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# SUCHITRA HAPASE

*Senior Software Engineer*

## PROFESSIONAL SUMMARY

Certified **Scrum Master (CSM)** and **ISTQB Certified** Senior Software Tester/QA with **6.9 years of comprehensive experience** in the **Finance domain**, specializing in **Insurance and Banking applications**. Proven expertise in all phases of the **Software Testing Life Cycle (STLC)** and **Software Development Life Cycle (SDLC)**, including **Requirement Analysis, Test Planning and Strategy, Test Execution, Defect Management, Reporting, and Post-Release Validation**.

Detail-oriented and highly **analytical**, with a **keen eye for identifying defects and ensuring software quality**. Strong proficiency in **Functional, Regression, System, UAT, E2E, GUI, Database, and Cross-Browser Testing**. Demonstrated ability to **enhance team productivity by 20%** and **improve application quality by 40%** through process optimization and strategic test planning.

Adept at **problem-solving** and **troubleshooting complex issues**, ensuring seamless functionality and user experience. Experienced in working with international teams and clients, leveraging **Agile, Waterfall, V-Model, and Hybrid methodologies** to deliver high-quality software solutions.

**Excellent communication, collaboration, mentorship and leadership skills** with a **proactive and adaptable approach** to dynamic project requirements. Committed to **continuous learning and improvement**.

## TECHNICAL SKILLS

- ♦ **Testing Expertise:** Functional Testing, Regression Testing, System Integration Testing, User Acceptance Testing (UAT), End-to-end Testing, Exploratory Testing, Database Testing, Mobile Testing & Cross-browser Testing, API
- ♦ **Test Management:** Test Case Design, Requirement Analysis, RTM Creation, Defect Tracking, Test Execution, Final Test Report and Presentation/Demo to Client/Managers/End-users.
- ♦ **Tools & Technologies:** HP-ALM, HP-QC, JIRA, TOSCA, RFT, DB visualizer, Selenium WebDriver, Cucumber, Postman, CI/CD, Eclipse
- ♦ **Project Management:** Agile, SCRUM, DevOps, JIRA, Confluence, HP-ALM, HP-QC, HP-PPM, SharePoint, RTM
- ♦ **Languages:** HTML, XML, SQL, MySQL, JAVA, Gherkin
- ♦ **Microsoft Office:** Word, Excel, PowerPoint, Outlook, Exchange
- ♦ **Methodologies:** Agile, Waterfall, Iterative, V-Model, Hybrid
- ♦ **Domain Expertise:** Finance, Banking, Insurance

## PROFESSIONAL EXPERIENCE

### SENIOR SOFTWARE ENGINEER

Oct 2014 - Dec 2017

**OP-Pohjola Bank, Finland (Accenture)- Banking**

- ♦ **Independently led and served as Subject Matter Expert (SME)** for functional and UAT testing of banking applications, taking **full ownership of Customer and Channels module**.
- ♦ Acted as the **primary point of contact**, ensuring seamless **communication between international teams and Finnish clients** in Helsinki, while proactively **identifying and resolving issues** to maintain high-quality deliverables.
- ♦ Performed comprehensive testing for both **web-based applications and standalone branch systems of a Bank for customer access management systems** ensuring **functionality, usability, and reliability** across various **customer channels**, including **online banking and mobile platforms**.
- ♦ Conducted comprehensive **User management testing** for **Personal and Corporate banking applications**, ensuring seamless **user creation, access control, role-based permissions, and secure authentication mechanisms** ensuring **compliance with banking regulations and business requirements**.

- ◆ Conducted in-depth **end-to-end testing activities** single-handedly, **requirement analysis, test planning, defect management, final test results presentation** to client/managers following all testing protocols, ensuring top-tier product quality and elevating client satisfaction levels.
- ◆ Identified and **tracked defects using HP-ALM and JIRA** ensuring timely resolution and minimizing production issues.
- ◆ Implemented **Agile SCRUM methodologies**, Regression optimizing processes, **increasing team productivity by 20%**.
- ◆ Actively participated in **Agile sprints, contributing to roadmap planning, sprint stand-ups, retrospective, risk mitigation** and cross-functional collaboration.
- ◆ Exposure of **DevOps driven CI/CD pipelines** and **version control tools like Git, Gitlab** etc.
- ◆ Knowledge of **API Testing using Postman**.
- ◆ **Collaborated with cross-functional teams**, including business analysts and developers to refine test plans, conduct peer reviews and resolve issues effectively. **Mentored junior team members**.
- ◆ **Collaborated with other DevOps engineers to maintain a deployment and management strategy**.
- ◆ **Testing of Critical functionality** in a timely manner with CI testing **added business value to Client by 10%**.
- ◆ Prepared essential test documentation and managed trackers to ensure seamless execution, coverage and progress monitoring e.g. **Test Plan, Final Test Report, Demo PPT, RTM, Plan vs Progress, Peer review sheets** etc.
- ◆ **Authored and shared comprehensive documentation** on the critical Customer Creation workflow, making it accessible to the entire project via SharePoint.

**TEST SPECIALIST/ SOFTWARE ENGINEER**  
**Allianz. Germany (Accenture)- Insurance**

**Sep 2011 - Sep 2014**

- ◆ **Led a team of 7 testers** in functional testing of Allianz's CLAIMS module, for Private & Commercial Insurance, ensuring comprehensive coverage and high-quality deliverables.
- ◆ **Strong expertise in Requirement analysis, Smoke Testing, Sanity Testing, Test Plan, Test Design, Test Data creation, Test execution, Test Status Reporting, Release Acceptance Testing**.
- ◆ Pioneered streamlined testing processes across ABS projects, improving application quality and **testing effectiveness by 40% with Regression Test suite optimization**.
- ◆ Executed **manual and automated tests, utilizing HP-QC and TOSCA on Citrix machines**, ensuring robust software delivery.
- ◆ Performed **testing across multiple parallel releases**, ensuring comprehensive validation of features while managing **overlapping timelines and dependencies**.
- ◆ Created and maintained **RTM** for Requirements Coverage, Plan vs Progress Tracker, Defect Tracker etc.
- ◆ Implemented a **structured peer review process** within the team to evaluate test case and test results to improve accuracy and adherence to quality standards.
- ◆ **Created SQL queries in DB visualizer** for data preparation and verification, ensuring robust test coverage.
- ◆ Provided **timely support for hot-fixes and ad-hoc testing requests from clients on critical patches under tight deadlines**.
- ◆ **Collaborated with cross-functional teams**, including BA, architects, and onshore client, facilitating seamless communication and project alignment. **Mentored junior team members**, fostering skill development.

**ASSOCIATE SOFTWARE ENGINEER / FUNCTIONAL TESTER**  
**TIA Insurance (Accenture)- Insurance**

**April 2011 - Sep 2011**

- ◆ Developed test scenarios/cases for **functional, regression and GUI testing** enhancing testing accuracy and efficiency.
- ◆ Leveraged **RFT tool for automation scripting**, streamlining testing procedures and significantly **reducing manual effort by 20% in GUI and regression testing**.
- ◆ Performed **peer reviews and defect tracking**, reducing errors and enhancing quality.
- ◆ Contributed to insurance project success, achieving measurable improvements in service delivery.

**CAREER BREAK**  
**(Family, H4, Content Creation)**

**Jan 2018-April 2024**

- ◆ Took a career break due to **H4 dependent visa work limitations** while relocating to the USA with my husband.
- ◆ Focused on **family priorities**, had the privilege of becoming a mother of a beautiful boy, which brought immense joy and responsibilities and taught me valuable skills like **patience, prioritization, and resilience**.
- ◆ Followed my passion for creativity by **launching and managing my YouTube channel**, "Rinku HandCrafts," where I created and shared basic to advanced Crochet tutorials and DIY Craft videos, honing skills like video editing and content creation. Learned many tools and apps like Canva, YT Studio, Viva Video etc
- ◆ Gained experience in managing an **online presence and building a creative community** where I was leading a group of around 200 new creators for guiding them on how to attract audience for their content and navigating through any YouTube updates.
- ◆ Continued self-learning with various online trainings by exploring software testing trends and tools to ensure readiness for re-entering the workforce.
- ◆ Pursued certifications to enhance technical skills recently, including:
  - **Certified Scrum Master (CSM)**
  - **AWS Cloud Practitioner Certification**
- ◆ This time off allowed me to develop personally and professionally, as it strengthened my **adaptability, problem-solving, multitasking, time-management and organizational skills**.
- ◆ Recently received my **H4 EAD work authorization** and am excited to relaunch my career, bringing a fresh perspective and strengthened technical skills to the workforce.

## EDUCATION

<b>BACHELOR OF ENGINEERING IN ELECTRONICS &amp; TELECOMMUNICATIONS</b>	<b>2006 - 2010</b>
<i>University of Pune, India</i>	Graduated with First Class with Distinction

## CERTIFICATIONS

<b>ISTQB ADVANCED LEVEL- TEST MANAGER</b>	<b>BANKING FOUNDATION CERTIFICATION</b>
<b>ISTQB FOUNDATION LEVEL</b>	<b>AINS 21- PROPERTY AND CASUALTY INSURANCE</b>
<b>CERTIFIED SCRUM MASTER</b>	<b>ASDA APPLICATION TESTER CERTIFICATION</b>
<b>AWS CERTIFIED CLOUD PRACTITIONER CLF-C02</b>	<b>HP ALM 10.0</b>
<b>DIPLOMA IN SOFTWARE TESTING</b>	<b>INTRODUCTION TO SQL</b>

## SKILLS

Test Management	Functional Testing	Smoke & Sanity Testing	C/C++/.net/JAVA based applications
Requirement Analysis	Regression Testing	Ad-Hoc Testing	Web Applications Testing
Test Planning & Strategy	System Integration Testing	Exploratory Testing	Production Ticket Handling
Test Execution	User Acceptance Testing	End-to-End Testing	Mentor for Juniors/Others
Defect Management	Cross-browser Testing	Quality Assurance	Cross-Functional Team Coordination
Risk Analysis	Database Testing	Peer Review Process	Strong communication skills
Test Data Management	Mobile Testing	Process Improvement	Analytical and Problem-solving skills
Test Results Reporting	Go-Live Testing	Continuous Integration	Ownership
Test Closure Activities and Sign-off		Client Demonstration	Team Player

## KEY CONTRIBUTIONS

- ◆ Increased team productivity by 20% through process optimizations.
- ◆ Enhanced application quality by 40% with robust test strategies and defect management.
- ◆ Delivered multiple knowledge transfer sessions and presentations on key workflows to newly started cross-functional teams in the project ensuring they were well-versed in critical system functionalities and processes.
- ◆ Authored comprehensive, user-friendly, step-by-step training documentation on key workflows, ensuring clarity and accessibility for stakeholders.

- ◆ Acted as a key point of contact for international clients in banking and insurance domains, ensuring alignment with business goals and delivering client-centric solutions.
- ◆ Delivered defect-free software by implementing robust test plans, execution strategies, and comprehensive defect management processes.

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### **ACHIEVEMENTS**

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- ◆ Zenith Award in Accenture handling the critical situations effectively
  - ◆ Propel Award in Accenture for Quality Assurance
  - ◆ Got appreciations by Client for high-quality work
  - ◆ Merit list holder (Rank 22<sup>nd</sup>) of State Board in 10th std in 2004
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