****

**SHIV N PATWA**  Mobile: **+919663607907**

Senior/Lead QA Consultant/SCRUM Master E-mail: **shiv.patwa@gmail.com**

### Experience Summary:

* **9+Years** of experience in **Software Testing (**Manual**,** Database Automation)**.**
* Expertise in identifying Test scenarios, Test cases writing, preparing test data using requirement specifications, Executing Test Cases and Bug tracking.
* Extensive work experience in Functional, System, Regression testing & Retesting, Integration and Acceptance testing, API Testing.
* Development of Test strategy, Test plans, Test case design, Test result analysis, defect tracking reporting.
* Complete knowledge of the Testing Life Cycle and SDLC.
* Good exposure on **Azure** **DevOps, Rally, JIRA, HP ALM, BizTalk Admin Console,** VSTS 2012, TFS and Test Automation Tool **Selenium Web Driver, UFT-**MTAPE Framework.
* Lead one or more engineers in the completion of test project deliverables.
* Excellent communication, analytical skills, independent, leadership skills and good decision-making abilities.
* Experience in Agile methodology and Sprint technology by using DevOps, Rally, and Jira software.
* Completed **Professional** **SCRUM Master** Certification (PSM1).
* Functional knowledge of Banking, Hospitality, Healthcare, Dealer Management, Retail and Telecom domain modules.

### Career History:

 Organization : **Wipro Ltd,** **India**

 Designation : **Senior QA Consultant**

 Tenure : **March’2020 – Till now.**

 Organization : **HCL Technologies Ltd,** **India**

 Designation : **Senior Test Engineer/QA Lead**

 Tenure : **Oct’2014 – Till Feb-2020.**

 Organization : **SPAN InfoTech Pvt Ltd,** **India**

 Designation : **Senior** **Software Test Engineer.**

 Tenure : **Jan’2012 – Till Sept-2014.**

 Organization : **Tecnotree Convergence Pvt Ltd,** **India**

 Designation : **Software Test Engineer.**

 Tenure : **Dec-2010 – Till Dec-2011.**

### Skill Set:

**Testing Skills:** Manual, Automation Testing, Database Testing, API Testing.

**Testing Tools:** Azure DevOps, HP- ALM (HPQC), JIRA -Kanban, Rally, VSTS-2012, QTP 9.2, Bugzilla 2.16, Test Director 8.0, Requestee & Bug Tracker tool

**Database:** Microsoft SQL Server, Oracle10g, CMS

**Database Tools:** HUE UAT, SQL Server 2005/2008/2012, Toad 9.7, SQL Developer

**Languages:**  SQL, Core Java.

**Scripting:** UNIX Shell Scripting

**Documentation:** Reviewing and Writing Test cases, Test Plan documents, Test, Summary results, Dashboard, and User Guides of the products, EPIC, User Story, BRD, FRD, Test Plan,

**Methodologies:** Black Box, Agile with SCRUM framework

**Markup Languages:** HTML, XML

**Operating Systems:** Window 10, Windows 7, Windows XP/2000, UNIX

### Qualifications:

* Completed MCA from Visvesvaraya Technological University, Karnataka
* Completed B.Sc. (PCM) from MDS University, Rajasthan
* HSC (12th) from Board of Secondary Education, Ajmer (Rajasthan)
* SSC (10th) from Board of Secondary Education, Ajmer (Rajasthan)

### Professional Experience:

March’2020 Till date Sr Testing Consultant WIPRO Limited

**Project Name : ViR(F1 Engineering)**

**Client Name : Credit Suisse (Switzerland)**

**Role** **:** Senior Software Test Engineer

**Team Size :** 1

**Domain :** Banking Domain

**Duration** : Sep’2020 – Till now.

**Platforms :** Windows 10

**Description** : Vir –F1 project falls under the umbrella of CFS (Core Finance System). F1 has identified big data as capability to implement Finance data consolidation and harmonization strategy. F1 platform comprises of F1 CH and F1NY Big data Clusters and f1 project will be leveraging these capabilities to meet the objective of CFS program. F1 Project broadly divided into 3 work streams to deliver the foundational capabilities:

1. F1 platform design & Infrastructure
2. F1 Data Architecture
3. F1 Reporting & Analysis.

**Roles & Responsibilities:**

* Understand the user story requirement from Kanban- Jira tool
* Creates Functional Test cases in Octane tool.
* Execute the database query in HUE UAT database.
* Execute the Test cases for Exman Adjustment application in SIT environment.
* Verify the **Control M** jobs and do the validation checks.
* Verify the SSH Tectia terminal for UNIX –database connection.

**Project Name : B2B Order Orchestration**

**Client Name : Telstra (Australia)**

**Role** **:** Senior Software Test Engineer

**Team Size :** 2

**Domain :** Telecom Domain

**Duration** : Apr’2020 – Till July2020.

**Platforms :** Windows 10

**Description** : B2B order orchestration process comes under cloud sense technology. Here we need to prepare templates for each an order. We have to add solutions and subscriptions for opportunity and order. We have to complete orchestration fulfillment process. And verify the all classes in Sales force csdevorg.

**Roles & Responsibilities:**

* Understand the Test Classes from Jira tool.
* Understanding the Apex classes and creates Functional Test cases.
* Execute Functional test cases and log the defects in the Jira.
* Provide the demo to the client for all classes.

Oct 2014 – Till Feb-2020 Lead Testing Consultant HCL Technologies Ltd.

**Project Name : WEBSITE REDESIGN OF WELKRESORTS.COM**

**Client Name : California (USA)**

**Role** **:** Senior Software Test Engineer /QA Lead

**Team Size :** 3

**Domain :** Hospitality (Hotel) Domain

**Duration** : June’2019 – Till Jan-2020.

**Platforms :** Windows 10

**Description** : Welk Resort Group (WRG) for inviting us to participate in the Website Redesign initiative. WRG is looking to improve discoverability of resorts and content online, attract and convert its potential rental customers into bookings as well as improving experience of WRG customers and business users. HCL proposes Drupal based solution for the development of the welkresorts.com website. Drupal is an open source community driven WCMS, enriched with highly configurable features and Integrated with **CMS (Content Management System)**. With Drupal, organizations can build engaging experiences that shape consumer expectations across web, mobile, social, Internet of Things, conversational interfaces and more. Drupal prioritizes content creation, sharing and distribution and utilizes a flexible content architecture, open APIs and other integration capabilities to enable builders to expose content and applications to wider audiences, across channels, devices and other applications.

**Roles & Responsibilities:**

* Understand the User Story requirements from **Azure DevOps** **Tool**.
* Create Test Strategy/Plans and Functional Test cases.
* Execute Functional test cases and certify all deliverables.
* Report defects and manage defects in DevOps.
* Prepare Test Summary – Dashboard and DSR report.
* Done API Testing using Postman.

**Project Name : H&M (Hennes & Moritz)**

**Client Name : H&M (Sweden)**

**Role** **:** Senior Software Test Engineer

**Team Size :** 11

**Domain :** Retail Domain.

**Duration** : De’2018– May’2019

**Platforms :** Windows (VDI)

**Description** : Hennes and Mauritz is a Swedish Multinational Retail clothing company known for it all. In H &M, we are using mail tool called as **BizTalk** Admin Console is Middleware is a software where we between and OS application running on it. By using Biz talk, we are sending files XML from Source to Target.

**Roles & Responsibilities:**

* Understand the requirement and contracts from JIRATool.
* Involved in Manual verification of Contracts.
* Involved System Integration Testing. (Source to Target)
* Involved in File upload using File adapter (MSMQ, Azure, rfhutil)
* Verified the files in BAM and property DB.
* Running the **ICCQARUS** Tool and making JIRA case as Green.

**Project Name : SynXis PMS (Property Management System)**

**Client Name : Sabre PMS (US) (Worked at client location)**

**Role** **:** Senior Software Test Engineer

**Team Size :** 5

**Domain :** Hospitality Domain

**Duration** : May2017– Oct’18

**Platforms :** Windows

**Description :** Built with a guest-centric approach, SynXis Property Manager is a fully integrated, cloud-based property management system that enables your staff to focus on the personalized guest services that differentiate your hotel. It offers a mobile-first design with an intuitive managerial dashboard, easy-to-use housekeeping functions, and reporting. Get instant access to information about your business and all aspects of guest stays — reservations, housekeeping, check-ins, and checkout. Housekeeping staff can view and update room cleaning statuses and add rooms back to the inventory pool directly from their mobile phones. SynXis PM streamlines all hotel operations and distribution. The one-click night audits provide outstanding efficiency while the centralized reporting and accounting capabilities help you drive effective business decisions. The SynXis Enterprise Platform enables hotel companies to remain focused on true hospitality. A Software as a Service (SaaS) **CRS and PMS** provide easy to use tools to more effectively manage pricing and inventory, connect to an unrivaled number of global distribution partners.

**Roles and Responsibilities:**

* Requirement Analysis and understanding User Stories from **Rally Tool**.
* Need to analyze the Task and production issues from Rally and prepared the Functional, Regression and Smoke Test cases.
* Execution of Regression and Functional Test Cases.
* Involved in System Testing, Regression & Re-testing activities.
* Preparing weekly status report.
* Involved in Test Summary Report.
* Supporting the UAT and Beta and Production Release.
* Providing the demo for User Story, Defects, and production issues to the onsite Product Owner or BA.
* Executed existing VB script using **MTAPE Framework in UFT Tool.**
* Used JavaScript and internal custom made framework to automate Backend Rest Service layer.
* Implemented logic towards a robust Rest service testing process.
* Used **Postman** for rest service testing and API Testing.

**Project Name : DB – FSCM (Financial Supply Chain Management)**

**Client Name : Deutsche Bank (UK)**

**Role** **:** Senior Software Test Engineer

**Team Size :** 3

**Domain :** Banking Domain, Trade Life Cycle

**Duration** : Dec’2014 - Apr’17

**Platforms :** Windows

**Description :** Deutsche Bank’s financial supply chain solutions provide financing opportunities and value-added services for all stages of the corporate supply chain. The Financial Supply Chain Management (FSCM) application serves as front end to serve customers of DB who wish to avail TSU services. FSCM provides the bank with the opportunity to facilitate supply chain activities such as P2P (Purchase to Pay) and O2C (Order to Cash) processes for the Buyer and Seller. FSCM serves the working capital objectives of the Buyer and Seller through structured finance products.

**Roles and Responsibilities:**

* Requirement Analysis and understanding requirement documents.
* Need to analyze the Task from Jira and prepared the Test cases.
* Execution of Functional Test Cases.
* Involved in System Testing, Regression & Re-testing activities.
* Attending walkthrough meeting for JIRA Requirements.
* Preparing weekly status report.
* Involved in Test Summary Report.
* Coordinating with onsite team for status update and newer requirements.
* Providing status to client and management in SIT and UAT Defect Triage meetings.

Jan’2012-Sept’2014 Sr. Testing Consultant SPAN InfoTech (India) Ltd.

**Project Name : EVRY - LF**

**Client Name : Lansforsakringar Bank (Sweden)**

**Role** **:** Senior Software Test Engineer

**Team Size :** 3

**Domain :** Banking Domain.

**Duration** : March 2014– Sept 2014.

**Platforms :** Windows.

**Description : Länsförsäkringar** is Web based Retail Banking domain Application. IT is divided into two major application called **LANK** and **IM** (**Inloggat Mote,** an Internet banking application**)** whereas LANK stand for LAnsforsakringars Nyakontors is Branch office application. LF Group has Sweden's most satisfied bank and insurance customers. Länsförsäkringar, or literally County Insurance, is a Swedish group of customer owned insurance companies and LF Bank was started in the 1996 and is operated by the group. In IM application, there are seven types of Main Menu: **Account, Cards, Loans, Shares, Funds, and IPS & ISK etc.** And, there are three types of users called **Private, Corporate, and KTJ** to login the IM Application.There are five types of login to login the IM application: Pin, Pin pad, Password, Bank ID, Mobile Bank ID etc.Both Private and Corporate Accounts are having three types of Accounts each.

* **Private Accounts:**
	+ 1. Private Account
		2. Savings Account
		3. Fixed Rate Account
* **Corporate Accounts:**
	+ 1. Trading account
		2. Investment account
		3. Fixed Rate account

**Roles and Responsibilities:**

* Requirement Analysis and understanding requirement documents.
* Need to analyze the Task from Jira and prepared the Test Matrix and Test cases.
* Execution of Functional Test Cases.
* Involved in System Testing, Regression & Re-testing activities.
* Logging Bugs in Jira as well as in the Bug tracker.
* Attending weekly status meeting.
* Preparing weekly status report.
* Involved in Test Summary Report.
* Coordinating with onsite team for status update and newer requirements.

**Project Name : Qualcomm Life (Healthy Circles)**

**Client Name :** Qualcomm Inc. (Healthy Circles, USA)

**Role** **:** Senior Software Test Engineer

**Team Size :** 3

**Domain :** Healthcare Domain

**Duration** : October 2013 – Feb 2014

**Platforms :** Windows

**Description**  : The Healthy Circles Web based application connected Health Platform is an integrated suite of online **Professional** and **Consumer** Portals that seamlessly connects Health Care Professionals to Patients, their Families and other members of a Patient’s Care Team including other Health Care Professionals. Healthy Circles, an online health resource designed to help you manage and share your health information as well as enroll in online Health Programs and Services.

**Roles & Responsibilities:**

* Involved in analyzing the Acceptance criteria to write the Test cases.
* System testing and Regression & Re-testing testing activities.
* Writing and executing the Test cases through VSTS 2012 Tool.
* Finding the defect and logging defect using Web Ex Recorder in the VSTS.
* Test Case Execution Report.
* Providing status to onsite management/client on daily/weekly basis.

**Project Name : Dealer Management System (Auto Star Re-Engineering)**

**Client Name :** Auto Star Solutions Inc. (USA)

**Role** **:** Senior Software Test Engineer

**Team Size :** 5

**Domain :** Finance Domain

**Duration** : Dec 2012 – September 2013

**Platforms :** Windows.

**Description**  **:** Fusion application is a windows application which enables the corresponding user to add, edit and payment of a sale of Vehicle. Fusion application has got Inventory, Sale, Customer, Cash receipts, Receivables, Reports, Accounting, Collections, and Document set up etc. as major modules. There are 27 different servers functioning for over 400 dealers suppose in future when the dealers are going to be increased then obviously the server setup has to be changed. So, in order to overcome the above mentioned situation and improve the performance of the system the migration of Advantage database to SQL database has been planned.

**Project Name : Hunters & Moses, Logistics** (**VB6 to .Net Migration)**

**Client Name :** Wal-Mart Stores Inc. (USA)

**Role** **:** Senior Software Test Engineer

**Team Size :** 24

**Domain :** Retail Domain

**Duration** : Jan-2012 – Nov -2012.

**Platforms :** Windows.

**Description :** We have to analyze the Wal-Mart application and understand the functionality of these applications. Bases on the application we have to write the system test cases and upload the test cases in the PMTS after our TL’s approval. Then we have to start Adhoc testing after getting build from the development team and we have to log the all defects in the Bug tracker. After that we need to start system testing using test cases and log the defect in the bug tracker and do sign off that application.

Dec’2010 - Dec’2011 Software Test Engineer Tecnotree Convergence Ltd.

 **Project Name : MTN Irancell**

**Client Name :** MTN Irancell, Iran

**Role** **:** Software Test Engineer

**Team Size :** 8

**Domain :** Telecom Domain

**Duration** : Dec’10 – Dec’11

**Platforms :** Windows

**Description:** : It manages various applications (CRM, Billing, Rating, Provisioning etc.) under unique platform – @Billity, Concierge & Ecare. This seamlessly integrated environment allows management and transformation of data through each stage in business. The MTN Irancell is the lists the specifications of Wimax, GSM Data service for MTNI. The MTN Irancell is providing the list the functionalities of modules such as Subscriber Registration, Subscriber Blacklisting, Change of Services, and Subscriber Payments for WiMAX & GSM services. DP, SSP and E-Care applications would be modified to enable MTNI to deliver WIMAX services to the Customers (Prepaid & Postpaid Subscribers).

Roles and Responsibilities:

* Analysis of the Requirements and Functionality of the WiMAX & GSM Registration for @billity, Concierge, Ecare Applications.
* Identifying the Scenarios.
* Writing the Functional Test cases & Executing Test cases based on CR.
* Involved in Functional Testing and System Testing.
* Involved in Regression testing and retesting.
* Involved in Database Testing.
* Logging the Issues in the Requestee tool.
* Test Case Execution Report.