**Goutam Malakar**

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**OBJECTIVE**

Aspiring for a promising and motivating career in the domain of Software Test Engineer where my skills, Knowledge and spirit for teamwork would be an asset to the organization.



**SUMMARY**

* Having 4.10 years of experience in Analysis, Development, Testing (both **Manual** and **Automation**).
* Having around 1 year of Relevant Experience in Salesforce CRM platform as QA Engineer.
* Well acquainted with **Software Development Life Cycle** (SDLC) and **Software Testing Life Cycle** (STLC).
* Experience in **Web Application Testing, API Testing**.
* Wrote Feature File Based on the requirement, implemented Features, Scenarios, Scenario Outlines, Background, and Expected Results etc. Performed Behavior Driven Testing Using **BDD** **Framework (Cucumber)** With **Java** and **TestNG/JUnit.**
* Proficient in designing Test Scripts in **Page Object Model.**
* Good knowledge in Data Loader to insert, update and bulk import or export data from Salesforce.com objects. Used it to read, extract and load data from comma separated values (CSV) files.
* Have experience in implementation of Workflow Rules, Role based page layouts, Record types, Approvals and assignment rules.
* Have experience in automating Salesforce applications using **Provar tool**.
* Experience in RESTFULL web service Testing using **Rest Assured framework** java. Validated JSON formatted data, different http status code like 200, 201, 400, 500etc.
* Have experience in handling projects in the areas of Functional, Integration, Sanity, Regression, Database and Acceptance testing.
* Experience with fast paced environment like Agile Methodology.
* Experience in creating **Requirements Traceability Matrix** to ensure compressive test coverage of requirements.
* Proficient in overall Defect Management/Problem solving including tracking bugs and reporting using **Atlassian** **JIRA, VSTS, TFS**.
* Developing and maintain Test scripts, analyzing bugs and interacting with development team members in fixing the defects and keep track of defects.
* Well versed with database concept and experience in using **SQL statements** for data validations.
* Actively participated in Scrum call, Demos, Grooming and Retrospective Meetings.
* Self-motivated individual and a good team player with good analytical skills.

**PROFESSIONAL EXPERIENCE**



* Worked as Software Test Engineer in Artech Infosystems Pvt Ltd. from Jun’2016 to Dec’2016.
* Working as Senior Software Engineer-Testing in Centurylink Technologies India Pvt Ltd. from

Dec, 2016 to Mar’2020.

* Currently working as QA Engineer in Fidelity Investments from Apr’2020.



**EDUCATIONAL CREDENTIALS**

* Bachelor Degree from Guru Nanak Institute of Technology, Kolkata.
* Master Degree from National Institute of Technology, Durgapur.



**TECHNICAL SKILLS**

**Automation & Manual Testing:**

* Good working experience with **Selenium WebDriver.**
* Good working experience with **Provar tool** for Salesforce automation.
* Experience in preparation of **test data**, writing script using **Java** for Automation.
* Having good knowledge on **Selenium Grid** & **Jenkins.**
* Handled Dynamic Objects using **Xpath expressions.**
* Good Knowledge in **Automation life cycle**.
* Great expertise in testing API’s via REST API using **Postman & Rest Assured.**
* Well acquainted with **Software Development Life Cycle** and **Software Test Life cycle**.
* Proficient in **Functional, Integration, Smoke, Database, Regression and Compatibility Testing**.

**SQL:**

* Working knowledge on **SQL queries** and Sub-queries to retrieve and matched data in order to perform Backend Testing.
* Knowledge of **RDBMS** concepts like **CONSTRAINTS** and **Relationship.**
* Knowledge of **Joins** and Union related queries.

**Technical Skills:**

**Languages:** Java, SQL

**Database:** SQL Server Management

**Automation Testing & Management Tools:** Selenium WebDriver, Provar, Rest Assured, Postman, Cucumber, TestNG, JUnit, Eclipse, AutoIT, Jenkins, Maven

**Management Tools:** JIRA, VSTS

**Operating System:** Windows, Linux



**Project 5:**

**Project Name:** ERM Salesforce

**Technology:** Salesforce cloud platform

**Duration:** Ongoing

**Description:**

Enterprise resource management currently supporting six different applications. Each application has specific profile under which assigned users were configured who actively using the application.

Supplier Force- Application to manage the Vendors information, contacts, track Incidents, concerns, Products & Service.

FDAS- Application to manage the Lead, Accounts, Contacts, Opportunity and Case Information, Lead information will captured from FDAS website (<https://www.fidelitydigitalassets.com/>).

Ethics Office- Application to manage the India and US cases related to Fidelity employees.

Credit Risk- Application to manage the Vendors Risk Information along with yearly reviews they conduct.

FISSMO- Application to manage the Strategic Vendors Information along with Contacts, Incidents related to Vendor, Supplier Questionnaire and conduct Qualtrics Surveys for Vendors.

Patent Office- Application to manage the Ideas, Patents, Publications, Payments Information.

**Roles and Responsibilities:**

**Role**: QA Engineer

* Studying and understanding the requirement of changes from JIRA stories.
* Actively involved to create QA stories in JIRA backlog.
* Identified system scenarios and written test cases for the assigned stories.
* Performed Functional Testing, Integration Testing & provide in-sprint automation support.
* Managed end to end automated regression testing effort & run regression tests monthly basis and on each Salesforce release (Yearly 4 times).
* Used Stash as code management source.
* Used JIRA as a project tracking tool/Defect tracking/Test case Management tool.
* Worked in complete Agile Environment with weekly Release cycle.

**Project 4:**

**Project Name:** HR Issue Management – ServiceNow migration work

**Technology:** ServiceNow Integration (Migration work)

**Duration:** Ongoing

**Description:**

FI Inbound generally one way integration where user can submit case through FI system and it will flow to Service Now system. The user case contains the information on Case Name Case type, Case subtype, Process type, Case Description, added notes, related documents.

From Service Now, generally user create SHIELD cases which approved by the case investigator in SHIELD application. User generally raised concerns through self portal and a case has been formed based on the inputs given by the user in Service Now. Then the investigation team take up necessary actions by posting their comments and the case passed to SHIELD application for further enquiry. The integration between SHIELD & Service Now is Bi-Directional. The case fields are sync’ed up as part of daily sync nightly job.

**Roles and Responsibilities:**

**Role**: QA Engineer

* Studying and understanding the requirement of the product from Service Now stories.
* Identified system scenarios and written test cases for the assigned stories.
* Participated in reviewing Test Cases with team.
* Automate both the integration on CAT framework using Selenium & java. Using Selenium with BDD framework (Using **POM** to design the page objects).
* Implemented logic towards a robust Rest service testing process & have used Rest Assured to automate testing process.
* Used Stash as code management source.
* Used JIRA as a project tracking tool/Defect tracking/Test case Management tool.

**Project 3:**

**Project Name:** Sigue Agent On boarding Application

**Client:** Sigue, USA

**Technology:** SQL Server Management, Microsoft Dynamic CRM 365

**Duration:** 12 months

**Description:**

Sigue is a money transfer company where you can transfer the money to various countries. Sigue has various physical locations available where the customer can go to the physical location and transfer the money. To on board the location, Sigue has created a business process called Agent on boarding (AOB) system in Microsoft Dynamics CRM 365.

The Agent Onboarding Process in CRM Application has been re designed and the complete AOB process has been migrated to a new 3rd Party system called Sigue Now. The Sigue Now system is currently available to on board the Agents and once the application is approved it populate all the required details back to CRM system.

**Roles and Responsibilities:**

**Role**: Senior Software Test Engineer

* Studying and understanding the requirement of the product from requirement document/Workflow.
* Identified system scenarios and written test cases for system upgrade and enhancements.
* Performed Sanity testing, Functional testing, Integration Testing.
* Involved in Compatibility testing on different Browsers.
* Automate the whole AOB flow in CRM using Selenium with BDD framework (Using **POM** to design the scripts).
* Actively involved in defect tracking IN TFS.
* Prepared daily system status report.

**Project 2:**

**Project Name:**Airtel Chatbot application

**Client:** Airtel, IND

**Technology:** SQL Server Management, Dot net, SharePoint

**Duration:** 6 Months

**Description:**

There are multiple queries which come to HR Active, Payroll team and HR team has to spend lot of time to resolve these queries and answer user. Also, the turnaround time for employees is big. To resolve above issues and save employees time, and bandwidth of teams involved, Airtel is coming up with an interactive chat application named Chatbot. Employees can go to hive and ask their queries and get instant replies.

For Chatbot to work effectively and provide appropriate response to employees, data should be readily available to application. For this APIs will be developed which will be consumed by Chatbot

**Roles and Responsibilities:**

**Role**: Software Test Engineer (**Client Location**)

* Created and Verified Web services API requests, REST Protocols.
* Active participation in reviews and status meetings.
* Preparing the Status Reports like Daily and Weekly.
* Involved in functional specification documents to develop test cases and test scenarios.
* Finding the defects in JIRA defect tracking tool.

**Project 1:**

**Project Name:**Airtel PAAS application

**Client:** Airtel, IND

**Technology:** SQL Server Management, Dot net, SharePoint

**Duration:** 13 Months

**Description:**

PAAS ECS is the Employee Compensation Structure application that generates employee’s salary structure. It lets employees to restructure the salary heads within the guidelines which are then approved by the payroll team. The approved compensation structures are sent to Ramco payroll processing via PIS Reports.

PAAS PIS application lets the Payroll Admin and HR upload other income and deductions of salary components of an employee in system and download corresponding reports which is further processed by RAMCO. The PIS users are allowed to add and update the other income and deductions, based on their roles and permissions, any number of times during the window opened by payroll administrator. The submitted declaration data is sent to Ramco payroll processing via PIS Reports.

Host to Host application lets the Payroll admins upload salary input files which are for Payroll partner for processing. Partner downloads these files and uploads output files after processing. The files can be uploaded several times and each version is maintained in the system. This continues till the output file from partners is correct and no further inputs need to be given. All input uploads from Payroll admin are approved by Payroll Manager. All applications developed in HIVE (SharePoint) environment.

**Roles and Responsibilities:**

**Role**: Software Test Engineer (**Client Location**)

* Studying and understanding the requirement form Requirement Specification.
* Involved in raising new defects, providing logs and bug tracking tolls like JIRA.
* Identified automation scenarios from the set of test cases.
* Written and executed Test scripts using Selenium WebDriver.
* Actively involved in writing and maintenance of test scripts and their execution using TestNG framework.
* Ran sanity regression suit after every build and publish the detailed reports with the bug detected.
* Prepared regression suite for the automation.
* Responsible for Daily and Weekly Status report.