

Shivani Shukla

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Professional Summary

Functional Tester & AI Testing Lead with over **9 years** of experience in Web, API, and Database testing, including strong exposure to AI/ML workflows and validation processes. Extensive exposure in customer onboarding , payments, fraud checks, compliance workflows, CRM journeys and API +Backend validation for banking clients such as CIBC and ABN AMRO -European bank)

Strong experience in Consent management ,Trade Finance and basic treasury workflows .Skilled in test planning, functional testing, UAT coordination, stakeholder discussions, SQL-based validation, and working closely with business team from planning to release sign off .

Key Skills

- **Banking Domain Expertise :**

Core banking journey – Api integrations, consent flows , style validations

CRM journey:- fraud workflow validation ,Onboarding , KYC/AML, Payments.

Trade Finance &Treasury – LC/BG Processing , approvals , settlement checks .

- **Testing Skills:** API testing(Postman) ,Functional testing SIT/UAT Testing, end to end testing, Web/backend validation , Regression, Sanity, Agile/Scrum methodologies , Database testing .
- **Technical Skills:** Java , SQL, JIRA -Confluence, ETL (beginner), Toad
- **Documentation:** RTM, Test plan, Test Strategy, Test Reports, BRD/SRD documentation.
- **QA Process Management**– Defect triage and chase request handling , UAT Co-ordination & Sign off support ,Reporting ,Dashboards
- **Soft Skills:** Team leadership, cross-functional collaboration, mentoring, problem-solving.

Work Experience

QA Team Lead

Randstad India Pvt Ltd, Gurugram | Nov 2024- Present

- Worked on Peer Comparison and Projection software systems with Api testing.
- Expertise in Bug Reporting & Tracking Process, Bug Reporting and Tracking using Bug tracking tools like JIRA ,Bugzilla and Issue Tracker.
- Handling triage discussions and ensuring smooth UAT support .
- Preparing test scenarios , RTM , test reports and coordinating with product owner and developers .
- Mentored junior testers, conducted code reviews, improving overall team productivity by 25%.

Senior Test Engineer

Accolite Digital, Gurugram | Mar 22 – Oct 24

- Collaborated with global cross-functional teams in Agile/Scrum environments, consistently meeting delivery deadlines across 60+ releases.
- Worked on testing both web and API components for financial and telecom.
- Performed **API testing** for telecom service endpoints, ensuring accurate data exchange between OSS/BSS systems and 5G core components.
- Prepared and executed test scenarios , SIT and UAT cycles and Validated backend data checks .
- Maintained QA documentation, test summary reports and execution dashboard on JIRA -confluence

Software Analyst

Tata consultancy services | Aug 2016 – Feb 22

ABN AMRO Bank-

- Test core/open banking functionalities and end-to-end workflow validations.
- Worked on defect management, requirement clarification and regression cycles .
- Hands on experience in Compliance, consent management ,data flow in Trade finance and supply chain process including LC/BG activities and workflow checks.
- Experience working in digital banking environment with expose to requirement elicitation.

CIBC Bank (Canada)- Financial Application

- Customer onboarding , KYC , payments, fraud investigations flows and CRM modules .
- Completed backend validations using SQL , toad and verified reports.
- Participated in requirement discussion with business team and supported UAT sign off .

Projects

- Peer Comparison – Check data accuracy and API response for benchmarking modules, validating comparative analytics across sovereign and sub-sovereign entities .
- Scorecards – Tested scoring data and backend data mappings .
- Banking Journey -Onboarding , payments ,fraud checks and customer/document verification , LC/BG flows ,AIS/PIS style ,compliance touchpoints and cross system integration .
- Other projects – CMS workflows ,Eidos Media and 5G network ,VM02 modules.

Education

- BCA – Computers | BBD University | 2016

Languages

- English – Fluent
- Hindi – Native / Professional Proficiency