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| **Iswarya R**  E-mail: ishwarya005@gmail.com Phone: +919003379191 |  |

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**Objective**

To work in a challenging and responsible position where my professional background can be utilized for the progress of the organization and to update myself with the latest technologies, so as to enable myself to establish in future.

**Professional Summary**

* Software Engineer with **7.11 years** of experience in organization(TCS) with focus on all phases of Mainframe, AEM and Quality assurance(**SFDC and Apttus)**
* **Support Analyst** in Finance portfolio with 8 members in team-handling and monitoring job schedules of various application and also implementing appropriate modifications
* Boosted efficiency by scheduling jobs for automated tasking and notification of failures and alerts. Served on-call for 24hour operation and increased effectiveness through resolving issues
* Analyzed and determined priority to escalate failed jobs in a shortest possible time resolution to deliver a regular production cycle without delay.
* **Team Lead** for a team of 5+ members handling areas of Web applications monitoring, server and url monitoring, deployments and up-gradation, network and storage related issues
* Experience working in Waterfall Model and Agile methodology
* Been a **Test Lead(SFDC and Apttus)** handling different phases, participated in retrospective, daily sync ups and defect triage meetings and worked on ITP,ITR
* Done Functional testing, Regression testing, System Integration testing and User Acceptance testing
* Expertise in **Agile**, waterfall, SDLC, Developing**,** Test strategy, Test plan, test cases and generating test reports, defect reports and product quality assurance documentation in devops model.

**Technical Skills**

**Query and data Tools:**

* **Teradata, Informatica**

**Other Tools:**

* **Remedy, Service Now**
* **ALM Octane and JIRA**

**Data Base:**

* **SQL**

**Certifications/Trainings**

**Agile** Way of Working Foundation

Adobe Experience Manager (AEM) Foundation

**Salesforce course** Certified.

Cummins MF Support Curriculum

Training on Test Data Management

Certificate in CPG, Retail Management, E-Commerce and M-Commerce

Agile for Practitioners Assessment Delivery and attended 2 days of Scrum Master training

**Trainings: COBOL, JCL, DB2, Teradata overview** and hands on experience trainingin **Salesforce**

**Academics**

2012 Bachelor of Engineering (Bio Medical engineering) from PSNACET.

2008 RSK higher secondary school.

**Work Experience**

Project # 1(Oct 2020-till date)

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| Work Location | Offshore – Chennai, INDIA |
| Role | Quality Analyst |
| Technology | Salesforce |
| Responsibility | * Understanding the Business Requirements and functionality sent by the Business Team * Preparing test cases and uploading it in JIRA * Practising hands on, in functionality areas as per the test scenarios * Executing test scenarios and documenting it, raising defects in JIRA * Participating in daily sync up and QA status calls |

Project # 2(July 2019-Oct 2020)

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| Work Location | Onshore – Malaysia |
| Role | Test Analyst, Test Lead |
| Technology | Salesforce, Apttus |
| Responsibility | * To understand the business requirements and analyze the user story * Preparing test cases and uploading it in ALM octane * Execution of test cases and defect raising in JIRA * Execution of test cases in ALM Octane and attaching test results * Defect retesting and checking for blockage of SI environment * Preparing test cases and uploading it in ALM octane * Preparing and reviewing various test products i.e. test scenarios, test data, test cases and test reports * Preparing test cases for System Integration testing, Regression testing, User Acceptance testing * Generated SIT/UAT status report and defect status reports * Participating in Daily sync ups, Retrospective meetings, product demo’s and client walk through calls * Validating test results which has been done by the team members * Tracking project execution status, Retesting and logging defects in Jira * Advising and guiding colleagues on any aspect of testing, including training for fresher’s |

Project # 3(April 2018-June 2019)

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| Work Location | Offshore – Chennai, INDIA |
| Role | Test Analyst |
| Technology | Salesforce |
| Responsibility | * Handling incidents on JIRA pool * Identifying issues, root cause and providing temporary fixes * Created orders, return, replacement in SFDC and sample data’s for the application testing * Preparing and reviewing various test products i.e test scenarios, test data, test cases and test reports * Preparing test cases for System Integration testing, Regression testing, User Acceptance testing * Generated SIT/UAT status report and defect status reports |

Project # 4(April 2017-April 2018)

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| Work Location | Offshore – Chennai, INDIA |
| Role | Team Lead, Test Analyst |
| Technology | Adobe Experience Manager |
| Responsibility | * Actions on incidents, change request, generic request that hits the pool * Interaction with clients, attending client meetings for upgradation and critical issue fixes, managing teams and Audit works * Attending meetings with clients and maintenance development team for upgradation and releases * Identifying issues, root cause and providing temporary fixes * Proactively connecting with server, network and maintenance team for issue fixes, analyzation and work around * Understanding business requirements, deployments, upgradation, server and URL monitoring * Generated weekly reports, monthly KPI and operational deck reports for weekly/monthly meeting with clients * Preparing and reviewing various test products i.e. test scenarios, test data, test cases and test reports * Preparing test cases for System Integration testing, Regression testing, User Acceptance testing * Generated SIT/UAT status report and defect status reports * Preparing test environments to execute test cases * Validating test results which has been done by the team members * Tracking project execution status, Retesting and logging defects in Jira * Advising and guiding colleagues on any aspect of testing, including training for fresher’s * Involved in client call for walk through and status reporting in SIT/UAT phase * Involved in design walk through for peer review and analysis |

Project # 5(Jan 2014- March2017)

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| Work Location | Offshore – Chennai, INDIA |
| Role | Team Member |
| Technology | Mainframe |
| Responsibility | * Understanding the Business Requirements and functionality sent by the Business Team * Actions on incidents and work orders that hits the pool  and identifying the various issues and providing temporary fixes * Worked with L3 team on enhancements for status report automation * Had entire knowledge on how the Retail industry works and knowledge on several portfolio’s * Involved in yearend activities |

**Personal Details**

Date of Birth : 05 March 1990

Hobbies : Music, Movies and Photography

Languages known : English, Tamil.

SIGNATURE : Iswarya R