**ADITI SINGHAI**

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**INTRODUCTION**

I have an overall experience of 10 years in software Testing with Accenture Services Pvt Ltd where got to work with clients like Vaccine Management California, GE, Disney, Verizon, DSM, Boston Scientific, Amedysis and BOFA.

**EXPERIENCE SUMMARY**

* Core Industry experience in Functional Testing, UAT, UI Testing, Integration Testing, API Testing, Cross Browser Testing, Device Testing, ETL Testing with strong domain major in Salesforce (SFDC) Configuration and Testing, Financial Services, Hybris Manual Testing (B2B Customer Model) and WCM (Adobe CQ5 - AEM5.6.1) Testing.
* Significant experience of in Salesforce CRM, Salesforce ServiceMax, Salesforce Communities and Salesforce Analytics.
* Comprehensive knowledge of: **Salesforce, Rally, MyWorkShop, ALM, NetSuite, FPX, Confluence, Hybris, Adobe CQ5, CQ (Clear Quest), QC and Mainframe, JIRA, RFT, RQM, RCM, MTM, TFS, SQL.**
* Had performed role of Test Analyst and Test Lead.
* Experience on Business Requirement Analysis, Test Planning Execution, Defect Management, System Analysis, Business Process Analysis, Test Plan Document, Test Approach Document, Test Summary Document and overall Team Management.
* Rich analytical and testing skills as well as Client Interaction and reporting on daily basis.
* Thorough Knowledge of Defect Life Cycle & Software Testing Life Cycle (STLC), Waterfall, Agile and scrum activities.
* Ability to rapidly learn new concepts together with excellent interpersonal skills.
* Proficient in designing test closure report, test strategy, test estimates, creating test case matrix, test cases, test scripts and test data.
* Good understanding of SQL queries and ETL Testing.

**WORK SUMMARY**

As a Lead tester, my responsibilities include to drive and participate in test planning, test execution and reporting activities, communication with onshore leads and client to analyze test progress, defects, highlight risk and issues at the early stage. Retesting defects as soon as those come to the test phase and tracking its status in Copado, ALM, Rally , JIRA and Clear Quest. Planning and task allocation to the team members as per the project timeline. Involved in the scrum ceremonies like daily stand-up, Sprint planning, Backlog grooming, Review meetings and to provide inputs from testing perspective. Closely work with the BA for requirement analysis and to understand any change introduced in the dev/test phase. Actively communicated any impacts or any miss in the requirement to the BA.

Actively perform ST, SIT execution. Create Test suites with the help of Use Case, User Story, Requirement Documents and Solution Design. Weekly status report to the project stakeholders. Supporting Project Go-live activities and working with business for any production defect after each production deployment. Involved in User Acceptance testing, create UAT scripts and provide necessary inputs and guidance to the functionality changes, open and deferred defects. E2E test completion. Prepared Sanity test suite by Automating scenarios through selenium, prepared Regression test suite, Test Approach, Test closure.

Being a part of salesforce:

I Performed Load testing using salesforce provided data loader, Access Level Testing for Various users, Device testing, Performed Wave Analytics Testing on Dashboards using different datasets. Integration Testing to ensure the communication between the Upstream and downstream system by using Rest UI. API Testing using Salesforce Debugger.

Basic Salesforce Configuration – Object Creation, Page Layout Update (Fields and Related Lists, Object relationship establishment, Object and field visibility to roles and profiles

**PROJECT HIGHLIGHTS**

**Project 1: Test Lead at Vaccine Management California, Accenture India (Feb 2021 – Till Today)**

In a team of 8 developers and 4 testers I worked as the lead tester and delivered 3 Sprints of a Volunteer Management Program under Vaccine Management California. The Goal of this project is to Empower Californians to engage in service – to volunteer and register to assist in the dissemination of COVID vaccines. A simple, intuitive digital experience for Californians to register as volunteers in support of statewide vaccination efforts​. The ability to recruit, vet, match, and enable both clinical volunteers & non-clinical volunteers​. Reliable communications to thousands of volunteers

My Main role here is Sprint Planning, Task Assignments, Involved in Grooming Sessions and understand the requirements, analyses of Requirement gaps.

Maintenance of Regression Suite and get it reviewed with stakeholders. Testing of User Stories on SITCA, UATCA.

**Tools:**

SFDC, ALM, Rally, VLOOKUP, Servicemax, MyWorkShop, Box

**Project 2: Test Lead at GE Service MAX and AgentX, Accenture India (May 2018 – Jan 2021)**

In a team of 20 developers and 12 testers I worked as the lead tester and delivered over 4 major releases of a Service Max application GS i.e. Global Services. Global Services provides services to various customers mainly in US and APAC regions on the GE Medical equipment’s. The Service Max Application created cases on the products installed at a location, create Work Order, assign Technician both remote and field, the process involves Work Order debrief, Proforma, Billing Transactions, Service contracts, covered products etc and then Work order closure followed by Case closure. There are many integrations systems like GLPROD, PQM, BioPROD, Tenrox(BFE) etc. involved from which data come to Service Max and vice versa.

My Main role here is Sprint Planning, Task Assignments, change control documentation for Deploying User Stories to Stage and then Prod. Maintenance of Regression Suite and get it reviewed with stakeholders. Testing of User Stories on QA, UAT, itest(Stage) environment. Take UAT signoff from Stakeholders. Involved in Grooming Sessions, Demo Sessions of User Stories.

**Tools:**

SFDC, ALM, Rally, VLOOKUP, Servicemax, MyWorkShop, Box

**Project 3: Test Lead at Verizon, Accenture India (Oct 2018 – April 2019)**

In a team of 20 developers and 8 testers I worked as the lead tester and delivered over 3 major releases of a CRM application “LCI and One Talk”. LCI and One Talk majorly allows Verizon customers to order One talk products along with low cost internet.

**Tools:**

SFDC, Selenium, VLOOKUP, Salesforce1, Apex Data Loader, Eclipse, Postman, Kibana, Saleforce Debugger.

**Project 4: Test Lead at Disney, Accenture, India (Jan 17 – Sept 2018)**

In a team of 8 developers and 1 tester I worked as sole tester and delivered 5 major releases of the CRM application “ESPN Saleshub implementation”. It majorly focused on building CRM platform for selling Ad Sales to customers by the medium of Digital, Linear, Print methods on Disney channels.

**Tools:**

SFDC, Selenium, VLOOKUP, Salesforce1, Apex Data Loader, Eclipse

**Project 5: Senior Tester at DSM, Accenture India (Oct 15 – Dec 16)**

In a scrum team of 15 developers and 5 testers I worked as senior tester and delivered 2 major releases of the hybris application “DSM”. It majorly focused on building eCommerce platform for selling Medical Equipment to customers.

**Tools:**

Soap UI, JIRA, Confluence, Product Cockpit, CMS Cockpit, Hybris Cockpit, Hybris management tool, Hybris back office, File Zilla

**Project 6: Tester at Boston Scientific, Accenture India (Nov 13 – Sept 16)**

In a scrum team of 15 developers and 3 testers I worked as senior tester and delivered 2 major releases of the web content management application “Boston Scientific”. It majorly focused on building site for showing information of Medical devices to customers. The Application was developed on Adobe CQ5 which gives liberty to the user to manually author content on then publish it to the end users.

**Tools:**

CQ5 Application (AEM5.6.1), RQM, CQ (Clear Quest), JIRA.

**Project 7: Tester at Bank of America, Accenture India (Apr 11 – Oct 13)**

In a testing team of 15 testers I worked as tester and delivered 2 major releases of “Boston Scientific”. It majorly focused on Handling data requests for various initiatives for eComm channel

Creation of Level 1 to Level 4 data (including creation of specific customer profiles, savings/current accounts, debit card, credit card, transactions in these cards) using various banking tools including BOSS, LEXCEL, DATCA, VADA2

**Tools:**

QWS(BOSS), LEXCEL, COIN, QC, RCM

**SKILLS AND EXPERTISE**

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| --- | --- |
| **Testing Tools** | |
| Test Script Creation and Execution using Copado, ALM, SAAS toolkit, JIRA, RQM, TFS. | Data creation using Apex Data Loader, SFDC, BOSS, DARTNET, TARGET, LEXCEL, JIRA |
| User Story Analysis and estimations –Copado and Rally | * Web services Testing using SoapUI and Rest UI, * API Testing using KIbana, Postman and Salesforce Debugger |
| Defect reporting and Test management using Copado, ALM, Rally, SAAS Toolkit, JIRA, CQ(Clear Quest), RCM, QC | Scrum Master and Salesforce Administrative support |
| **Methods and Framework** | |
| Agile, V-model, Waterfall model | Manual testing & Automated regression tests |
| Frameworks used with WebDriver - JUnit, TestNG | Salesforce Testing, WCM Testing (Adobe CQ5), Hybris Testing |
| Test Data Preparation - Web/ Mainframes | Excel formulas and macros to automate the manual steps VLOOKUP |
| **Functional skills and Team Management** | |
| Test Lead - Creating Test approach, Sprint Planning, Test estimates, Work assignment, Wireframe analysis, BA sign off and UAT sign off.  Change Control Documentation – Created Test Summary Report, Risk Assessment Document and Test Plan | Coordinating with multiple teams (Development team, Operations team and Business Analysis team) to achieve business requirements |
| Business Analyst - Client interaction for requirement gathering, Documentation, Implementation analysis | Languages – C, SQL |

**EDUCATION AND TRAININGS**

**Educational Qualification**

* Bachelor of Technology- Electronics and Communication, **69.25 % 2006 - 2010**
* 12th (CBSE Board) - Science, Mathematics and Information Practices, **73 % 2005 - 2006**
* 10th (CBSE Board) - Science, Mathematics, **66.2 % 2003 - 2004**

**Trainings**

* Completed Agile Delivery School Training. (Internal)
* Completed Adobe CQ5 basic Training.
* Completed DevOps Training. (Internal)

**CERTIFICATION SUMMARY AND RECOGNITIONS**

**Certification Summary**

* HP Accredited Integration Specialist - Application Lifecycle Management v11 (Certification for HP Quality Centre) **2012**
* HP QTP 11.0 (Certification for HP Quick Test Professional) **2012**
* ASDA certified TESTER. ASDA (Accenture Solutions Delivery Academy) is a training and certification

program designed by the Massachusetts Institute of Technology and Accenture Services Pvt. Ltd**. 2012**

* Finance Foundation and Capital Market Training(Internal) **2013**
* Salesforce ADM 201 Certified. **2016**
* **Sales Cloud Certified. 2019**
* **Vlocity Certified. 2019**
* **Service Cloud Certified. 2019**
* **ServiceMax SVMX101 Certified. 2019**

**Rewards and Recognitions**

* Got Apex Award for solely Leading Verizon Testing and delivered defects free code in Production.
* Got Apex Award for solely Leading ESPN Testing and delivered defect free code in Production during ESPN Phase 1 Live.
* Got Apex award at team level for delivering defects free code in Production during ESPN Phase2 Live.
* Got Sprint champion award for one of the Sprint in DSM Project for solely Contributing in Sprint Delivery from Testing Team.
* Got Accenture Celebrate Excellence Award FY16 Q3.
* Got FY15 H1 Accenture AIM Achievers Award for DIGITAL.
* Got Accenture Excellence Award 2014 Q4.
* Received appreciation from client for providing regular updates on incidents and providing solution before it affects business.
* Appreciated by project manager for coordinating, organizing and performing domain level fest.

**PERSONAL DETAILS**

**Date of birth :**  November 23, 1988

**Passport Details : J8645644**

**Place : Pune, MH, India**

I hereby declare that the above-mentioned information is correct up to my knowledge.

**Aditi Singhai**