**Garima Seth**

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**Result oriented approach and having 3.2 years of IT Experience in Software Testing exposed to Manual Testing approaches for various web based applications & Overall 7.2 Years of experience. Involved in offshore assignments for providing software services to the finest global organizations.**

**Experience**

**Company : Concentrix**

**Designation : Quality Analyst**

**Duration : October 2016 – March 2019**

**Project Name** : **Knowledge Management Tool , Noval Vox Tool & Wheels**

**Detail & Domain : CRM & Telecom**

**Environment: SQL server 2012 & Windows XP, Windows 7, Service Now.**

**Project Summary:** Its Knowledge Management CRM system for training and skill development platform & resolving customer issues as per their query. It contains online portal for learning, FAQ, User Guide ,Store Address etc.

**Roles & Responsibilities:**

* Understating project requirements & specification and creating test cases and test scenarios as per sprint stories.
* Prepare Test Cases according to Application Requirement Specification and contribute towards Test deduction.
* After the execution, documented all the test results, defects, and prepared test reports.
* Defect Logging, Bug Reporting, Bug Tracking, Execute User Acceptance testing (UAT).
* Involvement in RTM Preparation.
* Involved in a use case document & Prototype.
* Perform Manual Testing (Functional, Regression, GUI & Compatibility Testing).
* Involved in data Migration Testing.
* Coordinate with peers in the team for clarity on the requirements.
* Intensive and quick communication with developers, business and Project Managers to ensure timely delivery of functionalities.
* Good experience in preparation, review and execution of Testing according to Testing Targets.
* Experience in telecom & e commerce.
* Sanity Testing & Smoke testing to ensure a ready environment.

**Company : Getit Infomedia Services**

**Designation : Quality Assurance Analyst**

**Duration : November 2014 – August 2016**

**Project Name : ERP-Payment Integration**

**Detail & Domain : CRM, E-commerce, Finance, Payment Integration**

**Back End: Oracle DBA, My SQL**.

**Roles & Responsibilities:**

**Project Name*: Askmebazar-CRM***

**Duration: November 2014 – August 2016**

**Role: Mobile Testing, Manual Testing, UAT, Functional Testing, Database Testing**

**Environment/Testing Tools: CRM, JIRA, IOS and Android**

**Project Summary: It was a CRM handling different tools, aspects and related to E-commerce**

**Responsibilities:**

* Understanding project requirements and creating test cases and test scenarios as per sprint stories
* Creating and Executing Test cases and Defect Reporting
* Defect Regression and Defect tracking.
* Preparation of Test plan and Test Cases based on the Test Design Specifications for Regression and Functional Testing.
* Review of Test Design Documents, Testing Schedules.
* Execution of test cases on software application. Identifying bug and raising defect to maintain software application Quality.
* Sanity testing & Smoke testing to ensure a ready environment using testing tools like HP Quality Center.
* Mentoring of newly joined associates to ensure that they learn quickly and are able to contribute in the best possible manner.
* Intensive and quick communication with developers, business and Project Managers to ensure timely delivery of functionalities.
* Good experience in preparation, review and execution of Testing according to Testing Targets

**Company : SatSan Web Technologies**

**Designation: Quality Analytics**

**Duration : December 2013 – October 2014**

**Project Name: Kittybee CRM**

**Domain: Social networking**

**Environment: SQL Server & CRM**

**Description: CRM for customer enquiry and booking. Redeem points allocation and redemption.**

**Integrate with IVR for automated restaurants booking.**

**Project: Satsan Helpdesk**

**Domain: Customer Support**

**Environment/Database: SQL Server & CRM**

**Project Summary :Helpdesk to support customers with products and technical queries**

**Roles & Responsibilities:**

* Involved in analyzing the user requirements.
* Derived the test scenarios and designed the manual test cases.
* Generated the test data and prepared the weekly status reports.
* Involved in manual test execution and in various testing phases like Sanity, Functional, Retesting, System, Smoke Testing, Integration, Usability ,GUI Testing & Regression Testing
* Involved in defect review meetings with the development team.
* Involved in peer reviews and preparation of traceability matrix.
* Integration testing based on business transaction scenarios.
* Tested compatibility for different platforms as per the specifications.

**Company : Express KCS.**

**Designation : Application Support Engineer**

**Duration : November 2012 – November 2013**

**Roles & Responsibilities:**

* Providing Software support through Email, Chat, Phone & Remote Assistance on Windows systems.
* Analyze the issue and document the issue within sheet on central storage within 36 hours.
* Identifying the area/module where the problem is occurring & sharing with

Development Team.

* Responsible for providing administrative support of Oracle DBA.
* Managing DB security. Creating & assigning appropriate roles & privileges to users depending on the user activity.
* Working on Complex SQL queries.
* Maintaining & sharing daily reports using Oracle DBA. Monitor database events through Cacti tool.
* Working on Linux based web/database servers & using simple Linux Commands for monitoring And Killing the processes.

**Company : Majestic IT Services Ltd.**

**Designation : Research Executive**

**Duration : February 2012 – October-2012**

**Roles & Responsibilities:**

* Providing Software support & Troubleshooting of various issues.
* Working on Linux based web/database servers & using simple Linux Commands for monitoring & killing the processes.
* Searching of Company details on internet. It includes Company's Name, Address, Phone Numbers, Customer Care Numbers, Business Type, Office Type, Product &Services on internet.
* Re-Confirm/ Validate the information over the internet by surfing.
* Convert the information into processed data on MS Excel. Adding areas & pin codes using V lookup & other MS Excel formulas.
* Analyzing Database for the company for different Organization and presenting a cumulative report.
* Sourcing, Structuring and Curing Data data for different enterprises and making it appropriate for the next level.
* Creation of searchable tags for the data- The words which are used by people to search a particular data on internet are known as tags.

**SCHOLASTICS**

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| DEGREE | INSTITUTE | YEAR | CGPA/Percentage |
| **Mtech (EC)** | Yamuna College Of Engineering | 2014-2018 | Pass-Result Awaited |
| **Btech (EIE)** | Maharishi Markandeshwar Engineering College | 2007-2011 | 7.64/10.0 |
| **12th** | Khalsa School | 2006-2007 | 61% |
| **10th** | Sophia Girl’s High School | 2004-2005 | 70% |

Regards

Garima Sethi