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| Bangalore, India |
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| **Career Objective:** |
| To be a successful team player and learn to work on leading edge technologies and fully utilize my capabilities to be dynamic software professional working systematically. Seeking a position in Software Testing to exhibit and further develop my technical, analytical skills, quality assurance through learning & research, at the same time benefiting the company. |

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| **Executive Summary:** |
| * Have an experience of 9.8 years in IT Industry. * **Managing team size of 14** as a Technical Test Lead in my current project. * Certified in Scrum - “**Agile Scrum in Practice**” * Preparing project estimation and effort submission. Creating various **JIRA Dashboards for tracking Resource Utilization, tracking** Defect and Test Cases count, dashboard to understand module spread of defect and overall testing. * Involved in **API testing using iFAST tool**, which helps to configure the services and automate them for one touch CI-CT using DevOps platform. * Have been part of **Communication Domain** project and was SPOC for all testing activities for CCP UNO project. Was the only tester for a team of 10 developers; closing short duration sprints and has support in activities related to sprint planning, understanding the need and business expectation. * Worked as a **Test lead for Apple Online Store** application performing Functional, Regression and Smoke testing. * An **INS 21 certified**; Well versed with **Property and Casualty Insurance** concepts. Worked in design, development and testing of Mainframe Insurance Projects. |
| * Have been part of testing of **Banking Domain** applications; Global Funds Processing system with fund transfer functionality involving multiple banks. Well versed with banking domain concepts. Have been involved in creating test scenario, test cases and creating test data, execution of test cases. |
| * Worked on Functional testing, Regression testing, Integration testing, Database testing, User Interface, Unit Testing, System testing & Validation Testing. |
| * Well versed with Agile (Scrum) methodology. Have project experience of **5 years in scrum**. |
| * Have knowledge on **SQL to conduct Database Testing**. |
| * Experience in Business Application Software Development, Implementation and **Testing in Retail Domain**. Have worked on Merchandise Allocation System for 1.5 years. Have functional knowledge of the Warehouse Management and overall Retail domain functionality. * Gained experience in requirement gathering, Analysis and Development in **Mainframe using COBOL, JCL and DB2.** * Expertise in Bug Reporting & Tracking Process, Bug Reporting and Tracking using Bug tracking tools like JIRA, Bugzilla and Issue Tracker. * Proficient in team management and interacting with Consultants, Vendors, Customers & Cross-Functional Project Team Members. * Ability to use sound judgment, decision-making skills and thrive in a deadline intensive environment, multi-task, perform under pressure and meet deadlines. |

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| **Professional Experiences:** |
| * Current Designation: Technical Test Lead * Infosys: Joined on 9th Oct 2017 * Cognizant: 18th Aug 2011 - 26th Sep 2017 |

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| **Technical Skills Profile:** |
| **Programming Language**   * Cobol * JCL * VSAM * Mainframe Utilities   **Database:**   * DB2 (Basic Knowledge) * SQL   **Tools:**   * HP ALM * JIRA * Rally * Rational Requisite Pro * Selenium WebDriver (Fundamental) * Selenium IDE * iFast, IDP – Microservice Automation & CICT DevOps |

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| **Representative Project Details** |
| 1. **Verizon**  |  |  | | --- | --- | | Project | CCP UNO | | Client | Verizon | | Industry | Media | | Application | CCP - Customer Creation Process | | Team Size | 13 | | Role | Test Lead | | Period | Jan 2021 - Till date |   **Project Overview:**  Media domain is a new learning in this project for me. Taking up the responsibility of a test lead and closing multiple stories daily. Strict Scrum model of delivery. Customer Creation Process is the application. This is a mobile network enablement facility. Various projects can be created to track and close projects by the engineers involved at various tasks required to close the project within SLA. Based on the various Big4 combinations of: Network Activity, Engineering Discipline, Network Type and Project Type, flow is triggered, and project is created. Also helping to track and update various budgeting activities, time estimations, tasks, workflow diagrams, numerous possibilities of multilocation functionality etc.  **Roles and Responsibilities:**   * Test planning for each sprint, understanding the business requirement and functionality. * Prepare test cases and related documents for each user story. * Updating test activities and issues in JIRA * Tracking sprint progress in JIRA and creating reports and dashboard for overall sprint planning activities and estimations. Also helps to track team utilization. * Helping team members in understanding the business functionality of the application is required for any story.  1. **API Testing for Infosys Services**  |  |  | | --- | --- | | Project | IS | | Task | API and Microservices Test Automation | | Team Size | 15 | | Role | Test Lead | | Period | Jan 2020 - Dec 2020 |   **Roles and Responsibilities**  Understand the API and Service Test framework and configure test artifacts (test cases, test data and test suite). Execute test suites or projects and understanding the reports to use the seamless CICD features. Various types of Rest cloud API(GET,POST,DELETE,PUT) had to be configured in the automation Tool, iFast and set up Input data(JSON), Authentication factor and other necessary fields. Also enabling the services in Devops Tool in respective pipeline so that the services are automated for CI-CT. Whenever there was need for a regression test/overall application service test, the pipelines would be triggered and service execution reports would be generated in iFast tool to verify.  Also, as a team lead, I was managing a team size of 14. Assigning tasks, tracking them using JIRA by creating various Dashboards for Task status, resource utilization, service utilization spread across various applications etc. Also reviewed test cases for each story. Involved in various sort of reporting to help consolidate and track all services that were utilized by various applications of organization.   1. **Apple Online Store**  |  |  | | --- | --- | | Project | AOS | | Client | Apple | | Industry | Retail | | Application | AOS | | Team Size | 6 | | Role | Test Lead | | Period | Oct 2017 – Till date |   **Project Overview; Roles/Responsibilities:**  The Apple Online Store offers Apple's entire product line for sale on the web for those that either would prefer ordering online or don't have an [Apple Retail Store](https://www.imore.com/apple-retail) near them- iPhones, iPads, iPods, Apple TVs, and Macs, the Apple Online Store also sells many accessories from different manufacturers. Testing various crucial factors like user experience, mobile responsiveness, customer data security, quick load time, and secure transaction. Also verifying the application’s architecture, workflow, Gateway functionality, Compatibility etc   1. **CITI Bank**  |  |  | | --- | --- | | Project | 1MRTC | | Client | CITI, US | | Industry | Banking | | Application | 1MRTC | | Team Size | 4 | | Role | Manual Tester | | Period | Oct 2017 – Till date |   **Project Overview:**  End to end testing of Web based application typically used for Collection management processes. Enables users by bringing buyer & seller to come across a single platform for making their payments against invoice.  **Roles and Responsibilities:**   * Actively involved in Requirement Analysis, Estimations and Approach proposals. * Reviewed Business requirements, IT Design documents and prepared Test Plans which involved various Test Cases for all assigned module/projects; Review Test Requirements, Creating Test Plans and Test Strategy documents. * Involved in Regression Testing and Functional testing. * Worked with business users to validate application meets their needs |
| 1. **JP Morgan & Chase**  |  |  | | --- | --- | | Project | USD Payments | | Client | JPMC, US | | Industry | Banking | | Application | GFP | | Team Size | 7 | | Role | Manual Tester | | Period | May 2015 – 26th September 2017 | |
| **Project Overview:**  End to end testing of the GFP – Global Funds Processing system in JPMC USD payments project. This involved multiple bank transaction where GFP helped in transfer of funds, JPMC had to function as an originator, intermediary or final beneficiary. Worked single handedly in a project testing of the payments system of US Banking, working on the FRD, creating test scenarios, test cases, documentation, test design etc. |
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| **Role and Responsibilities:** |
| * Actively involved in Requirement Analysis, Estimations and Approach proposals. |
| * Project – Agile Scrum |
| * Understanding the FRD TDD thoroughly to create different test scenarios and strategies. |
| * Maintain proper documentation of the process for future reference and audit. |
| * Prepare multiple test cases for each transaction possible validating different factors included. |
| * Maintain proper documents of test logs and test results. * Worked in finding critical defects in the application. * Most versions are delivered with 0 Production defect. * Client interaction daily on stand-up calls for requirement analysis discussions and updates on each version development. * POC for any query related GFP team. * Train and give KT to new members of the team. |
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| 1. **Travelers** |
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| **Project Overview:** |
| Development and Enhancement of Travelers Insurance forms process on regular iterations. The forms system of our client generates various type of forms involved with the policy of any customer. As a part of the business strategy our client has outsourced development of the functionalities of any Property and Casualty Insurance form. |
| **Role and Responsibilities:** |
| * Actively involved in Requirement Analysis, Estimations and Approach proposals. |
| * We develop forms which will be tagged to a customer policy, based on the desired logic involved with each form – Update in IMS tables, datasets and COBOL codes. |
| * Maintain proper documentation of the process for future reference and audit. |
| * Preparemultipletestcasesforeachformconsideringvariousscopeofdefectwhichmaybe raised. |
| * Maintain proper documents of test logs and test results. |
| * Most versions are delivered with zero defect to QA. * Client interaction on a daily basis on stand-up calls for requirement analysis discussions and updates on each version development. * POC for any query related to AUTO Forms development. * Train and give KT to new members of the team. |
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| 1. **Marks & Spencer** |
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| **Project Overview:** |
| The main allocation system in the M&S Buying Departments is the Merchandise Allocation System (MAS). It’s based on 200+ DB2 tables which receives the data from more than 10 systems and process the data at various levels so that the products can be allocated correctly to the stores. |
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| The project is to provide production support to various applications related to managing of the General Merchandise business of the retail client Marks and Spencer in the UK. The task is to provide uninterrupted support to jobs that run 24 \* 7 all weeks to achieve the GM business goals of high sales and profit. The support team also helps users by advising on queries on application problems encountered by them.  **Role and Responsibilities:** |
| * Client co-ordination regarding the queries on various applications. Have the experience and ability to explain a particular issue to the customers and give the proper convincing solution to it. * Support the GM applications 24 \* 7 that are coded in Cobol/Db2/VSAM by providing solutions with quick turnaround time. |
| * Have worked on optimizing batch jobs using various DB2 techniques. * Worked on various Change requests/Code fixes using COBOL, JCL and VSAM. * Enhancing the COBOL Code in production. * Worked on Scheduling Jobs and triggering the data to execute the Mainframe job that will help to better the performance of applications. * Analyzing problems/queries raised by the Marks and Spencer users regarding various sales/stock/pricing issues of products and giving resolutions within SLA. * Trained new members in the Team by giving an end to end Application KT. Also trained the customers of any new functionality introduced in the allocation/sales/stock system. * Monitoring the Batch schedule to ensure the successfully completion of the batch schedule and resolved the JOB failures overnight. * Fine Tuned (using DB2/Cobol), Tested (involves unit, system and functional testing) and implemented fixes for Various Mainframe jobs running for longer time and achieved cost benefits for the client. |

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| **Professional Achievements** |
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| * Certification in **‘Agile Scrum in Practice**’ * Completed Course ‘**Essentials of Cloud**’ * Completed course: ‘**API and Microservices Test Automation**’ * Certification in ‘**Retail Domain expertise’** * CCP Certification on ‘**General Insurance’** * CCP certification in **'Fundamentals' of Banking and finance services’** * Attained External certification in **INS21** * **ISTQB C**ertification. * Certification in **COBOL, JCL, DB2.** * Trained in **‘Client Dealing and Effective Business Skills’**. * Cleared **‘Business Communication Certification’**. * Certification on **HP ALM(Knowledge Based Assessment)**. |
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