Kirti Sharma

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Summary

QA Engineer with excellent leadership skill, offering 5.5 years hand on experience on web application, writing test scenarios, test cases etc. Expertise in Team Handling.

Experience

QA Lead   **04/2020 to 04/2023**
Byju's   Bangalore, Karnataka

> Around 3 years of experience in analysis, Design, testing & Management of web applications.
> Experience in bug tracking tool - **Jira**.
> Experience in writing test scenario & test cases in tool - **Cucumber**.
> Preparing Presentations & Reports on a monthly basis to maintain the work quality & quantity.
> Reviewing the requirements & designing documentations to ensure the requirements are clear & teastable.
> Manage defining of quality standards & matrix for company's product development & testing projects.
> Designed tests for conducting in-depth quality assessments into products to determine durability, usability & safety.
> Worked closely with managers & stakeholders to ensure quality matrices were reviewed, closed & agreed upon.
> Performing **RCA** for production bugs & gave suggestions on the UI for assigned projects.
> Performed mobile testing in android phone for procurement application
> Proficient in running basic **SQL** Queries for database testing using **MongoDB** and **Postgress**.
> Performed **API** testing using **Postman** while doing End-To-End testing for the dependent applications.

QA Engineer   **03/2019 to 04/2020**
Gallagher   Bangalore, Karnataka

> Keep records such as bugs identifiers, tasks assigned & quality reports safely stored on the system, in-line with company policies.
> closely observed operations to ensure workflows & processes compiled with safety regulations.
> improved operational efficiency by closely montering team productions & identifying insufficient processes.
> Conducted through quality assessments to determine if products met the company's high quality standards.

Quality Analyst   **07/2016 to 11/2017**
Infosys   Bangalore, Karnataka

> Experience in Client communications.
> Identifying issues, creating reports.
> Creating the documentations for the tasks assigned.
> Documenting the testing flow & testing tasks for better clarification & reporting bugs.

Projects

> Finance Management System (FMS) / Payments Management Systems (PTMS) :
Creating and testing the flow of different types of **gateway payments** (phonePay, RazorPay, PayU, Gpay, Paytm) , **non-gateway payments**.
Recivingand creation of payments, verifying the payments and reconciling.
Validating the data from the database-**MongoDB**.

> Warehouse Management System (WMS) :
Checking the details of the product and their availability before the product is delivered to the customers, maintaining the records based on the sales.

> Order Management System (OMS) :
Tested the entire flow of Order Management System from inventory upload to order creation with different requirements based on subjects and standards.

> Insurance :
Initiated with the team personal lines wherein we review and analyze the insured's information from the policy document, their financial discrepancies and suggest them the best limits for their policies by generating checklist & required limit letters which is then sent to the clients..

> Income Tax CPC (Central Processing Center) :
Expediting the processing of returns and issue of refunds, thereby encouraging tax payers to e-file returns Data entry of income tax returns filed electronically and manually Serving the queries of agents.

Skills

> Defect Tracking	> Jira	> MongoDB
> Team Management	> Cucumber	> SDLC
> UI Testing	> Postman	> STLC
> Web Testing	> API Testing	

Education

Bachelor Of Computer Application   **2016**

Presidency College (Presidency University)   Bangalore, Karnataka

Certifications

> Manual Testing
> Security Awareness Training
> Presentation skills
> Leadership : Practical Leadership Skill
> The Manager's Guide to Effective One-On-One Meetings.
> WDIO - webdriverIo

Achievements

> Received "KAIZEN" Award for providing ideas to reduce time consumption.
> Awarded with "WOW" Award twice for outstanding performance.
> Received "Star of The Month" Award twice for on time delivery of projects.
> Received on spot "KUDOS" Award for dedicated commitment for team & project.
> Nominated for the position of trainer/supervisor for newly joined associates.