

## **Shaili Shah**

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### **PROFESSIONAL SUMMARY**

Enthusiastic and passionate Information System Engineer with 4 years of specialization in Payment services/EMV, Quality assurance, certification and application support & operations. Able to learn new tasks quickly and proficient web/mobile based applications and legacy systems. Represent establishment with friendly, professional demeanor at all times.

### **PROFESSIONAL SKILLS**

Switching Products	BASE24,Tandem, Smart Acquirer & Fipay (Windows based)
Compliance Standards	Payment Card Industry(PCI -DSS)
Card Products	Interac Flash & contact , Visa (VSDC , payWave), MasterCard (MCHIP, paypass), Amex(Expresspay & Contact) , Discover(D-Pas), UPI, JCB
Programming Languages	Java , C#
Messaging Standards	ISO 8583:1987 , Proprietary host messaging protocols
Databases	Microsoft SQL 2012/2014
Payment Networks	INTERAC , Visa, MasterCard, American Express , Discover, JCB , China Union Pay
Chip technology Tools & Techniques	ICC Sim TMat , UL BTT, Viable
EMV Certifications	Terminal and Host *(Contact and contactless)

### **EXPERTISE**

- Technical skills include ability to prepare test scenarios, Quality assurance plans and generate test reports, status reports and Defect management (from analysis to resolution).
- Extensive experience in Functional Testing, Regression Testing, User Acceptance Testing, Load/performance Testing, GUI Testing, Unit Testing, Integration Testing, System Testing, Black Box Testing, White Box Testing, Cross browser Testing.
- EMV and payment systems (such as HP Nonstop) and applications (BASE24, Smart Acquirer) knowledge and experience.

- Familiar with the financial services area and payment card industry standards (PCI) and its requirements.
- Ability to understand Software Development Life Cycle and software testing life cycle.
- Comprehensive understanding of computer programming languages: PHP, Java.
- Understanding of IOS and Android operating systems
- Understanding of financial software and its functionality.
- Knowledge of various testing methodologies (waterfall, V-model, Agile).
- Comprehensive knowledge in agile and scrum methodologies.
- Responsible for defect tracking, communication and resolution.
- Develop and deploy test automation scripts.
- Experience in developing and executing SQL queries.
- Good communication and interpersonal skills, accustomed to work in a team environment with tight schedules and capable of working efficiently under pressure, handle multiple tasks, multiple projects and complete deliverables.

## **EXPERIENCE:**

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### **Verifone Inc. Information System Engineer**

**November 2017 – Present**

- Managing the team of five for prioritize and issues come up in the testing environment.
- Provides technical support of the software QA test activities with minimal direction and supervision
- Working in scrum team to meet the project deadlines.
- Responsible for end to end project delivery and test execution including smoke testing, UAT testing.
- Provides QA presence and leadership in meetings and functional discussions onsite Customer and in other related meetings internally.
- Deal with the advancement and execution of the product and arrangements explicitly acquainted with Financial Market Segment
- Work from preliminary designs, sketches, drawings, and procedures that require interpretation and application of software testing techniques, tools, and methods.
- Performs End-to-End testing with customer's Point-of-Sale systems in Verifone's lab, where available.
- Writes and runs automated tests from POS systems to pinpads and solutions.
- Effectively apply critical thinking and troubleshooting skills to expertly identify the root cause and effect of software and/or hardware related issues to clients.
- Works closely with development, system engineers, tier teams, offshore QA team(s), offshore development team(s) and customers where applicable

### **TNS Smart Network Inc. QA support Analyst**

**April 2017 – October 2017**

- Supporting testing and certification process for US & Canada
- Designing, executing, and maintaining test scripts for POS applications and ATM applications.
- EMV Certification: Interac, MTIP, ADVT, UPI, Pulse.
- Creating test plans.
- Maintaining, updating, and enhancing automation tools.
- Tool customization development and tools validation.

- Maintaining traceability of test cases to specifications.
- Managing the client certification process and identifying scope of certification for their end to end solution.
- Performing or supporting in the client's mobile integration test phase.
- Experience on Base24, Tandem Screens, Ernex Host and ISO 8583.
- Knowledge of EFT, MTD, ACSS process files.
- Performed formal certification for:
  - Interac terminal application certification
  - MasterCard Terminal Integrated process(MTIP)
  - Visa – Acquirer Device validation toolkit (ADVT)
  - Discover (D-Pas)
  - China Union Pay
  - STAR
  - WorldPay
  - USBank
  - Vantiv

**XO Limited- India  
QA software Tester**

**May 2012- June 2014**

- Designed and tested java based application.
- Coordinated with Business Analyst, Project Management and Development Teams.
- Responsible for cross verification of test results, defect creation and publishing daily status reports.
- Effectively participated in sprint reviews and scrum meetings.
- Performed Functional testing, Unit testing, Smoke testing, User Acceptance testing, End-to- End testing.

**Projects:**

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**Payment certification:**

- Written and performed functional test cases. In addition, performed Integration, Unit, White box, Boundary testing.
- Build end to end environment to perform testing with third party vendor.
- Followed the test scripts and filed the defect logs.
- Used JIRA for bug tracking.
- Verification of ISO message in Base24.

**Smart Acquirer (window based) software release**

- Performed functional, user acceptance testing.
- Cross verification, defect logging for unexpected behaviour.
- Developed and merged codes and tested on weekly sprints.

**Vantiv CPS**

- Performed End - to - End Certification testing as per the user acceptance.
- CPS web based application testing (Manual and automated).

- Responsibilities included: communicating with clients, meeting sharp deadlines and co-authoring a HTML and CSS framework.

### **Internship management system**

- Managed front-end as well as Back-end of a system.
- Prepared the Test cases, status report and test summary.
- Used automated tools like JIRA, Sahi.

### **Network installation project**

- Gathered customers' requirements.
- Prepared scope statement, created work plans, manage resources.
- Prepared detailed WBS.
- Prepared project cost report, procurement report.
- Created, managed and tracked project plan and project budget.
- Delivered project within scope, budget and time.

### **Internship Management System**

Tested an Internship Management Information System that kept track of the student internship progress from application to internship completion.

- Managed front-end as well as Back-end of a system.
- Prepared the Test cases, status report and test summary.
- Used automated tools like JIRA, Sahi.

### **Mail merging Application:**

The Mail Merging is the web application which will be able to synchronize Email accounts of different Email service providers. This will enable the end-user to view their different Emails in a single window and also be able to access them simultaneously.

- Prepared Test reports, Test cases, Test strategy report by JIRA, Selenium IDE.
- Used JUnit.
- Performed black box and white box testing, Regression testing, and Performance testing.

### **PEST analysis for Target Canada**

Target Canada has closed their store in London, Ontario. In this PEST analysis, reasons and recommendations for Target Canada were covered.

## **EDUCATION & TRAINING**

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### **Post Graduate degree: Software and Information System Testing September 2015- September 2016**

Fanshawe College, London, ON. CA

**Post graduate degree: Project Management**  
**September 2014- September 2015**

Fanshawe College, London, ON. CA

**Bachelors in Engineering: Information Technology**  
**June 2010- June 2014**

GIT, Gandhinagar, India.

### **CERTIFICATION**

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**Training of a year in Java and PHP from Archer Solutions.**