



Divya.B

QA Lead and Scrum Master, Bangalore, India.

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Professional Profile: -

MS (SE) with over 10 years of experience in Application testing in BFSI, Retail, Healthcare, Marketing, CRM Domains with hands on experience in all phases of STLC. Worked as Senior Software Test Engineer and Scrum Master with Wipro, Capgemini and Verticurl., and currently working in Maersk Bangalore.

Areas of Experience: -

- Coordinating the team with respect to QA activities & Domain Exposure: (BFSI, Retail, Healthcare, Marketing, CRM).
- Have experience in QA Team leading.
- Have experience as Scrum Master and in team management.
- Have experience in Mobile application testing (**Android & iOS**) platform.
- Have experience in cross browser testing.
- Have experience in report creation for both automation and function testing activities and daily and weekly report creation.
- Have experience in refinement of user stories.
- Have experience in making sprint planning, velocity charts and burndown charts as per the sprint and user stories.
- Have experience in sprint planning by taking backlog user stories and story points.
- Have experience in **Functional testing in Agile and Waterfall methodologies.**
- Have experience in Content Management Tools (CMS) testing using **AEM, Drupal & SDL.**
- Have experience in Agile Scrum Framework.
- Understanding the requirements & writing functional Test Scenarios & test cases Design as per the user stories for each sprint.
- Handling multiple projects simultaneously & managing the testing team by delegate tasks to the team and tracking the same.
- Experience in maintaining Traceability matrix, Effort estimation of Testing, Test Plan Requirement Analysis, Test resource estimation & conducting performance appraisal for the resources.
- Extensively involved in gathering Test Requirements, Test bed set up, Test Planning, Test Case review, Test Execution, Defect Reporting
- Expertise in UAT, Smoke, Regression, System, Integration, Functional, GUI, Compatibility, Mobile Apps (Android & IOS) Mobile Responsive Web Design Testing.
- Strong knowledge of Black box testing.
- Daily attending a Scrum call, QA sync up call, Dev & QA sync up, QA test design review call with clients.
- Good Experience in Web application testing also having Knowledge of MySQL.
- Responsibility ensuring delivery high-quality software product accurately, relevant, timely and with correct information.
- Exceptional communication and team building skills with proficiency at grasping new technical concepts quickly and utilize the same.
- Well versed with Agile & Waterfall methodologies.
- Experience in Defect tracking tool, JIRA Atlassian & HP ALM.
- Monitoring the deliverable also training new test team members.
- Responsible of Smoke Testing for each production release on live environment.

Educational Details: -

Name of the highest degree	University	Year of passing
M.S(SE)	Bits Pilani	2010-2014
BCA	Bharathiar University	2007-2010
12Th	Victoria Higher Secondary School	2006-2007
10th	Victoria Higher Secondary School	2004-2005

Experience Summary: -

Senior Salesforce Engineer Marketing	Aug'20 till present	Maersk GSC, Bangalore.
Senior Test Engineer	Feb'19 till May'20	Verticurl (a WPP Company), Bangalore.
Senior Consultant (Testing)	Sep'16 to Feb'19	Capgemini Technology Services India Limited, Bangalore.
Senior Software Test Engineer	Sep' 10 to Sep'16	Wipro Technologies, Bangalore.

Certifications: -

Name of the Certification	Issued By	Year of passing
Certified Scrum Master (CSM) Member ID - 001087227	Scrum Alliance, Bangalore	June'20

Technical skills: -

Domain knowledge	Retail, BFSI, CRM
CMS tools	AEM, Drupal & SDL

Defect Tracking/User Stories/Documentations	JIRA, Confluence, HP Quality Center, Wrike, Asana
Continuous Integration Tools	Jenkins
Manual Testing	Functional, UAT, Smoke, Sanity, Regression, Integration, GUI, End to End, Mobile Apps (Android & IOS), Responsive Web Design Testing.
Accessibility Tools	JAWS, Talkback, Voiceover
Marketing Tool	Eloqua, SFMC
Reporting tool	OBIEE Patch management, QlikView, Qlik sense
Operating Systems	Windows, Unix
File Transfers	Connect Direct

PROJECT AT MAERSK GSC, (BENGALURU)

Title: SFMC Implementations for Shipping Line

Language: AMP Script, SQL

Technology used: Salesforce Marketing Cloud (SFMC)

Role: Senior salesforce QA Engineer

Team size: 8

Description

The vision of this Enhancement projects is to provide value-add enhancements to existing functionality in SFMC with the goal to improve user experience as well as bringing that functionality in line with current business priorities & processes. marketingcloud.com is used for identifying the Newsletter Signup, Unsubscribe, Preferences, Customer Journeys for the different business engagement and Automation Activities and Automations.

My Roles & Responsibilities

- Involved Newsletter Signup process for the Maersk and associated brands Testing.
- Working with Agile/Scrum methodology by using Kanban board, velocity charts and burndown chart.
- Involved Unsubscribe Process for the Maersk and associated brands Testing.
- Involved Preferences process for the Maersk and associated brands Testing.
- Involved Customer Journey Entry Process Testing.
- Involved Journey Design by using Journey Builder and Testing.
- Involved Automation Activity for the Journeys entries and other processes and Testing.
- Involved Filter Automation Activity for the Journey entries Config and Testing.
- Involved Import File Automation Activity to fetch data from SFDC reports and data from legacy systems though the FTP Config and Testing.
- Involved Config and Test Schedule Automations.
- Involved File Drop Automations config and Test.
- Testing Personalized emails in the Email Studio.
- Test of Triggered Emails process in the Trigger Sends in Email Studio.
- Attribute Group Config and Test in the Contact Builder.
- Involved Test Scenarios Reviews, Test Cases Reviews.
- Involved User Stories Analysis.
- Involved Requirements Walkthroughs by the Business Analyst/Development Team.
- Involved Test Scenarios and Test Cases walkthrough with the Business Analyst.
- Involved Test Execution.
- Involving Defect Reporting and Analysis.
- Project Management Tool been working with Jira.

PROJECT AT VERTICURL WPP COMPANY, (BENGALURU)

Title: CA.COM AIRPORT & CORPORATE(CAG), GRAB TAXI

Language: AMP Script, Java

Client: Changi Airport, Grab Taxi, HSBC, Western Digit

Technology used: Salesforce Marketing Cloud (SFMC), Adobe Experience Manager (AEM) 6.4, Eloqua, Mobile devices Web server: Apache HTTP 2.2.15

Role: Senior Test Engineer

Team Size: 8

Description

Changi Airport serves more than 100 airlines flying to 400 cities in around 100 countries and territories worldwide. Each week, about 7,400 flights land or depart from Changi, or, about once every 80 seconds. Changi Airport has five main passenger terminals arranged in an elongated inverted 'U' shape with Jewel in the Centre of the 'U' shape. Currently, the airport has a designed total annual handling capacity of 85 million passengers.

My Roles & Responsibilities

- We followed Agile methodology for Verticurl Projects. (Grab Taxi, Changi Airport, Western Digit, HSBC).
- Understanding the requirements with the core business & Development teams also writing functional test cases based on FSD and user stories.
- Created checklist and testing approach documents for SFMC testing includes assets (Email, Push, AIM, SMS), Content blocker, Journey Builder, Automation studio etc., testing.
- Daily discussion with stakeholders in SFMC cloud platform (Asana, Workday etc.,)
- Responsible for execution of Test Cases and identifying the Defects.
- Reporting the defects through the Defect Tracking System (JIRA) and getting them fixed & Maintaining of Summary Dashboard.
- Performing various type of testing like Functional, Regression, System, integration, Mobile App testing (Android & IOS).
- Managing the documents in Google drive.
- Prepared QA checklist and testing documents and shared with clients and team.
- Conducted training and demos showcasing new functionality and enhancements. Evaluating and gathering specific Client expectations on QA.
- Designed Master Test Plans, Test cases & Requirement Traceability Matrix.
- Reviewed Test cases and Module Test plans prepared by the team members.

- Estimate and obtain management support for the time & resources to perform testing.
- Preparing test plan documents and defining Test Strategy including scope, goals and deliverables.
- Estimation of work, prioritization of work, work assignments & Resource planning.
- Co-coordinating all activities and all testers during each testing phase of a project.
- Document, implement, monitor and enforce all processes for testing as per standards defined by the organization.
- Keep track of the new requirement/change in the requirements of the project.
- Performing sanity checks and performs few checklists after QA Release and post implementation.
- Conducted QA Technical interviews for Team.
- Preparing Audit related documents & managing the documents in Google drives for Audit purpose during implementation.

PROJECT AT CAPGEMINI TECHNOLOGY SERVICES INDIA LIMITED (BENGALURU)

Title	:	Content Development Framework (CDF)
Client	:	VMware
Language	:	Java/J2EE, JSP
Technology used	:	AEM6.4, Drupal, SDL
Role	:	Scrum Master
Team Size	:	8

Description:

CDF stands Content Development Framework (CDF) & Project is basically to develop the contents and publish it for end users. CDF Project is to improve end-customer experience by providing key functionalities including enhanced locale defined search capabilities, responsive design across devices and locales, user specific content library, user defined/assembled custom documents (from published topics) and user document/topic feedback (comments and ratings). CDF is to improve overall publishing process. Need to ensure that when content transformation from SDL CMS to identified CMS or Data Store occurs, the necessary content, relationships, metadata and customization details are preserved and stored within identified CMS or Data Store.

My Roles & Responsibilities

- Leading and managing virtual scrum teams by ensuring Scrum teams adheres to Scrum values, practices, and rules.
- Plan and handles the team meetings, Daily Scrum stand-ups, Sprint ceremonies such as Sprint planning, Sprint Review and Sprint Retrospectives.
- Handling risks and remove any obstacles, disturbances and impediments that can hinder the team to achieve sprint goals.
- Assist Product Owners in backlog refinement, prioritization, and planning. Working with Product Owners to focus on business priorities and manage continually changing requirements.
- Collaborate with the Product Owner and help the team to handle the deliveries according to the prioritized backlog.
- Ensure a good line of communication as well as communicating progress to stakeholders, management and surrounding teams.
- Communicates team capacity and reflects the team capacity during Sprint Planning with the help of story points provided to the user stories.
- Responsible for the scrum; Kanban board and visualizes the team local metrics.
- Lead the team in its daily work. Working with continuous improvements together with the team.
- Works with the team to always have a definition of ready and definition of done.
- Support Scrum Team members with the usage of collaboration tools, e.g. JIRA, Confluence.
- Providing transparency - clear and accurate metrics on sprint reports.
- Coaching the team to adopt best practices with Agile development methodologies.
- Working with the team to define a release and launch.

PROJECTS AT WIPRO, BENGALURU

Title	:	US Bank
Language	:	Java/J2EE, JSP, CSS
Technology used	:	AEM (Adobe Experience Manager) 6.1, Mobile devices
Defect Tracking Tool	:	JIRA
Database	:	MySQL 5.0
Role	:	Test Lead
Team Size	:	5

Description

U.S. Bank (USB) provides commercial and consumer loans, deposits, and cards to its customers. It also provides mortgage banking, trust and investment management, and brokerage services. U.S. Bank is the largest bank outside of the big four banks.

My Roles & Responsibilities

- Managing entire Testing activities & Lead the testing team of 5 members of team for US Bank Website.
- Attending scrum calls, teams calls and defect triage calls.
- Understanding the requirements with the core team also writing functional test cases as per the user stories.
- Responsible for design the functional test cases & Execution of Test Cases and identifying the Defects.
- Creating Test Strategy, Test Plan & Test Effort Estimation.
- Created Test Requirements, Effort Estimation, QA Schedule, Staffing Needs and Test Strategy.
- Reviewed Test cases and module test plans prepared by the team members.

- Estimation of work, prioritization of work, work assignments & Resource planning,
- Managing testing activities like Regression, Sanity, End to End, system, integration, Performance testing and Functional Testing according to the testing schedules and scope.
- Keep track of the new requirement/change in the requirements of the project.
- Communicating the release date to the Release management team.
- Responsible for deployment of AEM Packages at UAT Environment.
- Reporting the defects through the Defect Tracking System JIRA and getting them fixed & Maintaining of Summary Dashboard.
- Responsible for Pre-Production & Production deployment support after giving an UAT sign off.

Title	:	Charles Schwab
Language	:	Java/J2EE, JSP
Database	:	MySQL 5.0
Defect Tracking Tool	:	HP ALM
Role	:	Test Lead
Tool	:	JAWS, Mobile devices and MAC Safari
Team Size	:	7

Description

Charles Schwab is a discounted brokerage firm in US. CWP is popularly known among the end users as Schwab.com. which are the online portals of securities in American Markets. The websites were earlier written in JAVA and the entire code was-written in .net. CWP QA is the maintenance Schwab.

My Roles & Responsibilities

- Creating Test Strategy, Test Plan & Test Effort Estimation.
- Understanding the requirements with the core team also writing functional test cases as per the BRD.
- Responsible for deployment of NPG WAR file at UAT Environment.
- Reporting the defects through the Defect Tracking System (HP ALM) & responsible for UAT Sign off for the application.

Title	:	Fener
Database	:	MySQL 5.0
Role	:	Senior QA Engineer
Team Size	:	3

Description

FENER is an application which will keep the track of the sales orders which are created by BAT sales representative and holds. The information's of all the sales details, customer details, purchase details, stock details, delivery details etc., to prepare. The data that is going to be sent to One SAP from FENER and to receive the data that is coming from One SAP to FENER. Below services and integration processes will be designed. This design will allow the FENER application integration processes to be managed and monitored.

My Roles & Responsibilities

- Understanding the requirements with the core team also writing functional test cases as per the BRD.
- Responsible for deployment the Digital Enrolment WAR file at UAT Environment.
- Testing performed in waterfall methodology.
- Raising and tracking bugs in HP ALM.
- Responsible for raising the CR ticket for Pre-Production & Production deployment and given the full support.
- Creating Test Strategy, Test Plan, Test case, defect tracking, Test Effort Estimation, defect report, test close reports.
- Providing KT to new team members about the functionality.
- Providing KT to clients regarding HPQC ALM.
- Responsible for UAT Sign off for the application.

Skills / Positive Points

- Strongly motivated for career in software industry
- High level of dedication and self-motivation
- Hard working & Positive attitude