

OBJECTIVE:

Experience Software IT professional with 7+ years of experience, worked in various capacities in the corporate industry. Strong in written and verbal communications, highly organized and experience collaborating in cross disciplinary teams.

SKILLS:

- Certified manual and automation tester.
- Excellent in manual testing, SDLC, STLC and test plan.
- Knowledgeable in SQL, webservice and ETL testing.
- Experience with working with tools like Soap UI, Quality center, UFT, Load runner, Jira and Version One.
- Experience in working with MS Excel, MS Word, MS Powerpoint and Basics of computers.
- Extensive experience in manual testing and analyzing test plans, test Strategy, test cases, test designs, test analysis, testing life cycle, creation of test data and following SDLC.
- Performed agile testing, review the stories and participated in daily scrum, iteration planning and release planning meeting.
- Participated in all phases of the Software Testing Life Cycle (STLC).
- Involved in the design and development of test plan from business and Functional requirements which includes test objectives, test strategies, test environments etc.
- Participated in peer review with team and developers to review test cases/test scripts.
- Extensive experience in functional testing, integration testing, database testing, system testing, regression testing, sanity testing, smoke Testing and Black box testing.
- Excellent in time management, interpersonal skills and people management.

CERTIFICATIONS & ACHIEVEMENTS:

- Certified quality assurance tester from H2K Infosys, LLC.
- Certified in business English vantage from University of Cambridge ESOL.
- Received best customer satisfaction Award for achieving the highest customer satisfaction score in Deloitte Support Services PVT LTD.
- Received Award for Best BPO Voice Team Runner up in ADP PVT LTD.
- Received Award for Best project compliance team Winner in ADP PVT LTD.
- Received an Award for Budding Miss Hospitality by Association of catering Professionals.

PROFESSIONAL EXPERIENCE:**New York Financial Technology Partners****Nov '19 – Oct '20*****Quality Assurance Analyst***

- Worked on a Banking domain project following agile methodology principals.
- Performed functional testing.
- Validated sql queries to preformed database validation.
- Performed API validation using RESTful services (Soap UI tool) which is shared between web application and the backend.
- Created, updated and executed test cases with detailed step by step procedure, expected results and maintained the test logs. Reviewed testcases, test scenarios, test reports and test issues.
- Tracked and documented the defects in Jira/Version One and assign them to the developer.

- Conducted one on one bug triage meetings with the developer, to discuss the defects and fixes, and keep them aligned with the actual business requirements.
- Participated in daily scrum meetings and gave daily status reports of testing.
- Presented technical PPT's for each sprint, demonstrating the working functionalities of the application to the business owners and the management teams.
- Conducted meetings with business owners to gather functional requirements and presented it to the development and the testing teams.
- Occasionally performed the tasks of a scrum master by conducting scrum meetings and ensure the tasks are completed as per the given timeline.
- Participated in all phases of the Software Testing Life Cycle (STLC).

Wipro LLC, Atlanta, GA

Jul '19 – Oct '19

Functions Management Lead

- Shortlisted candidates for the interview process, hired and trained new admins.
- Created the process documents, schedules and managed the Administrative staff. Conducted everyday team meetings.
- Lead the compliance audits for the Atlanta location.
- Created weekly timesheets for the team and validated their hours of duty.
- Hands on experience with applications like Net2, Brivo, Excel & word.
- Resolving issues with regards to the day to day operations at Atlanta location.
- Represented the FMG team in the Business continuity plan (BCP) meetings for the Atlanta location.
- Had to conduct meetings with the vendors regarding negotiation of contracts, finalizing contracts, invoices, payments and contract renewals. Update the trackers in a timely manner and organize all the contracts and invoices.

Zing Info Media

Aug '16 – Jun '19

Technical business analyst

- Plan, schedule, monitor and report all the activities related to the project.
- Lead the project team and effectively communicate the customer requirements to them.
- Ensure that the project meets the timelines, costs and quality parameters.
- Initiated requirement gathering sessions and facilitated periodic reviews throughout the software development lifecycle.
- Meet with the management, project teams to review the scope and resolve project issues.
- Have been a part of the scrum calls to understand the progress of the project teams.
- Conducted and participated in the sprint review meetings at the end of each sprint and address any questions with the next sprint planning.
- Experience in creating Business requirement documents.
- Excellent in time management, communication, decision making, planning with the ability to learn quickly and multitask in a fast paced environment.
- Conduct User acceptance testing and then decide to release to the clients or send it back to the development team for further improvements.
- Created visual impact dashboards in excel for data reporting by using Pivot tables.
- Knowledge of Microsoft office tools, self motivated, clear and effective communication.
- Used Jira dashboard tool to know the current status of the project teams.

Tata Consultancy Services

Sep '12 – Jun '13

Corporate soft skills trainer

- Conducted trainings for the new joiners and the management team.
- Worked with the leadership teams to assist in improving of the training materials.
- Led trainings for the new hires in business skills, professional etiquette, email etiquettes and instant messaging etiquettes .

- Conducted training to improve their written and reading communication skills, small talks , pronunciations, presentation skills and body language.
- Facilitated on-campus interviews.
- Conducted monthly reviews for the performance of the trainees.
- Had to conduct one on one meetings with each associate and review their performance. Had to address any concerns or areas of improvements, and help them achieve their goal.
- Evaluated the technical presentations given by the new joiners and gave feedback. Also submitted the reviews to the management team.
- Recorded all the performance reviews on Excel.

Deloitte Support services private Ltd
Business Quality Analyst

Mar '10 – Nov '11

- Worked in a Healthcare domain project.
- Created, updated and executed test cases with detailed step by step procedure, expected results and maintained the test logs. Reviewed testcases, test scenarios, test reports and test issues.
- Participated in daily scrum calls and gave updates regarding the assigned testing tasks.
- Participated in all phases of the Software Testing Life Cycle (STLC).
- Tracked the project on Quality center and updated defects in Bugzilla.
- Performed API validation using RESTful services (Soap UI tool).
- Gave technical presentations after every sprint.
- Conduct team building activities.
- Support new employees in their training, evaluate and submit the evaluation to the management.
- Participated in class room trainings to improve the quality of work.
- Received Certification in Business English Vantage from University of Cambridge ESOL.
- Completed online mandatory courses as mentioned by the management.
- Received Best customer satisfaction Award for achieving the highest customer satisfaction score in Deloitte Support Services PVT LTD.
- Participated in all the social events of the organization.

ADP Private Ltd
Associate customer service representative

Aug '08 – Oct '09

- Performed background verification for employees who have applied for jobs in USA and other countries.
- Conducted verification of the employee based on the data submitted by the employee.
- Contacted various references given by the customer.
- Conducted personal verification, education verification, employment verification and criminal verification.
- Record and update every conversation and activities on the call.
- Had to rate the applicant based on my assessment.

EDUCATIONAL QUALIFICATION:

- Completed Bachelors degree from Regency College of Hotel mgt and catering technology, Hyderabad 2008 in 1st division.
- Completed Intermediate from St Francis college, Secunderabad 2005.
- Completed SSC from St Ann's high school, Tarnaka 2003 in 1st division.