

**Deepti Garg**  
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**PROFESSIONAL SUMMARY:**

- 11+ years of experience in Software Quality Assurance and expertise in **Web** based Automation Testing in various domains like Banking, Transportation, and Retail as **QA** Engineer (Manual and Automation).
- Extensive experience in test management, test coordination and planning.
- Managed, motivated and guided teams to meet **QA** deliverables within tight deadlines. Experience in working with global teams.
- Implemented End to End Robotic Process Automation testing solutions in Airline Industry Project using UIPATH.
- Created Automation solutions for clients as per requirement which involves feasibility study, Design architecture, development, testing and deployment of application.
- Experience with working on different Software Development Models like **Agile**, Waterfall and expert knowledge of Scrum model in Software Testing Life Cycle.
- Experience in coding using **Java** programming Language.
- Extensive experience in writing and implementation of complex test plans, design documents, development and execution of test scripts for system, integration, user acceptance test (UAT) and regression testing.
- Hands on experience in test driven development (TDD), Behavior driven development (BDD) and Keyword Driven automation framework.
- Experience in using TestNG and Junit for building automation framework and test reporting using Extent-Reports.
- Strong expertise in designing and executing the SQL queries in MS SQL server, Oracle SQL Developer in order to ensure data integrity and to perform the backend testing.
- Excellent Communication, Interpersonal, Team Player Skills, Quick Learner and Self Starter.

**EDUCATION:**

**Masters of Technology (Computer Science and Technology) from Manav Rachna International University, India (May2009-June2011)**

**Bachelors of Technology (Computer Science and Engineering) from Kurukshetra University, India (June 1999-Aug 2003).**

**TECHNICAL SKILLS:**

Testing Tools and <b>API</b>	Postman, BDD using Cucumber, Robotic Process Automation using UIPATH, <b>Rest</b> -Assured, Apache HTTP Client, Test NG, Junit, Maven, GIT, Jenkins.
Languages	<b>JAVA</b> , SQL.

<b>Web Services</b>	JSON, <b>RESTful</b> , <b>Rest</b> Assured, <b>Postman</b> , Apache Http Client.
<b>Dev. Methodologies</b>	<b>Agile Scrum</b> , Waterfall
<b>Bug Tracking Tools</b>	<b>JIRA</b> , <b>Sonar Cube</b> , <b>Splunk</b> .
<b>Database</b>	Oracle 10g/9i/8i, MySQL, MS SQL Server
<b>IDEs</b>	<b>Eclipse</b>
<b>OS</b>	<b>Windows.</b>
<b>Automation Tools</b>	<b>Selenium WebDriver</b> , <b>Cucumber</b> , <b>RPA using UiPath</b> , <b>Orchestrator</b> , <b>Ansible Automation.</b>
<b>Build Tools/ Coverage Tools</b>	<b>Jenkins</b> , <b>Maven</b>
Documentation Tools	Confluence
<b>Version Control</b>	GitHub, Tortoise GIT and Bit Bucket.

## PROFESSIONAL EXPERIENCE:

**Sr. QA Engineer** **Bank of America**  
**Mar2022-Current**

The Bank of America Corporation is an American multinational investment bank and financial services holding company headquartered in Charlotte, North Carolina. The bank was founded in San Francisco and took its present form when NationsBank of Charlotte acquired it in 1998. **Bank of America** and BofA Securities (formerly **Bank of America** Merrill Lynch) provide global perspectives, comprehensive solutions and strategic guidance.

## RESPONSIBILITIES:

- Responsible for developing and executing formal test plans to ensure the delivery of quality software applications.
- Prepared work break down structure, **QA** test strategy, **QA** testing plan, effort estimates and resource planning.
- Coordinate user acceptance testing with business stakeholders for projects.
- Involved in validating Solution Delivery Management using Ansible Automation tools.
- Performing UI Validations for creation and maintenance of Software Product keys involving different CI tools like BitBucket, Jira, Jenkins, Confluence, Sonar Cube and Artifactory and CD tools like Celestial, Xray, Tower and XLR.
- Performing **API** validations in Artifactory and Sonar Cube for Software Product Keys and Business Teams.
- Performed testing for SOE triage migration process for migrating SPKs from Legacy system to Simplified Entitlement Model.
- Creating projects in Qtest in order to upload the test cases from Excel which can be connected to Jira to track and maintain the status of the stories being completed in the sprint.
- Setting up RAFT automation framework and creating test scripts for automating smoke test suites using **Java**, Maven and Eclipse and Cucumber using Keyword Driven Framework.
- Performed **functional**, **integration**, **black-box**, **system**, **regression**, and **user acceptance** tests.
- Support deployments and troubleshoot production issues.
- Developing scalable and efficient process automation and reusable components that can be

leveraged across different processes.

Environment: Cucumber, **Java**, Selenium WebDriver, Jenkins, GITHUB, SQL Server, Bit Bucket, Crowd, Sonar Cube, Jira, Celestial, Jfrog Artifactory, Tortoise Git.

**Sr. QA Engineer**  
**July' 20 - Mar2022**

**Tx-Dot, Austin**

The **Texas Department of Transportation (TxDOT)** is a **government agency** in the **American** state of **Texas**. TxDOT is one of the state's largest departments in terms of the number of subordinate offices - it maintains 25 geographical districts throughout the state. Functional divisions and offices headquartered in Austin provide administrative and technical support to the districts. Though the public face of the agency is generally associated with the construction and maintenance of the state's immense **state highway** system, the agency is also responsible for overseeing **aviation**, **rail** and **public transportation** systems in the state.

### **Responsibilities:**

- Develop and execute UAT-Test Plans, Test Cases, Test Applications/Utilities and automated test software and scripts.
- Performing root cause analysis on critical, production defects, review functional and design specifications to ensure full understanding of individual deliverables.
- Assist with providing training and guidance to both **QA** staff and other departments within the company.
- Assist **QA** lead engineer with liaison between **QA** project team, outside contractors and internal company areas in coordinating **QA** responsibilities in the **QA** testing cycles and product development life cycle.
- Involved in the process development of automation testing and base lining the test standards.
- Responsible for identifying test cases for automation and developing automation test plans
- Responsible for Identifying and Designing the Framework Architecture.
- Created **Configuration Files** which drives the Framework for executing the regression test scenarios.
- Documenting results,offer observations or improvements after analysis of test results and overall product quality.
- Test Execution through **Azure CI/CD pipelines** for continuous integration testing.
- Defect logging and tracking through **JIRA**.
- Supporting business and technical teams during projects and mitigate/Resolve risks and issues that may impact project schedule, cost, scope, quality etc.
- Working closely with different teams in making changes in developed processes as per the technical design document(TDD) to meet defined requirements.
- Worked with testing teams to fix bugs during Product test and UAT phases.

- Participation in Sprint Planning and Sprint retrospectives for planning and discussions with Team Leads, Scrum Master and Product Owner.

**Environment:** Azure DevOps, Azure CI/CD pipelines, Azure repositories, Java, Agile, Maven, Web Services, Postman, SQL Server, Windows, Visual Studio.

#### **Sr. QA Engineer**

#### **United Airlines, Houston**

**Feb' 20 - Apr20**

United Airlines, Inc. is a major American airline. It is the third largest airline in the world, measured by fleet size and route network. United operates a large domestic and international route network, with an extensive presence in the Asia-Pacific region. The project involves Web-services testing for PNRs generated and other different activities involved like flight Shopping, EMD, Payment modules, Seats and upgrades.

#### **RESPONSIBILITIES:**

- Responsible for creating automation testing scripts and setting up coding standards.
- Conducted Smoke testing, Functional testing, Regression testing, Integration testing, and User Acceptance Testing (UAT) and Data validation testing.
- Updated the Requirement Traceability Matrix (RTM), with Test Case id's and make sure that BR's (Business requirements), TR's (Technical Requirements) and Detail Design requirements were mapped perfectly, and all Requirements were covered with Test cases.
- Support deployments and troubleshoot production issues.
- Involved in creating a UI Path Robot for extracting data from Division's Operating system and combine it with critical flight data such as whether or not a partner's flight was on time.
- Responsible for creating automation testing scripts and setting up coding standards
- Participated with test teams during the Product test and UAT phases to fix assigned bugs.
- Participation in Scrum meetings, Backlog Grooming, Sprint Planning and task estimation.
- Identify opportunities for automation within software processes.
- Identify bugs and quality issues in development, service, or business processes.

#### **QA Engineer**

#### **Shutterfly**

**Apr' 18-Jan'20**

Shutterfly is one of the premium Internet-based image publishing service in USA. The member can place orders after registering to the website and check the status online. The Ecommerce product offers the services through web, various mobile channels (Mobile, Android, iPhone, iPad and tablet devices). Objective was to enhance the user interface by introducing various features and functions related to Order workflow, Order fulfillment, file management, image management, web page layout, checkout/online cart.

#### **RESPONSIBILITIES:**

- Worked with SME's to create PDD (Process Definition Document) and developed SDD(Solution Design Document).
- Analyzed the use cases provided by analysts and wrote test cases.
- Analyzed the functionality and designed test cases for both **functional** and **regression** testing and editing the automated script by inserting logical commands to handle complicated test scenarios.
- Performed **functional, integration, black-box, system, regression,** and **user acceptance** tests.
- Automated regression test cases using Selenium **Web Driver, Jenkins,** and **Maven.**
- Enhance test frameworks and develop automated tests using **Selenium Web Driver** to ensure consistency.
- Developed Features, Scenarios, step definitions for BDD(Behavior Driven Development) and TDD(Test Driven Development) using Cucumber, Gherkin and **Java.**
- Involved in analyzing and feasibility check of a newly added functionality for automation. Design and implement **Hybrid Driven Framework** approach using Selenium **Web Driver.**
- Support deployments and troubleshoot production issues.
- Developing scalable and efficient process automation and reusable components that can be leveraged across different processes.
- Development and Execution of SQL queries to check database and checking the data integrity in accordance with business standards of the company.

Environment: Cucumber, **Java,** Selenium WebDriver, Test NG, Jenkins, GITHUB, SQL Server, Windows.

## **QA Engineer**

**Health Net, Oakland, CA**

**FEB'16-MAR' 18**

Worked on development of Healthcare Portal for Patients and Healthcare providers. This portal provides various options to view and update Patient history/treatment and scheduling appointments and viewing various test results. Look up a claim status, find a doctor, Check account balances, Find costs of tests / procedures / treatment and doctor visits and Order Medications Online. It lets the customers analyze / assess their health on a periodical basis. It also suggests a lot of proactive, practical health tips.

### **RESPONSIBILITIES:**

- Worked as **QA** Engineer and actively participate in all Spec and Design review meetings.
- As part of **Agile** Team, I was responsible for creating test plans, test scenarios and wrote test cases for testing various services.
- Created UI test cases using Selenium WebDriver, TestNG and Maven.

- Created Selenium infrastructure for Regression Testing.
- Involved in **API** testing of Providers system, Member's System and Claims System.
- Performed White-Box testing to identify various critical points in the application and automated it by using Selenium WebDriver.
- Performed **API** Testing using APACHE HTTP Client.
- Created selenium-based scripts using **JAVA** & Test-NG.
- Developed the classes in Log4J to implement logging feature in all the application modules.
- Executed SQL queries to validate the Data in tables.
- Did functional testing, regression testing, smoke testing and integration testing

ENVIRONMENT: Selenium, TestNG, **Java**, JSON, SQL **Developer**, PL/SQL, **Agile**, Oracle 11g, Maven, Eclipse, GIT.

### **QA Engineer**

**Wells Fargo, SFO, CA**

**SEP' 13- JAN' 16**

The Application is SPARS (Single Point Access Request System) is **web** application for internal usage in whole-sale domain. It is request processing central system to get access to multiple applications. the application has modules like Applications, Organization, Access, Reporting, User Management and Administration. The application is migrating old version which is developed in Spring 4.0, Restful **Web** Services and refactoring the same business logic of the code to bring to new standards.

### **RESPONSIBILITIES:**

- Interacting with client and project teams to understand the testing requirements.
- Creation of the Test Cases, Weekly Status Reports and Issue Tracker.
- Participating in weekly Assessment Meetings with BAs, SMEs, and Developers and coordinating between Business Team, Development Team, and Testing Team.
- Extensively used Selenium for generating the automated test scripts and data driven tests.
- Utilized Page Object Based Data Driven Test Automation Framework using WebDriver2 and TestNG technologies.
- Wrote positive and negative test scenarios for testing of the application.
- Conducted walk through with fellow testers and test leads to discuss possible test scenarios.
- Performed extensive back-end testing to verify that the data at the database is being correctly reflected on the UI.
- Wrote complex SQL queries using Joins and sub - queries to properly pull the data from the database and to test for a module.
- Performed unit, integration and regression testing after every build.
- Earned recognition for logging a remarkable number of defects and helping towards building a high-quality product.



- Identified, analyzed and reported errors, defects, inconsistencies and instabilities in the application.
- Responsible for defect tracking and reporting the defects and worked closely with the development team to ensure high quality and timely releases.
- Actively participated in all the review meetings and the daily scrum meetings with the business analyst, product owner and the development team for the updates to the application development.

**ENVIRONMENT:** Selenium **Web** Driver2, Eclipse, JIRA, **Java**, TestNG, **Web** Services, Restful, Maven, Jenkins, SQL Developer.

#### **QA Engineer**

**Mercedes-Benz, MI**

**JUN' 12- AUG' 13**

MBUSA.com is a website that showcases the vehicles of Mercedes Benz and is the face of Mercedes Cars on **Web** in USA. The main motto of the website is to capture the viewers by featuring the cars in an impressive manner so that the interested viewers can be converted to leads and then to customers. The website displays all the Cars, its accessories in an interactive and user-friendly way. The site features to explore the cars, save Build Your Own (BYO) vehicles, Owners online profiling and comparison of Mercedes cars with other competitive manufacturers. The site's content is driven and managed with Vignette Content Management System.

#### **RESPONSIBILITIES:**

- Interacting with client and project team to understand the testing requirements.
- Created some reusable and application specific functions using Selenium.
- Performed data driven tests in Selenium using **java**.
- Used Maven as build and configuration tool.
- Extensively used TestNG as Testing Framework for **java** applications.
- Involved in Manual and Automation testing.
- Review test cases and scripts created by team members.
- Identify test scenarios and define test cases and test data.
- Involved in Functional Requirement analysis, creating RTM.
- Created mappings for the requirements and the test lab from all iterations.
- Organized library was used to maintain reusable classes and methods.
- Executed SQL queries for backend data validation.
- Worked closely with developers for issue resolution and bug status updates.

**ENVIRONMENT:** Selenium, **Web** Services, **Java**, SQL, PL/SQL, GIT, Maven, Oracle, Windows.

#### **QA Analyst**

**Mark-It (P) Ltd., Hyderabad, India**

**JAN'11-DEC' 11**

Mark-It Services is a leading logistics company that provides **Web** based monitoring and protective services for refrigerated containers and related assets. Mark-It Services (MIS) continues to be the number one choice of all major shipping lines for all their monitoring needs across North America.

#### **Responsibilities:**

- Involved in Manual Testing to develop test cases, test scripts and record bugs.
- Involved in Functional, Regression Testing of Online applications.

- Wrote test plans, which detailed the testing scope, strategy, test requirements and necessary resources.
- Wrote and documented test cases based on corresponding business /user requirements documents & technical specification and other operating conditions.
- Assisted with the Creation and execution of automation test scripts.
- Closely worked with respective personnel to nail down bugs.
- Tested the whole program as well as specialized in several input applications.
- Conducted Black Box Testing for the Application.
- Extensively used SQL for backend testing.
- Attending meetings, and documented User Change requests.
- Developing SQL queries to validate the report data.
- Performed Regression testing for the individual modules.
- Created reports that included general overview, open bugs, new bugs, and enhancement requests. Entered new bugs and maintained the status of those bugs.

**Core Competencies and skills: -**

- Strong Leadership Skills.
- Ability to multitask and quickly adjust in multitasking environment.
- Good analytical and problem-solving skills.



# Deepti Garg

- Frisco, TX, US

## Contact Information

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- 8324068148

## Summary

I have almost 9+ years of experience in Software Quality Assurance and expertise in Web based Automation Testing in various domains like Banking, Transportation and Automobiles as QA Engineer (Manual and Automation). I have managed, motivated and guided teams to meet QA deliverables within tight deadlines. Worked with different automation frameworks like BDD with Cucumber and Java. Currently working on a keyword driven framework with the help of UI Maps. Also created Robotic Process Automation testing solution in Airline Industry Project using UI PATH. Good experience with Rest Assured for API automation. Expert knowledge of scrum model in Software Testing Life cycle and experience with working on Software Development models like Waterfall and Agile. Earned recognition for logging a remarkable number of defects and helping towards building a high-quality product. I try to model an environment of strong collaboration and partnership with engineers, domain architects, product leaders, stakeholders and partners to drive execution of roadmap, negotiate changes in priorities and manage communication of impacts within my team. Understand deployment strategy and testing environments. Ability to identify issues in testproduction and follow them through to solution. Motivated Individual with good analytical abilities and problem solving skills.

## Work History

### Total Work Experience: 13 years

- **Sr. QA Engineer Texas State Department Of Transportation**  
Jul 01, 2020
- **QA Engineer United Airlines**  
Feb 01, 2020

- **QA Engineer Shutterfly**  
Apr 01, 2018
- **QA Engineer Health Net**  
Feb 01, 2016
- **QA Engineer Wells Fargo**  
Sep 01, 2013
- **QA Engineer Mercedes Benz**  
Jun 01, 2012
- **QA Analyst Mark-IT Pvt Limited**  
Jan 01, 2011

## Education

- **Masters** | Manav Rachna International University
- **Bachelors** | Kurushetra University

## Skills

- **agile** and waterfall methodologies
- **api** testing
- cross functional team leadership
- cucumber
- github
- log4j
- maven
- postman **api**
- restassured
- team leadership
- team motivation
- **qa** - 9 years
- regression testing - 8 years
- automated testing - 7 years
- automation - 7 years

- **test cases** - 7 years
- **acceptance testing** - 6 years
- **apache maven** - 6 years
- **business requirements** - 6 years
- **framework** - 6 years
- **java** - 6 years
- **jira** - 6 years
- **software** - 5 years
- **web services** - 4 years
- **git** - 8 years
- **test plans** - 8 years
- **restful webservices** - 6 years
- **agile** - 5 years
- **jenkins** - 5 years
- **rest assured** - 5 years
- **test scenarios** - 5 years
- **ui** - 5 years
- **data validation** - 4 years
- **data-driven testing** - 4 years
- **functional testing** - 4 years
- **integration testing** - 4 years
- **rtm** - 4 years
- **scrum** - 4 years
- **smoke testing** - 4 years
- **ai fabric** - 3 years
- **reframework** - 3 years
- **robotic process automation** - 3 years
- **robotics** - 3 years
- **ui path** - 3 years
- **api testing using apache http** - 2 years
- **sql** - 8 years
- **postman** - 4 years
- **selenium** - 4 years
- **testng** - 4 years
- **manual testing** - 3 years
- **scripting** - 3 years

## Work Preferences

- Desired Work Settings: No Preference
- Likely to Switch: False
- Willing to Relocate: False
- Travel Preference: 0%

- Work Authorization:
  - US
- Work Documents:
  - Employment Auth. Document
- Desired Hourly Rate: 75+ (USD)
- Security Clearance: True
- Third Party: True
- Employment Type:
  - Full-time
  - Part-time
  - Contract - Independent
  - Contract - W2
  - Contract to Hire - Independent
  - Contract to Hire - W2

## Profile Sources

- linkedin: <https://www.linkedin.com/in/deepti-garg-573342199>
- Dice:  
<https://www.dice.com/employer/talent/profile/39568bc5ccc80d81f151aab323d2b23b>