Ishmeet Duggal

Technical Consultant

Deloitte Consulting India Private Limited

New Delhi

Mobile: +91 9810657627

**Summary of Experience and Qualifications**

* Have Performed various testing like System, Integration, Functional & Non-Functional, Regression, Smoke & Sanity, Mobile, Localization and Web Service testing.
* Performing automated tests using **Selenium** WebDriver.
* Analyzing requirements, scripting, executing, debugging and managing Automation Suite and Project
* Active member of the team with complete knowledge of build & release process. **Extensive experience** in writing the test cases and preparing the plans for testing the build.
* Extensive experience in writing complex queries to generate various reports for Healthcare project.
* Experience in **Load, Stress, Spike and Endurance** testing using Performance Testing tools – **Performance Center** and **NeoLoad**.
* Experience in **handling client during UAT phase** –assisting client with Testing activities.
* Extensive experience in **SQL Server Management Studio 2014** and Reporting & Business Intelligence tool **Pentaho**.
* Have strong communication skills and effective personal interactions combined with technical expertise.
* Expertise in Functional and Non-Functional Testing, Testing Life Cycle, Defect Life Cycle.
* Extensive experience in US Healthcare, UK – Biopharmaceutical and Banking domain.
* **ISTQB** Foundation Level and **Certified to Serve - Selenium**(Deloitte Certified)
* Good understanding in Test life cycle process: Good in designing and development of effective test cases and test execution based on business requirements and Defect Management.
* Test Plan and Test Completion Report preparation.
* **Test Effort Estimates** preparation.
* Working knowledge in the Test Management tool TFS, JIRA, JAMA and Zephyr.

|  |  |
| --- | --- |
| Deloitte Experience:  Industry: C&M Service Area: Technology Feb 2021 – Present    Client Description:  Santander    **Project Description:**  Scope of the project is to provide a solution for CRM using Salesforce.    **Role:** Salesforce Test Lead  **Responsibilities:**   * Lead the Team for Release delivery for successful client delivery. * Worked on Estimation of capacity and story pointing for each sprint and releases * Worked on validating Salesforce triggers and messaging. * Worked on Different Roles, profile and Role hierarchy. * Worked on validating Time based workflows, Email templates and Alerts. * Experience testing in the banking industry and understanding of nCino. Good understanding on Loan route and Sub routes. * Attended the Daily status meeting with Clients for understanding the requirement and providing testing status .   Industry: LSHC Service Area: Technology Aug 2020 – Jan 2021    Client Description:  AstraZeneca UK is a British Swedish multinational pharmaceutical and  biopharmaceutical company with its headquarters in Cambridge, England.    **Project Description:**  As part of the project, Deloitte involved in providing testing solutions for AstraZeneca.  This project includes Web application and releases throughout the health system for  patient, caregiver, healthcare professional and AZ employee.  **Role:** Performance Tester  **Automation tool used :** HP Performance Center  **Protocol(s) Worked On:** Web  **Responsibilities:**   * Responsible for Performance Test team management * Preparing Performance Test Plan and Test Strategy * Identifying the test data requirements for performance testing * Track and follow-up the deliverables status on regular basis * Review performance test deliverables * Developing performance test scripts using Web protocol * Install and setup HP Performance Center tools * Develop performance scenarios * Execute a series of performance tests * Performance test results analysis and bottleneck identification * Publishing test summary report with a Go-no-Go decision / conclusion * Client and Vendor coordination to track, manage and deliver performance activities | |
| Client Name  Timeframe  Reference | | **Industry: LSHC**– Public Sector Project  Client Description:  State of Louisiana    **Project Description:**  As part of the project, Deloitte involved in providing development, testing and infrastructure solutions for State of Louisiana. This project includes Web application and releases throughout the health system for residents of Louisiana who are eligible for Medicaid.  **Role 1: Automation & Performance Tester Oct 2019 – Jul 2020**  **Role Description:** Understanding the requirements and business of the application. Active participation in preparing the script for load test.     * Creating new selenium scripts and enhancing framework for new functionalities. * Debugging and updating selenium scripts for changes after every build. * Maintaining Selenium scripts on GIT * Finding, logging and tracking bugs using JIRA. * Running Smoke and Regression Scripts and reporting. * Sanity and Load test for various environments. * Analyzing results and sharing the findings with the leadership. * Working closely with Dev team to fix the performance issues.   **Technical Environment:** Selenium, Maven, Git, Jira, NeoLoad, Postman, SOAPUI, Splunk and MS SQL Server 2014    **Role 2: Database/ Reports Testing Oct 2017 - Sep 2019**    **SME for Reports Module** - Delivered more than 40 Reports to client in 6 weeks without any data issue.  **Role Description:** Understanding the requirements and business of the application. Active participation in preparing the Report design structure of various modules. Performing Database Testing on functionality of the Report.     * Involved in planning and strategizing the testing efforts. Have supervised resources and have formed and executed a flexible testing strategy for the module. Responsible for task assignments and status reporting on a daily basis. * Have acquired substantial subject matter knowledge in functional testing of the Health Care Project. I have keen insights into the way the system works and able to use this proficiency to bring higher quality to my testing efforts which benefits the overall application. * Generating Interactive and Analysis Reports based on business requirement. * Ad hoc Reports bases on client request as and when asked for. * Data validation in Source Database and Reports Data mart. * 1.6 million record set has been analyzed for the state of Louisiana. * Extensive experience in large data set analysis. * Supported end business users through UAT and Production phases by creating presentations, demonstrations and onsite/off site support to ensure test quality and test timelines were adhered to during the transformation project.   **Technical Environment:** ETL,PDI,SQL Server Management Studio 2014, Pentaho and Excel  **Role 3: Functional Tester Jun 2016 – Sep 2017**  Working in Public Sector project as a Functional Tester on Integrated Eligibility. Responsible for requirement gathering, writing test cases, carrying out End to End Testing and logging defects in JIRA.   * Experience on complex Healthcare application. * Designing Utility for Interface module and SQL to validate existing issues.   **Role Description:** Involved in Estimation of the testing requirements and develop and implement test plans, test approach, test procedures based on the test strategy with Time Schedules, Estimated Efforts, Resources, Software, Builds, and Tool identification. Involved in Functional and Regression Testing in both Manual and Automation testing using UiPath. Preparing test case documents and reviewing and modifying bug reports.   * Managed the day-to-day tasks for the Delhi test team including Interfaces, FNS, Admin, Reports test teams. * Coordinated with the onsite team and project leadership to ensure all tasks were completed on time. * Created the status report for the team. * Preparing the test scenarios, test cases and test data based on the requirement specifications in depth. * Executing and maintaining Test Cases using JAMA. * Defect reporting and tracking in JIRA. * Performing Re-testing and Regression Testing after defect fixing. * UAT Support – assisting client with SQL modification and resolving issues.   **Technical Environment:** JIRA, JAMA, WAVE, Selenium, Apache POI, SQL Server Management Studio 2014 and Excel |
|  | |  |
| Client Name  Timeframe  Reference | |  |
|  | |  |

**HCL Technologies: Apr 2014 – Dec 2015**

**MSN Web & Apps– Localization & Performance Testing**

Led Localization Testing team-Microsoft’s MSN website and Apps for different locales where functional and localization scenarios were on top priority.

**Key Responsibilities:**

* Core team member where Localization, Globalization, Localizability and Functional scenarios are tested on cross browsers and devices for various verticals i.e. Sports, Weather, Entertainment and Food & Drink.
* Performed various Black box testing Methodologies like Functionality Testing, Usability Testing and Regression Testing.
* Professional Software Experience in which includes Effective identify Test Scenarios, Test Case Designing and Test Case Preparing.
* Experience in executing Test Cases to test the application functionality against the requirements manually.
* Defect Reporting and Tracking using Test Management Tool TFS 2010.
* Responsible for creating & maintaining Virtual machines on Hyper-V
* Extensively performed Manual Testing process to ensure the quality of the software.
* Handled a team of testers while working on multiple deliveries simultaneously.
* Trained the new members in the team and got them productive quickly.

**EDUCATION Sep 2009 – Jul 2013**

**Bachelor of Technology in Information Technology**

Guru Gobind Singh Indraprastha University, Delhi

**ACHIEVEMENTS**

* Designed and implemented a comprehensive utility for Interface Testing.
* Suggested, designed and implemented an innovative way of testing the project modules.
* Extensively used SQL and Converted data to reduce manual testing efforts.
* Applause and Spot awards for outstanding performance in numerous projects at Deloitte.