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| **Experience Summary - https://trailblazer.me/id/ndudhbaware1** |
| * 12 years of diverse hands-on experience in **Salesforce and Service Max** / Agile Project Management, Application development, testing and Scrum Master
* Onsite experience for UK customer facing role where a critical engagement that was largely successful
* Strong experience in offshore and onsite multivendor projects from multiple geographies
* Lightning App, Lightning Components, App builder, Workflows, Flows, Process builder, SOAP /REST APIs, Data Loader, Process Builder, Workflow Rules, Workflow & Approvals, Validation Rules
* Good experience in Corporate banking, Payments (ACH, Wires), Import, export, CSRF guard, Admin Module, Customer Module, Fraud Control etc
* **Project Management** – Stakeholder management onsite / offshore, Risk/Issue management, Project Monitoring & Tracking, Status Reporting to Senior Management, Quality Management and People Management.
* Expertise in all phases of **SDLC & STLC** Requirement Gathering, Project Planning, Test Design, Test Case Creation, Execution, Defect Management and Reporting
* Good experience in preparing Project **Test Strategy**, Project **Test Approach** & Project **Test plans** using requirement documents and functional documents.
* Efficient and Effective **defect tracking and reporting** to improve quality and ensuring on-time completion of QA cycles
* Hands on experience in Mobile App, black box, integration, system, E to E functional, regression testing, Automation
* Mentored the team in Automation Test Strategy and Test Planning
* Experience in handling Automation POC for new systems
* Ensured team is following the test processes throughout the testing cycle
* Good customer handling experience in terms of single point of contact – Worked at UK as **QA Manager**/**onsite coordinator**
* Strong experience in co-ordination of different teams and driving problem statements to closure
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| **Skills Summary** |
| **Domain**  | Banking and Insurance |
| **Programming Languages** | SQL, DB Edit, Java, Selenium |
| **Operating System / ERP Version** | Windows 8, Windows XP |
| **Tools / DB / Packages / Framework / ERP Components** | **Salesforce, Service Max,** ALM ,SSH , Mozilla tampering tools, CSRF guard, Jira , DB2 ,SQL |
| **Hardware Platforms** | Intel Series |
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| **Professional Certifications/ Trainings** |
| **ISTQB Foundation, CSM (Certified Scrum Certified), CP-DOF Certified** |
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| **Work Experience** |
| **Project 1** |
| **Project Name** | **Veolia** | **Team Size** | 35 |
| **Start Date** | Jan 2019 | **End Date** | Till Date |
| **Project Description** | Veolia designs and deploys water, waste and energy management solutions which contribute to the sustainable development of cities and industries. Presence in UK, Europe Middle east |
| **Role & Contribution** | * Prepare project plan
* Prepare Test plan
* Coordinate with multiple stakeholders from different organization
* Organize test data and test environments
* Responsible for Requirements traceability matrix
* Coordinate the execution of respective test phase
* Review test results and handle queries from the team members
* Responsible for all testing deliverables and milestones
* Responsible for obtaining sign off for testing deliverables.
* Responsible for planning, tracking and managing test phases.
* Estimating efforts and tracking costs
* Daily progress reporting
* Organizing daily status calls during execution
* Responsible for following the defined processes and procedures ensuring audit compliance.
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| **Technology & Tools** | ALM, Salesforce, Service Max, MS Office, SQL |
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| **Project 1** |
| **Project Name** | **RSA** | **Team Size** | 35 |
| **Start Date** | Feb 2014 | **End Date** | Till Date |
| **Project Description** | RSA has multiple insurance products. Worked on the different projects like More Than Smart Wheels, Tesco Pet, CMA, JL home Renewals, Currently working on **GDPR** project, where we are remediating customers personal data from legacy systems to compliant with GDPR standards. |
| **Role & Contribution** | * Prepare project plan
* Prepare Test plan
* Coordinate with multiple stakeholders from different organization
* Organize test data and test environments
* Responsible for Requirements traceability matrix
* Coordinate the execution of respective test phase
* Review test results and handle queries from the team members
* Responsible for all testing deliverables and milestones
* Responsible for obtaining sign off for testing deliverables.
* Responsible for planning, tracking and managing test phases.
* Estimating efforts and tracking costs
* Daily progress reporting
* Organizing daily status calls during execution
* Responsible for following the defined processes and procedures ensuring audit compliance.
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| **Technology & Tools** | ALM, Selenium, UFT, MS Office, SQL |
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| **Project 2** |
| **Project Name** | **Wells Fargo** | **Team Size** | 9 |
| **Start Date** | Sept 2011 | **End Date** | Jan 2014 |
| **Project Description** | It is a corporate banking solution provider which uses two applications named as SAM and CB. SAM is administrative module used by the internal bank employees, where we can configure different companies and creates different users for the company. Moreover, creates different class of service for a particular company Assign different functions from class of service to particular user and check out whether these users are performing according the functions provided in the class of service using CB. Whereas CB is used by the customers where they can login and perform the various transaction based on their interest. Basically its functions are to create numerous payments like (Wire, Transfers ACH). This application facilitates in cash management and payment revenues through which customer can manage daily liquidity of their businesses and money around the globe. Also it includes comprehensive global payments capabilities, this reduces operational cost, simplifies deployment and shorten time to market new payment type. |
| **Role & Contribution** | * Coordination with onsite CSE’s.
* Analyzing requirement documents and use cases to prepare detail test cases.
* Test case execution.
* Test outlines document preparation.
* Worked with developer to resolve and fix the defects found while testing.
* Defect logging and tracking, ensuring all high and urgent priority defects are resolved prior to project implementation.
* Develop / maintain test suits.
* Execute batch files on SSH.
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| **Technology & Tools** | Java,DB2,Windows 7,IE 7/8, Firefox |
| **Key Achievements** | Successfully implemented defect tracking process in Smart Wheels project, this reduces overhead of managing the defects in different tools. |
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| **Project 3** |
| **Project Name** | **BIS** | **Team Size** | 11 |
| **Start Date** | April 2010 | **End Date** | Sept 2011 |
| **Project Description** | Best Insurance software is high quality end to end insurance software for property and casualty and workers compensation market. It is one kind of suite of software product specifically designed and developed to be offered on a SAAS basis, in addition to traditional licensed product. |
| **Role & Contribution** | * Test case and scenario design for the allocated module.
* Test data creation and executing test cases as per the allocation.
* Functional testing on allocated modules.
* Defect logging and tracking, ensuring all high and urgent priority defects are resolved prior to project implementation.
* Develop / maintain test suits.
* Daily status reporting.
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| **Technology & Tools** | SQL, PCS portal (Defect Reporting), VSS |
| **Key Achievements** | Best QA award for 2011 first quarter |
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| **Project 4** |
| **Project Name** | NCR Octane plus (BPCL) | **Team Size** | 3 |
| **Start Date** | Oct 2008 | **End Date** | March 2010 |
| **Project Description** | NCR Octane plus is a project for Automation of all BPCL Petrol Pumps in Maharashtra region. This automation project connected all BPCL outlets to HOS and prevented the frauds. |
| **Role & Contribution** | * Understanding business specification from business users.
* Drafting of requirements.
* Design test scenarios.
* Documentation of test assets as per the format specified by client.
* Test case execution and defect reporting.
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| **Technology & Tools** | Octane Plus Software |
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| **Educational Qualification** |
| **Education & Credentials** | B.E Information Technology (2008) |
| **Contact Details** | E-mail – Nikhil.dudhbaware@yahoo.in |