Test Lead / QA Analyst

Testing Team Leadership ● API Automation ● UAT ● Strong Testing Concepts ● Strong Database Concepts ● Domains Expertise ● Traceability ● Onshore offshore coordinator ● Effective communicator

**Professional Summary:**

* Test Analyst / Testing Specialist with 16+ years of experience in Information Technology. Extensive experience in Testing, leading and mentoring team using various methodologies.
* Proficient in SDLC, STLC, Software Quality Assurance and Project Management using Agile methodology and Waterfall, testing practices like Scrum, TDD/BDD and Continuous Integration in Healthcare, Retail (POS and OMS), Banking (Credit and Loans), Data Storage, Automobiles, Telecom, and Insurance domain.
* Extensive knowledge of agile methodology, leading defect triage calls, Defect leakage meetings, Status and Scrum Planning calls with key business stakeholders, coordinate with teams in different geographies, Demos, walkthrough and leading UAT.
* As part of Scrum Team, understanding requirements for new stories, preparing test strategy, test planning, test case preparation and test execution using different testing techniques.
* Proficient in planning from scope management, activity sequencing, effort & cost estimation, risk analysis to quality management as per required guidelines and contractual/industry standards obligations.
* Extensive experience in Defect life cycle, which included handling defect triage meeting, tracking defects, categorizing and creating defects, following up with developers and product manager for closure.
* Strong knowledge in different testing types (functional, integration, system, API and database testing), testing techniques, creating different matrices to define coverage and traceability, test strategy, test plans, test scenarios and test cases based on the requirement
* Proficiency in HP ALM, HP QC, JIRA, QMetry and creating test lab and test data.
* Took training and have knowledge on Automation Anywhere tool
* Experience in building RPA (Robotics Process Automation) solutions using UiPath
* Expertise in using Image comparison using Image recognition with OCR, ICR and machine leaning for designing in UiPath Studio
* Experienced in doing task recording, editing, scheduling and distribution using UiPath
* Expertise in implementing an automation of various processes like extracting data from CSV, Excel files, invoice processing, order processing, service desk automation etc. with the help of UiPath
* Work with the Test Manager, provide direction and strategy to the team for the product to improve testing practices for increasing efficiency.
* Self-driven, reliable, Strong analytical, interpersonal and communication skills and an excellent team player. I am a detail-oriented person and passionate about my work and have successfully handled critical situations to meet deadlines. Excellent communications skills and team oriented with proven leadership capabilities
* Major contribution in localization testing for converting English text in French for Canadian customers.
* Conducted various Demo sessions for End Users (OEM) for Desktop, browsers and mobile devices.
* Hands on experience working with various version controls like CVS, GitHub and Team Foundation server

**Key Achievements:**

* Nominated for “Bond Choice Award”
* Extra Mile award for ensuring quality of delivery and Customer Satisfaction Rating for Dealer Track (US & Canada)
* Guardian of Data award from Iron Mountain (US) for ensuring successful delivery and handling key deliverables.
* Spot award for various initiatives, defining testing processes, automation testing and involvement in framework development.

**Technical Skills:**

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| Test Management Tool | HP Quality Center 9.0, HP ALM and QMetry |
| Project Management and Reporting Tool | MS Project 2003 Jira, Team Foundation Server, MKS and Bugzilla |
| Automation Tool | Postman, Selenium, UiPath and Automation Anywhere |
| Language | Python |
| Testing | Rest API testing using Postman, ETL Testing, Data Migration testing, Integration, System, Compatibility and Exploratory |
| Databases | MySQL |
| Cloud | Microsoft Azure |
| Server Operating System | Main Frames (iSeries), Windows Family |
| Version Control Tool | GitHub, TFS and CVS |

**Professional Experience:**

**Bond Brand Loyalty** – **Sr QA Analyst Jan 2021- Till Date**

**Bath and Body works :** Bath & Body Works has been in an extended beta release of its consumer loyalty program for approximately three years in select markets in the United States.  The current beta program allows members to accrue points based on spend online and in store. The objective of this project was to transition Bath & Body Works (BBW) current loyalty engine for myBBW from BBW to Bond SynapzeLX platform.  In addition, the intent was to also look for opportunities to enhance the current member experience as the member interacts with the myBBW loyalty program to deliver the business benefits like, Drive sales, enrollment & member value, Tier & segmentation structure , Platform enhancements for greater customer engagement with the program, POS enrollment optimizations to reduce friction points, Seamless integration between BBW systems and Bond SynapzeLX platform, Attract new Bath & Body Works customers & loyalty members Support growth (BOC) and engagement within the myBBW loyalty program.

**Technology:** Rest API, Microsoft Azure, SQL

**Roles and Responsibilities:** Manage testing team,Requirement Gathering,API testing, API automation using Postman, Testing logs and analyzing the failure reason in Microsoft Azure, Database Testing, Data Migration Testing, ETL Testing,Test Scenario and Test cases creation, Defect Testing, Team Co-ordination.

**Freelance (Confidential) – Test Lead July 2020 – Jan 2021**

**HealthCare domain:** Different trials and the information related to the same are downloaded from the site is entered in the system and the questions are composed for the same. Patient data is also entered and based on the algorithm and composition of questions for each trial an appropriate trial is shown for the patient for which he/she can participate. This will be beneficial for clinical associates to identify the patient for a particular clinical Trails based on the information available for a patient depending upon trial.

**Technology:** Java, dot net and PostgreSQL

**Roles and Responsibilities:** Requirement Gathering,Test Scenario and Test cases creation, End to End application testing, Database Testing, API automation using Postman, Defect Testing, Implement End to End Robotic Process Automation (RPA) using **UiPath,** Co-ordination with team.

**Ness Digital Engineering – Team Lead July 2019 – April 2020**

**Canadian Tire:** Canadian Tire Corporation Limited is a Canadian retail company which sells a wide range of products. Canadian tire uses Equity and POS system to maintain end to end flow of their business, starting from updating and maintaining the inventory, transactions, daily and yearly sales recording to complete Order Management system.

**Technology: IBM Communicator:** AS400 (iSeries), IBM – AS400, SharePoint, POS, Signage, Agile, Jira and Confluence

**Roles and Responsibilities:** Requirement Gathering,Test Scenario and Test cases creation, Testing End to End application flow using AS400 for Inventory Management Testing, Database Testing, POS system testing, Yearly, Weekly and Daily Sales testing and Order Management System testing starting from placing an order from retail store to check an update if the order is received by Home office, Core member of Scrum team.

**Tech Mahindra Canada– Team Lead Feb 2017 – July 2019**

**Scotiabank (IBP and ITP):** IBP automates everyday banking functions using two key tools to promote and enhance relationship banking: Interactive Teller Platform (ITP) and Interactive Application Processing (IAP). ITP allows tellers to serve customers more effectively and efficiently by giving them direct access to the customer's information file. IAP saves the customers time and provides a one stop banking experience through interaction with personal banking officers, automates the Retail Loan application-taking process, banking products, such as Loans, Credit cards and Scotia Line facilities, are completed online by personal Banking Officer.

**Technology:** IBM Communicator– AS400 (iSeries), IBM – AS400, TSYS, FDR, Java, Agile, Jira and Confluence

**Roles and Responsibilities:** Requirement Gathering,Test Scenario and Test cases creation, Testing of End to End application flow of all the critical credit applications including credit cards, Mortgage with and without insurances and escrow, Testing and co-ordination with the Business team in replicating and testing Production issue’s, Core member of Scrum team, Co-ordinate with automation team and help them in automating the new functionalities, System parameter testing, Database Testing, Selenium,Co-ordinate with the business team for all the credit bureau related issues, Training new resources for the credit applications, Creating epics, stories, bugs and reports in JIRA

**Harman INDIA- Team Lead Jan 2013 – June 2016**

**Dealertrack:** Family of companies offers automotive dealers comprehensive technology solutions to improve brand health, increase vehicle and accessories sales, and streamline interactions in US and Canada.

**Technology:** IBM Communicator– AS400, IBM – AS400, Java, Agile, Jira, Soap UI, QMetry and GitHub

**Roles and Responsibilities:** Requirement Gathering,Managing team,Creating epics, stories, bugs and reports in JIRA, Test Scenario and Test cases creation, estimations, Client interactions, web services testing using SOAP UI, Localization testing, Testing of End to End application flow of inventory management, Database Testing, account Management and Order Processing system, Core member of Scrum team, Co-ordinate with automation team for getting test cases automated for the new functionalities, Training new resources.

**Symphony Teleca INDIA- Test Lead Apr 2006 – May 2012**

**Click Squared**: Click 4G is a single cross-channel platform that consolidates and integrates the best-of-breed features from its original channel-specific platforms. It is designed to give marketers a tightly integrated, easily orchestrated, cross-channel marketing and delivery equipped application.

**Technology:** Dot net, Silverlight, Agile, MKS, HP Quality Center, SQL, Netezza

**Roles and Responsibilities :** Requirement Gathering,Managing team,Creating epics, stories, bugs and reports in JIRA, Test Scenario and Test case creation, estimations, Client interactions, Testing of End to End application of Campaign Management, Core member of Scrum team, Co-ordinate with automation team for getting the test cases automated, Training new resources.

**Iron Mountain:** Intellectual Property Management (IPM) is a product used by Iron Mountain (US) for domain name registration, it also has escrow facility. It is used by Iron Mountain for domain registration, renewal and URL forwarding facility. Iron Mountain also provides vault facility to its client using escrow module of IPM.

**Technology:** Java, SQL Server, Agile and Quality Center

**Roles and Responsibilities:** Requirement Gathering,Team Handling,, Test Scenario and Test cases creation, estimations, Client interactions, Participate in Build Verification Testing (BVT),Testing of End to End application flow Domain management, Bug Tracking, Co-ordinate with automation team and help them in automating the new functionalities, Training new resources.

**Servista Technology, INDIA Nov 2005 – Apr 2006**

**Servista:** is a suite of applications which facilitates corporations to offer utility services billing namely Telephony, Gas & Electricity. Servista 3 covers entire customer journey from Campaign Management & Sales – Service Provisioning – Billing & Payment Collection - Customer Care – Business Intelligence.

**Roles and Responsibilities:** Requirement Gathering,, Test Scenario and Test cases creation, ,Testing of End to End application flow Telecom Domain, Bug Tracking,

**Premier Technology Group, INDIA- ABA Nov 2001 – May 2005**

**Commission Tracking:** is an add-on module to ECP (Enterprise CRM Platform) application used by insurance advisors. This module allows user to define contracts which are the deal between advisors and Carrier / Vendor or GA (group agent). These contracts are defined by commission slabs.

**Technology:** Java, C++, V model, WebLogic, WebSphere, tomcat and Quality Center

**Roles and Responsibilities:** Requirement Gathering,Test Scenario and Test cases creation, Client interactions, Participate in Build Verification Testing (BVT),Testing of End to End application flow of Commission Tracking module in Insurance Domain, Bug Reporting, Build deployment, Training new resources.

**Certification:**

* Certified Microsoft Azure Fundamentals
* Certified HP QTP 9.2
* Certified Brainbench Testing Professional
* Certified Automation Anywhere for BOT developer
* Certified UI Path

**Education/Trainings**

* Bachelor’s degree in Commerce from Nagpur University (1998 to 2001)
* Advance Diploma in Software Engineering from Aptech Computer Education.
* PMP workshop
* TSYS Workshop