

Prakruthi R

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### **CAREER OBJECTIVE:**

To give effective as well as efficient efforts towards attainment of organizational goals with exploring wide scope of knowledge and intelligence. To work in an environment that provides a challenging and rewarding career ensuring high level job satisfaction. I also expect to learn for my overall development.

### **Professional Summary:**

- Having total **2+** years of industrial experience in the area of Software testing (Manual and Automation(Automated test framework) with solid understanding of Test execution, Test Planning.
- Expertise in understanding and Analyzing Test requirements, Tracking changes and maintenance of requirements.
- Well acquainted with all the phases of SDLC and STLC.
- Proficient in Test Automation using ServiceNow Automated test framework.
- Expertise on ITSM modules such as **Incident management, Change management, Problem management, knowledge management, Service catalog.**
- Experience in computer System Validation (CSV), /OQ/PQ documentation.
- Experience in testing on integrations like **BT, OST, Datadog, HCL,TTEC.**
- Involved in Handling **TTEC ebonding, BT ebonding, TTEC ebonding, HCL ebonding.**
- **Involved in Go live UAT testing on patch releases to application.**
- Self-motivated, energetic and highly ethical in all work related assignments.
- Good communication, Interpersonal Skills, Proven team player with an analytical mind bent to problem solving and delivering solutions.

### **Professional Experience:**

- Worked as Software Engineer with **Tech Mahindra ltd**, Bangalore from April 2019 till present.

### **Technical Expertise:**

#### **ServiceNow:**

- Functional testing, Regression testing on ITSM modules such as Incident management, Problem management, Change management, intake and catalog items.
- **Automation testing** (Automated test framework) on ITSM modules like Problem, Incident.
- **Integration testing** such TTEC ebonding, HCL ebonding, BT ebonding, Datadog ebonding , OST ebonding and Service Catalog testing.
- Supporting end to end testing on ITSM modules such as Incident, problem, Change, Configuration, Service Catalog.
- **API testing using Postman** on ITSM modules.
- Knowledge on **Automation Test Framework.**

- Master level Knowledge on different Levels of Testing, Integration Testing, System Testing and Acceptance Testing, Automation testing).
- Familiar with Functional and Non-functional Testing.
- Involved in Incident and Problem management. Resolving incidents and driving them to closure.
- Experienced in Bug Reporting and Tracking using Bug tracking tool, JIRA. Issue reporting tool Service now tool.
- Knowledge on preparing OQ and PQ documentation.
- Experienced in using test management, validation tool like Procedure Capture and HP ALM.

### **Software Skills:**

OS: Windows 7, 10

Automated Testing Tools: ServiceNow (Automated Test Framework)

Tools: ServiceNow. Jira, HP ALM

### **Projects Handled:**

#### **Project 1:**

**Software Engineer – Tech Mahindra, Bangalore**

**Project type: BT Integration for Incident Management**

**Client: Thomson Reuters**

**Testing approach: Manual**

**Duration: November 2020 to Feb 2021**

#### **Project Description:**

This Project will e-bond BT Incident Management system to TR Incident module . It is bidirectional Integration where creation and updating the Incident tickets happens from both the sides. ServiceNow sends ticket to BT. BT creates tickets into SN but BT still completes resolution. Updates between the system occurs when the bond is active.

#### **Responsibilities:**

- Understanding the requirements and Gathering Project information.
- Requirement analysis on the basis on Workflow and Document provided by the BA's.
- Preparation of test Cases, requirements streaming with the clients.
- Responsible for GUI, functional testing and API testing.
- Involvement in Test Execution and defect reporting.
- Involvement in Go-live for end to end testing of migration.
- Documentation for testing signoff by various parties as required by project plan.

- Executing test cases and participate in stand up meetings, Scrum meetings to provide test progress with the Project manager's, Client developers, BA's, Process owner's.

## **Project 2:**

**Software Engineer – Tech Mahindra, Bangalore**

**Project Type: Web Based Ticketing Tool (ServiceNow)**

**Client: Thomson Reuters**

**Testing approach: Automation Testing (Automated Test Framework)**

**Duration: November 2019 to Feb 2021**

## **Project Description:**

ServiceNow automates enterprise IT operations, creating a single system of record for all IT processes within an organization. This system brings together IT strategy, design, transition and operation on a powerfully simple cloud platform. IT is beneficial for IT service automation .Provides entire project management, from planning execution, time and task assignment and status tracking. Provides wide range of support for ITSM applications such as Incident management, Change management, Problem management, Service catalog.

## **Responsibilities:**

- Analysis for Smoke and Regression scenarios for the modules of **ServiceNow**.
- Designing on test scripts for ITSM modules.
- Creating and executing Test scripts developed Automated Test Frameworks.
- Executing Test cases and generating test summary report using Automated Test Framework.
- Triggering the screenshots of failed test cases.

## **Personal information:**

- Name: Prakruthi R
- Date of Birth: 17/12/1995
- Gender: Female
- Education Qualification: B.E. (TCE)
- Languages known: English, Kannada, Hindi

## **Educational Qualification:**

lass/Course	Name of the Institute	Board/University	Year of Passing	Percentage
<b>BE (Telecommunica tion Engineering)</b>	GSSSIETW College of Engineering, Mysore,	Affiliated to VTU	2018	70.36%
<b>Pre-university Course</b>	Chaithra PU college, Mysore.	Pre-university board of education	2014	83.33%
<b>SSLC</b>	Sadvidya High School, Mysore.	Karnataka secondary Education Examination Board	2012	89.44%

I hereby declare that the information given above is true to the best of my information knowledge belief.

Date:

Place: Mysuru

Prakruthi R