**Vivek Kumar**

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**Birth date:** 28/03/1988 | **Nationality:** Indian

# Professional snapshot.

* 8 years of IT experience spanning Banking, Telecommunication and Logistics domains.
* In depth knowledge and exposure in test management, requirement analysis, performing different kinds of testing like Functional, Integration, Regression, E2E, UAT, Sanity, Ad hoc and Exploratory.
* 1+ year of On-Site experience (Netherlands) working on onshore-offshore model.
* Well adept in test plan creation, documentation, defect management, test case creations and execution of business requirements, peer reviews and test data management/creation.
* Exposure to Waterfall and Agile methodology (SCRUM framework) of software engineering.
* Expert in testing Vlocity OmniScript, Data raptors, CPQ, Cards and various Salesforce clouds.
* Experience in developing and executing automation test scripts and maintenance of the existing scripts.
* Exposure to requirement gathering, analysis and creation of user stories in JIRA.
* Involved in Request for proposal (RFP) from testing perspective in terms of processes and tooling
* Responsible proactive and vocal team player with proven team handling and client interaction skills
* Actively participation in good works for the community and organizing team building/fun events.

# Technical skills

* **CRM Tools**: Salesforce.Com, Vlocity.
* **Test Management Tools**: JIRA, HP ALM.
* **RDBMS**: MySQL
* **Platforms/OS**: Windows 2000/XP/Win 7/Win 8/Win 10.
* **Others: Postman, Confluence, MS Office, Putty**

# Work Experience

**Company:** JP Morgan Chase & Co. (India) March 2019 – Till date

**Role:** Team Lead

**Technology:** Postman, JIRA, SQL, Confluence, Share Point.

**Key responsibilities**

* Requirement gathering, test plan creation, creation of test scenario and test cases to test CIB Client Onboarding portal (KYC)
* Manage defect triage, status calls, capacity planning, release end document creation
* Participate as a SME in requirement gathering/working group sessions and conduct business analysis on upcoming project impacts
* Work closely with development team and business stakeholders to ensure there is no gap.
* Perform various types of testing like functional, system, regression, user acceptance test, ad hoc testing
* Provide KT to automation team and work with them on the automation of regression suite.
* Work with MOT user in testing new release functionalities.

**Company:** Cognizant Technology Solutions Benelux B.V. (Netherlands/India) June 2016 – August 2018

**Role:** Quality Assurance Lead/Business Analyst

**Technology:** Salesforce.com, Vlocity, JIRA, Confluence, HP-ALM

**Key responsibilities**

* Performed functional testing of order intake for Initial, Follow-up, MACD orders adhering to the business requirements and thoroughly documented and reported test results in JIRA
* Managed offshore QA resources for ensuring timely sprint completion and prepared defect RCA document and sprint execution reports for internal\external audits
* Worked on Release management and was responsible for E2E testing, input in Go-No-Go calls from testing team, Production Sanity testing and train Agents for newly added features in every sprint.
* At initial stage of project was involved in calls with Business stakeholders, Product Owner and Cognizant management finalizing implementation of testing tools, go-no-go criteria, audit process, frequency and duration of Scrum ceremonies
* As BA, was responsible for refining the business requirements, creating user stories in JIRA
* Performed End-to-End testing on new production sandbox every time after org migration

**Company:** ATOS Syntel (India) December 2012 – May2016

**Role:** Software Test Engineer

**Technology:** Salesforce.com, SQL, JIRA, HP-ALM

**Key responsibilities**

* Involved in test case designing, maintenance, enhancement and execution as per the business requirements
* Worked on contract management in Salesforce and performed testing on web-based applications
* Handled testing issues and activities from offshore and was involved in review calls for reviewing test procedures, creating test scenario, defining system and integration test cases, test data reviewing and maintaining and analyzing bugs
* Responsible for maintaining and testing regression suite of 4000 test cases
* Worked in various testing strategies like UAT, System, Integration, End-to-End, Functionality testing.

# accomplishments and extra curricular activates

* ISTQB, Vlocity Developer Essentials and Vlocity EPC/CPQ Essentials certified
* Awarded the Golden team player award by the customer, post of the June 17 MVP release at onsite
* Awarded the “QE&A Pride” Vertical Award for Quarterly Delivery from Cognizant
* Awarded quarter award “Speed” from Syntel

# Education

* Bachelor of Engineering in Electronics Instrumentation and Control from Institute of Engineering and Technology, Alwar, India (2011)
* HSSC From DAV Public School (CBSE Board), Ranchi, India (2006)
* SSC from St. Anthony’s School (ICSE Board), Ranchi, India (2004)

# declaration

I hereby declare that all the details stated above are true to my knowledge.

Vivek Kumar