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ISTQB Certified BEC-P Certified

**Chandra Shekhar Sharma**

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#### EXPERIENCE SUMMARY

8 Years of IT Experience in Software testing in **IVR, Banking applications, Telecom, Contact Centre, Voice Biometrics, Nuance products**. Currently working as Senior Quality Assurance Specialist at **Nuance Communications.**

* Earlier worked as Sr. Test Engineer at HSBC.
* Received Prominent **Award “YOU MADE A DIFFERENCE”** for individual performance in Nuance and **"BEST TEAM AWARD"** at HSBC for Outstanding Performance as a TEAM.
* Adept in Requirements Analysis, analyzing the Business process, identifying solutions and conducting Delivery planning and Scoping with Test Strategy with assistance from Leads.
* Experience in Test Plan preparation.
* Engage with Delivery Team to ensure the Requirements will be available for Testing.
* Expertise in working on Waterfall Model.
* Strong understanding of IVR, Telecom, Contact center, Banking domain, various Nuance products: Nuance Voice Biometrics, Nuance Conservation Engine, NLU, Call Steering applications.
* Attend end to end and mapping design walkthroughs, understanding the requirements to identify test scenarios and test point estimation.
* Test set preparation for execution, manual test execution and maintenance of test results, Migrations and Post Migration, Preparing Test End Report.
* Investigate issues and other requests for support and determines appropriate actions to take. Also, communicates the impact of decisions to stakeholders.
* Plan and organize the test set preparation effectively before the code is deployed in E2E test so that E2E test team can start with timely execution.
* Plan and give handover to Test team pre-release.
* Show and tell the testing results to successfully deliver as scoped in the release.
* Monitor E2E test team’s progress on testing for a given release & support them for any issues faced.
* Lead multiple projects, handle team and daily deliverables.
* Coordinating with onshore, offshore team regularly.
* Quick learner with Strong Communication Skills and excellent team player, ability to meet tight deadlines and work under pressure.

#### SKILL DETAILS

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| --- | --- |
| Testing | CIT, System Testing, SIT (Functional and Non-functional testing), IVR Testing, Security Testing, API Testing using SOAP UI, FSNG, Voice Biometrics, Free Speech, NCE(Nuance Conservation Engine) |
| Testing Tools | Nuance Testing Studio (NTS), ATP |
| Bug tracking tool | JIRA, Quality Center, Rmsis, Star Team |
| Security Tool | Cygwin Tool |
| Operating Systems | Windows |
| Languages | HTML, XML, SQL, Core Java |
| Databases | SQL Server |
| Test Management Tool | Star Team, QA Portals |

**EMPLOYMENT**

* Nuance Communication, Working as Senior Quality Assurance Specialist: July-2013 to Present.
* HSBC Software Development, Worked as Sr. Test Engineer: June-2008 to June-2013.

#### CERTIFICATION

* **ISTQB** (International Software Testing Qualifications Board) Certified.
* **HSBC Competency Assessment Exam in Testing**- Professional Level Certified.
* **Business English Certificate Preliminary Cambridge ESOL**.

#### ACHIEVEMENTS

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* “YOU MADE A DIFFERENCE” Award at Nuance.
* “TEAM” Award at HSBC for Outstanding Performance as a TEAM**.**
* Received appreciation from Onshore team, Manager, Customer for successful delivering of project.
* Active participation in Corporate Social Responsibility, team building activities in Nuance, HSBC.
* Member of Nuance Cricket team.
* Ex-member of HSBC GLT football team.
* Runner up in HSBC cricket leading as Captain.
* Runner up in football tournament in HSBC.
* Participated in Badminton Competition at Nuance, HSBC
* 1st Prize in Project Competition at JIGYASA-08 National Level Student Convention, P.C.E.
* 2nd Prize in Paper Competition at JIGYASA-08 National Level Student Convention, P.C.E
* Organized National Level Student Convention JIGYASA 07, 08 at P.C.E Nagpur.
* Organized Inter Collegiate National Level Tech Fest PEGASUS 06 at P.C.E Nagpur.

#### TRAINING

* Present internal trainings at Nuance, HSBC Pune on Voice Biometrics, Cygwin Tool and other technology.
* Attended various technical and knowledge sharing sessions at Nuance, Pune.
* Attended various HSBC internal training at One HSBC Academy, Pune.
* Attended many technical and knowledge sharing sessions in the team.

#### EDUCATION DETAILS

* Bachelor of Engineering (B.E) Mechanical with first division 65%.
* HSE with first division.
* SSE with first division.

#### Work Experience

**Project** # 1

**Project Name: NBS, Speech Enabled Telephone Banking**

**Client : Nationwide Building Society, UK**

**Project details:**

Nationwide Building Society is a mutual financial institution and the largest building society in the world. NBS goal is to implement a speech-enabled self-service interactive voice response (“IVR”) solution that will enable users to provide **self-service and natural call steering.**

* IDV
* Balance & Recent Transactions
* Transfers
* Payments
* Pin Reminder
* Change Pass Number

**Role:** QA Lead/Test Analyst/Tester

**Responsibilities:**

* Requirement analysis (Analysis of call flow, Technical design, specification documents provided by customer, communication with client regarding the requirement clarification).
* Preparing Test plan and designing Test cases.
* Perform IVR Functional Testing, Defect Raising, Tracking.
* Raising Design Defects on JIRA(functional Testing) for any issues identified during requirement, planning stage, testing phase and Track them till Closure.
* Test scope finalization & Estimation.
* Identifying the Environment and Test data dependencies and ensure they are available well in advance before testing commences.
* Prepare High Level and Low Level Scenarios are written and review them.
* Perform Sanity Testing, Functional Testing, Regression testing.
* Involved in CIT Testing using SoapUI, making changes in responses as required.
* System Integration Testing (SIT) End to End testing of the application with real Backend.
* Interacting with Customer, Senior Project Manager, onshore Team, Developers, Designer.
* Preparing Test End Report.
* Prepared training guide document which will help team during future testing.

**Project** # 2

**Project Name: IINET Voice Biometrics**

**Client :** IINET, Australia

**Project details:**

This is an application, design and developed for IINET. In this project, Nuance has developed software components for the integration of Voice Biometrics into IINet's IVR system. These components are

* VXML Component
* The Speaker Verification Controller
* Vocal Password

This application helps callers to get enrolled and verified using voice. To enroll a voiceprint in Vocal Password the customer is asked to speak the passphrase three times. Vocal Password provides voice platforms, web servers and authentication servers with identity verification capabilities through the use of voice biometric matching engines. Once the customer’s voice is captured speaking the passphrase, the audio is transferred to Vocal Password along with a claimed identity. During Verification to verify an individual, Vocal Password compares the spoken passphrase to the relevant stored voiceprint. The captured voice is then compared with the relevant stored voiceprint and a verification result is provided by Vocal Password. This application will enhance customer experience, reduce fraud and improve efficiency through increased self-service usage.

**Role:** QA Lead/Test Analyst/Tester

**Responsibilities:**

* Requirement analysis (Analysis of call flow, Technical design, specification documents provided by customer, communication with client regarding the requirement clarification).
* Preparing Test plan and designing Test cases.
* Perform IVR Functional Testing, Defect Raising, Tracking.
* Raising Design Defects on JIRA (functional Testing) for any issues identified during requirement, planning stage, Testing phase and Track them till Closure.
* Test scope finalization & Estimation.
* Identifying the Environment and Test data dependencies and ensure they are available well in advance before testing commences.
* Prepare High Level and Low Level Scenarios are written and sent for reviewing to QA leads/Product Leads.
* Perform Sanity Testing, Functional Testing, Regression testing.
* Involved in System Testing and System Integration Testing
* SIT End to End testing of the application.
* Requirement mapping of test cases.
* Prepared training guide document which will help team during future testing.

**Project** # 3

**Project Name: JFL-Dominos**

**Client :** Jubilant Food Works Limited

**Project details:** JFL Domino’s Pizza Ordering Application is built on **NCE framework (Nuance Conservation Engine)**. Nuance Recognizer is built on the 10th generation of ASR engine and delivers the industry’s highest recognition accuracy, increasing the efficiency of self-service solutions. It easily understands and interprets spoken and touchtone input to help you deliver seamless self-service and enhanced customer experience recognition.

**Role:** QA Lead/Test Analyst/Tester

# Responsibilities:

* Requirement analysis (Analysis of call flow, Technical design, specification documents provided by customer, communication with client regarding the requirement clarification).
* Preparing Test plan and designing Test cases.
* System testing of application.
* System Integration Testing End to End testing of the application.
* Identify and report the bugs using JIRA.
* Requirement mapping of test cases.
* Prepared training guide documentation for future reference.

**Project** # 4

**Project Name:** FOXTEL New IVR Initiatives

**Client :** Foxtel, Australia

**Project details:**

Foxtel is an Australian [pay television](https://en.wikipedia.org/wiki/Pay_television) company, operating a [duopoly](https://en.wikipedia.org/wiki/Duopoly) in [cable](https://en.wikipedia.org/wiki/Cable_television) television, a [monopoly](https://en.wikipedia.org/wiki/Monopoly) in [direct broadcast](https://en.wikipedia.org/wiki/Direct-broadcast_satellite) satellite television, and IPTV catch-up services. Formed in 1995 through a joint venture established between FOX and [Telstra](https://en.wikipedia.org/wiki/Telstra) (TEL).It shares many features with the [Sky](https://en.wikipedia.org/wiki/Sky_(UK_and_Ireland)) service in the United Kingdom, including IQ, the [electronic program guide](https://en.wikipedia.org/wiki/Electronic_program_guide), a similar remote control, and Red Button Active.

FOXTEL Box Office is a remote Ordering IVR application. FBO offers FOXTEL Digital subscribes the ability to order Box Office pay per view movies remotely. The application utilises speech recognition, DTFM allowing callers to simply say the pay per view event title that is requested during the ordering process. Worked on different Foxtel applications: Direct Dial, Billing, Box Hit.

**Roles**: Test Analyst/Tester

# Responsibilities:

* Requirement analysis (Analysis of call flow based on the project specific documents provided by customer, communication with client regarding the requirement clarification).
* Preparing Test plan and designing of test Scripts.
* System testing of application using Stubs, Kenon responses.
* SIT End to End testing of the application.
* Identify and report the bugs through JIRA.
* Requirement mapping, preparing and maintaining test data.
* Prepared Test End Report. Training documentation for future reference.

**Project** # 5

**Project Name:** AMH VXML (HSBC AMH Group Phone Banking System)

**Client : HSBC** HK

**Project details:**

This is an application, design and developed for AMH region. In this project, we have covered all basic telephonic banking functionality which is required for all banking and credit card customer. We have developed this application using Java, JSP and VXML and tested on IVR server.

**Roles**: Tester

# Responsibilities:

* Designing of test cases.
* System testing of application with Stubs and Hosts.
* Done End to End SIT testing of the application.
* Identify and report the bugs through **Mercury Quality Centre 9.2.**
* Requirement mapping, preparing, maintaining test data, test conditions and test reports.
* Change in stubs as per need for testing of application, Preparing defect report.

Worked on multiple HSBC Banking, Contact Center IVR applications.

#### PERSONAL INFORMATION

**Name :** Chandra Shekhar Sharma

**Nationality :** Indian

**Sex :** Male

**Marital Status :** Married

**DOB**  **:** 08-04-1985

**Hobbies :** Listening to Soft music, Coin Collection, Cooking.

**Pan No. :** CEKPS7091P

**Passport :** H9801239

I hereby declare that the above-mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above-mentioned particulars.

Place : Pune Chandra Shekhar Sharma