

Dheepa Kumari R



Associate

Quality Analysis and Business Analysis

Extensive experience in Functional Testing, Business Analysis and Resource Management

Requirement Analysis Banking Test Management Defect Management Integration Projects IT Audit & Process Definition

 Chennai

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Key Skills

Functional Testing (Manual)

Requirement Gathering

System Integration Testing (SIT)

Banking Domain

Capital Market (Trading)

Insurance Domain

Information Domain

User Acceptance Testing

Business Analysis

Team Building & Leadership

API Testing using Karate Framework

Automation Tool (Basic knowledge in Selenium)

JIRA and Azure Devops Administration

SQL

Profile Summary

- Procured 13+ years' experience in the Software industry, with 1 Year as Business Analyst and 11+ Years in Functional Testing
- Currently working with **Cognizant Technology Solutions** as **Associate**
- Specialized with expertise in System Integration Testing (SIT), Test Management, Defect Management and Change Management (from initiation to closure)
- Proficient in **Banking Domain** – Payments - Centralized Payment Routing, Clearing Process, Credit Transfers, Direct Debits
- Capital Market** – Trading of Stocks and Options
- Insurance domain** – Testing applications used by Agents of Insurance company and the letters sent to the customers
- Information** – Data collection and Data resourcing
- Adept in managing multiple projects and delivering knowledge solutions for business processes, evaluating requirements, finding gaps and devising a road map for enhancing processes.
- Possess excellent interpersonal, communication and analytical skills with demonstrated abilities in **customer (end-user) / vendor relationship management**.
- Proven skills to lead, manage project resources, interact with clients, coordinate, and work in achieving high levels of productivity and efficiency
- An effective leader with excellent communication and relationship building skills

Work Experience

- Dec'14-Till Date as **Associate** in Cognizant Technology Solutions
- Apr'10-Nov'14 as a **Consultant** in Capgemini India Ltd
- Dec'08-Apr'10 as **Test Engineer** in Steria India Ltd

Education

- Bachelor of Engineering (Computer Science) from Madras University, India

Certifications and Trainings

- ISTQB-ISEB Certified Testing Professional
- Options Trading Certification

Technical Skills

- Domain Knowledge : Banking, Insurance, Capital Market, Information
- Database & DB Tools : SQL Server, TOAD for Oracle, MySQL
- Office Packages : MS Office
- Versioning Tool : ClearCase
- Automation : QTP, Selenium
- Test Tools : HP ALM, JIRA, Azure Devops

Professional Experience

Business Analysis

- Discuss with Change Raiser/Application Management team to understand the issue to be solved or enhancement required
- Analyze and come up with possible solutions with associated pros and cons
- Present the solution and get approval from stakeholders – Walkthrough meeting
- Stakeholder management – project status tracking and reporting to the senior management
- Prepare Functional Design Specifications
- Prepare Mapping Tracker (End to End mapping of fields across different systems) for various formats
- Present intake to Development and Testing team
- Support on queries raised during development and testing phase
- Contribute to the overall design and architecture of applications
- Coordinate with Product managers to gather the requirements, and discuss with local operations to deliver more optimal solution
- Review and sign-off on Test Approach document
- Responsible for ensuring that the proposed system is in line to the specifications
- Business Analysis effort estimation
- QC Queries response within SLA Time and interacting with Clients for Quick FS Sign off

Quality Analysis / Testing

- Initiation:
 - Estimation of Effort and Duration
 - Skill set requirement
- Requirement Gathering:
 - Identification of Test environment, Specific Test data, Test tools requirements
 - Analyze types of tests to be performed
 - Participate in Requirement gathering workshops
- Analysis and Design:
 - Define Test Plan and get it reviewed by all stakeholders
 - Plan and monitor the Testing resources working on project
 - Participate in analysis & design review meetings
 - Review of Test artefacts
 - Identify and plan the flows that can be automated
- Testing:
 - Perform and Monitor execution and defects, Root Cause analysis for Defects
 - Publish Test Progress Report / Dashboard
 - Weekly Status Report
 - Defect Management
 - Test Completion Report
- Deployment:
 - Archival of Test Artefacts and Project related documents
- Closure:
 - Best Practices and Lessons Learnt

Resource Management

- Identifying the testing resource requirements on requirement basis in consultation with Project Managers
- Working with Procurement and Vendors to ensure that the required resources are available for all projects and changes on time
- Coach and mentor team Set goals, gather feedback from team members and conduct appraisals
- Identify skill gaps and devise strategies to bridge the same
- Drives Rewards and Recognition

Personal Details

- Date of Birth : 31st March 1983
- Address : S2, Sri Sai Sankar Nivas,116 Rajagopalan Street, Valasaravakkam, Chennai – 600087

Major Projects – Roles & Responsibilities

• Dun&Bradstreet - USA:

- Leading a team of 3 members
- Analyze Business Requirements and Design Specifications
- Responsible for the Functional Test Planning
- Involved in Functional and Regression Test Preparation and Execution
- Participated in Sprint Planning Sessions, Daily Scrum meetings, Sprint Retrospective and Product Backlog Refinement sessions for Agile based Testing Projects
- Involved in API testing using Karate Framework
- Involved in preparing Test closure report and Regression Cases Document
- Involved in Defect Management using JIRA (Currently moving to Azure Devops)
- Involved in Defect Triage calls to keep track of all open defects across all the applications
- Prepared Daily and Weekly Status Reports and participated in Status Calls with Clients

• MetLife Insurance - Malaysia:

- Lead a team of 2 members
- Analyze Business Requirements and Design Specifications
- Responsible for the Functional Test Planning
- Involved in Functional and Regression Test Preparation and Execution
- Involved in preparing Test closure report and Regression Cases Document
- Involved in Defect Triage calls to keep track of all open defects across all the applications
- Prepared Daily and Weekly Status Reports and participated in Status Calls with Clients

• ETrade - Online Trading:

- Analyzed Business Requirements
- Participating in Sprint Planning Sessions
- Participating in Daily Scrum meetings
- Responsible for Test designing and Test data Preparation
- Involved in UI testing and DB testing
- Involved in Defect Management using JIRA
- Involved in Sprint Demo sessions
- Participating in Sprint Retrospective and Product Backlog Refinement sessions

► Northern Trust – Target 2 Settlements:

- Analyzed Business Requirements
- Responsible for the Functional Test Planning
- Involved in Test designing and peer review
- Involved in Functional testing and DB testing
- Involved in defect management using ALM
- Prepared Test Closure report
- Interacted with Clients and gathered requirements
- Prepared SRS document with detailed Functional and Non-Functional requirements
- Participated in Scrum calls
- Submitted reports to Scrum Master and Product Owner
- Providing clarification to Developers and Testers

► Assignments handled in Capgemini India LTD:

- Rainbow - RBS
- Credit Bureau Mexico - TRANSUNION
- MidOffice - RBS

► Assignments handled in Steria India LTD:

- Chrysalis – FSA (Financial Services Authority)
- Policy Database – FSA (Financial Services Authority)