Varun Jain

Sr. Quality Analyst

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DOB: Feb 04, 1990 ◇ Nationality: India ◇ Gender: Male ◇ Open to Remote ◇ Open to Relocate ◇
Open to Hybrid

SUMMARY

Results-driven **QA Engineer with over 8 years of experience** across travel technology and data-intensive platforms. Specializes in **performance testing, regression testing** and SQL-based validation for data consistency. Worked extensively on **web crawling validation, report accuracy, SFTP deliverables**, and handling multi-website data comparison at **RateGain**. Known for identifying critical defects, optimizing test processes, and partnering with technical teams to improve system reliability and data quality on cloud infrastructures like **GCP**.

EXPERIENCE

Sr. Quality Analyst II   Mar '21 — Present
RateGain Travel Technologies Pvt Ltd   Delhi, India
• Developed and executed comprehensive test plans to ensure software quality, resulting in enhanced product reliability and user satisfaction.
• Collaborated with cross-functional teams to identify and resolve defects, streamlining the software development lifecycle and improving release timelines.
• Implemented automated testing frameworks, which increased testing efficiency and reduced manual effort across multiple projects.
• Mentored junior analysts in quality assurance methodologies, fostering a culture of continuous improvement and enhancing team capabilities.
• Facilitated regular quality assurance meetings, promoting collaboration among stakeholders to address project challenges and share best practices.
• Analyzed defect trends to identify recurring issues, proactively addressing underlying causes before they impacted end-users or production timelines.
• Performed regression, exploratory, and negative tests.
• Reduced production errors by training team members on best practices in quality control and continuous improvement techniques.
• Operated under Agile and Scrum frameworks to complete releases and well-organized sprints.
• Built automated test scripts to handle repetitive software testing work.

Sr. Quality Analyst   Jul '17 — Mar '21
Hays Business Solutions   Delhi, India
Projects: - PeopleSoft HR
Responsibilities:
·   To read all the documents and understand what needs to be tested.
·   Based on the information procured in the above step decide how it is to be tested.
·   Inform the test lead about what all resources will be required for software testing.
·   Develop test cases and prioritize testing activities.
·   Execute all the test case and report defects, define severity and priority for each defect.
·   Carry out regression testing every time when changes are made to the code to fix defects.
·   Keep the project manager informed of the overall status of the solution.
·   Created and documented test procedures and scenarios for the pre-UAT phases. And supported operational teams during the UAT and rollout phases.
·   Assessed in defining end to end process automation development and strategy.
Projects: - PeopleSoft Finance - Billing
Responsibilities:
·   To read all the documents and understand what needs to be tested.
·   Based on the information procured in the above step decide how it is to be tested.
·   Inform the test lead about what all resources will be required for software testing.
·   Develop test cases and prioritize testing activities.
·   Execute all the test case and report defects, define severity and priority for each defect.
·   Carry out regression testing every time when changes are made to the code to fix defects.
·   Keep the project manager informed of the overall status of the solution.
·   Created and documented test procedures and scenarios for the pre-UAT phases. And supported operational teams during the UAT and rollout phases.
·   Assessed in defining end to end process automation development and strategy.
·   Developed the project using agile methodologies and Test-Driven Development.

Projects: - GDPR
Responsibilities:
· To read all the documents and understand what needs to be tested.
· Based on the information procured in the above step decide how it is to be tested.
· Inform the test lead about what all resources will be required for software testing.
· Develop test cases and prioritize testing activities.
· Execute all the test case and report defects, define severity and priority for each defect.
· Carry out regression testing every time when changes are made to the code to fix defects.
· Keep the project manager informed of the overall status of the solution.
· Created and documented test procedures and scenarios for the pre-UAT phases. And supported operational teams during the UAT and rollout phases.
· Assessed in defining end to end process automation development and strategy.
· Developed the project using agile methodologies and Test-Driven Development.

Senior Support Engineer   Apr '15 — Jul '17
Hays Business Solutions   Delhi, India
- Responsible for defining, planning, and monitoring all support activities for IT applications including troubleshooting, performance monitoring, requirements gathering, problem analysis, support analytics, and end-user training
- Accountable for identifying and mitigating risks to the service delivery and proactively address and resolve issues before they impact service levels
- Coordinate with technical personnel as needed to meet customer needs, while managing customer expectations to prevent overload or missed deadlines

Associate   Aug '13 — Apr '15
Hays Business Solutions   Delhi, India
• Maintain high standards of process efficiency.
• Ensure all data is recorded accurately and efficiently.
• Manage operational queries, recommend solutions, and escalate where necessary.
• Carry out and review dispatch of new customer forms.
• Credit checks for new customers (Equifax).
• Credit checks for existing customers.

SKILLS

Google Cloud Platform (GCP)   BI Query, Big Data, Cost Savings, Google logging
SQL   Performance tuning and complex data handling
API   Postman
JIRA   Bug Tracking, Bug Fixing

AWARDS

Employee Of The Year   Jul '17
Hays Business Solution

Shining Star   Feb '20
Hays Business Solution

EDUCATION

Bachelor of Computer Applications, IGNOU   Dec '07 — Dec '10
                                                                     Delhi