**PROFILE**

# Quality Analyst with 4 years of experience in software testing from Banking and Telecommunication domain. Pursuing Post Graduate Diploma in Web Technologies.

**LANGUAGES**

English, Hindi, Marathi and French (Beginner)

**TECHNICAL SKILLS**

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| OPERATING SYSTEMS | Windows-7/10, Unix-solaris, Linux |
| WEB TECHNOLOGIES | HTML and XML(Language(basics): Java, C++ & .net) |
| RDBMS | Oracle database server 11G(Toad) |
| TEST MANAGEMENT TOOL | IBM-Rational Clear Case, Soap UI, Postman |
| DEFECT TRACKING TOOL | JIRA, IBM-Rational Clear Quest, HP ALM |
| PROJECT MANAGEMENT TOOL | Trello ,GitHub |

**PROFESSIONAL EXPERIENCE**

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| **TITLE** | **COMPANY** | **DATE** |
| TCS (CIBC) ,Mumbai | Dec 2018 - Dec 2019 | Test Engineer |
| Yes bank,Mumbai | Mar 2018 - Dec 2018 | Software Test engineer |
| Reliance Tech Services,Mumbai | Feb 2016- Mar 2018 | Senior Executive  (Software Test Engineer) |
| Core Integra,Mumbai | Dec 2015 - Feb 2016 | Software Developer Trainee |

**Roles, Responsibilities and Contribution**

* Communicating with CIBC Clients for gathering test requirement through conference call, walk throughs, screen sharing via Skype.
* Designing **Test execution Plan (TEP), Risk mitigation and Test Strategy**.
* Preparing **TAT(Test Assessment Tool** : Light weight & Heavy weight)
* Understanding the business requirement and functionality through **BRD**(Business requirement document),**SRD**(Software Requirement document),**FSD**(Functional requirement Document),**DD**(Design Document).
* Performing **GAP** analysis in suitability analysis.
* Preparing **Traceability matrix** link with business use cases.
* Analyze and write detailed specifications and Test Requirements.
* Review of documents for Test case preparation.
* Configuration and installation of Release.
* Execution of Test cases for **SIT** (System Integration Testing)
* Performing **Functional** Testing, **Regression** Testing, **Database** Testing, **System** **Acceptance** Testing and **E-2-E** Testing, API **Testing**, **Exhaustive** testing, **Shake down** testing, **User acceptance** testing, **Smoke** testing, **Sanity** testing, **Ad-hoc** testing.
* Using testing strategies **Boundary value Analysis (BVA**), **Equivalence class partitioning(ECP**), **negative** scenario testing, **regression** testing.
* Defect identification and reporting **in HP-ALM(**Application Lifecycle Management) and **JIRA**.
* Retesting of Bug fixes
* Bug documentation and Regression
* Test Reporting
* Client co-ordination and support.
* Support to product team, UAT and production**.**

**EXPERIENCE**

**Last Employer:**

* Company Name: **TCS (Client CIBC)**
* Duration: **26th Dec 2018** to **5th December 2019**
* Designation: **Test Engineer**

**Projects:**

**1. CIBC – Pega-CRS** (Claim Resolution Service): All types of Credit card for VISA

Customer having dispute with the transaction made from their Credit card if:

* Lost
* Stolen
* Fraud
* Authorization issue
* Consumer dispute
* Processing Error

The Dispute is raised from the Acquirer bank to the Merchant through VISA and settlement is made upon decision from VISA.

**Application** : **Pega, VISA portal,CRS portal,TSYS, database.**

**2. CASA : Current Account and Saving Account : CAP**(Credit Adjudication Platform)

Based upon the Credit Bureau Score of the Customer decision is made for assignment of CLA (Credit limit assignment)to the customer of CIBC bank.

**Applications** : TSYS**, Mainframe, Capstone, CASA, Compass, PSP, Database(Toad Oracle).**

TSYS : Used for generation and assignment of new credit card Account numbers.

Mainframe : Middleware.

**3. Intria**: Used for verifying Bank statements.

Request letters and Complaint letters are generated and verified.

**Previous Employer:**

* Company Name: **Quality** **kiosk pvt ltd. (Banking domain-API testing)**
* Client : **Yes Bank**
* Location : MBP Navi mumbai.
* Duration : 23 Apr 2018 to 21 Dec 2018
* Designation: **Test Engineer**

**Projects** : (Core Banking)

1. E- collect

2. Salary upload

3. Recurring transfers

4. Cinepolis

5. Fund transfers.

6. NPCI regulatory.

**Project Details** :**ESB**(Enterprise service bus)technology.Posting transactions**NEFT,RTGS,IMPS,UPI,FUND TRANSFERS(FT),ACCOUNT TO ACCOUNT(A2A)**

Client onboarding in ESB environment,calling webservice,validating API,verifying in database,SOAP UI and postman.

**Previous Employer**:-

* Company name: **Reliance** **Tech Services**
* Duration: 15th Feb 2016 to 19th Mar 2018
* Designation: **Senior Test Executive.**

**Projects**:-

1. **Cloud Telephony** :

* Applications: Amdocs CRM, TIBCO
* Project name: **Cloud Telephony**.

A new enterprise product Cloud Telephony is developed in line with existing Voice products to existing customers using Cloud Telephony connection. **Cloud telephony**(also known as Hosted**Telephony**) refers specifically to voice services and more specifically the replacement of conventional business telephone equipment, such as a Private branch exchange (PBX), with third-party VoIP service.

**Roles, Responsibilities and Contribution:**

1. The project work included test documentation and test execution for new product that provides voice services to Enterprise customers.
2. The work consisted of CRM application testing for customer creation, deletion and modifications which are to be implemented during customer service life cycle at front end as well as backend (PL SQL and UNIX).
3. The work also consisted of TIBCO application testing which is responsible for integrating other applications with CRM at central node. Testing included mapping of various customer details within various applications and ensuring the proper workflow.
4. **GST Implementation and Migration :**

* Application: CRM and TIBCO
* Project Details:GST details needs to be capture coming from order xml for every new consumers from 01 July 2017 with attributes:
* Customer\_GST\_Number
* Service\_GST\_STATE

The scope of GST Migrationwas to migrate existing customers service’s which are currently in different states into state wise new CAN(Customer Account Number)/BAN(Billing Account Number).

**Roles, Responsibilities and Contribution:**

1. The project work included test documentation and test execution for GST that provides new GST Number and state to Enterprise customers.
2. The work consisted of CRM application testing for customer creation, deletion and modifications which are to be implemented during customer service life cycle at front end as well as backend (PL SQL and UNIX).
3. The work also consisted of TIBCO application testing which is responsible for integrating other applications with CRM at central node. Testing included mapping of various customer details within various applications and ensuring the proper workflow.
4. The customers having different services across state where divided on respective CAN and BAN and the service was moved across BAN of the Enterprise Customers.
5. **Foreign Currency:**

* Application: CRM payments, TIBCO and Billing
* Project Details:

The purpose of this Project is to detail out a solution for enabling Foreign Currency in Reliance IT systems for Wireline Customers. The proposed solution covers Acquisition, Billing, Payments, Invoicing and Adjustment processes with Foreign Currency.

**Roles, Responsibilities and Contribution:**

1. Test for individual payments through different Modes:

* Cash
* Cheque
* Demand Draft
* Credit card
* Debit card
* NEFT/RTGS
* TDS.

1. Test for Bulk Payment
2. Test all the foreign currencies:

* Euro (EUR)
* Pound ( GBP)
* Australian Dollar ( AUD)
* Singapore Dollar ( SGD)
* HK Dollar ( HKD)
* US Dollar ( USD)

1. **R INFRA REVAMP - PORTAL INTEGRATION : TIPL Portal (Tower Infrastructure Pvt Ltd Portal):**

* Application: TIPL Portal, TIBCO, SAP
* Project Details:

The purpose of this project is to detail out a solution for achieving implementation of new process in order to reduce manual work, data enrichment required for generating MIS reports and integration of TIPL Portal with other systems.

Below mentioned processes are covered under the scope of this Project:

* Lease Management
* Asset Management
* NOC
* Property Tax
* Electricity Board Module
* Customer Acquisition MODULE
* Site Establishment & Rollout

**Roles, Responsibilities and Contribution:**

* + - 1. Test each module End to End including SAP-Billing Interface
      2. Create new tenants, new sites, raise service order & service requests.
      3. Make payments for fuel, tax, electricity bills.
      4. Create role wise privileges.
      5. Report and analyze defect
      6. Prepare test summary report.

**CONFERENCE**

* Vivruti – 2015 International Conference on “Emerging trends of technology” by DRIEMS(NERAL) On 19th March 2015.
* Paper published in journal on the topic – “Skin Cancer Detection using Image Processing.”

**ACHIEVEMENTS**

# 1. 1st Rank holder in First Year Junior College from science stream in 2010.

# 2. Silver Medalist (Under 19) in Girls Volley Ball at Zonal Level.(Maharashtra India)

# 3. Gold Medalist (under 14) in Girls Volley Ball at Zonal Level.(Maharashtra India)

# 4. Second position in tug of war in engineering college fest faces in 2013.

# 5. Third rank in Final year Project presentation in entire IT department in 2015.

# 6. Good attendance record throughout Engineering

# 7. Good academic record for Post graduation studies in ISI college Montreal.

**MEMBERSHIP AND ACTIVITIES**

# 1. Audit lead for Quality control as per CMMI level 5 in TCS, Mumbai in 2019.

# 2. Quality Analyst Lead for project delivery to UAT in Reliance Tech Services in 2018

# 3. Worked as Assistant Event Head in CSI committee in the academic year 2013.

# 4. Head in-charge of Women Development Cell in Engineering college.

# 5. Head in-charge of Meditation and Yoga in Women Development Cell.

# 6. Assembly in-charge of IT department in 2015.

**ACADEMIC QUALIFICATIONS**

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| DEGREE | YEAR | UNIVERSITY | INSTITUTE | PERCENTAGE |
| PGDM | 2020-2022 | Designated Learning Institution of Canada. DLI#: O19338447379 | Institut supérieur d'informatique (ISI Montreal) | PURSUING |
| B.E.I.T. | 2015 | Mumbai University | Fr. C.R.I.T. VASHI | 69.66 |
| HSC | 2011 | Maharashtra state Board | N.K.T.T. COLLEGE, THANE. | 64.67 |
| SSC | 2009 | CBSE Board | D.A.V. PUBLIC SCHOOL, THANE | 77.22 |