of experience in Software testing, QA with basics of Automation (**Manual, Functional Testing, Re-Testing, Regression Testing, System Integration Testing, API, UAT, and End-to-End Testing.**) UI tests, smoke tests, cross-browser tests, positive and negative test scenarios on projects. Responsible for creating test scenarios for user stories having good knowledge of HMS, ERP, Educational, Client Management, Vendor Management, ERP, and Payments Domains.
- 2 Maintain bug life cycle and report detailed bugs on JIRA following Agile methodology and provide estimates regarding the testing process Handling and managing multiple projects at a time. Experienced in Test management tool, ALM. Strong understanding of phases of SDLC, STLC, and Defect Life Cycle. Experience in requirement analysis, preparation of test scenarios, test case writing, RTM, and executing the same. Good understanding of QA Principles, QA Processes, Test Plans, etc.
- 3 Knowledge in Health Insurance, Healthcare, Job Board Portal, Fintech, Edtech, Payment gateway, Crowdfunding, and E-Commerce Possess Strong verbal & written communication skills. I have good experience in database testing and SQL queries. I have experience in API testing using Postman. Well Versed in different Testing methodologies like Agile and Scrum framework. Excellent Team Player with good communication and interaction skills. Experience in handling client requirements and client satisfaction.

## EXPERIENCE

### QA Engineer

#### Tata Consultancy Services (Aug 2017-Dec 2024)

Role: QA Engineer.

Project: E-commerce Admin Module (USA Client)

Dec 2023 – Dec 2024

Kolkata

Roles and Responsibilities:

- Dealt with sprint activities (such as Agile methodology), defect tracking, bug reporting through JIRA, and DB testing with MS SQL server.
- Regression Testing, sign-off processes, and API testing with POSTMAN.
- Conduct manual testing of admin functionalities like user roles, inventory, orders, and promotions, ensuring seamless operations.
- Perform cross-browser and cross-device testing to validate admin module compatibility and responsiveness.
- Log defects with detailed documentation, prioritize issues, and collaborate with developers to resolve them. Ensure test coverage for workflows and edge cases.

Role: QA Engineer.

Project: Job-Portal Admin and User Module (Indian Job Portal)

This extension permits the admin to create a separate Job Board listing section within the web store. The admin can easily create job openings by adding the job categories and jobs and checking the job applications sent in by the applicants. In short, this extension will allow you to manage the job postings from within the store and the applicants can easily apply to the various job openings from the store front end. The admin can manage the Job Categories, jobs, and Applications. Applicants can browse Job Categories & Jobs at the front end. Allow applicants to submit a Job Application via frontend. The admin can set the Landing Page Heading title. The admin can configure Job Board content. The admin can set the extensions that are allowed for the resume. Transactional emails are sent to the admin & the applicant. Users can check the applied jobs in the applied job section on their account panel.

Dec 2022 – Dec 2023

Kolkata

Roles and Responsibilities:

- Test admin module features like job postings, user management, and reporting, ensuring smooth operations. The admin can manage the Job Categories, jobs, and Applications. Applicants can browse Job Categories & Jobs at the front end. Allow applicants to submit a Job Application via frontend. The admin can set the extensions that are allowed for the resume. Transactional emails are sent to the admin & the applicant.
- Users can check the applied jobs in the applied job section on their account panel. Validate user module workflows such as job search, applications, and profile updates for functionality and usability. Conduct cross-browser and cross-device testing for compatibility and responsive design. Identify, log, and prioritize bugs, collaborating with developers to resolve issues. Ensure test coverage for workflows and edge cases.

Role: QA Engineer.

Project: Healthcare, Health Insurance and Payment (USA)

June 2022- Dec 2022

Kolkata

Roles and Responsibilities:

- Preparing and Executing Test cases, Defect tracking, and Bug Reporting through JIRA. SIT and UAT testing. This is a system to administer the Health and Welfare benefits given to the employee by the employer. The System is designed, to allow the participating person to choose for their desired welfare

scheme provided by the third-party provider to the employer in a specific region including the welfare schemes provided by the US government. Employees can enroll in various medical plans and cover their dependents to get security for the future.

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**Role: QA Engineer.**

**Project: Crowdfunding and Payment wallet (Global crowdfunding)**

📅 Jul 2021- June 2022 📍 Kolkata

Roles and Responsibilities:

- Prepare and Execute test cases, track defects, and report bugs through JIRA.
- Test core admin module functionalities such as campaign approvals, user management, wallet transactions, and fund disbursement workflows.
- Validate payment wallet features like fund additions, withdrawals, and transaction history for accuracy and security.
- Perform manual testing of crowdfunding workflows, including campaign creation, contributions, and goal tracking. Conduct UI/UX testing to ensure a user-friendly and intuitive admin interface.
- Test integrations with third-party payment gateways and APIs for seamless payment processing and reporting. Identify and log defects with clear steps, prioritize issues, and collaborate with developers for resolutions.
- Perform cross-browser and cross-device testing to verify the admin module's compatibility and responsiveness. Provide test coverage for edge cases, error handling, and reporting functionalities to ensure high-quality system performance.

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**Role: QA Engineer.**

**Project: EdTech (Indian learning App)**

📅 Feb 2021- Jul 2021 📍 Kolkata

Roles and Responsibilities:

- Test admin module features like course management, user account creation, and progress tracking to ensure proper functionality.
- Validate workflows for course assignments, content uploads, and report generation, ensuring smooth operations.
- Conduct UI/UX testing to ensure the admin interface is intuitive, user-friendly, and accessible.
- Perform cross-browser and cross-device testing to verify compatibility and responsiveness across platforms.
- Identify, document, and prioritize bugs, collaborating with developers to ensure timely resolution. Ensure role-based access control is working properly to secure sensitive admin features.
- Verify data integrity in reports, user progress, and content updates. Execute regression testing to ensure no existing features are broken after updates.
- Provide detailed test reports, suggest improvements, and maintain high-quality standards throughout the project.

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**Role: IT Support.**

**Project: Healthcare (USA Client)**

📅 Aug 2017- Feb 2021 📍 Kolkata

Roles and Responsibilities:

- Provide technical support for the healthcare app's admin module, resolving system issues and ensuring uptime. Assist with user account management, including role-based access and permissions using Service Now and Jira.
- Monitor system performance, troubleshoot technical problems, and ensure smooth integrations with third-party services. Support system updates, security patches, and data backup processes.
- Ensure compliance with healthcare regulations, maintaining secure data management practices. Collaborate with development teams to address bugs and implement new features.

## EDUCATION

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**MCA (Master of Computer Application)**

**Amity University**

📅 2023- 2025

CGPA: 8.5

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**BA (Eng Honours)**

**Calcutta University**

📅 2009-2012

Percentage:55%

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**ISC**

**Delhi**

📅 2007-2009

Percentage:70%

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**ICSE**

**New Delhi**

## SKILLS

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- SDLC/STLC
- Have sound knowledge & experience in working under Agile methodology & Scrum framework.
- The bridge between clients & teams to ensure smooth & strong collaboration & communication.
- Part of Sprint meetings from requirement grooming to retrospective.
- Expertise in test cases from planning, and designing to execution till using its respective techniques.
- Proficient in effective defect life cycle management from creation to logging in JIRA with necessary steps & details.
- Basic SQL understanding for DB testing.
- Basic API understanding for API testing using Postman & Swagger.
- Efficient in Functional, Integration, Smoke, Sanity, Regression & UAT testing.
- Have basic Automation scripting knowledge.
- Precision Analyst in problem-solving & strategic troubleshooting.
- Seasoned QA knowing tools like:
  - JIRA
  - POSTMAN
  - SWAGGER
  - TEAMS
  - SLACK
  - TRELLO
  - MySQL
  - GIT
  - SCRUM
  - AGILE
  - GOOGLE WORKSPACES
  - FIGMA
  - HTML
  - CSS
  - JAVA
  - SELENIUM
  - AWS

## PERSONAL DETAILS

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Date of Birth: **08/01/1991.**

Nationality: **Indian.**

Marital Status: **Married.**

Address: **AS-344 Paulpara Hatiara Road Kolkata-700157.**

## DECLARATION

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I hereby declare that the data furnished above by me are true to the best of my knowledge

**Juhi Jaiswal**



