

QA Lead Engineer
(Ecommerce Domain)Email - Susmita.abhang1@gmail.com

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Summary

- **7.8 years** of industry experience in Software testing [Manual] in the **E-commerce domain**.
- **Experience in Leading QA Team** – Planning & defining daily task to team, Monitoring the Test Process, ensuring QA delivery, OKR Assignment and approval, Ensuring Team bandwidth utilization, Timesheet/Leave approval etc.
- Experience in different platform like Salesforce Commerce Cloud (**SFCC**), **Magento**, **Insite commerce** (B2B), **Oracle ATG**, **AEM**.
- Strong experience and understanding of **Agile and Scrum methodology**
- Strong Experience in **SIT/Downstream Testing**. Continuous experience in SIT of modules integrated like CRM, Order groove (ADP module), Group by, MOM, OMS, SA, WMS, TNS, Rich relevance, Decision manager (Cyber source), Elastic search, tawk etc.
- **Experience in various kinds of application testing** e.g. functional testing, GUI testing, Cross browser Testing, End to End Testing, API testing, Performance Testing, SEO Testing, Google analytics testing, Social integration, User/Orders Migration testing, CRM Integration testing, XML validation, third party integration testing Accessibility Testing, Sanity & Regression Testing etc.
- **Strong working Experience on Admin portal** of SFCC, Magneto, Insite Commerce, Oracle ATG – CONTENT management/configuration, Promotion & coupon creation, product/category/customer – Data creation & Updation, orders and Returns module, Inventory management, Batch Jobs [SFTC/FTP Transfer] etc.
- **Certified in ACCELQ Automation Expert**.
- Continuous and strong experience in client interaction and leading the QA front.
- Ability to work on multi project, to build process, to prioritize work and highlight risk and allocate task within QA team
- Experience in attending daily scrum [Leading sometimes] or meeting with client, technical grooming, retrospective meetings & client Interaction on calls or emails or slack whenever required.
- Awarded with different appreciation like Quality Service Delivery, Long service Award, Star performer, Pat on back

Technical Skills

Ecommerce Platforms	: Magento 1.0 and 2.0, Oracle ATG & Demand ware , Insite commerce
Defects tracking tool	: JIRA (defect/project management tool) , Trac , ZOHO
API testing Tools	: Postman, Soap UI, Advanced REST Client
Performance test Plugins/tool	: Page load time, Watchers, Jmeter, Webpage Test, Lighthouse
Inventory/Order mng. Systems	: OMS, MOM, ERP
Accessibility Testing Tools	: Chrome Vox, NVDA, Voiceover, Wave
Google analytics testing	: Analytics pro data layer inspector
UI Testing tools/plugins	: Perfect Pixel, Page ruler, measure dimensions, What font.
Automation/other tools	: Selenium web driver, ACCELQ ,Putty ,SQL , Gitbash

Susmita Abhang

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Projects Executed

Company Name: Apexon

Period: 01/2016 – Until Now

PROJECTS:

The Marriott Bonvoy	
Marriott Hotels & Resorts is Marriott International's brand of full-service hotels and resorts . Marriott Bonvoy is the Marriott hotel company's loyalty program, allowing you to earn and redeem points for stays at Bonvoy brands including The Ritz-Carlton, St. Regis, JW Marriott, Sheraton, Westin and Renaissance Hotels.	
Period	04/2023 – Till now
Technology Stack	Platform used – Adobe Experience Manager & ARIS Methodology Used – Agile Methodology
Responsibilities	<ul style="list-style-type: none">• To work on loyalty squad CR and content changes with onsite team in EST Time zone• To attend daily scum calls, Sprint review , Backlog Review , Sprint planning and retro meetings• Coordinate with Onsite QA Manager and team• Test cases creation in BRD format• AEM Content Stories validation , Creating subtasks for core languages• New scope/code stories validation• To perform regression before release on lower env and on prod after release• To report bug/defects and coordinate with content team/dev team for fixes• To communicate with BA/Product owner to understand requirement/functionality or to clarify doubts.

LOREAL	
Loreal is the world's largest Cosmetics company. Loreal website is built on SFCC ecommerce platform. It is Multi site web application where different brand sites of loreal for different countries like Japan , India , Malaysia , Taiwan , Australia ,Singapore etc. are being migrated, enhanced and maintained.	
Period	03/2022 – 03/2023
Technology Stack	Platform used - Salesforce commerce cloud Methodology Used – Agile Methodology

Responsibilities	<p>Sep/2022-March/2023</p> <ul style="list-style-type: none"> • Working and leading on JAPAN SIT QA Team (System Integration testing) • To develop functional, integration and E2E test cases to validate business, system and operational requirements. • To Interact with client over daily Test case review in presence of all integration parties like CRM, OMS, HIP, WMS, Veritrans etc. and Business team • To Upgrade Test suite after review comments from business team • To upload all Test cases over Jira and execute them • To Create Test data like promotions, Users, SKUS etc. • To plan and assign execution TC's to within team including myself and also review their test results or guide them if required • To communicate with BA to understand requirement/functionality or to clarify doubts. • To execute real time Test scripts (e.g. data sent using API) over call with dependent parties e.g. CRM • To Raise defects and discuss them during client call if any clarification/discussion needed. • To validate fixed bug and update them • To Create guidance documents for future use <p>March/2022-Sep/2022</p> <ul style="list-style-type: none"> • Working and leading on Release management QA team • To lead all QA and more responsibilities to deliver release on time • To drive internal daily scrum calls & assign tasks to the team daily • To take updates on task assigned and to ensure to complete it with pre planned schedule • To create confluence pages for each upgrade release • To perform upgrade regression on Dev and UAT Env. and Identify, isolate, and track bugs during testing in JIRA (Defect management tool) • To work on CR's or feature enablement like auto delivery [To validate complete feature and give sign off]
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Christian Louboutin	
Christian Louboutin is a French fashion designer's Website. Christian Louboutin Website is built on Magento 2.0 ecommerce platform. It is Multi site language web, which is being enhanced and maintained.	
Period	09/2021 – 03/2022
Technology Stack	<ul style="list-style-type: none"> • Platform used – Magento 2.0

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Responsibilities	<ul style="list-style-type: none"> To attend daily scrum To Execute Test cases related Admin module[Merchandising], PIM Integration, WMS Integration, Front office and GUI To Identify, isolate, and track bugs during testing in JIRA (Defect management tool) To Interact with client over daily meeting to discuss on queries and get clarified on them Type of Testing included - Functional testing, GUI Testing, Back end configuration and verification, Content management, Order Processing: End to End testing, Google analytics, Integration Testing like PIM->Magento-> WMS etc. To take knowledge transfer sessions for new team To Create guidance documents for future use
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BRASSELER USA	
Brasseler USA's strong reputation of providing high quality, clinician endorsed and innovative dental and medical instrumentation nationally. BRASSELER USA is B2B site built on Insite Commerce platform. This site is being enhanced and maintained.	
Period	03/2021 – 09/2021
Technology Stack	<ul style="list-style-type: none"> Platform used – Magento 2.0 Methodology Used – Agile Methodology
Responsibilities	<ul style="list-style-type: none"> QA Process improvement Ensure QA estimations per sprint Manage daily work within QA team per available bandwidth and ensure QA delivery or task completion To validate Ready features, identify issues and track them in Jira To ensure QA delivery within scheduled time To ensure bug fixes, QA closure, Regression testing and provide QA sign off for production release To ensure QA confirmation on production release status i.e successful/failed Worked upon performance testing: To generate reports from Web Page Test, Jmeter, Lighthouse and share with clients Worked upon functional Testing on critical features like Subscription, Punch out etc. Page 1 of 6 Worked upon B2B flows like Requester, Approver, Ship to customer, Bill to customer, Punch-out customer etc. Worked upon ERP system to validate order management flow Simultaneously to work upon Automation (selenium web driver): To write scripts by referring existing project code

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CANON (USA , CA)	
<p>Canon U.S.A., Inc. is a leading provider of consumer, business-to-business, and industrial digital imaging solutions to the United States and to Latin America and the Caribbean markets. Canon website is built on magento 2.0 Ecommerce platform where site was being enhanced and integration of MOM implementation was done</p>	
Period	04/2020 – 03/2021
Technology Stack	<ul style="list-style-type: none"> Platform used – Magento 2.0
Responsibilities	<ul style="list-style-type: none"> To validate ready features/bug fixes on Order Management Board(MOM) & Identify, isolate, and track bugs during testing in JIRA To analyze & Understand business requirements for project using Stories and mock ups To create End to End test cases and execute them To validate downstream implementations/integrations and bug fixes i.e. validate complete flow from order creation to Invoice/credit memo including validating return flows/module To perform daily downstream sanity and weekly regression to validate impact and new changes Continuous hands on experience on FE Storefront & BE (Admin portal) of magento – Orders & returns component, catalog (Product, category), customer and order management, Promotion and coupon etc.), third party systems like MOM (Inventory management system, feature configurations at product level, My canon, Integration of applications like Dream labo, People Soft, ARS etc. Worked on Functional/Non-functional testing, UI Testing, API Testing, Integration system, SIT, End to end testing etc. To attend daily calls with third party team i.e. MOM (Inventory management system) for Order processing testing & End to End testing Provided demos to client, dashboard creations in Jira, to manage team and work on absence of lead To Documents test results or guidance documents for team or business team To communicate with business team for any clarification, confirmation via phone calls, emails or teams. And continuously coordinate with dev team for better delivery (e.g. to suggest fonts, margins, width percentage etc.) Cross browser/devices testing, i.e. chrome, Mozilla, IE, mobile, iPhone, iPad, mac etc. To report daily status on email and scrum calls and highlight any concerns for better delivery of project. To ensure QA bandwidth is being used and ensure QA capacity against daily workload

PREFACE	
<p>Canon U.S.A., Inc. is a leading provider of consumer, business-to-business, and industrial digital imaging solutions to the United States and to Latin America and the Caribbean markets. Canon website is built on magento 2.0 Ecommerce platform where site was being enhanced and integration of MOM implementation was done</p>	
Period	11/2019 – 03/2020
Technology Stack	Platform used – Magento 2.0
Responsibilities	<ul style="list-style-type: none"> • To analyze & Understand business requirements for project using FSD and mock ups • To create test plan and create task using requirement • To document test scenarios and test cases using business requirement • To test data creation – Interact with BE (Admin portal) of magento – catalog (Product, category), Content management, customer and order management, Newsletter Subscription, Promotion and coupon etc.) or third party e.g. tawk to create test data, update content or manage configuration for better coverage of testing • To Validate ready features/bug fixes & Identify, isolate, and track bugs during testing in ZOHO (Defect management tool) & coordinate with dev team whenever required • To ensure new implantation is not impacted to ready feature or other module • To Documents test results or guidance documents for team or business team • To communicate with business team for any clarification, confirmation via phone calls, emails or slack. And continuously coordinate with dev team for better delivery (e.g. to suggest fonts, margins, width percentage etc.) • Test Phases: Feature Testing (UI & functional), Integration Testing, Regression Testing, Sanity Testing, Smoke Testing & User acceptance testing, i.e. testing the sandbox site of client's end. • Cross browser/devices testing, i.e. chrome, Mozilla, IE, mobile, iPhone, iPad, mac etc. • To report daily status on email and scrum calls and highlight any concerns for better delivery of project. • To ensuring QA delivery from allocated resource while working on Another project simultaneously

VITAMIN SHOPPE	
<p>VitaminShoppe is an American, New Jersey-based retailer of nutritional supplements. This project is built on Oracle ATG Ecommerce platform and it is being continuously enhanced since long. VSI is strictly following agile methodology to deliver list of enhancements simultaneously on different boards.</p>	
Period	10/2016 – 09/2017 & 12/2017-11/2019
Technology Stack	Platform used – ORACLE ATG Methodology Used – Agile

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Responsibilities	<ul style="list-style-type: none"> • To manage QA activities and ensure quality delivery per sprint on Allocated board (Agile process) • To attend Technical grooming & planning calls to analyze user stories(Requirements) and estimate them. • To prepare test cases which specify testing approach and cover all test scenarios. • Validate ready features/bug fixes & Identify, isolate, and track bugs during testing in JIRA (Defect & test management tool) & coordinate with dev team whenever required • To interact with BE (Admin portal) of ATG (BCC, Endeca, Dynamo admin) to create test data, update content or manage configuration for better coverage of testing • To interact with Third party team or their applications (Group by, OG, CRM, OMS etc.) to validate flow or create test data e.g. End to End testing • Involved in functional testing, UI testing, ATG pricing service (promotions and coupons) API testing, Back end testing, End to End Testing, API testing, SEO Testing, Google analytics testing, Social integration, User/Orders Migration testing, CRM Integration testing, XML validation, third party integration testing (e.g. Group by, TNS, Order Groove etc.) etc. • To highlight/callout any blockers or any query or clarification to business team during call or on email • Keep interacting with business team (Onsite/Offshore), development team (FE/BE), Third party team, BA whenever required • To make sure all the implemented feature is validated with no issue or minor known issues within before sprint end • To perform regression over the site before releasing sprint on production and ensure no new issues are introduced and provide sign OFF • Once release is done, to ensure changes are successfully gone live and no issues arrived. • To attend retrospective meeting for feedbacks on last sprint • To documents and store test results and put guidance for future • To report daily/weekly updates in status
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1. MZWALLACE 2. AERIN	
<ol style="list-style-type: none"> 1. MZ Wallace is an American brand well-known for its sleek backpacks, crossbodies, and wallets. This Website is built on Demandware Technology and site was being developed. 2. AERIN is a global luxury lifestyle brand inspired by the signature style of its founder, Aerin Lauder. This Website is built on Demandware Technology and site was being enhanced. 	
Period	09/2017 – 12/2017
Technology Stack	Platform used – Demand ware [Salesforce commerce cloud]
Responsibilities	<ul style="list-style-type: none"> • Analyzing user stories and testing them thorough

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	<ul style="list-style-type: none"> • Preparation of test cases, which specify testing approach and cover all test scenarios. • Validate ready features/bug fixes & Identify, isolate, and track bugs during testing in JIRA (Defect management tool) & coordinate with dev team whenever required • To interact with BE (Admin portal) of Demand ware to create test data, update content or manage configuration for better coverage of testing • To interact with Third party team or their applications (e.g. Cyber source) to validate flow or create test data e.g. End to End testing • Worked upon ecommerce different modules – Homepage, PLP, PDP, Cart, Checkout flow etc. • Decision manager (Cyber source) Implementation testing • Jenkins integration for test automation to run tests on browser stack • Functional testing, API testing, UI testing etc. on desktop, iPad & iPhone. • To interact with BE (Admin portal) of Demand ware to create test data, update content or manage configuration for better coverage of testing • To perform sanity and regression testing • To provide QA sign OFF before releasing feature on site
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1.CRAFT STUDIO**2.GIFT REGISTRY**

1.CRAFT STUDIO : Craft studio is web application built on magento 1.0 technology . This site was being Developed.

2.GIFT REGISTRY : Gift Registry is web application built on magento 1.0 technology . This site was being Developed.

Period	08/2016 – 10/2016
Technology Stack	Platform used – Magento 1.0 Fixed timeline based projects
Responsibilities	<ul style="list-style-type: none"> • Understanding the Client Requirements and functionality of the system. • Handled responsibility of project • Prepared Test scenarios, Test data and Finding defects and tracking defects • Retesting the defects and cases where defect has been raised. • Product and category level configuration, creating promotion and coupons, reports testing on magneto platform (Admin module) • Involved in various documentation tasks such as daily status report, weekly progress report • Participated in enhancement meetings, daily status meeting and various other meetings which were focused on making the application more effective.

BARNEYS NEW YORK

Barneys New York Inc. is an American luxury brand. This was being migrated from demandware to ORACLE ATG technology and later enhancement being implemented. Simultaneously, Site was being automated

Period	01/2016 – 08/2016
Technology Stack	<ul style="list-style-type: none"> Platform used – ORACLE ATG Methodology used – Agile Methodology
Responsibilities	<ul style="list-style-type: none"> Understanding the Client Requirements and functionality of the system. Prepared test cases for Desktop, I Pad & Mobile according to the functional design and FRS Involved in UI, Functional, Regression testing, system testing, SEO testing, Google analytic testing etc. Worked on User and Order migration testing. Worked upon various component under Dynamo admin such as Profile Repository, Product Catalog, Search Repository, Inventory Repository, Order dispatcher, Order Repository etc. Involved in various documentation tasks such as daily status report, weekly progress report and defect logs. Defect tracking (JIRA)- Defect creation, Defect reporting, Defect retesting, defect closure activities. Participated in enhancement meetings, daily status meeting Writing automation test scripts (using selenium web driver)

Achievements

- CERTIFICATE OF RECOGNITION Appreciation** – Quality Service Delivery (Aug 2020 ->From client)
- Star performance Award** (Organization level)
- Pat on the back Award** (Organization level- multi time)
- Long Service Award (Organization level)**
- Star performance Award** (Recognized by client)
- SEED CERTIFIED TECHNOLOGY SPECIALIST IN SOFTWARE TESTING- 2016**
- ACCELQ Certified** [Automation Expert Level]

Qualifications

- BACHELOR OF ENGINEERING IN COMPUTERS SCIENCE from Shivaji University, Kolhapur

Thanks,
Susmita Abhang