

**8+yrs of experience in Manual and Automation(selenium) testing in various domains like healthcare, insurances, products, Banking in using Agile methodology. Having knowledge and experience in business process understanding of Microsoft Dynamics CRM 4.0/2011/2013. Got certification in ISTQB Tester, Foundation Level and Microsoft Dynamics CRM customization and configuration. Currently involved in Automating Ecom website and working as Test lead for the project.**

## **Kumari Warsha Goel**

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### **Career Objective:**

**A promising I.T. career with an extensive background in Business and Quality Process, equipped with extensive up-to-date technical skills currently used in industry with excellent ethics and policies required for an I.T. professional, seeking a challenging career with a progressive organization that offers professional growth, while being resourceful and innovative.**

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### **Work Experience:**

**8 Years** of experience working in Manual and Automation testing, as business analyst and as a project support developer, leading test teams.

- Currently workings as **Test lead/BA with Eurofins IT solutions.**
- Automation using **selenium webdriver using C#.**
- Worked as Microsoft Dynamics CRM quality lead support engineer and as a business analyst in **CGI Information System**, Bangalore ([www.cgi.com](http://www.cgi.com)), from Aug 2010 to till Feb 2013.
- I worked in **ITC InfoTech Ltd**, Bangalore ([www.itc.com](http://www.itc.com)) for 6 months as Microsoft Dynamics CRM associated IT consultant (IS2) from Dec 2009 to July 2010.
- I worked in **Proteans Software Solution Ltd** (now part of Symphony Services), Bangalore [Microsoft Gold Certified Partner, CAMO Group Company] ([www.proteans.com](http://www.proteans.com)), for 3 year and 7 months from May 2006 to Dec 2009.
- **Microsoft Certified Business Management Solution Specialist** in Microsoft Dynamics CRM 4.0 Customization & Configuration
- **ISTQB Certified Tester, Foundation Level (ISTB).**

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### **Professional Summary:**

- ✓ 8+yrs exp in manual and automation testing,BA with **team leading experience**
- ✓ Very good understanding of Microsoft Dynamics CRM business process.
- ✓ Knowledge of Homecare domain, clinic care domain, Sales force Automation implementation, Banking, Product Bases in Microsoft Dynamics CRM
- ✓ Microsoft Certified Business Management Solution Specialist in Microsoft Dynamics CRM 4.0 Customization & Configuration.
- ✓ Good knowledge in Scrum methodology of Agile and Sure Step Methodology for MSCRM
- ✓ Knowledge in Manual Testing and Automated Software testing.
- ✓ Basic Knowledge of QTP(Record and Playback)
- ✓ **Good knowledge on Soap UI, Fiddler, WATIN** and Jscript.
- ✓ Having good command over **Agile** and **waterfall** model processes.
- ✓ Good communication and interpersonal skills and a good team player.
- ✓ Good knowledge in **SDLC** and **STLC** life cycles.
- ✓ Good exposure in **Functionality, Smoke, Regression, System, Exploratory and Ad-hoc testing.**
- ✓ Good knowledge in different levels of testing like Integrated, System Testing, Functional, UI, Regression, L10, I18.
- ✓ Experience in preparation of **Test cases/Test Scripts** from Use Cases/requirement, **Test Plan, Test Strategy, Release Document, QA Sign Off** using Software Requirement Specification.
- ✓ Managed entire STLC starting from requirement gathering till project implementation and feedback
- ✓ Good Knowledge in Black Box Testing
- ✓ Good knowledge in implementing the entire Test Life Cycle and Leading test teams.
- ✓ Part of Internal Training Process Internal Training

- ✓ Good knowledge of project management tools like **Rally, SharePoint, HPQC, MTM and TFS.**
- ✓ Exposure in estimating the testing effort
- ✓ Client interaction for system study, requirement gathering and analysis and writing specifications.
- ✓ Exposure to CRM support & Development
- ✓ Have hands-on exp with CRM installation, configuration and deployment
- ✓ Testing knowledge of MSCRM 2011 with rollup 12 applied.
- ✓ Knowledge in generating testing metrics and artifacts.
- ✓ Keeping track of scheduled deliverables and their progress.
- ✓ Involved in **Estimating** Project and their Timelines.
- ✓ Identifying **Risk** related to the project.
- ✓ Involved in Preparing **Project Framework, Use Cases, Use Stories and Risk Assessment Documents.**
- ✓ **Requirement Gathering, Preparing process flow** and handling all the BA tasks.
- ✓ Automation using **selenium webdriver**

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#### Technical Skills:

Tools	: Microsoft Dynamics CRM 3.0/4.0/2011, WAX, Slenium
Operating Systems	: Windows Server 3003/2008, Windows 7, Windows Vista, 2000, NT, 2003
Language	: C#, XML, Jscript, PL/SQL
Debugging Tools	: Soap UI, Fiddler, SQL Profiler, Ant profiler
Web Server	: IIS
Frameworks	: .Net

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#### Academic Credentials

2005	B.E. (IT)	Dhaneswar Rath Institute of Engineering & Management Studies Cuttack, Utkal University (Orissa)	71.19%
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#### Projects

##### 1.

<b>Project</b>	:	<b>E-Commerce website for ordering oligos</b>
Tool	:	MSCRM 2011
Client	:	EITSI Internal, Europe
Duration	:	March 2013 - Till date
Development Environment	:	.Net
Type of testing	:	Manual testing, Automation Testing
Project Management Tools	:	SharePoint, VSTS, MTM
Role	:	Test Lead & BA

#### Description:

ECOM website is a website for ordering Oligos and gene. Specific sequence of DNA orders are placed through this website through distributors authorized for it. All the orders placed through this website is updated in the MSCRM which acts as backend interface. User can also register themselves and place the order through this website.

#### Responsibilities:

- ✓ Monitoring/Manging the team to carry out test activities
- ✓ Involved in Writing test cases
- ✓ Automation ECOM website using **selenium webdriver**.
- ✓ Preparing Test Strategy, Test Plan, Test Cases, Release document and QA signoff Documents.
- ✓ Execution of test cases, reporting of issues and tracking it in TFS and MTM.
- ✓ Prioritizing issues and managing the team.
- ✓ Involved in functional and Regression testing
- ✓ Involved in the performance, functional, UI, Regression, Integration testing of the product. Interacting with client and understanding their requirement and business
- ✓ Involved in generating testing metrics and artifacts.
- ✓ Keeping track of scheduled deliverables and their progress.
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#### Projects

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## 2.

### **Project : Deactivation Cascading/Replace Stored Procedure by Plugins/Jscript refactoring with Rollup 12/Bridge**

Tool	:	MSCRM 2011
Client	:	EITSI Internal, Europe
Duration	:	March 2013 - Till date
Development Environment	:	.Net
Type of testing	:	Manual testing, Automation Testing
Project Management Tools	:	SharePoint, VSTS, MTM
Role	:	Test Lead & BA

#### **Description:**

**Deactivation Cascading** is the project where on deactivation of parent Account, Contact, Opportunity all the child and sub child activities gets deactivated as cascading effect.

**Stored Procedure** is project where updating in one entity should updated the field in its related entities. Currently this is done through Stored Procedure which is unsupported by Microsoft. Now replacing those SPs with Plug-in to perform the same operation in supported way.

**Jscript for Rollup 12** is the project where all the scripts working in MSCRM4.0 will be ported MSCRM 2011 with Rollup 12 and verify that functionality still works fine.

**Bridge Testing is an integration** between CRM to CLQ via ERMS queue.

#### **Responsibilities:**

- ✓ Requirement gathering
  - ✓ Involved in Writing test cases
  - ✓ Preparing Project Framework, User Stories, Use Cases, Risk Assessment documents for the project.
  - ✓ Preparing Test Strategy, Test Plan, Test Cases, Release document and QA signoff Documents.
  - ✓ Execution of test cases, reporting of issues and tracking it in TFS and MTM.
  - ✓ Prioritizing issues and managing the team.
  - ✓ Involved in functional and Regression testing
  - ✓ Involved in the performance, functional, UI, Regression, Integration testing of the product. Interacting with client and understanding their requirement and business
  - ✓ Knowledge in generating testing metrics and artifacts.
  - ✓ Keeping track of scheduled deliverables and their progress.
  - ✓ Preparing process flow models
  - ✓ Taking care of support process.
  - ✓ In Sprint testing for weekly and biweekly releases.
  - ✓ Regression testing of already tested modules
  - ✓ Monitoring and Managing the team to carry out test activities
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## 3.

### **Project : Foresters CRM**

Tool	:	MSCRM 4.0
Client	:	Foresters, Canada
Duration	:	Aug 2010 – Mar 2013
Development Environment	:	.Net
Type of testing	:	Manual testing
Project Management Tools	:	SharePoint, HPQC
Role	:	Project Lead & Development support

**Description:** This is the Microsoft Dynamics CRM implementation in the Foresters environment to have a cost effective and dynamic CRM that can integrate with both existing legacy and future systems. The CRM system is expected to provide the technology foundation for Member and Producer self-service Portals, and the design foundation for Foresters.com and Intranet sites

#### **Responsibilities:**

- ✓ Requirement gathering
- ✓ Involved in Writing test cases
- ✓ Execution of test cases, reporting of issues and tracking it in Quality Center.
- ✓ Setting up CRM Environment at offshore
- ✓ Prioritizing issues and managing the team.
- ✓ Involved in functional and security testing
- ✓ Involved in regression testing for fixes and closed the defects.

- ✓ Involved in the performance, security, functional and UI testing of the product.
- ✓ Customer support on project functionalities and development
- ✓ CRM installation, configuration and deployment
- ✓ Onsite/Offshore support and development
- ✓ Interacting with client and understanding their requirement and business
- ✓ Involved in development and support
- ✓ Worked as a developer in the project
- ✓ Knowledge in generating testing metrics and artifacts.
- ✓ Keeping track of scheduled deliverables and their progress.

#### 4.

<b>Project</b>	:	<b>Engage (FluBusters and HomeCare) - MSCRM and Integration with Peripherals</b>
Tool	:	MSCRM 4.0
Client	:	Engage2Day, USA
Duration	:	Feb 2008 - Feb 2009
Type of testing	:	Manual testing
Integration with MSCRM	:	MS Dynamics GP, IVR, Dialer, website
Project Management Tools	:	Team Foundation Server, SharePoint
Role	:	QA Lead

**Description:** Engage provides solution for Flu Busters (Care Dynamix, LLC) and HomeCare Management System. The Purpose of Engage is basically to provide professional health care services, including nursing care, personal care, and other specialized therapies, to patients incorporating the functionality of Customer Relationship Management (MSCRM), Financial Accounting (Dynamics GP) and other appropriate tools and applications integrated and extended with designated web and/or voice dialer integration points. To implement this project completely we customized MSCRM, developed website, Wrote windows service, web service, custom workflows integration this entire application with the MSCRM peripherals.

#### **Responsibilities:**

- ✓ Involved in clarification, implementation and design of MSCRM (application level).
- ✓ Involved in writing workflows (out of box) and MSCRM customizations as per the requirement specification.
- ✓ Wrote Jscript for the customization of fields
- ✓ Prepared Test plan and flowcharts mapping to requirements
- ✓ Preparing test cases from use cases
- ✓ Execution of test cases, reporting of issues and tracking it.
- ✓ Prioritizing issues and managing the team.
- ✓ Involved in automation of test cases using WAX test framework
- ✓ Involved in fixing basic SSRS report issues and development
- ✓ Documenting the flow of the application using Visio diagrams
- ✓ Involved in Keeping track of day to day status and updating the same SharePoint
- ✓ Prioritizing issues and managing the team.
- ✓ Involved in regression testing for fixes and closed the defects.

#### 5.

<b>Project</b>	:	<b>Wipro Technology - Sales Process Automation</b>
Tool	:	MSCRM 4.0
Client	:	Wipro Technology
Duration	:	July 2007 - December 2008
Type of testing	:	Manual testing
Role	:	Senior QA
Project Management Tools	:	SharePoint

**Description:** The MSCRM product was customized to meet Wipro sales department needs, to keep track of the different types of customers, their plan, strategy, investments, opportunities along with their all activities and notes using the sales module of MSCRM. Thirty custom entities are created to support the customer details like account plan, different service line, verticals, geography, regions, investments, alliances, providers and others. For a better support and manage the customer relationship many workflows and plug-ins are developed. To manage the sales hierarchy a very complex security matrix is implemented for 1200 users. For the reporting purpose many reports (general and analytical) are developed in different entities and activities like deals report, account plan report, activities report,

pipeline report, win-loss report and others. Based on users right thirty roles are defined. To maintain consistency between users many views are created and shared in sales and marketing modules. My contribution to the sales process automation project taken for Wipro was to do customization for the implementation of sales process.

**Responsibilities:**

- ✓ Involved in writing specification and requirement of the Wipro Sales CRM.
  - ✓ Involved in writing workflows(out of box) and customizing MSCRM as per sales process requirement specification
  - ✓ Wrote Jscript for the customization of fields
  - ✓ Analyzed and written test cases
  - ✓ Involved in functional testing
  - ✓ Involved in the functional and UI testing of the product.
  - ✓ Involved in fixing basic SSRS report issues and development
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**6.**

<b>Project</b>	:	<b>MS Dynamics CRM - Add Ons to MSCRM</b>
Tool	:	MSCRM 3.0
Client	:	c360, Atlanta
Duration	:	May 2006 - Jul 2007
Development Environment	:	.Net
Type of testing	:	Manual testing, Automation
Back End	:	Microsoft SQL Server 2000 & 2005
Role	:	QA
Project Management Tools	:	Rally, SharePoint

**Description:** There were around 20AddOn products to MSCRM that I worked on. Some of the Add-ons for MSMSCRM3.0 which I worked upon has now become an out of box feature for MSMSCRM4.0 e.g., multicurrency, Duplicate detection, Email Link etc.

**Responsibilities:**

- ✓ Analyzed and written test cases as per the requirement specification
  - ✓ Involved in testing of database using SQL queries
  - ✓ Involved in functional and security testing
  - ✓ Involved in preparation of bug reports
  - ✓ Involved in regression testing for fixes and closed the defects.
  - ✓ Involved in the performance, security, functional and UI testing of the product.
  - ✓ Involved in L10 and I18 testing
  - ✓ Testing the products using SOAP UI and Fiddler.
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**Personal Details**

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