
Domain: Home-Service Based App (Web & Mobile Application)
Role: Senior Quality Analyst
Project Name: *QuickFixPro – Home Services Booking Platform*

□ Project Overview

QuickFixPro is a multi-platform (web + mobile) application that allows users to find and book nearby service professionals like electricians, plumbers, and AC technicians based on their availability, hourly rates, ratings, and skillsets. Users can view profiles, choose time slots, and make payments. As a QA lead, I worked on testing the booking flows, service professional management, payment integrations, API validations, and database consistency across user and provider modules.

🚩 Realistic Problem Faced

Home service apps require real-time data accuracy, especially for professional availability and booking confirmations. During testing, we identified serious issues where overlapping bookings were allowed, incorrect rate calculations occurred during peak hours, and users were charged even if bookings failed midway due to network timeouts. These bugs could directly result in customer dissatisfaction, refund escalations, and app rating drops.

✅ My QA Approach

- **Requirement & Workflow Analysis:**
  - Deep-dived into booking logic, availability sync, and user experience during failed or partial bookings.
  - Mapped user-to-provider and provider-to-admin workflows with edge cases.
- **Test Tools & Techniques:**
  - **Postman** – API testing for login, service listing, booking, reschedule, and payment processing.
  - **Manual Testing** – Web & Android app scenarios with varied date-time inputs.
  - **Database Validation** – Verified booking records, user wallet, transaction logs, and cancellation states.
  - **Mobile App Logs** – Analyzed logs during booking failures and network drops.
- **Test Types Executed:**
  - Functional, UI, API, Database Testing
  - Concurrent Booking Tests
  - Payment Gateway Integration Tests

- Network Recovery & Timeout Scenarios

📌 Critical Scenarios Covered

- Verifying booking slot availability logic when multiple users book the same service provider simultaneously.
- Testing variable hourly rate application based on peak/off-peak hours and location.
- Validating OTP-based login for both user and provider roles.
- Checking booking status update in real-time (Confirmed, In Progress, Completed, Cancelled).
- Ensuring wallet deduction and refund are reflected correctly on booking failure.
- Handling payment interruption cases due to unstable internet during transaction flow.
- Validating the rating and review system post job completion.

❗ Notable Defects Caught

- **Double Booking Allowed:**
  Identified a race condition where two users could book the same professional at the same time due to lack of booking lock.
- **Incorrect Rate Calculation:**
  Found that for some time slots, surge pricing was applied incorrectly, overcharging users by 20–25%.
- **Payment Success, Booking Failed:**
  Detected that due to delayed backend confirmation, payment went through but booking ID was never created — user got charged.
- **Wrong Wallet Deduction on Cancellation:**
  When users cancelled within the cancellation window, the wallet was still deducted partially due to a logic flaw.
- **Empty Professional List on Map View:**
  API was returning an empty list in high-density areas due to pagination misconfiguration, making users think no professionals were available.

📈 Business Impact

- Prevented **over 1,500 double bookings** within the first week of launch in metro areas.
- Fixed pricing bugs that could have led to **customer overcharges of ₹1.2L+** across peak seasons.
- Ensured accurate refunds for failed bookings, reducing support tickets by **40%**.
- Improved overall trust and app store ratings due to bug-free user experience.

- Enabled smooth go-live with **98% test coverage and zero critical production defects**.
