SINDHOOJA H P

Phone: +91 9108055701/ 9380408623   **E-Mail:**sindhoojahp28@gmail.com

Software QA Tester with 3 years of experience in the Technology domain, Experience in all phases of Manual Testing and good knowledge in Automation Testing. Experienced in writing the test cases, Test plans, designing Test procedure and Creating the Bug Report. Well Experienced in IVR call flow Testing, API testing using POSTMAN Tool, Performance Testing using JMETER tool.

PROFESSIONAL SUMMARY

- Well versed in performing UAT, System, Functionality, Integration, Regression, Smoke testing and performance Testing.
- Have experience and good knowledge on **Agile Methodology/Process, V Model, SDLC, and STLC.**
- Proficient expertise in designing, developing, executing test cases and defect tracking.
- Involved in Software Testing (Functional, IVR flow and mobile application-Testing) - Test Designs, Test Execution, Test Reporting, Defect Management and Creation of test data.
- Good knowledge on Defect Tracking and Defect life cycle.
- Having a good and hands on experience on Selenium IDE, writing Web driver scripts.
- Have good Knowledge on IVR flow Testing on CTI Cloud technologies **Genesys (Cloud/Engage/Pure Connect), Sharpen and Serenova.**
- Good knowledge on Performance Testing and API testing.
- Have good knowledge on **SQL**.

Professional skills

- ➤ **Testing Tools**   **:** Selenium, POSTMAN and JMETER.
- ➤ **Database knowledge**   **:** My SQL.
- ➤ **Defect Tracking tool**   **:** JIRA, RALLY and Bugzilla
- ➤ **Script Languages**   **:** Java
- ➤ **Domain**   **:** Telecom
- ➤ **Operating System**   **:** Windows 7, Windows 10, Windows Xp

Employment Experience

- Working as a Software Quality Analyst in Skylux Telelink Pvt Ltd, Bangalore from July 2019 to till date.
- Worked as an Associate Software Engineer-IT in iPRIMED Education Solutions Private Limited, Bangalore from January 2019 to June 2019.
- Done Internship in software testing at Quest IT solutions from June 2018 to November 2018.

Project

Project #1

Title: **Kodak Phase 1 and Kodak Croxley**

Testing Tools: Manual

Team Strength: 7

Description: Design of Business hours, Non-Business hour and Holiday schedule call flows for Fifteen locations with Five different languages. Agent can handle interactions based on the skill-based routing methods.

Responsibilities:

- Worked closely with product and development team to understand and test the requirement.
- Created the Test plan and created the test cases based on the User Story board
- Involved in execution of End- to End call flow testing, Functionality Testing, Smoke testing, Regression Testing and analyzing the production defects.
- Created the Bug Report and Test Signoff reports.

Project #2

Title: **Warehouse Management System (WMS)**

Testing Tools: Manual

Team Strength: 5

Description: The requirement is to generating the invoice, purchase order, delivery Challan and generation of report. Maintaining the stock balance, sales report, Bill report, Vendor details and its report.

Responsibilities:

- Involved in understanding of the requirements and user Stories.
- Created the Test Estimation plan, Test scenarios and Test cases and Bug summary Report.
- Conducted the Smoke testing, Functionality testing, regression testing and Re-testing of issues.
- Involved in the giving product demo to the End User.

Project #3

Title: **E-cart (Website+Android+IOS)**

Testing Tools: Manual and Automation (Selenium).

Team Strength:8

Description: The requirement is to develop and implement a function e-cart module which will allow customers register and browse through all products online. They can add products to kart and order them.

Responsibilities:

- Understanding of the User Stories.
- Involved in Identifying areas of testing.
- Creating and reviewing the test cases and updating the test case.
- Created the automation Test scripts
- Run the sanity, functionality test cases and updated the test execution reports.

Project #4

Title: **TELEPERSON(IOS)**

Testing Tools: Manual

Team Strength: 5

Description: An IOS app which will help to contact different vendors directly without any delay, the vendor list is generated through plaid payment gateway.

Responsibilities:

- Involved in creating, updating and reviewing the test cases for different screens.
- Involved in Testing of GUI and compatibility of the application.
- Execution of test cases and creation of bug report
- Creation of Summary test Report.

CAREER ACHIEVEMENTS

- **Star Performer of the year (2020-2021):** Got awarded as start performer for continuously exceeding the expectations and dedication towards the work and commitments.

- **Certificate of Appreciation (2021)**: Got appreciation award for my work commitment and seriousness towards the Genesys cloud, sharpen and Serenova projects deliverables.

Education Details

- M.Tech (Power Electronics) from RNS Institute of Technology, Bengaluru (VTU) in 2018(72.56%).
- B.E (Electrical & Electronics) from G. Madegowda Institute of Technology, Mandya (VTU) in 2016(66.56%).
- Pre-University from Vishwamanava PU college Kommerahalli, Karnataka in 2012(63.00%).
- 10th standard from JPM High School Halaguru, Karnataka in 2010 (79.58%).

Personal Details

Name	:	Sindhooja H P
Nationality	:	Indian
Marital Status	:	Single
Current Employer	:	Skylux Telelink Pvt Ltd., Bangalore
Date of Birth	:	28th November 1994
Languages known	:	Kannada and English
Notice Period	:	**60 Days**

DECLARATION

I hereby declare that the above-mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above-mentioned particulars.

Place: Bangalore.   (Sindhooja H P)