

Riddhi Goyal

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PROFESSIONAL SUMMARY

Highly skilled Manual Tester with around 10 years of experience in diverse industries, specializing in **functional, regression, integration, and user acceptance testing**. Proficiency in both **Waterfall and Agile Methodologies** for Manual Functional/Agile Testing. Over 4+ years of expertise in developing product roadmaps and managing project lifecycles using **Azure DevOps (ADO) Boards**. Skilled in identifying bugs, **troubleshooting issues, and collaborating with cross-functional teams** to deliver high-quality solutions. Adept at utilizing various testing methodologies and tools to optimize testing processes and improve product performance. Strong communicator with a passion for delivering reliable and user-friendly software solutions. Proven track record of delivering high-quality products by effectively coordinating with cross-functional teams, managing timelines, and aligning product strategies with business objectives. **Strong skills in agile methodologies, stakeholder communication, and data-driven decision-making.**

CORE COMPETENCIES

- Manual Testing
- Test Planning & Execution
- Defect Identification & Reporting
- Functional & Regression Testing
- Test Case Creation & Documentation
- Cross-Browser & Cross-Platform Testing
- Agile & Waterfall Methodologies
- User Acceptance Testing (UAT)
- JIRA, HP ALM, Zephyr, Bugzilla, ADO, Octane
- SQL, My SQL, Mongo DB, Oracle DB for Database Testing
- API Testing (Postman, Swagger, SOAP UI)
- Java , Selenium, TestNG, Maven
- Putty, WinSCP, Linux
- Excellent Analytical & Problem-solving skills

PROFESSIONAL EXPERIENCE

Test Analyst

Coforge Ltd. | Feb'2018 till date | Greater Noida

- Collaborated with business analysts and developers to understand functional requirements and system specifications for **flight reservations, fare rules, loyalty programs and baggage policies**.
- Developed comprehensive **test plans, test cases, and test scripts** based on **Airline industry standards** and specific client requirements.
- Executed manual and regression testing for core functionalities such as **flight search, booking, cancellations, seat selection, payment processing**.
- Performed end-to-end testing, including **web based booking engines, web apps and integration with third party systems like GDS (Amadeus, Sabre)**.

- Conducted **API testing** to ensure accurate exchange of **data between airline's system and third party applications**.
- Tracked and reported defects using **JIRA, ADO, and Octane** coordinating closely with the development team to resolve issues and ensure timely bug fixes.
- Provided **detailed test reports, test case execution summaries, Exit Reports, Summary Reports, Interim Reports, Sprint End Reports** and feedback to project stakeholders.
- Following Agile Testing Methodology, participated in **daily scrum meetings, Sprint planning, reviews and Retrospective meetings** and testing each sprint deliverables.
- Owning the responsibility to provide **Sprint End Demo** to the client and stakeholders.
- Creating Test Plans and actively involved in Test Strategy creation.
- Mentored junior testers in best practices for manual testing, **documentation and defect tracking**.
- Hand on experience on **Automation testing** using **Selenium WebDriver, Java, MAVEN and TestNG**.

Key Achievements:

- Helped ensure seamless integration with major **GDS platforms, improving booking accuracy by 25%**.
- Improved **overall test coverage by 30%** by implementing more robust test case design.
- **Reduced critical post-release defects by 15%** through diligent regression testing.
- **Successfully reduced regression cycle times by 20%** through automation of repetitive test cases.
- Collaborated in an agile environment, **working with cross-functional teams** for continuous integration and delivery.
- **Received Appreciation** mails on test deliverables for quality deliverables.
- Attended **workshops on Agile Product Development and Azure DevOps** Best Practices.

Senior Test Engineer

BQurious Software Pvt.Ltd. | 2017-2018 | Noida

- **Developed and executed manual test cases** for web and mobile application, ensuring compliance with functional requirements and performance standards.
- **Performed smoke, functional, regression** testing to identify software defects in an early development phase, leading to higher product quality.
- **Utilized SQL queries** for backend database validation and integrity checks.
- **Reported bugs and tracked defect** resolutions using JIRA, working closely with developers to clarify issues and support resolution.
- **Participated in Sprint Planning** and daily standups as part of the Agile development process.

Key Achievements:

- **Identified and resolved critical bugs** affecting multiplayer mode, resulting in a 30% reduction in game crashes.
- **Identified a major performance issue in a web application that led to a 40% improvement** in response times post-resolution.

Manual Tester

Corbozin Technology | Jan'2015- Aug'2017 | Delhi

- Ensure **all commitments are met in accordance to the goals** and objectives of the project.
- **Manage and coordinate change activities** in project requirements.
- Assist with project closure activities.
- Coordinate all relevant departments' activities to ensure smooth flow of the projects.

- Actively involved in preparing and **executing Test case and selecting test cases**, which are stable and repeated in nature.
- Involved in checking the **performance of web applications** in different test scenarios.
- Actively involved in preparing and executing Test case and selecting test cases, which are stable and repeated in nature.
- Involved in checking the performance of **mobile applications** in different test scenarios.
- Involved in Smoke, Functional and regression testing.
- **Prepared Test Scenarios, Test plans, Test cases and Test data** based on Requirements.

EDUCATION

Bachelor of Technology in Electrical and Electronics

7.4 CGPA

CERTIFICATIONS

C/C++ from Alpine Infotech

AutoCAD

TECHNICAL SKILLS

Tools: JIRA, Bugzilla, Zephyr, HP ALM, Octane, ADO, Postman, Swagger, SOAP UI

Databases: SQL Server, MySQL, Oracle, Mongo DB

Platforms: Windows, Linux

Languages: Basic knowledge of Java (for scripting).

PROJECTS:

Client: SITA (World's leading specialist in air transport communications and information technology.)

Duration: February 2018 till date

Role: Test Analyst

Projects under SITA:

➤ **API PNR Gateway:**

This project involved the enhancement of the airline's reservation and ticketing system, focusing on improving customer experience and operational efficiency. The system managed flight bookings, cancellations, rescheduling, fare calculations, loyalty programs and online check-ins. The scope included testing both web and desktop platforms with integration to third party systems like Global Distribution Systems (GDS), payment gateways, ACDM and airline alliances.

➤ **Electronic Flight Strip (EFS) (Zurich Airport):**

EFS is an important tool for planning and controlling ground movements by a controller. It provides user interface to the Apron Controller to handle all kind of flights with silent coordination between ATCOs by automating controller workflows based on operational procedures reduce R/T frequency. It plays a key role in A-CDM and it should expected to have the similar user interface as the current Zurich Apron HMI. The EFS used by the Apron Controller to handle all kind of flights like VFR, IFR. The EFS consists of different working panels (areas). In these panels, flights are represented as an electronic flight strip ordered in a stack. The Apron HMI (EFS) represents the interface between darts (ZRH) and the Apron controller.

- **Media Manager:**
The Media Manager allows authorized users to manage content, including content for video walls. The Media Manager can be utilized without using the video wall information, however in order to have video wall content management capability, we must have the Media Manager.
- **Airport Management System (AMS):**
An AMS is a specialized digital platform that automates and streamlines the main airport operations including passenger processing, baggage tagging and handling, arrival/departure operations, departure control systems, information distribution, and air traffic control (ATC).
- **Airport Integrator:**
The Integrated Airport System is the solution designed to deliver an operational airport system in a very short time, based on the fast and modular development of integrated airside and infrastructure landside systems to answer the problem of increasing air traffic.
- **World Tracer Desktop (WTD):**
SITA WorldTracer is the only global tracing and baggage matching system. It manage baggage claims from anywhere in the airport. The whole process takes around five minutes, half the time customers normally spend finding the right counter and filling in forms on desktop terminals.
- **Government Solution Line (GSL) :**
Governments rely on good quality data to perform risk assessment for potential threats moving across their borders which is maintained by one of the SITA product DAS.
Project under GSL on which I am currently working is DAS Certification Project. The incoming data coming from the airline reservation system before being sent to the government is processed first by DAS (a SITA product) according to the BRP of the different countries. Thus the certification came into picture for authenticating all the data flow to the Government which is called as DAS CERTIFICATION. This DAS is responsible for the acquisition, correlation and normalization of traveler data from the Carriers and other sources.
Handling complete APP (Advance Passenger Processing) Certification Project which includes more than 20 countries
Also involved in Functional testing for Government Gateway (GGPNR).
 - Worked on different types of EDIFACT messages send by the Airlines say:
 - API Data – US/UN Edifact format
 - APP Data – xml data
 - PNR and DCS Data – PNRGOV, Edifact format
 - DCS Data – PRL, Edifact format
 - Amadeus

Client: Venue Next

Duration: 2017-2018

Role: Senior Test Engineer

- **Sharks, Timberwolves, Vikings, Hornets, Levi's , Jazz, TD Garden**
The project involved testing of mobile gaming applications designed for both iOS and Android platforms. The game featured various levels, characters and game modes, including multiplayer and in-app purchases. The primary goal was to ensure a seamless gaming experience, verify performance under load, and identify bugs or issues affecting gameplay. The project required extensive functional, usability, performance and compatibility testing to ensure the application met high- quality gaming standards.

Client:BackstreetAcademy

Duration:2015-2016

Role: Test Engineer

Backstreet Academy is a web platform empowering anyone to create a unique experience for travellers. It is a complete online booking system, which offers wide range of courses, visitors may avail at the places they are visiting with the help of local people. Each booking is assigned to a local facilitator who helps visitors to avail courses easily. There are various modules to add course, booking management in which system stores all the bookings, user details and course details, specific action can be taken on bookings like assigning it to facilitator, cancellation. There are two types of bookings, one in which user can quickly book the course by making an instant payment and second user can make an enquiry about the course and ask for its availability.

Client:WoodhousePMS

Duration:2016-2017

Role: Test Engineer

Woodhouse PMS is an online project management portal where so many projects can be managed at the same time. Administrator can add various employees and client users and associate them to different projects. They can interact with each other and discuss the projects by posting a related topic. They are also able to assign tasks to each other if required. This is a complete project management portal to manage number of projects under one roof with an ease.

PERSONAL ATTRIBUTES

- Detail-oriented and highly organized.
- Strong collaboration and communication skills.
- Ability to work under tight deadlines.
- Self-motivated and continuously learning new tools and techniques.

REFERENCES

Available upon request.