SONAL DAVESAR

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# PROFILE SNAPSHOT

* A technocrat IT professional- PRINCE2® Foundation certified offering **13+ years** of progressive experience in project management, implementation support, business analysis, testing and software development lifecycle across Banking- Payments & Travel domain
* Superintend all documentation related activities/artifacts involved with the requirement solutioning
* Leverage expertise in Web GUI testing, system testing, regression testing and exposure on Selenium WebDriver automation testing
* Adept at different facets of STLC which includes Test Planning, Test Designing, Test Execution, and Test Reporting
* Efficiently implements projects, while executes quality-assurance and quality-control methodologies to facilitate compliance with QA standards and customer specifications
* Familiar with security vulnerabilities and their recommended corrective measures
* Hands-on experience in various methodologies including Waterfall, Scrum, Agile Framework, Principles
* Sound cognizance of Four-Party Model & Payment Transaction Lifecycle, SQL, UNIX & Mainframe, Payment Card Processing, ISO 8583
* Outstanding communication & leadership skills that have been put to good use in effectively resolving problems and promoting a positive work environment

# AREAS OF EXPERTISE

Implementation Support | Business Analysis | Software Testing Lifecycle (STLC) | Requirements Analysis | Application Testing

|Writing Test Cases | BRD and FRDs |Software Quality Assurance | Defects Tracking | User Acceptance Testing | Agile & Waterfall Methodologies | Troubleshooting | Customer Relationship Management | Manual Testing | Test Automation | Training & Development

# TECHNICAL SKILLS

* **Applications:** UNIX, Putty, WinScp, Mainframe, Simulators (MAS, MCPS, MDFS), T3-Switch, OutsideView- Crystal Point- NICS, Logviewer, GFT
* **Packages:** Rally- ALM, JIRA, Confluence, Pivotal Tracker, PODIO, TFS, Jenkins, IIS 6.0, VSS, Mantis, Automation- Selenium WebDriver- basic level
* **Testing Tools:** Test Complete, Google Analytics & Webmaster tools, Broken links checker, IE Tester, Xenu Tool, Search Status for SEO testing
* **Technologies:** MS SQL Server 2008, Oracle 9.0, Toad, HTML, ASP.NET, SQL, UNIX
* **Integrations:** Payment Gateway: CCAvenue, EBS, Paypal, PayU; SMS Gateway: bulksmsmantra
* **Drawing Tools:** draw.io, Microsoft PowerPoint, Lucid chart
* **Operating Systems:** Windows 2007, 2010

# CAREER HISTORY

**Sep 2017- Ongoing QA Test Lead/ Implementation Specialist | TechMahindra Ltd., Pune, India Oct 2010- Aug 2017 QA Lead/ Business Analyst | Tek Travels Pvt Ltd., Gurgaon, India**

# KEY DELIVERABLES

## @ TechMahindra Ltd., Pune, India

**#1 Client: Mastercard- BFSI domain | Customer Implementation Services- Implementation Specialist | Tenure: Oct 2019- Ongoing**

* Steered several CIS projects including business requirement analysis and business planning for Issuer or Acquirer Bank right from Authorization until Settlement Clearing Testing
* Implemented MIP and led Network Interface Validation Testing and worked on offline logs verification from LogViewer
* Performed MPS setup & online testing from Authorization (MDS & Banknet) to verify customer host connection
* Implemented Clearing Testing i.e. First & Second Presentment & Chargeback using ICTT, MCPS and Pre-Edit tools
* Completed validations on Simulators, T3 Switch and MHE tool and effectively generated transactions
* Headed the troubleshooting of MPGS- Payment Gateway Service
* Accomplished the ABU- Automatic Billing Updater Testing on monthly/recurring payments
* Manage the testing of MCom- MasterCard Automated Dispute Resolution Platform and supported the customers as well

**Key Accolades:**

* Gained ‘Pat on the Back’ Award in CIS for outstanding work delivery
* Earned ‘Best Team Award’ for CIS by IBU Head for remarkable commitment and passion in delivering results
* Earned appreciation for successfully closing the DR setup and testing of Seylan Bank PLC, Sri Lanka
* On time successful Issuer Integration for New India Cooperative Bank, Mumbai
* Earned 'Kudos- Drove Positive Change' as token of appreciation for great performance in CIS team

## #2 DW eService & Data Integrity- QA Test Lead Sep 2017- Sep 2019

* Liaised with clients for requirements analysis and developed test plan and tests sprint-wise and proactively participated in Quarterly delivery plans & Estimations
* Steered the delivery in Agile, and led Grooming sessions, Defect triaging and liaised with designer/ concerned teams while finalizing the scope of deliverables
* Awaited early risks, called out impact to stakeholders and undertook preventive measures
* Successfully tested Online Applications and several reporting features under Mastercard Data warehouse team and planned with team members & stakeholders in US & Malaysia
* Implemented Selenium Automation suite after project functional builds and coordinated for Batch Loads, uploaded reports through WinSCP/ ran commands and verified logs in Putty

**Key Accolades:**

* Earned appreciation for eServices- India GST Online Reports successful implementation within stipulated timelines
* Gained 6 months experience in Delivery for the entire ODC as Delivery Manager

## @ Tek Travels Pvt Ltd., Gurgaon, India

**#1 Visa Management System- QA Lead/ Business Analyst | Tenure: 2 years**

* Steered requirement gathering & analysis by various HLBR sessions and created BRDs, FSDs, Scope Documents and interacted/ informed the team about process changes, enhancements & other modifications as well
* Directed projects to ensure test coverage & project deliverables within timeframes and partnered with Development Leads to assess opportunities for collaboration & process improvements
* Managed production issues pertaining to incidents and executed root cause analysis & other requirement workshops for the same
* Executed UAT of each functionality and provided inputs to the team and served as a liaison between programmers & internal business entities in design & implementation for new & existing product
* Collaborated for security vulnerabilities, their corrective measures and SSL installations with IT team & Dev team
* Implemented go live process for new clients
* Spearheaded a team comprising of 5 members and trained new joiners functionally

**Key Accolades**

* Acted as a single point of contact between Project Management and IT groups from solution planning to fulfilment
* Improved customer service delivery by 30%
* Decreased 20% lead time by conducting regular follow-ups

## #2 TravelForceLive B2B- QA Lead | Tenure: 1.9 years

* Liaised with customers for requirements gathering & support and created artifacts including functional documents, test estimations and determined testable requirements
* Reviewed the Application Design & test cases and undertaken ownership of implementation process with clients/ customers
* Supported the clients for day-to-day issues and verified Functional, System, Integration, Smoke Testing by team and involved in UAT Testing as well

**Key Accolades:**

* Introduced MidEast Insurance & Air Charter service in the portal
* Carried out Payment Gateway integrations with regular follow-ups from the support system

## #3 TravelForceLive -B2B, B2C, Staff Booking & Mobile Solutions- Senior Quality Analyst | Tenure: 3 Years

* Created Test Plan & Test Cases and documented SQL queries for database testing
* Maintained Mantis for issue tracking and executed Integration, System & Regression Testing across browser & platforms
* Mentored juniors and automated hotel booking flow via Selenium IDE

**Key Accolades:**

* Successfully improved testing frameworks by reducing testing efforts & trained team for efficient testing
* Decreased 20% training time by designing training manuals for QA

# PRECEDING ASSIGNMENT

**Nov 2007- Feb 2010 Patni Computer Systems Ltd., Mumbai, India | Software Tester Sep 2005- Apr 2007 Wipro Spectra Mind, New Delhi, India | Senior Support Resolver**

# SCHOLASTIC & ACCREDITATION

## 2005 Bachelor of Engineering in Computer Science Engineering

**M.D.U. University, India**

***Certifications, Trainings & Sessions***

* PRINCE2 Foundation certified in Project Management
* Practitioner- Program Management (pursuing)
* Attended training of Selenium WebDriver in TechMahindra
* Appeared for ISTQB Foundation level certification from Indian Testing Board
* Attended sessions on Agile & Scrum & Automation Testing in Tek Travels Pvt. Ltd.
* Attended session on Agility in Mobility & Selenium for Beginners at Thought Works Gurgaon