**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.

**EXPEREINCE: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Verifone Inc. November 2017 – Present**

**Information System Engineer**

* 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. April 2017 – October 2017**

**QA support Analyst**

* 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 May 2012- June 2014**

**QA software Tester**

* 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:**

**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 able to synchronized Email account of different Email service provider. This will enable the end-user to view their different Email in a single window and also able to access it 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 researched on all reasons and recommendations for Target Canada were covered.

**EDUCATION & TRAINING**

**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**

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