|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | | | | | |
|  |  |  | |  |  |
| RAKHI THAKUR  Senior testing engineering Specialist  **Software Testing |Test Management** | |
|  | |
|  | | | | | |
| CONTACT  * +91-7022-501-799 * [Rakhi.thakur100@gmail.com](mailto:Rakhi.thakur100@gmail.com) * Mahadevapura - Bangalore,   KA, India | | | PROFILE  * Result focused & customer-oriented QA Lead with professional expertise in designing test strategy, test planning, test estimation, leading testing effort for complex projects * Over 7 years of progressive IT experience in Software testing of applications through the implementation of various Test management tools across applications in Insurance, Retirement services & Telecom industry sectors * Resource planning, leading requirements and test design discussions with line of business of all levels * Core group member responsible for transitioning a large sized project from waterfall to Agile * Proven ability to lead complex testing projects from initial conceptualization through implementation in Global delivery model with testing team based both onshore and offshore * Extensive working experience in functional testing, Black box testing, smoke testing, system testing, System Integration testing, Regression testing and Cross browser compatibility testing. * Has come up with process improvement tools for Account Level and Project Level. These tools are recognized and appreciated by the clients | | |
| SKILLS  * **Domain Knowledge**: Insurance, Retirement Services, Telecom * **Databases:**   Oracle 9i/10g/11G, MS SQL Server 2000/2005   * **Testing Models:**   Agile, Hybrid, Waterfall   * **Test management tools**:   HP ALM, JIRA, TFS | | | CORE COMPETENCIES | | |
| Awards & Recognition  * **Pillar of the month** in June 2015 for successfully delivery of critical project. * **Star of the Month** in March 2014 as a top performer from fresher batch | | | MAJOR ProjectsLive Agent Chat with DCA Dec 2020 – Ongoing  **Client:** Honeywell  **Description:** DCA chat bot is a piece of software that mimics human conversations by leveraging [artificial intelligence](https://www.niceincontact.com/call-center-software-company/glossary/what-is-contact-center-ai-artificial-intelligence) (AI), machine learning, and [natural language processing](https://www.niceincontact.com/call-center-software-company/glossary/what-is-contact-center-natural-language-processing) (NLP). Chat bots are useful for automating simple, defined tasks, such as answering FAQs, information on Case orders, case status etc. Live agent Chat is real time, text-based, digital communication between two parties. In the context of customer service, a customer can initiate a chat session from a company's website, which will connect them to a contact center agent who will attempt to resolve their issue. A transcript of the interaction is kept on record for future reference and shared with the customer. This is helpful if the customer contacts the company again about the same issue. Integration between DCA chat bot and Live agent chat was one of the key areas focused during testing. Quality Management with Salesforce Jul 2020 – Nov 2020  Client: Honeywell  Description: NICE inContact CXone Quality Management provides agent-centric evaluation and coaching workflows to improve customer experience and reduce evaluator effort within an intuitive, unified interface. Directly upscale agent performance and strike an effective balance between operational requirements and agent empowerment, while simplifying the execution of the quality process.  Make evaluators’ lives easier with automated delivery of interactions, simplified dashboards, and a modernized custom form manager with searchable question bank and drag-and-drop design. Empower improvement with the tools to coach agents and engage them in the quality process with dispute workflows and organized calibration.  With the Salesforce Integration the evaluator can directly navigate and verify the case level information. Work Force Management May 2020 – Aug 2020  **Client**: Honeywell  **Description**: inContact Workforce Management v1 is a separate licensed module of inContact WFO. It is a workforce management solution that can be deployed completely on premises or completely in the cloud. It can be used as a standalone system or deployed together with inContact WFO; in the latter scenario, the applications share a database.  inContact Workforce Management v1 offers the following functionality:   * Forecasting and automated contact center scheduling * Real-time reporting for intraday decision-making * Agent empowerment for shift bidding and leave requests * Comprehensive reporting and dashboards  WebRTC Jan 2020 – Dec 2020  Client Honeywell  **Description:** WebRTC (Web Real-Time Communication) is a technology which enables Web applications and sites to capture and optionally stream audio and/or video media, as well as to exchange arbitrary data between browsers without requiring an intermediary. The set of standards that comprise WebRTC makes it possible to share data and perform teleconferencing peer-to-peer, without requiring that the user installs plug-ins or any other third-party software. Satmetrix Surveys – IVR/Email/SMS Mar 2020 – Dec 2020  **Client** Honeywell  **Description:** NICE Satmetrix is the leading global provider of customer experience management software for companies who know that customer experience drives success. Satmetrix NPX, delivers powerful, cost-effective customer experience management. NICE Satmetrix software comes out of the box with multiple, omnichannel ways to capture direct feedback across your customer base. IVR, Email and SMS surveys were the omnichannel feedback surveys implemented across all Honeywell Business. Max inContact & IVR testing Dec 2018 – Feb 2020  **Client** Honeywell  **Description:** MAX is a contact-handling web application that enables you to interact with contacts using phone calls, voicemail, email, chat, work items. MAX also supports the simultaneous use of multiple channels. As you handle an interaction, MAX offers several tools to enhance your experience. You can transfer interactions to other agents or skills, conference with the contact and another agent, place the contact on hold, disposition and tag the interaction to categorize it, and create reminders to reach the contact again later. You can use the address book to quickly place calls, generally within your own organization. The channels and features available in your instance of MAX depend on how your administrator has configured it. Some of the features in this guide may not be available for you. Willis GenAsys May 2016 – Jun 2018  **Client:** Willis Towers Watson  **Description:** Willis Towers Watson is a global advisory, broking, and solutions company that provides products and services to clients to help them manage risk, cultivate talent, and optimize benefits, while protecting and strengthening institutions and individuals. Testing involved B2C sites validation following the Agile methodologies. B2C sales and B2C claims were main Web portal which involved testing. During the project, value added was provided by me for Automated Smoke testing flow for B2C Claims flows. AIG VALIC Relius May 2016 – Jun 2018  **Client:** AIG  **Description:** The Variable Annuity Life Insurance Company, or **VALIC**, a subsidiary of American International Group, Inc., (**AIG**), is an insurance corporation that specializes in tax-qualified retirement plans, supplemental tax-deferred and after-tax investments. The purpose of the Plan Sponsor Services Project (formerly Compliance Services) is to provide the ability to  systematically calculate eligibility, vesting, employer contributions and enforce contribution limits on a per pay period basis.  This project will allow the functionality to electronically feed the application data to the Plan Sponsor, perpetuate data to other VALIC applications. COREDC Mar 2015 – Aug 2015  **Client:** CUNA MUTUAL GROUP  **Description:** CUNA Mutual Group delivers insurance and investment solutions to help credit unions thrive and consumers  build financial security for themselves. Census, Payroll, and Eligibility (COREDC) project is to deliver a platform-based  solution for external and internal customers. It is used upload, process, submit payroll and census file information for the  purposes of calculating eligibility, processing deposit information for preparing  ACH transactions. IVR – Voya Financial Dec 2013 – Feb 2015  **Client: Voya Financial**  **Description:** Voya Financial IVR involved validating the Voya Customer care call flows where Customer and agent login were validated. Customer or agent need to dial to toll free number and by entering the SSN number customer’s details i.e. Account information, Mutual funds details, Fixed funds, Variable funds. | | |
| WOrk Experience  * **NTT Data Services**   **Duration:** Feb 2020 – Ongoing  **Payroll:** Permanent   * **NTT Data Services**   **Duration:** Dec 2018 – Feb 2020  **Payroll:** Contractor   * **Cognizant Technology Solutions**   **Duration:** Nov 2013 – Jun 2018  **Payroll:** Permanent | | |
| EDUCATION**BTech in Information Technology** 2009-2013  **College**: Narula Institute of Technology, Kolkata, West Bengal  **University**: West Bengal University of Technology  **Grade**: 8.1 CGPA | | |
| Personal Details  * **Date of birth:** 29th May 1992 * **Gender:** Female * **Nationality:** Indian * **Languages known** English, Hindi, Bengali * **Marital status:** Married | | |