

Swetha Pallikala

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ISTQB Certified - Software Test Engineer, and an Operations Support Professional with experience in Software Testing, Operations, Team Management, Stakeholder Management, Performance management, Coaching, Mentoring and Training.

Certifications and Skills

- ISTQB Certified Software Test Engineer with 5+ years of professional experience in Software Testing.
- Well-versed with all stages of Software Development Life Cycle (SDLC) and Software Testing Life Cycle (STLC).
- Good knowledge of waterfall model and Agile Methodology.
- Thorough knowledge of writing and executing test plans and test cases in highly structured and loosely structured development environments and performing different types of testing (functional, acceptance, etc....).
- Complete involvement in end-to-end testing processes covering Requirement Analysis, Test Estimation, Test Planning, Test Execution, Risk Management and Test Delivery.
- Additional responsibilities include Setting up Test Environments, Project Coordination and Execution.
- Expertise in Defect Tracking and Management.
- Basic knowledge of Selenium.
- Basic command over Structured Query Language (SQL).
- Team player with excellent written and verbal skills, Quick learner, Self-motivated and ability to coordinate in a team environment with excellent interpersonal skills.
- Good Interpersonal and Presentation skills and self-starter.
- Coaching and Mentoring New Recruits to BAU
- Conducting Internal Audits and Quality Checks
- Experience working in a fast-paced organization.
- Expertise in retail, Cross – selling and Sales

Work Experience

❖ Customer Support Executive – HSBC, (Credit Control Services)

Subject Matter Expert - Underwriting, EMEA Region (UAE)

HSBC · Full-time Sep 2021 - Present · Visakhapatnam, Andhra Pradesh, India

- Working alongside the Team Manager in managing the team in an informal capacity.
- Handling escalations, endorsing exceptional approvals, handling team quality and ensuring that the SLA's are met.
- Improve customer journey based on insights and workflow analysis
- Capacity planning for the team.
- Handling CRM and AML Audits for the team.
- Responsible for the recruitment, training and development of all staff within the unit
- Planning and managing resource capacity and shift Rota scheduling
- Hands on experience working on several Process Automation Projects
- Currently handling testing for an ongoing project.

❖ Customer Support Executive – HSBC, (Cards and Loans)

Quality Analyst - Cards and Loans EMEA Region, (UK)

M&S Bank, UK (Via HSBC) · Full-time 3 yrs. 2 mos. Aug 2018 - Sep 2021 ·

Visakhapatnam, Andhra Pradesh, India

- Managed the start-up of this customer service team; including migrating the business function from Chester, UK to Visakhapatnam India.
 - Was instrumental in preparing the Global Standard SOP, for Marks and Spencer's –Credit General Correspondence team.
 - Being an SME, I ensured all the SLAs and KPIs were met.
 - Conducted Quality Huddles and Feedback sessions for The Team
 - Worked with multiple stakeholders to collaboratively drive business results. • Deputized for - Manager Operations on various occasions and ensured the team runs smoothly.
 - Handled complete training, planned monthly contests to drive productivity.
 - Pitched in for Automation Projects where necessary and been part of Testing for the same.
 - Was the First Point of contact for any process related escalations or queries for both the team and the Business Area.
 - Single handedly managed Migration of the Process to another site and delivered BAU ahead of proposed time, while simultaneously training a contingency site for backup.

❖ **Customer Support Executive – HSBC, (Retail Banking and Wealth**

Management Collections)

Collections Officer - Recoveries, Debt Collection, EMEA Region (UAE) Collections Officer - Recoveries, Debt Collection, EMEA Region (UAE)

HSBC · Full-time Oct 2016 - Aug 2018 · 1 yr. 11 mos. · Visakhapatnam, Andhra Pradesh, India

- Portfolio Management – International Voice – Outbound and Inbound
- Managed Portfolio and deliver targeted resolution on monthly basis
- Consistently over achieved the collection target assigned for the portfolio
- Provided inputs to improve PTP%, Dialer calling strategy and for implementation of Automated Dialer.
- Kept track of outstanding debts
- Planned course of action to recover owed money
- Update account status and database regularly
- Complied with requirements and Regulations
- Handled customer complaints
- Negotiated payoff deadlines and payment plans
- Helped in Identifying gaps in the system and recommended solutions

Education

• **B.tech, Mechanical Engineering - First Class**

Kaushik College of Engineering, Jawaharlal Nehru Technological University. Jul 2011 - Jul 2015

• **Sri Chaitanya Junior College (MPC) - First Class**

Visakhapatnam.

June 2009 - May 2011

• **St. Anns English Medium High School - First Class**

Visakhapatnam

April 1997 – May 2009

Date:

Signature: