Heena Shree *QA Engineer (Entry Level)*

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Summary

Detail-oriented and quality-focused professional transitioning into Software Quality Assurance after 13 years of experience in banking and financial services. Strong background in process validation, documentation accuracy, audit compliance, and issue resolution.

Currently building expertise in manual testing, test case design, defect tracking, API testing fundamentals, and Agile workflows. Passionate about ensuring software reliability, identifying defects early, and improving user experience through structured testing practices.

Seeking an **entry-level QA Engineer** opportunity to contribute to product quality and grow within a technology-driven organization.

Professional Experience

05/2011 – 09/2024
Hyderabad, Telangana

Bank of India
Customer Service Associate
- Validated financial transactions and customer data for accuracy and compliance.
- Investigated discrepancies and ensured resolution within defined SLAs.
- Documented recurring issues and identified process gaps.
- Coordinated with backend and operations teams to resolve system-related concerns.
- Maintained detailed audit records and compliance documentation.
- Simplified procedural workflows to reduce operational errors.
- Assisted in training junior associates using structured SOPs.

Impact: Improved process reliability, reduced repeat errors, and strengthened documentation standards contributing to audit readiness and operational quality control.

Education

02/2011
Deoghar, Jharkhand

History Honours
Indira Gandhi National Open University

Career Transition & Upskilling

- Completed foundational training in Software Testing and QA methodologies.
- Practised writing test cases, test scenarios, and bug reports.
- Developed understanding of SDLC and STLC models.
- Gained hands-on exposure to JIRA for defect tracking.
- Learning API testing using Postman.
- Practising structured test documentation aligned with Agile processes.

Certification

Technical Writing: How to Write Software Documentation - Udemy

Git & GitHub Workflow – Udemy

Software Testing Fundamentals – Online Training

Key Skills

Manual Testing **SDLC & STLC Fundamentals** **Test Case Design & Execution**

Functional & Regression Testing **Bug Reporting & Defect Lifecycle**

Familiarity with tools (Confluence, JIRA (Defect Tracking), VS Code and GitHub)

Test Documentation **Salesforce** **Communication and collaboration**

Strong Analytical & Problem-Solving Skills

Projects

Web Application Testing Practice Project

- Analyzed functional requirements of a sample SaaS application.
- Created test scenarios and detailed test cases.
- Performed manual functional and regression testing.
- Logged defects with reproduction steps and severity levels.
- Prepared test summary reports.

API Testing Practice

- Tested REST endpoints using Postman.
- Validated response status codes and JSON payload structure.
- Performed positive and negative test scenarios.
- Documented API defects and validation errors.

Additional Strengths

- Strong attention to detail
- Process-oriented mindset
- Documentation accuracy
- Compliance awareness
- Clear communication and collaboration
- High ownership and accountability

Interests

- Reading Novels, Cooking