**Objective:**

Aspiring for challenging position in Software Industry, where my software quality assurance and software control skills and experience can be put in for the accomplishment of projects and help meet the company the user’s requirements and enhance customer's satisfaction.

**Experience Summary:**

|  |
| --- |
| * As Managing QA,I am having 14+ Years of total experience in IT. My entire experience is related to testing of **.Net, Client Server, Desktop, Mainframe and Web based applications. Currently working with Stigasoft pvt ltd.**
 |
| * In-depth exposure and hands-on experience in carrying out Various Software Testing Methodologies like **Static white box testing**, **User Interface Testing, Functional Testing, Regression Testing, DB Testing, Stress Testing, System testing and Compatibility Testing.**
 |
| * Well acquainted with the Software Development Life Cycle (SDLC) of applications. Worked in **Agile Methodologies** using **JIRA** (Around 6yrs of experience).
 |
| * Have tested software product on Microsoft Latest Technologies **.NET (VB.NET, ADO.NET),Web based applications**, **PeopleSoft testing**, **SaaS, Cloud based, Salesforce, Ecommerce applications**, **AS400 (Mainframe),VM ware, Web service in API testing, Linux and JAVA Platform based projects.**
 |
| * **Worked on Mobile applications and device like Android, iPhone and i-pad.**
 |
| * **Knowledge of Perfecto tool for mobile testing.**
 |
| * Worked on automation tools like Win Runner, Selenium, Katalon, QTP, Jmeter and Load Runner 8.0
 |
| * Experience on Defects Tracking tool like Service Center, **HP ALM (Quality Center), Bugzilla, TFS and JIRA.** Defects Prevention and Process Implementation experience.
 |
| * Good Experience in directly interacting with client to have a customer’s insight.
 |
| * Onshore experience for **United States (USA)** and **Australia**.
 |
| * Good Experience in **Retail (Loyalty Program), Analytics & BI, Travel, Health care, Financial and Insurance Domain.**
 |
| * Having experience of Test Management and People Management.
 |
|  |
| **Technical Qualification:** |
| ADSE (Advanced Diploma in Software Engineering) from Aptech passed in 2001(It is an On Line Course conducted in Virtual Campus Fully Based on Internet, Covering E.Com) |
| BCA (Bachelor’s in Computer Applications, Degree) passed in 2002. |
| MCA (Master’s in Computer Applications, Degree) passed in 2006 |
| **Computer Skills:** |
|  |
|

|  |  |
| --- | --- |
| **Operating Systems** | Windows NT / 98 / 2000 / XP |
| **Programming Languages** | JAVA (Application, Applet, EJB, RMI), C++, C (Graphics in C, Game Programming, File Handling), VC++, Java Scripts, HTML, Linux and C#. |
| **Special Software** | MS-Project, Power Point, MS-Excel, VISIO, Lotus Notes |
| **RDBMS** | Oracle 8i, SQL Server 2000, NoSQL |
| **Tools and Methodologies** | Developer 2000, Visual Basic (VB Script, Event Handling, API), VB.Net, COM/DCOM, OOA/OOD Methodology, Citrix |
| **Configuration Management Tools** | Visual Source Safe, Azure |
| **Automation Packages** | **Winrunner7.0, HP (ALM 12.0), Selenium(c#),Katalon, QTP, Postman,****Load Runner, Jmeter, TFS, JIRA,Test Rail, Test Link, MTM .** |

 |
|  |
| **Organizational Experience**  |
|  **worked in StigasoftPvtLtd., Gurgaon as a Test Manager/QA Head** |
| **Feb19- July19 with EasyRewardz Software pvt ltd., Gurgaon as a QA Manager.** |
| **Mar’17-Jan’19 with Agility Works pvtltd.,Gurgaon as a Lead Test Analyst/QA Manager.** |
| **Jan’15-Aug’15 with Cyber Group Pvt Ltd., Noida as a QA Team Lead.** |
| **Oct’13-Aug’14 with Trantor Software Pvt Ltd., Chandigarh as Team Lead QA** |
| **Dec’09 – Feb’13 with Computer Sciences Corporation (Csc), Noida as Sr. Software Engineer-Testing** |
| **Jan’06 – Dec’9 with Inter Globe Technologies (IGT), Gurgaonas Sr. Software Test Engineer/Lead coordinator**  |
| **Mar’04 – Jan’06 with Nihal Software, Gurgaon as Software Test Engineer** |

**Aug2021-Mar2023 : Stigasoft Pvt Ltd.**

**Work Experience:**

**Project Duration** **:** Aug2021 – Mar2023

# Title : Altrair Panopticon

**Client : Altair Inc.**

**Position / Team Size :** QA Manager (QA)/8

**Environnent : Java, API’s,SQL, Nosql.**

## Tools used : JIRA, Test Rail, Katalon.

**Domain: Analytics & BI**

**Currently managing two projects.**

**SEPG experience as participating in audit process.**

**Jul2019- Jul2021 Worked as a Freelancer**

**Feb 2019–Jul 2019date: EasyRewardz Software Pvt Ltd.**

**Work Experience:**

**Project Duration** **:** Feb19 – Jul19

# Title : Lpaas(Loyalty program as a service)

**Client : Indian & Oversees clients**

**Position / Team Size :** QA Manager (QA)/10

**Environnent : .net, API’s,SQL**

## Tools used : JIRA, Postman, Jmeter

**Domain: Retail(Loyalty)**

## Project Outline:

**Lpass** is a Product of Loyalty Program.

**Responsibility : Working as a QA& Release Manager.**

* Facilitation of inter-team communication across many agile projects within an organization.
* Presenting an aggregate view of testing to the high-level management.
* Personal support, mentoring, and professional development for testers.
* Being an escalation point for testers.
* Be an advocate of QA throughout the organization
* Recruitment of QAs for team.
* Providing technical expertise, e.g. proper use of test techniques in appropriate cases
* Ensuring the teams (Scrum Teams) implement and follow best practices to prevent defects.
* Sprint Test plan for team to understand the test strategy for testing.
* 1.1 conducting regularly with team.
* Performance management for team and set career objectives for team.
* Established QA processes and streamlining current processes to achieve quality targets.

**March 2017–Jan 2019: Agility Works Pvt Ltd.**

**Work Experience:**

**Project Duration** **:** March2017- Jan2019

# Title : CloudFabriq(Cloud based)

**Client : J&J (Johnson & Johnson)**

**Position / Team Size :** QA Manager (QA)/6

**Environnent : .net, React, JS, Couch base, AWS, Azure.**

## Tools used : ALM, JIRA with Zephyr

## Domain: Health care

## Project Outline:

**Cloudfabriq** is a cloud solution to manage customer sales, customer service and marketing activities efficiently and is based on Cloud for Customer (C4C) to manage customer relationships.  The Cloudfabriq experience includes following:

1. ·         Mobile Merchandising & Order Management
2. ·         B2b Self-Service (Online Storefront)
3. ·         360° Customer Insight & Analytics
4. ·         Quick-To-Deploy, Cloud Solution
5. ·         Back-To-Front Office Integration
6. ·         Big Data-Ready Agile Platform
7. **Responsibility : Working as a QA Manager.**
* Facilitation of inter-team communication across many agile projects within an organization.
* Presenting an aggregate view of testing to the high-level management.
* Personal support, mentoring, and professional development for testers.
* Being an escalation point for testers.
* Be an advocate of QA throughout the organization
* Recruitment of QAs for team.
* Providing technical expertise, e.g. proper use of test techniques in appropriate cases
* Ensuring the teams (Scrum Teams) implement and follow best practices to prevent defects.
* Sprint Test plan for team to understand the test strategy for testing.
* 1.1 conducting regularly with team.
* Performance management for team and set career objectives for team.
* Established QA processes and streamlining current processes to achieve quality targets.
* Presentation to management for project performance.

**January 2015– August 2015: Cyber Group Pvt Ltd.**

**Work Experience:**

**Project Duration** **:**January 2015 – August 2015

# Title : Fulcrum Web Portal

**Client : Just Energy**

**Position / Team Size :** Team Lead (QA)/4

**Environnent : .net, SQL.**

## Tools used : Selenium with C#

**Mobile testing: With the help of Emulators and device.**

## Domain: Energy

## Project Outline

**Fulcrum (Web Portal for TARA):**

Web portal for Tara is web site which contains multiple user accounts.

Within this user can see their estimated bills and graphs. User can see billing history also.

* Interacting with QA manager and client directly.
* Handling multiple projects and team simultaneously.
* Helping my team members as solving their queries etc.
* Prepared the Test plan for my Projects.
* Both projects are compatible for mobile devices **iPhone/iPad** etc.
* Review docs prepared by team.
* Implemented good processes for my team.
* Worked on complex functionalities of the project.
* Send status report to manger as well as client.
* Taking very quick initiatives in my team for the betterment.
* Involved in planning, Effort estimation and strategy for client implementation.

**October 2013–August 2014: Tranter Software pvt ltd**

**Work Experience:**

**Project Duration** **:** October – August

# Title : MDBackline

**Client : Harvard Eye Associates(USA)**

**Position / Team Size :** Team Lead (QA)/4

**Environnent : .net, SQL and Crystal reports.**

## Tools used : Load Runner for performance measure

**Mobile testing has been done for MDBACKLINE as per client request and application is compatible for i-phone and i-pads.**

## Domain: Healthcare

## Project Outline

**MDBACKLINE:**

MDBackline provides multiple surveys for patients. Surveys are Glaucoma, Dry eye and AGN.

MDbackline also associated with **Next Gen system/EHR** (used by healthcare systems in United States).

MDBackline is also compatible for **iPhone/i-pad devices.**

**MDBackline follows HIPPA rules.**

**Project Duration** **:** October 13- September 14

# Title : LinkYogi

**Client : USA**

**Position / Team Size :** Team Lead(QA)/3

**Environment : ROR, MYSQL and Linux.**

## Tools used : Load Runner for performance measure

## Link Yogi is compatible for Android, iPhone and iPad. So complete testing has been done for mobile devices.

## Project Outline

**Link Yogi:**

## B2B Sales & Marketing companies improve their productivity and effectiveness by providing them with a range of support services.

**Responsibility : Worked as a QA Team Lead.**

My responsibilities are:

* Interacting with QA manager and client directly.
* Handling multiple projects and teamsimultaneously.
* Helping my team members as solving their queries etc.
* Prepared the Test plan for my ProjectsLinkYogi&MDBackline.
* Both projects are compatible for mobile devices **iPhone/iPad** etc.
* Review docs prepared by team.
* Implemented good processes for my team.
* Worked on complex functionalities of the project.
* Send status report to manger as well as client.
* Taking very quick initiatives in my team for the betterment.
* Involved in planning, Effort estimation and strategy for client implementation.
* Involved in Functional, Regression Testing and System Testing.
* Involved in Requirement gathering, Discussion with BA and suggesting ideas to deliver quality and better product to client.
* Detected bugs and classify them based on severity and priority.
* Always part of important discussions with client and represents my team.
* Additionally, involved in release planning and generation of logic with development team.
* Handling the bug life cycle in Bugzilla.

**December 2009– Feb 2013: Computer Sciences Corporation (CSC India)**

**Work Experience:**

**Project Duration** **:** January 2012 – Feb 2013

# Title : Standard Life(Life Asia)

**Client :** Hong Kong

**Position / Team Size :** Offshore Lead /4

**Environment :** AS400, SQL Server.

## Project Outline

**Standard Life (Life Asia):**

The System has been designed so that is client driven, table formatted and Online Real time basis. In addition to this system may accommodate the requirement of a composite life and general insurance office. This is achieved by a modular design of a system and the result of this approach is that there are three distich part SMART/400,FSU/ASIA,GROUP 400,POLICY/ASIA and General Insurance system respectively.

CSC‟s life insurance solution revolves around its LIFE/Asia product being the core back-end life insurance administration system. In 1996, CSC in Asia decided to create a version of its LIFE/400 product to provide the requirements and functionality for its life insurance clients in Asia. Periodically, the product council comprising the Regional Product Manager and the Principal Consultants will meet to discuss the enhancements to the product. It is CSC‟s objective to continually review new site implementations and on-site developments, to identify functionalities to be included in the product. Evolution of LIFE/Asia will be approached in phases, in which items agreed upon, are incorporated into the product.

**Responsibility : Worked as Offshore Lead& BA.**

My responsibilities are:

* Interactive with QA manager and client directly.
* Helping my QA manager to build up new processes in my team.
* Handling off shore responsibilities like any team issues, admin related tasks, project issues etc.
* Helping my team members as solving their queries etc.
* Prepared the Test plan for the **Life Asia** project.
* Test execution of the Applications.
* Worked on complex functionalities of the project.
* Send status report to manger as well as client.
* Taking very quick initiatives in my team.
* Involved in planning, Effort estimation and strategy for client implementation.
* Involved in Functional, Regression Testing and System Testing.
* Involved in Requirement gathering, Discussion with BA and suggesting ideas to deliver quality and better product to client.
* Detected bugs and classify them based on severity and priority.
* Always part of important discussions with client and represents my team.
* Additionally, involved in release planning and generation of logic with development team.
* Handling the bug life cycle in Bugzilla.
* Testing of the Mainframe Applications (AS400).

**Work Location :** Noida.

**Project Duration** **:** December 2009 – December 2011

# Title : FS5 (Flex System)

**Client : AONHEWITT**

**Position / Team Size :** Module Lead /12

**Environnent :** VB.Net, SQL Server 2005, Java Script.

## Tools used : QTP for Regression testing

## Project Outline

**FS5(YBR):**

FS5(YBR), Your Benefit Resource is primarily a Benefit capturing and processing tool, aimed towards collecting and processing Benefit related data for Clients’ employees. Using this tool, the Clients can enable their employees to record their preferences for various benefits and subsequently process the Benefit data like, Life Insurance, Medical Plans, Dental Plans etc, for their Employees and Dependents

**Responsibility : Worked as a Senior Team Member (Module Lead)**

My responsibilities are:

* Done Manual testing of FS5 (Flex System 5) product of Hewitt
* Implemented Water Fall Methodology for development of the product.
* Involved in planning, Effort estimation and strategy for client implementation.
* Involved in GUI, Functional, Regression Testing
* Maintaining all records in HPQC and Lotus Notes.
* Involved in Requirement gathering, Discussion with BA’s and suggested valuable ideas to deliver quality product to client.
* Detected bugs and classify them based on severity and priority.
* Requirement Repository, Defect Management and Traceability in HPQC, Test Management in HPQC.
* Additionally, involved in release planning and generation of logic with development team.
* Helping my team members as solving their queries etc.
* Handling the bug life cycle in HPQC.
* Testing of the Applications.
* Interacting with the client and onsite Manager
* Preparing status report of my team and send it to my client as well as management.
* Preparing status report of my team and send it to my client as well as management.

**Work Location :** Noida.

**Work Experience:**

**January 2006– December 2009: InterGlobe Technologies (PCMM 3 level)**

**Project Duration** **:** June 2008 – Dec 2009

# Title : GOT and Agencia

**Client :** Galileo **(Australian Client)**

**Position / Team Size :** Sr. Software Testing Engineer (Lead Coordinator) /12

**Environnent :** VB, VB.Net, SQL Server 2000, Oracle, Crystal Reports, Java.

## Project Outline

**GOT:**

This is a web based application which is designed to make booking for flights, hotel and Ground transportation. With the help of this web site the travel agents as well as the end user can book the flights, hotel and ground transportation. This web site is actually divided into 5 different sections. Following are the modules:

* Admin Site
* Agency Site
* Leisure traveler site
* Affiliate Traveller
* Gadget

**Responsibility : Worked as a Lead Coordinator (single point of contact for my project)**

My responsibilities are:

* Independently handled the QA Releases.
* Helping my team members as solving their queries etc.
* Done test management through HPQC.
* Reviewed docs and test cases of my team.
* Part of QA estimations and define processes with my onsite manager.
* Testing of the Applications.
* Interacting with the client and onsite Manager
* Preparing status report of my team and send it to my client as well as management.
* Preparing status report of my team and send it to my client as well as management.
* Had experience on UAT and Production testing.

**Agencia:**

Have done PeopleSoft testing in **Agencia**.

Performed play back and record the functionality in PeopleSoft.

**Work Location :** Gurgaon.

***Having Onsite working experience also (Australia)***

**Project Duration** **:** January 2006 – June2008

# Title : Trip Manager, View Trip and Go!Res

**Client :** Worldspan**(US Client)**

**Position / Team Size :** Lead Coordinator (Single point of contact)/9

**Environment :** VB.Net, SQL Server 2000, Oracle, Crystal Reports, Java.

## Project Outline

**Trip Manager:**Worldspan Trip Manager is efficient travel information and self-booking tool that simplifies the diverse facets of managing business travel. It makes it easy for our corporate customers to:

* Realize savings in travel management expenditures
* Control employee compliance to corporate guidelines
* Provide conformity of travel expenses in adherence to new tax laws
* Deliver an easy to use platform that saves users and travel managers time
* Used **Mainframe** application VM4 for creating reservation and fares.

**View Trip:** Over three million travelers per month choose Travelport View Trip as their website to view, print and e-mail their itinerary, electronic ticket receipt and electronic expense receipt on-line anytime. Information is available in twenty-three languages on-line anytime to users who have an Apollo or Galileo reservation. View Trip users can also access essential travel tools including currency converters, passport and visa information, travel health advice and the latest information about events specific to your intended destination.

Used **Mainframe** application VM4 for creating reservation and fares.

**GO!Res:**

* Frame Relay technology
* Login and password offer security and authentication
* Online Help
* Ten reservation windows in either split or full screen
* Productivity tools
* Worldspan Scripts for Go! and ScriptPro are available
* Office and Personal Macros
* My Preferences allows customization of screen colors, font size, and authorities
* Two-hour time out
* Custom Links offers single click access to your favorite Go! Res productivity tools, and websites

**Responsibility :** Worked for GDS/Worldspan client and preparing International Reservation for AIR,CAR, HTL and TRN.

 **Worked as a Lead Coordinator for my team**

 **My responsibilities are:**

* Independently handle the Builds.
* Helping my team members as solving their queries etc.
* Assigning task to my team members
* Preparing Test Plans & Test Cases
* Testing of the Applications.
* Interacting with the client and onsite lead.
* Preparing status report of my team and send it to my client as well as management.
* Testing of the Applications.
* Interacting with the client and onsite lead.
* Preparing status report of my team and send it to my client as well as management.

**Work Location :** Gurgaon.

Work includes Test case, Test Scripts and responsible of creating scenarios for Performance testing, Multi-user testing of the software by applying different techniques. Languages used Oracle, VB.Net.

Paper & Electronic tickets issued on virtual machine.

***On-Site (USA) working experience.***

# March 2004 – January 2006: Nihal Software, Gurgaon

**Project Duration :** March 2004 – January 2006

# Title : Student Space Software

**Client :** Different colleges in USA

**Position / Team Size :** Test Engineer /7

**Environnent :** VB, VB.Net, SQL Server 2000, Oracle, Crystal Reports, Java.

## Project Outline

This is ongoing software, which comes in version. It stores each and every information about Student, Registrar, Faculties, Councilors, and Administrator etc. and completes all financial aspects also. The application is the set of different modules contains all the information’s

Finance related applications like Financial Aid for US client.

Responsibility

Joined the organization as DB & white box(code level) testing as Test Engineer. Build making, Creating software plans and test cases. Testing of software, by applying black box as well as white box testing techniques. Requirement capturing and signoff when it got freezes.

Worked on Financial applications which had very complex calculations.

**Work Location :** Gurgaon.

**Project Done During ADSE (Advanced Diploma In Software Engineering):**

Library Information System and Railway Reservation in C++, Aloha Protocol in C.

Library Information System and Railway Reservation in Fox Pro.

Database in COM, Active-X connectivity.

Airlines Ticket Reservation in Visual Basic, Student information System in Visual Basic.

Chat Applet, File input/output and Database Connectivity in Java, Calculator in Java.

Proxy Server in Java.

**Personal Details:**

Name **:** Tanya Pandey

Fathers Name **:** Late Sri Manoj Kumar Pandey

Date of Birth **:** 11-08-1980

Sex **:** Female

Marital Status **:** Single

Language Known **:** English, Hindi

Nationality **:** Indian

**Personal Attributes:**

* Flourish in both independent and collaborative work environments with quick learning abilities and adept in Project Conceptualization and Management.
* Good Written and Oral Communication Ability.
* Ability to Grasp and Willingness to learn new concepts.

**Place:** New Delhi **Date:**