**KANISHAK JAIN Test Lead**

**Certified Scrum Master Professional**

Approx. 7+years of Work Ex.

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Quality Assurance Analyst and Techno Functional Consultant with 7+ years of experience in multiple Domains, having strong organizational skills, educational background, and ability to work well with people, acquired over the given experience.

Profile Snapshot

* Competent Professional and currently working as Test Lead in HCL Technologies Ltd.
* 7+ years IT experience in Manual, Data Migration, E2E functionality, Regression, and third-party Integration testing of applications, of various domains and nature.
* Experience in managing a project starting from its Initiation to the closure phase, covering all the activities of Software Testing Life Cycle (STLC) which includes all the requirement gathering, Test Environment Setup, Test Case Designing and Execution.
* Profound knowledge of Software Development Life Cycle (SDLC), Software Testing Life Cycle (STLC) and AGILE methodologies.
* Expertise in Manual Testing, Data Migration & Database Testing.
* Hands-on experience in Functional Testing (System Testing, Integration Testing, E2E Testing, Database Testing, Data Migration Testing and Regression Testing) & Non-Functional (Performance) testing.
* Expertise in Defect Tracking, Defect Management and Reporting using tools like Quality Centre, Rally, JIRA and Mantis.
* Proficiency in analyzing requirements, creating and executing Test Plans and Test Cases, developing and maintaining Manual / Automated Test Scripts, Creating Test Data & Analyzing Bugs.
* Experience in manual and accessibility testing of Web Applications including Cross-browser Compatibility Testing.
* Experience in eliciting requirements using discussions, document analysis, business process descriptions, scenarios, business analysis, and task – work flow analysis.
* Experience in co-ordination & communication with Business Users, from multiple Units/Departments, and distributed team(s) in multiple geographies.
* Expertise in gathering and evaluating data in support of business cases, writing test plans and scripts for tracking defects, fixing them in product development, software application development, information systems, and operations systems.
* Determining operational feasibility by defining the problem, analyzing requirements and assessing proposed solutions; providing application and technical support to other groups, where appropriate & required.
* Building good relationships with stakeholders, with both Business and Technical Teams, to facilitate the smooth functioning of a project.

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| **Period** | **Organization** | **Role** | **Domain** | **Location** |
| August ‘19 to **Present** | HCL Technologies Ltd. | Test Lead | Banking and Finance | Noida, Uttar Pradesh, India |
| June ’17 to August ‘19 | SHL India Pvt. Ltd. | Senior QA | Education and e-Learning | Gurugram, Haryana, India |
| August ’16 to May ‘17 | Headhonchos.com | Senior QA | e-Learning | Gurugram, Haryana, India |
| December ’14 to August ‘16 | NIIT Ltd. | Software Test Engineer | Education | Gurugram, Haryana, India |
| February ’12 to December ‘14 | Daffodil Software Ltd. | QA Engineer | Insurance and Sales | Gurugram, Haryana, India |

Skills Snapshot

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| **Skills** | **Tools Used** |
| QA Tools | JIRA, RALLY, QAC, Bugzilla |
| IDE | Eclipse, SQL Server 2008 |
| Operating Systems | Windows |
| Programming Languages | SQL, PL-SQL |
| Databases | SQL Server, Oracle |
| Other Tools | Applane (CRM), GitHub, SVN, Jenkins, Documentum |

Domain Experience

**Banking & Finance**

* Good understanding of functional concepts in Online Banking & Finance domain like Money Transfer, Money Addition and Receipt generation and worked extensively in below concepts
  + Money Transfer from one account to another, within the same bank or different banks.
  + OTP Generation and Messaging Services for online transactions / transfers.

**Education & e-Learning**

* Good understanding of functional concepts in Education domain like Pre-hiring Exam for Candidates and e-Learning platforms for job search & career portal, exclusively for mid-management and senior professionals.
  + Creation and maintenance of e-Learning Courses.
  + Co-relating databases and verification of workflow for scoring and assessment of online courses.

**Insurance - Health**

* Basic understanding of functional concepts in Health Insurance domain like Hospitalization Services (In-Patient & Out-Patient), Medical Cards, Reimbursements, Schemes/Plans for different member groups and the corresponding document needed for Claims processes.
  + Migration of Endorsement Document generation functionality from CRM based application to Content Management application.
  + Assessment and preparation of Test Strategies / Plans / Scenarios / Cases, with the understanding of the Application’s architecture.

Industrial Experience

1. **Computer Consultancy – HCL Technologies Ltd.**  August 2019 - Present

I have been working with HCL on a Financial Services and Communications project. The current role of QA Lead allows me to work on E2E Testing of the Global Money Transfer application on mobile devices and web browsers.

**Quality Assurance Lead**

**Project Detail: The Western Union Company, Noida, India**

Testing the application for Western Union, which an American major in Financial Services. The application was built to allow the Customers to transfer Money globally, using Web or Mobile Platforms and generating Payment Receipts for such transactions.

**Roles and Responsibilities:**

* + - Working on a role of QA Lead and major activities includes:
  + Working on complete E2E functionality and regression testing of Money transfer, Money Addition, OTP and Receipt generation.
  + Includes Integration & Interface testing between different bank accounts.
  + Writing and Executing test cases, requirement gathering from Client.
  + Engagement and Co-ordination with distributed team(s) in multiple geographies.
* Identification of possible Scenarios that can be automated.
* Working on QA Tool Rally for complete Testing Life Cycle Management.
* Tested the functionality of money transfer and OTP generation from which money gets transferred from one account to another account.
* Tested the functionality of messages when money gets transferred from one account to other account.
* Extend support in UAT and Implementation.

1. **Computer Consultancy – SHL India Pvt. Ltd.**  June 2017 - August 2019

Worked in SHL which helps companies transform productivity through data and tools that are proven to drive stronger, more sustainable business outcomes. I worked as a Senior QA to test a Mobile based interactive platform, which was used to check customer skills who play on mobile devices; and whether such tests were compatible for all mobile and web-based devices.

**Senior Quality Assurer (QA)**

**Project Detail: SHL India Pvt. Ltd., Gurugram, India**

Testing the e-Learning application for SHL, which had Mobile based Interactive Test(s) to check a Candidate’s performance and skills. The application used to perform assessment based on their engagement on Mobile devices. Also, testing was done to ensure that such engagements are compatible for all mobiles (Android & iOS) and web-based devices (Tablets).

**Roles and Responsibilities:**

* + - Worked on a role of Senior QA and major activities included:
  + Working on complete E2E functionality and regression testing of Pre-Hiring Exam for Candidates.
  + Writing and Executing Test Plans, Test Cases, Test Scripts & their execution and requirement gathering from Client.
  + Engagement and Co-ordination with distributed team(s) in multiple geographies.
* Ability to manage a project starting from its Initiation to the closure phase, covering all the activities of Software Testing Life Cycle which includes all the requirement gathering, Test Environment Setup and Test case designing.
* Active participation in Database Testing and verifying the workflow for Scoring and New Algorithm.
* Prepared Software Requirement Specification, Business Requirement Specification, and Functional Requirement Specification efficiently to gather information.
* Identification of possible Scenarios that can be automated.
* Extend support in UAT and Implementation.

1. **Computer Consultancy – ABC Consultants (Headhonchos.com)**  August 2016 - May 2017

Worked in ABC Consultants, a pioneer of organized recruitment services in India, with a vision to redefine senior recruitment. I worked as a Senior QA to test the Web-based platform (HeadHonchos.com), which is India’s premier job search & career portal, exclusively for mid-management and senior professionals.

**Senior Quality Assurer (QA)**

**Project Detail: ABC Consultants, Delhi, India**

Testing the web-based application for ABC Consultants, which was a Job Search portal for professionals.

**Roles and Responsibilities:**

* + - Worked on a role of Senior QA and major activities included:
  + Working on complete E2E functionality and regression testing of Web Portal (Headhonchos.com).
  + Writing & Executing Test Scripts and testing of Data Migration.
* Worked as a Manual, ETL and Data Migration tester of application.
* Active participation in Database Testing and verifying the workflow of the platform.
* Involved in various enhancement projects that included flow control of data.
* Hands on experience of working in UNIX and SQL Server 2008.
* Identification of possible Scenarios that can be automated.

1. **Computer Consultancy – NIIT Ltd.** December 2014 - August 2016

Worked in NIIT as a Software Test Engineer on an existing Product of Managed Training Services (MTS). The application suite is helping the World’s leading companies improve the effectiveness and efficiency of their trainings. I worked as a tester for the product, while enhancing and maintaining various e-Learning Courses / Trainings.

**Software Test Engineer**

**Project Detail: Managed Training Services (MTS) Multilingual, Gurugram, India**

Maintenance and testing of e-Learning Courses present in the product suite MTS of NIIT Ltd.

**Roles and Responsibilities:**

* + - Worked on a role of Test Engineer and major activities included:
  + Working on complete E2E functionality and regression testing of Product Suite.
  + Writing and Executing Test Scripts & their execution and testing of Data Migration for scoring and assessment.
* Active participation in Database Testing and verifying the workflow of the Product.
* Involved in various enhancement and maintenance projects of e-Learning Courses.
* Identification of possible Scenarios that can be automated.

1. **Computer Consultancy – Daffodils Software Ltd.**  August 2012 – December 2014

Worked in Daffodils Software in the capacity of a QA Engineer for a Migration and Customer Relationship Management (CRM) cloud-based solution.

**Quality Assessment (QA) Engineer**

**Project Detail: National Health Insurance Company (Migration to EMC Documentum), Gurugram, India**

National Health Insurance Company - Daman was migrating their existing .net based WFM Endorsement functionality onto OpenText Documentum. They wanted to introduce different events of Endorsements on Documentum for business to have a single application for managing their core processes along with Enrolment and Renewal process.

**Roles and Responsibilities:**

* + - Worked on a role of QA Engineer and major activities included:
  + Creating Test Strategies, Test Plans and Test Scenarios with the acumen of Application Architecture.
  + Writing and Executing Test Cases and testing of Document Migration of endorsements.
* Expertise in defect tracking tools like Mantis and JIRA.
* Understanding and knowledge in Software Testing Life Cycle (STLC), Defect Life Cycle and Testing Methodologies.

**Project Detail: Applane CRM, Gurugram, India**

Applane CRM was a cloud-based solution that helps to keep track of sales activities and to keep sales process streamlined. It helps to manage each department from a single screen.

**Roles and Responsibilities:**

* + - Worked on a role of QA Engineer and major activities included:
  + Writing and Executing DB Test Cases.
  + Supporting all phases of DB Test Execution and Documentation.
  + Understanding the Business Requirement Specification Documents in order to understand the basic requirements of a Particular Customer.
* Gathering and evaluating data in support of business cases, writing test plans and scripts for tracking defects and fixing in product development, software application development, information systems, and operations systems.
* Understanding and knowledge in Software Testing Life Cycle (STLC), Defect Life Cycle and Testing Methodologies.
* Determining operational feasibility by defining the problem, analyzing requirements and assessing proposed solutions; providing application and technical support to other groups, where appropriate & required
* Worked on enhancement and maintenance of Existing Applications
* Upgradation on payment process and E2E Flow of Application with third party integration of payment process.
* Testing of Application on Mobile using simulator (Android and iPhone)

Key Competencies and Skills

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| Process Adherence | Communication Skills | Customer Satisfaction |
| Test Planning | Monitoring and Reporting | Coordination |
| Change Management | Goals Oriented |  |

Education Summary

* **2007 - 2011 Bachelor’s in Technology (B.Tech.)** from B.M. Institute of Engineering and Technology (BMIET), Sonipat, Haryana, India

Personal Details

**Date of Birth :** 6th November 1988

**Languages Known :** English & Hindi

**Address :** Delhi, India