

PRIYADHARSHINI M

E-mail : priyadharshini.m1396@gmail.com

Contact Number : 7867854621

OBJECTIVE:

To be associated with a firm that provides career development opportunities and to contribute in its progress growth through my Knowledge and skills.

EDUCATIONAL QUALIFICATIONS:

Qualification	University/ Board	College/School Name	Year of passing	Overall Percentage
MSC(CS)	Sastra University	Sastra University	2018	7.5
BCA	Sastra University	Sastra University	2016	6.5
HSC	Tamilnadu State Board	St.Joseph's Girl's Higher Secondary School	2013	73
SSLC	Tamilnadu State Board	St.Joseph's Girl's Higher Secondary School	2011	93

PROFFESIONAL SUMMARY:

- 2 years and 8 months of experience in banking domain on handling customer raised queries
- Validating the customer through identification and validation process
- Check the respond or acknowledgement sent to the customer within a certain boundary period of time and made payments if any over charge done
- Verifying that the relevant document was fetched in queries log
- Validating the process of handling queries done by the processors
- Tracking and maintain QC reports
- Maintain failed cases in separate tracker

WORK EXPERIENCE

Barclays Global Service Centre – TeamLease Services Ltd (Dec 2018 – Sep 2020)

1 Years and 9 Months of Experience as Quality Controller under Payment Protection Insurance Queries Handling team

Barclays Global Service Centre – PersoKelly Services India Pvt Ltd (April 2021 – Dec 2021)

6 months of Experience in General Data Protection Team as Quality Controller as well as Process Advisor

PROJECTS

Project No.: 1

Project Name	Payment Protection Insurance
Role	Quality Controller
Period	Dec 2018 – Sep 2020

Project Description:

Complaints from the Barclays customer which was under PPI queries or enquiry to be handled effectively. Check that the complaint was valid and Dealt with that complaint as per the regulations and under certain criteria.

Project No.: 2

Project Name	Payment Breakup Plan
Role	Quality Controller
Period	April 2021 –Sep 2021

Project Description

To be more effective in service, Barclays creating documents which contains in and out information about the relevant queries raised by the customer and maintain those data in separate files. Store the documents under the relevant customer identity and send it when they need for clarification along with activities gone through.

RESPONSIBILITIES

- Check the Quality of activities performed by the Processors
- Verify the Payment made is correct or not
- Provide Feedback under certain check criteria
- Conduct meetings to avoid repeated errors
- Conduct Session to analysis the root cause of error
- Maintain QC Report
- Resolve the Queries without impact both Customer satisfaction and Bank Reputation

SKILLS

Certified under the Testing and the skills gained from the course are:

Manual Testing:

- Understanding Software Requirement Specification and identifying test scenarios.
- Good Knowledge on SDLC and STLC process flow
- Having basic knowledge to write Test case documents
- Learned about Testing techniques which used for test coverage
- Well Knowledge on Defect life cycle
- Basic knowledge on Defect Reporting and Tracking using JIRA

Automation Testing Using Selenium:

Good Knowledge on Selenium Automation Tool which includes:

Programming Language: Core Java

Testing tool: Selenium WebDriver

Frameworks: Data Driven, Junit, TestNG, Cucumber

Tools: Maven, GIT, Jira

METHODOLOGY:

- WaterFall Model
- Agile Model

AREA OF INTEREST

Manual Testing

Automation Testing

PERSONALINFO

Father's Name	:	Mr.T.Mahalingam
Mother's Name	:	Mrs.M.Latha
Husband Name	:	Mr.N.Hariprasad
Data of Birth	:	13-03-1996
Marital Status	:	Married
Hobbies	:	Listening Music