**HIMANSHU KASHYAP**

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**CAREER OBJECTIVE**

Looking for a job change to completely work as a QA engineer/Manual testing profile & taking responsible and challenging tasks with opportunities to enrich my knowledge and skills while contributing to the success of organization and to build a result oriented professional growth.

**Technical Skills**

* Well acquainted with the Software Development Life Cycle (**SDLC**) & (**STLC).**
* Analyze user requirements and creating **test cases** based on user requirements.
* Also done execution according to the **test cases**.
* Experienced **in Functional**, **Smoke, Re-testing,** and **Regression** **testing**.
* Experienced in **Web, Android, Mac-OS** application testing.
* Understanding **of** **Severity** and **Priority** of the Defects.
* Verifying and reporting bugs in **Jira.**
* Good exposure of **Agile** methodology.
* Basic understanding of (**Quote to Order) Business workflow**.
* Currently working on **Siebel** & **Salesforce** CRM Platform.

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**OTHER SKILL SET**

**Operating System - IOS, Windows, Android.**

**Database - SQL (Oracle DBA)**

**Skills -Microsoft Outlook, Excel, Manual testing, JIRA, Siebel & Salesforce CRM .**

**Work Experience**

**Current Role**

* **Current Company: Nippon Data Systems Pvt Ltd at Client Keysight Technologies**
* **Designation : Business Operations Associate**
* **Location : Gurugram (Haryana)**
* **Evolution Period :** From **November 2019** to **till now**

**Description:** My main role in Keysight Technologies as a Business Operations Associate in an **Order management** to understand and managing relationships with customers and sales field engineers to exceed expectations and meet business goals. Activities include **generating quotes, booking, managing orders and related tasks, processing returns, working with accounts and Lead qualification in Salesforce**. Helps make processes easier, better, faster and/or more efficient through Continuous Improvement ideas. Shows ownership, consistent communication, and follow-through in addressing concerns through resolution.

* **Sales Order Booking** against the requests from end customers for Keysight Products as per the defined business SLAs on timeliness and accuracy.
* Working extensively on **Siebel** and **Sales Force applications** along with other internal applications for completing the Order Booking process.
* Process **purchase orders** and **quotations** for the customers interested in buying Keysight's products.
* Interact with **business partners** Supporting **Americas & Canada Contact Center** for the Order Booking process for the channel partners/end customers of the organization.

**PROJECT**

**Name: Sales-merge**

**Domain: CRM application**

**Internal project**

**Description:**

Performing testingon new features or enhancement according to business requirements on **Salesforce lightning** CRM due to merging of two sales process & tools (salesforce)

* Performing **manual testing** on **Salesforce lightning CRM** to check business requirement.
* Validating & Verifying every module works according to business process.
* Also done the **UAT (User acceptance testing)** on both testing server as well as production server.
* Reporting bugs to business support team via e-mail.

**Previous Role 1**

* **Company : Team lease Skills University at Client Keysight Technologies**
* **Designation : Graduate Trainee**
* **Location : Gurugram (Haryana)**
* **Evolution Period:** From **October 2018** to **October 2019**

**Description: Working as Trainee** to learn and understand about the business & new technologies like **Siebel CRM and Salesforce CRM** but also maintain business workflow of order management of the organization which helps to achieve Quality, Accuracy & Performance.

**Primary Responsibilities:** To understand the data then process data into the tools like **Siebel CRM & Salesforce CRM** for meeting the business requirements.

* Creating accounts & contacts for managing Service & Sales process.
* Generating Quote & entering orders for Service & Sales customers.
* Leads management Qualification to meet the business requirement.
* Generating agreements cases on both CRM.

**Secondary Responsibilities:** To perform **manual testing** on both **Siebel & salesforce CRM for** quality assurance purpose like.

* To test any new features or enhancement on testing server & production server .
* Reporting Bugs to the business development team.
* Performing **Functional & Regression** testing on both CRM web application.
* Also done user acceptance testing **(UAT)** on **Sales** Cloud & **Service** Cloud testing.

**Previous Role 2**

I have joined **Stratosphere IT Services** from 2nd May 2018 and worked for their client **Magic software/Magic EdTech** in Noida.

* **Company : Stratosphere IT Services Pvt Ltd.**
* **Designation : Testing Trainee**
* **Evolution Period :** From **May 2018 to August 2018**

**Project Name: Common Cartridge**

**Client: HMH (Houghton Mifflin Harcourt) U.S.A**

**Domain: E-learning**

**Description:**

**Common Cartridge** is a specification that describes format for creating and sharing primarily education digital content. It is set of open standards developed by the IMS member community that enable interoperability between content and systems.

**HMH** (Houghton Mifflin Harcourt) is an educational and trade publisher in the United States. Headquartered in Boston’s Financial District, it publishes textbooks, instructional technology materials, assessments, reference works, and fiction and non-fiction for both young readers and adults.

**Responsibilities:**

* Analyze the requirements and validating all functionality of application.
* Experienced in **functional, Smoke and Regression testing**
* Execution of **Manual testing** on multiple devices. (**Android, Mac & Windows OS**).
* Verifying and reporting bugs on **Jira** (bug reporting tool).
* Actively participate in Daily stand up meetings.
* Communicate with Team lead & Project manager.

**PROFESSIONAL QUALIFICATION**

* Bachelor of technology in Electronics & communication from Tula’s Institute (U.T.U) Dehradun (Uttarakhand) Completed in 2017.

**EDUCATIONAL QUALIFICATION**

* 12th from Modern School, Rishikesh (ISC Board) Completed in 2013.
* 10th from Modern School, Rishikesh (ICSE Board) Completed in 2010.

**TRAINING**

Completed **Software Testing Training in Manual Testing and SQL** from QSpiders in Noida.

**LIVE PROJECT: SAMSUNG “THRIVE” APPLICATION MANUAL TESTING**

**Description:** Completed manual testing of “**Samsung Thrive” beta** version android application.

* Understanding the requirement of the client.
* Testing the first build according to given test cases.
* Find defect and bugs into the application.
* Reporting the bugs & defects to the team lead.
* Then testing the second build or sprint by regression or re-testing the application.
* Creating new cases according for second build testing for checking re-appearance of bugs.
* Finally hand over the final report to team lead.

Thank you for showing interest in my resume. In case you find my resume interesting and have an opinion that it could be pursued further for employment please reach back to me on the coordinates shared above.

(Himanshu Kashyap)