CURRICULUM VITAE

Micky M Swain
Address: MIG-2, 24/4, Housing Board Colony,
Chandrasekharpur, Bhubaneswar,
Odisha- 751016
Mob No- +918763375365
Email: micky.swain@tcs.com

Career Objective:
To seek challenging environment that provides exposure to new ideas and stimulates professional growth and accommodate continuous learning activities to reach the pinnacle of success with dedication and hard work.

Professional Summary:
- Working as a software engineer in TCS since September 2014.
- Nearly 8 years of experience in testing web applications with **agile** methodologies.
- Proficient at building and maintaining professional relationship and possess excellent analytical skills.
- Flexible to work within constantly changing priorities with enthusiasm.
- Well conversant in performing **White, Black and Grey Box** testing on functional requirements.
- Good experience in analyzing changes and identifying areas of the application to be Regression tested.
- Thorough hands on experience with all levels of testing including **Sanity, Usability, Smoke, Functional, Integration, Regression, End to End and User Acceptance Testing**.
- Actively involved in Software Testing and Documentation, Analysis of the Business Requirements and functional specifications.
- Team Leading, Project Management Ability, Team Player, Self-motivated, Highly productive, Continuous Learner, Commitment and Enjoy working as a part of Result driven in Team and Individual Projects.

Professional Experience:
Tata Consultancy Services Limited (Kolkata) – Working since September 2014

Profile: Senior QA Engineer in Cenveo eCommerce Marketplace in Bhubaneswar – Since May 2022
Responsibilities:
- Creating and executing test plans and test cases
- Reporting and tracking bugs and issues in JIRA
- Collaborating with development teams and test managers
- Validation of tasks on 3 servers- QA, Stage and Production
- Part of daily scrum meetings with the BAs and internal stand-up meeting with manager and update about progress of tasks.

Profile: Prudential Gem - Senior Quality Analyst (September 2019 – June 2021)
Responsibilities:
- Understanding and analyzing user stories and requirements.
- Part of production deployment process. Also involved in post-production deployment.
- Created more than 80 functional test cases for regression and smoke testing.

- ➢ Drafting user stories, managing scrum calls and prioritizing backlog.
- ➢ Resolving conflicts among the team members.

Profile: Meijer: Manual Tester (September 2018 – July 2019)
Responsibilities:
- ➢ Performed business validation and regression testing during sprints.
- ➢ Interacting with client for testing the data that was coming from different data bases and handling those data.
- ➢ Created more than 50 test cases in different sprints.
- ➢ Assisting product owners in managing UAT.
- ➢ Creation of support documents and administrative reports like test exits and test execution reports.

Profile: Diligenta: Manual Tester (March 2016- August 2018)
Responsibilities:
- ➢ Understanding and analyzing test requirements
- ➢ Proficient in deriving test scenarios, documenting test cases and collecting test data for functional testing.
- ➢ Designed nearly 50 test cases.
- ➢ Used Jira for defect tracking.
- ➢ Worked closely with backend development and UI team.

Profile: EDF Energy: Senior Process Associate (September 2014- February 2016)
Responsibilities:
- ➢ Connecting with UK based customers and small medium enterprise customers, through Email and Chat (Inbound) and offering resolution.
- ➢ Coordinating with the various department and teams and resolving customer queries and grievances.
- ➢ Customer centricity being the main objective.
- ➢ To give ideas in process change for customers comfort factor for smooth customer experience.

IBM Global Process Services Ltd – May 2009 till July 2014

Profile: Senior Practitioner (Oct 2010 – July 2014)

Responsibilities:
- ➢ Providing technical support through remote assistance in order to solve the queries of the international based customer for Home services
- ➢ Actioned on tickets as L1 support team and forwarded few issues to 2nd level team for resolution.
- ➢ Handling Escalation calls and tickets.
- ➢ Mentoring team mates in regards to the performance improvement and also providing feedback.

Profile: Call centre executive (May 2009 – Sept 2010)
Responsibilities:
Handled inbound calls from UK based customers and dealt with Virgin train services and communication
Met individual target and performed as per the required goal set.

Achievements:

➤ Selected as Quality Analyst to travel to the UK in 2019, took training along with Knowledge transition to offshore team
➤ Awarded as best team to maintain customer satisfaction score above 95% for consecutive 16 months since February 2020.
➤ Promoted from BPO3 to System Engineer-C1 in 2021 being one of the top performer within Team
➤ Awarded 3 times as STAR performer for meeting Team target
➤ Awarded Topaz Winner in 2017 for being top performer in a quarter within my team

Personal Details:

Date of Birth   : 08th December 1988
Gender   : Female
Nationality   : Indian
Language Known   : English, Hindi, Bengali and Odia

Declaration: I hereby declare that the above written particulars are true to the best of my knowledge and belief.

Micky M Swain
Bhubaneswar