LAVNYA POTNURU

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PROFILE SUMMARY

To be a part of a dynamic and esteemed organization that will give me a chance to enhance my skills and to keep up with the cutting edge of technologies to serve the firm to the best of my efforts.

PROFESSIONAL COMPETENCIES

- **Software engineer with above 5 years of experience in Functional Testing**

- Thorough understanding of Software Development Life Cycle (SDLC) and Software Testing Life Cycle (STLC).

- Good knowledge of Core Java concepts and test automation using Selenium WebDriver

- Extensive working experience in Functional Testing, Smoke Testing, System Testing, Regression Testing, Ad-hoc Testing and Retesting.

- Participated in working on Requirement Analysis, Requirements Traceability matrix (RTM)

- Participated in Requirement Analysis, Test Scenarios & Test cases and to map various checklists

- Involved in preparing test scenarios based on the Functional Requirements Specification (FRS).

- Worked with development team and cross-functional teams to understand assigned modules and new product features.

- Have good command over Defect Management through the bug tracking and reporting (JIRA)

- Involved in Defect analysis (Triage) meetings, Root–cause analysis (RCA) meetings and performed classification of defects based on the severity

- Expertise in analyzing business critical scenarios for regression test of the product

- Participated in Reviewing Business Requirements, Test Scenarios & Test cases and to map various checklists

- Good team player, quick learner and flexible to adopt to any new environment and can work with any domain. Capability to handle module independently.

- Adroit at learning new concepts quickly, working well under pressure and communicating ideas clearly and effectively.

- Having strong analytical, problem solving, interpersonal, communication and decision-making skills with a positive approach

WORK EXPERIENCE

- Worked as a Quality Analyst with **Innova Solutions** (formerly ACS Solutions**)**, from Oct'2022 to Apr'2023
- Worked as a Test Analyst with **NTT Data**, from Feb'2022 to Sep'2022
- Worked as a Test Engineer in **mCLOB Consulting** Services Pvt. Ltd. since July 2016 to Oct'2020

TECHNICAL SKILLS

Database:	SQL Server
Defect Management Tools:	Jira, Postman
Programming Languages:	C, Core Java, HTML
Testing Methodologies:	V model and Agile
Domains:	Telecom, Retail domain, eCare

PROFESSIONAL EXPERTISE

Innova Solutions (formerly ACS Solutions)

Project 1	**:**	Wireless Erate (WLSERATE)
Company	:	ACS Solutions
Client	:	Verizon, USA
Duration	:	Nov'2022 to Apr'2023
Role	:	Quality Analyst

E-Rate identified wireless customers do receive special benefits & rates and they would be assisted by a different sales agent group. For this to be applied, WLSERATE system enables Rep to perform a customer search and returns relevant flag to display the eligibility against customer profile. We as QA team validate and ensure the working of these backend calls, response messages and also UI validations to assert if proper information is displayed on GUI

Roles & Responsibilities:

- Involved in preparing & reviewing of high-level test scenarios
- Participated in Test case preparation and execution
- Defect reporting, triaging and tracking
- Test Data preparation and Test environment setup
- Preparing Daily Test status report and Handoff process
- Responsible for testing activities and accountable for test deliverables
- Participated in grooming meetings

<u>NTT Data Services Pvt. Ltd.</u>

<u>Project 2</u>   **:**   PayM4

Company   :   NTT Data

Client   :   Telefonica, UK

Duration   :   Feb'2022 to Sept'2022

Work Streams :   eCare

Role   :   Test Analyst

As part of PayM4 module, we test and validate several features like – call divert, number portability, orders, bill history, prorated charges – in order to ensure best User experience.

<u>Roles & Responsibilities:</u>

- Involved in preparing & reviewing of high-level test scenarios
- Participated in Test case preparation and review activities
- Responsible for testing activities and accountable for test deliverables
- Reported defects and participated in Defect Triage calls
- I was key responsible person for one work steam and participated in client meetings
- Participated in RCA meetings for production defects (if any)

<u>mCLOB Consulting Services Pvt. Ltd.</u>

<u>Project 3</u>   **:**   Franchise Request Application

Company   :   mClob Consulting

Client   :   Sport Clips, USA

Duration   :   June'2019 to May'2020

Team Size   :   5

Role   :   Test Engineer

Our team is responsible to ensure the quality of code for all modules of FR application. I played an instrumental role in the delivery of both Pre-Qual & Order fulfillment modules.

<u>Roles & Responsibilities:</u>

- Responsible for testing activities and accountable for test deliverables
- Involved in Test planning and Test case review meetings
- Prepared RCA documents for production defects

Project 4 **:** QT – Logistic Support

Company : mClob Consulting

Client : QuikTrip, USA

Duration : July'2016 to May'2019

Team Size : 6

Role : Trainee Software Associate

Our team is responsible to ensure the continuity and availability of our suite of applications as per client SLAs. I played a key role as support associate in resolving tickets and maintenance activities.

Roles & Responsibilities:

- Take ownership of customer issues reported and see problems through to resolution
- Follow standard procedures for proper escalation of unresolved issues to the appropriate internal teams
- Organizing weekly and monthly QA Prepare accurate and timely reports
- Research, diagnose, troubleshoot and identify solutions to resolve customer issues