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|  | **Reshma Haveli**  **QA Analyst**  e-mail: [reshma.haveli@gmail.com](mailto:reshma.haveli@gmail.com)  Phone: +1-952-303-2354  Virginia Beach, VA 23464 |

**Experience Summary**

* 3+ yearsof experience in information technology as a software professional and quality analyst
* Experience in black box testing techniques
* Experience in regression testing, end-to-end testing involving functional, sanity, smoke, ad-hoc and exploratory testing
* Experience in cross browser testing
* Created test plans and test cases according to the requirement specifications
* Creating detailed test cases and document defects
* Experience in execution of test cases and defect reporting and tracking using Jira
* Enhancements analysis and validation
* Experience in testing web applications
* Experience with Pega, Facets, Right Fax and Ricoh
* Worked closely with developers, business analysts, clients and other stakeholders on projects to ensure that a quality product is released
* Good understanding of Scrum agile methodology
* Understanding of complete SDLC and bug life cycle
* Developed and executed SQL queries to test the backend data.
* Good understanding of relational databases (RDBMS) like SQL server 2012, Oracle DB
* Attend team meetings, daily stand up, retrospectives and daily reporting on tasks
* Knowledge of tools like Quick Test Professional 9.0, WinRunner, Test Director, Selenium IDE and JIRA

#### Certifications & Training

* **ISTQB** (International Software Testing Qualifications Board)
* **CSI** (Computer Society of India)
* **QTP** certified professional

**LinkedIn profile:** <https://www.linkedin.com/in/reshma-haveli-2703b724>

#### Education

* Graduated as a Bachelor of Engineering (Electronics & Telecommunications) in 2006 from Pune University with First class.

**Professional Experience**

**Project name:**   **Projects (Market implementations / Migration) Company name: Infomatics Corp Client: Anthem Inc.**

**6/1/2016 to till date**

**Current Role: QA Analyst**

**Project Description**

The purpose of the project is to implement new markets in the applications as per the business needs. The PAR (Prior Authorization Review) tool is designed to process the insurance requests sent by the providers/members/lawyers etc. via phone, fax and web and deliver the cases to Facets and ESI for claims processing.

**Responsibilities**

* Have taken a lead role in implementations and migration of several markets
* Leading a team of 2-4 QA analysts and allocating and tracking the tasks within the QA team
* Referring to the requirements documents to write effective test cases
* Requesting test data from the test data team before the sprint starts in order to be test ready before the stories are in QA
* Designing and executing the test cases as per each Jira story
* Getting the test cases reviewed by the business analysts
* Logging defects in Jira keeping a track of it and work with developers to understand the root cause and bringing the defects to closure by retesting them.
* Conducting end to end testing for each market implementation.
* Performing full regression testing to check that one market implementation is not affecting the already existing functionalities for other markets
* Sending the results to the business stakeholders and getting their approvals
* Querying database to get the required data for testing and testing several backend related stories.
* Validating data in facets
* Testing letters/faxes triggered for each case and testing the delivery of these collaterals in other applications like Ricoh and Right Fax
* Testing the workflow of the application and comparing the workflow of one market with the other market and using that knowledge for effective testing
* Ramping the new joiners to speed to meet the deadlines.

**Project name:**   **Technical Debt Company name: Infomatics Corp Client: Anthem Inc.**

This project was an initiative to address the production defects and fixing those defects according to the business priority and needs.

**Responsibilities**

* Following the Jira stories and working with business analysts to understand the stories.
* Working with developers to explain them the defect and understand the root cause of the same
* Retesting the defect fixes and bringing them to closure and getting the UAT approval from business users.

**Project name: rRapidsuite Assessment**  **Company name: Liqwid Krystal Pvt Ltd Client: HCL Technologies, Infosys**

This product offers various types of (30+) online technical and aptitude tests to corporate end users (entry level employees and freshers). The test reports are then sent to their respective companies for evaluation.

**Responsibilities**

* Perform end-to-end testing involving sanity, functional, system and regression testing
* Create and execute test plan and test cases, defect reporting and tracking using Bugzilla
* Perform cross browser testing
* Provide enhancements and get them validated with the QA manager
* Perform security and role based testing through admin module
* Provide end-user support on product issues
* Perform daily tests on online courses and it’s assessment results
* Facilitate and administer end-user assessments via WebEx sessions

**Environment:** JavaScript, JSP, servlets, Windows, MySQL, JBoss

**Project name: Codesaw**  **Company name: Liqwid Krystal Pvt Ltd Client: People from corporates and academia**

Codesaw is a product for learning programming languages. It offers a “virtual computer lab” kind of environment for end users where they can write, compile and run software programs in 19 different programming languages.

**Responsibilities**

* Perform full product testing involving sanity, functional, system and regression testing
* Writing and executing test cases, defect reporting and tracking
* Perform cross browser testing
* Provide enhancements in the application and get them validated.

**Environment:** JavaScript, JSP, Servlets, Windows, MySQL, JBoss

**Project name: rRapidSuite**  **Company name: Liqwid Krystal Pvt Ltd Client: Infosys, HCL Technologies, Hexaware**

rRapidSuite is an online learning platform for corporates providing technical courses to new joiners.

**Responsibilities:**

* Perform sanity and functional testing
* Daily reports management
* Perform tests on online courses
* Facilitate end-user assessments via WebEx sessions

**Environment: J**ava, JSP, Servlets, Windows, MySQL.

**Project name: gyanX**  **Company name: Liqwid Krystal Pvt Ltd Client: VTU** (Visvesvaraya Technological University)

gyanX is an online learning platform which caters to the training needs of students. They can avail various technical and soft skills courses that enable them to face technical as well as HR interviews.

**Responsibilities:**

* Perform end-to-end functional testing
* Write and execute SQL queries to generate reports on daily platform usage
* Test virtual lab by executing code snippets

**Environment: J**ava, JSP, Servlets, Windows, MySQL