**Sonal Tandon**

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## Lead Quality Analyst

* 10 years of Software Quality Assurance experience in Quality Analyst role including requirement gathering, creating test and data strategy and implementing complex automated frameworks in various domains like Retail &Airline.
* Strong in **defect management**, **bug reporting**, **reviews**, quality process awareness, root cause analysis.
* Experienced in using **Test Management** Tool **Quality Center (ALM) and POSTMAN web API Testing Tool.**
* Experienced in operating in client facing roles, implemented automated process improvements, estimating resource and effort requirements, managed resources and lead in onshore/offshore model.

## People Development & Extra Curricular

* ISTQB &ITIL V3.0 foundation level certified.
* Trained a batch of 15 at various career levels on the topic of Service Strategy for ITIL V3.0 certification.

## Achievements

* Recognized as a young talent and nominated for the leadership development “**Talent Spark**” program during early years at IBM.
* Part of the first “**Vitality Hire**” batch (Team Blue) – which underwent comprehensive 6-month training across all functions of IBM business
* Awarded the Out-performer award for leading the Onshore Team and handling issues to meet client deliverables

# SKILLS

## Technical

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Languages** | **Tools & Libraries** | **Frameworks** | **Products** | **QA Process** |
| * Python 3 * Core Java 8 * SQL * VbScript | * POSTMAN & ReadyAPI * SFDC * VSTS * GIT * Micro Focus UFT * Micro Focus Load Runner * Jenkins * CICD Tools * APPIUM * SHARES * TIBCO & GEMS * IBM MQ * Kibana | * Data driven * Hybrid * Robot * Junit * Cucumber * Selenium | * Retail Supply Chain * Banking & Finance * Merchandising * Build Regression suit of SAP   modules PTS, P2P, OTC, BAR and Clinical. | * System integration test * Smoke test * Functional test * Performance test * Regression test |

## Team Management & Development

|  |  |  |  |
| --- | --- | --- | --- |
| **Test Management** | **Reporting/Presentation** | **Client Relations** | **People Development** |
| * Creating effective test cases * Defining test plan * Defining test data and execution strategy * Defect management * API Testing | * Creating macro based automated reports | * Gathering requirements from client * Leading in client facing roles * Leading onshore-offshore team model | * Imparting technical and certification trainings |

Paramount Software Solutions | United Airlines | Chicago , IL |Mar 2020 - Present

Lead Quality Analyst

* Worked in an Agile team focused on continuous improvement, Strong knowledge of software QA methodologies, tools and processes.
* Manage the test team, Onsite/Offshore coordination, RTM, Estimations, Scheduling, Track New Requirements/changes
* Using SHARES Application to perform functional testing of Airline applications on mainframe.
* Automation of web API validation using Ready API with data driven framework using Groovy Language.
* Using Kibana for data validation as part of functional testing to capture the API response.
* Used Graphical Administration Tool for TIBCO® EMS (GEMS) for data validation by subscribing to TOPICS & browsing queues. Message contents inspected. Selectors and filters specified as per validation criteria. Validating Event Type.
* Created PNR’s (Passenger Name Records) of multiple types and performed validation using SHARES Queues.
* Validation for Users of various profiles, validating the loyalty points earned, executing transactions using various payment method Eg: Miles, Revenue or Plus Points.
* Performed Upgrades & SPLIT scenarios and validating check points in the Cloud couchbase DB.
* Accessing CITRIX to capture services response for cloud service.
* Production cutover validation for Priority Test Scenarios and sending cutover reports post validation.
* Executed automated tests in order to identify any errors, defects or gaps in contrary to the expected results of the application under test using UFT Tool. Performed functional and regression testing through a user interface such as a native GUI
* Analyze Integration Solution/Functional Requirements Specifications and co-ordinate with business on issues clarifications.
* Prepare Test Strategy/Plan, give walkthrough and get it Signed offs & Involve in Prepare/Review Test Case/Scripts/Data setup
* Involve in ST/SIT testing, defect tracking/triage/review meetings, UAT and Closure/sign off with Test Reports/Dash boards.
* Involve in Process improvements, Team building activities, trainings on domain/tools and Knowledge sharing sessions
* Prepare/Publish Test Metrics, Involve in Daily stand-up, Weekly Review Meetings and Participate in Lessons learnt
* Creating and defining quality assurance process.
* Worked in an Agile team focused on continuous improvement, Strong knowledge of software QA methodologies, tools and processes.
* Adding Task by sprint in TFS for project management and closing the task list at the end of the sprint and reporting bug and tracking closure if any.

Supporting the implementation and adoption of quality assurance plans

### Paramount Software Solutions | Meijer Inc| Grand Rapids, MI |Retail| Aug 2017- Feb 2020

Lead Quality Analyst

* Strong knowledge on Retail Domain & hands on experience on RetailPoint of Sale system.
* Experience on REST API’s Tool like POSTMAN tool for web API Testing.
* Used Python to automate the testcases in Robot Framework for web-based application using Selenium IDE.
* Worked in an Agile team focused on continuous improvement, Strong knowledge of software QA methodologies, tools and processes.
* Well acquainted with manual testing methodologies & possess knowledge of software development life cycle, software test life cycle and defect life cycle.
* Using VSTS for project management and bug tracking
* Effort estimation via story points for the tasks assigned on User stories on the Kanban board.
* Supporting the implementation and adoption of quality assurance plans.
* Initiate migration plans for the gaps and update with leadership team.
* Work in cross functional teams that include Development, Marketing, Usability, Software Quality Assurance, Customer Learning, and Support.
* Defect reporting and other activities related to test planning and execution with the concentration on requirements analysis, development, and implementation of test scenarios.
* Wrote test cases and scenario, executing the Test cases
* Involved in PI planning and daily scrum stand up meetings.
* Involved in Client backlog grooming and Sprint planning meetings.
* Scheduling meetings with the Application teams to understand their requirement.
* Involving in Managing and controlling the source code repository, currently housed in TFS & GIT.

# IBM |Furlenco| Bangalore , India | Aug 2016 – Jul 2017

### Lead Quality Analyst

* Independent verification and validation of the products produced by the development process.
* Contributing to the definition of quality assurance industry standards.
* Creating and defining quality assurance process.
* Supporting the implementation and adoption of quality assurance plans.
* Test script developed for SAP transaction. Maintaining Regression suit of SAP Modules.
* Build Regression suit of SAP modules PTS, P2P, OTC, BAR and Clinical.
* Supporting end user quality assurance.
* Initiate migration plans for the gaps and update with leadership team.
* Create monthly milestones for yearly improvement projects and set deadlines for the Team to complete.
* Work in cross functional teams that include Development, Marketing, Usability, Software Quality Assurance, Customer Learning, and Support.
* Using JIRA for project management and bug tracking.
* Defect reporting and other activities related to test planning and execution with the concentration on requirements analysis, development, and implementation of test scenarios.
* Wrote test cases and scenario, executing the Test cases
* Involved in PI planning and daily scrum stand up meetings.
* Involved in Client backlog grooming and Sprint planning meetings.
* Scheduling meetings with the Application teams to understand their requirement.
* Assigning tasks and scheduling calls with the offshore teams daily.
* Resolving the obstacles which were faced by the offshore team by taking it as a high priority for the smooth deliverables.
* Involving in Managing and controlling the source code repository, currently housed in TFS & GIT.
* Creating new Release Definitions, creating pipeline and adding artifacts, different Environments depending on the projects.

Effort estimation for the tasks assigned on the Kanban board

## Randstad Systems| Cisco Systems | Bangalore, India | Aug 2014 – July 2016

### SFDC Quality Analyst

* Functional Testing of SalesForce Application and Effort estimation, and Test Strategy preparation.
* Testing included across various channel partners and customers and validating the flow of data
* Developed Test plans for Integration, Qualification and Production Phases, including regression tests, for newly developed features.Maintaining Regression suit of web modules.
* Coordinated with the business whenever required on the requirement document for Salesforce
* Validated types of inbuilt reports that can be generated on the SalesForce platform and validated data flow.
* For Bug reporting ensured that when an issue was observed, its needs to be taken care that we are testing the code that has been customized rather than testing the built-in salesforce functionalityusing production like an environment called SandBox**.**
* Had clear communication with the development team to understand the customizable features that are being built into SalesForce
* Manual Testing of the Sales Force Dot Com (SFDC) involving design preparing test plans and write test cases for functional testing, integration testing and regression testing.
* Workflows using various user roles constructed and tested.
* Conducted role-based testing to ensure the consistency of data with various user roles.
* Performed compatibility testing of the third-party applications integrated with Salesforce
* Cross browser compatibility testing performed to ensure if the rendering of data is correct across multiple browsers
* Validated the consistency of data across multiple screens.
* API testing for integrated third-party applications performed using the ReadyAPI Application.
* Test Data prepared for validating the reports functionality
* Created functional flows including positive and negative flows to cover the entire functionality of an application such as deleting the default data generated and validating the behavior of an application
* Involved user input validation on the form fields
* Well acquainted with manual testing methodologies & possess knowledge of software development life cycle, software test life cycle and defect life cycle.
* Enhanced and debugging the existing scripts for new Change Request (CRs)
* Performed Test Manager Role to manage all the test activities.
* Collected Business requirements from different source systems to understand the consolidation of data.
* Participated in peer code reviews to ensure proper documentation on features and interoperability within the entire system.
* Test newly developed features to ensure proper functioning prior to release to QA.
* Ensure new Program, feature or software product meets performance goals and does not adversely impact the performance of existing subsystems.

## IBM India Pvt Ltd| Bangalore, India | Dec 2012 – Jul 2014

### SFDC Lead Quality Analyst

* HandOn experience on Customer Relationship Management (CRM) tool SFDC&Oracle's Siebel CRM. SalesForce is built on a platform development language named as APE .SFDC helps to maintain a positive relationship with the customers, Enhanced communication between customers and organizations ,SalesForce also allows the developers to build their own custom applications. inbuilt reporting mechanism.
* Coordinated with the business whenever required on the requirement document for Salesforce
* Validated types of inbuilt reports that can be generated on the SalesForce platform and validated data flow.
* For Bug reporting ensured that when an issue was observed, its needs to be taken care that we are testing the code that has been customized rather than testing the built-in salesforce functionalityusing production like an environment called SandBox**.**
* Had clear communication with the development team to understand the customizable features that are being built into SalesForce
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* Performed compatibility testing of the third-party applications integrated with Salesforce
* Cross browser compatibility testing performed to ensure if the rendering of data is correct across multiple browsers
* Validated the consistency of data across multiple screens.
* API testing for integrated third-party applications performed using the POSTMAN Application.
* Test Data prepared for validating the reports functionality
* Created functional flows including positive and negative flows to cover the entire functionality of an application such as deleting the default data generated and validating the behavior of an application
* Involved user input validation on the form fields
* From a tester's perspective, we always aimed for 100% code coverage within each test cycle. Ensured that the code coverage does not go below 75% as per the standard Salesforce rule
* Testing must include UI testing, functional testing, regression testing, integration testing, system testing and system integration testing
* Responsible for monitoring results, logging defects, and validation of defect fixes.
* Provided feedback to developers, vendors and clients.
* Provided quality updates to project manager.
* Using Jira for project management and bug tracking.
* Documented project’s software release management procedures with input decisions.
* Developed, maintained, and distributed release notes for each scheduled release.
* Kept track of all the releases and request of the developers through Infrastructure management tool.
* Initiate migration plans for the gaps and update with leadership team.
* Well acquainted with manual testing methodologies & possess knowledge of software development life cycle, software test life cycle and defect life cycle.
* Worked in Onshore-Offshore model assigning tasks and scheduling calls with the OnShore teams daily.

## IBM |Bharti | Bangalore , India | Dec 2008 – Dec 2012

### QualityAnalyst

* Performed QA role for Bharti Client with responsibilities including requirement gathering and accepting, coordination of user.
* Evaluate information from multiple sources and help distinguish user requests from user needs
* Define precise and accurate technical document acceptance criteria that will be used by developers, automation test frameworks and by product owners to ensure that product owner intent is effectively captured
* Collaborate to develop user acceptance testing (UAT) specifications
* Work with the Project Manager to help facilitate and ensure successful user acceptance testing
* Initiate and maintain client relationships and execute project work plans in the field.
* Analyzing the requirements from the client and providing feedback to developers, vendors and clients.
* Participate in reviewing business requirements and obtain clarifications from the project team
* Documented project’s software release management procedures with input decisions.
* Developed, maintained, and distributed release notes for each scheduled release.
* Kept track of all the releases and request of the developers through Infrastructure management tool.
* Initiate migration plans for the gaps and update with leadership team.
* Assigning tasks and scheduling calls with the onshore teams daily.
* Initiate and maintain client monthly dashboard meetings.

# CERTIFICATIONS

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| --- | --- | --- |
| **Certification** | **Vendor** | **Completion Date** |
| Information Technology Infrastructure Library (ITIL V3.0) | EXIN | Mar 2009 |
| ISTQB (Foundation Level) | ASTQB | Oct 2019 |

# EDUCATION

## B. Tech in Information Technologyat [Dr. A.P.J. Abdul Kalam Technical University (Formerly UPTU)](http://aktu.ac.in/) in 2008

PGDBA in Operations at Symbiosis Institute of Business Management Pune, India in 2012