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Job Objective

To take a challenging and high performance oriented role in the field of Software Testing and implement the expertise and experience gained in this field to deliver quality projects.

Summary

* Currently working as Test engineer in Conduent Technology Service.
* Having 7 Years of Hands-on experience in billing testing, Functional Testing and Non Functional testing, Manual Testing, salesforce testing on CRM.
* Having extensive experience in requirement analysis, test plan preparation, test case design, Test execution, defect tracking and analysis
* Having strong Domain Knowledge in Retail ,Insurance and Health care domain
* Proficient Knowledge on Sales Force Lightning Cloud, QC,TFS.
* Good in Agile methodologies and waterfall
* Strong understanding of Software Testing Life Cycle and Software Development Life Cycle
* Ability to work directly and independently with client staff and management
* Ability to Mange team and handle crucial situation
* Having excellent problem solving and communication skills.
* Interacted with Business Analysts ,Scrum master, Product Owner ,software developers for Bug review, User story walk through and QA meetings.
* Strong understanding on the defect tracking tool I;e QC ,TFS
* Good On presentation Skill

Technical Skills

* Defect Tracking Tools : HP ALM Quality Centre, Team Foundation Server , Project Portfolio Management Tool(PPM Portal),TFS
* Web Services Testing tool : SoapUI (V5.1.2),API,Postman
* SQL database
* Salesforce Tester

Experience (4.5 Years)

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| Tenure | Organization-1 | Designation |
| 22/Sep/2011-05/April/2015 | Cognizant Technologies Solutions | Programmer  (Functional and Non Functional Tester) |

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| Project Title | Maintance |
| Client | Hartford |
| Project Description | The project is all about automobile and homeowners insurance. This is a Maintenance Project. The client has applications through which it can issue the policies requested by the customers for their automobiles or Home. These applications differ, on the way of approach of the customers for a policy with Hartford. If the customer wants to create a quote online we have front end application and if the customer wants to contact an agent we have another application used by the agents and there are some applications for affinity partners. These all applications are linked to a major database from where the rating is done and depending on which the premiums of the policies are decided.  Working in a largest investment and insurance companies based in the United States PLA- Auto Policy Processing System supports (DMV).  Department of Motor Vehicle (DMV) is an auxiliary system which takes care of reporting the reportable transaction to state DMVs. Financial Security Reporting System (FSRS) is designed to correct the errors returned from state DMVs. |
| Role and Responsibility | Created Account and Policy in Policy Centre  Created Different types of Policy as per the Business requirement transaction mapping sheet(i:e Direct bill Policy and Agency Bill Policy)  Worked on Policy Life Cycle.  Well defined knowledge on create agency and agency code  Worked as Cognos report tester as per the client requirement  Used QC for Defect tracking and test management . |

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| Tenure | Organization-3 | Designation |
| 24/Sep/2017 | Conduent Technology Services | Salesforce tester |

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| Project Title | Health@Work |
| Client | Intercept,Keryx,Thera and Dova ,Pfizer |
| Project Description | The Pfizer Patient Assistance Program is a joint program of the Pfizer Patient Assistance Foundation™ (PPAF) and Pfizer Inc. The operations for free medicine services (the Pfizer Patient Assistance Program and the Pfizer Institutional Patient Assistance Program) are managed through the Pfizer Patient Assistance Foundation. Pfizer Patient Assistance Program (PAP) – offers free Pfizer medicines to qualified uninsured or underinsured patients. Pfizer product is delivered to the patient’s Prescriber’s office, and in some cases, the patient’s home. |
| Role and Responsibility | Worked as Salesforce administration and tester with different environment like QA,UAT and prod  I have used API tool as Postman where we hit the request and I was able to verify the data in Salesforce CRM and further I use to process the data in CRM level  I have used developer console for modifying the data  Used workbench also for creating the case for integration testing  I have performed EDI testing also in Salesforce.  For report I was using micro strategy for client purpose and for validating the data I was creating standard report using object which I had in crm.  Involved in writing High Level Scenario and review the HLS with BA.  Used to write test case once the HLS has been approved from BA  Used TFS for uploading the Test case and for defect tracking  Involved in Integration and user Acceptance Testing  Used TFS for Defect tracking and test management toll in Pfizer  Worked on CRM dash board  Worked on Integration, sanity and Regression Testing  Worked on IVR Testing  worked on Portal testing with different scenario |

# Awards and Recognitions:

* ‘CAT of the Month’ and ‘Associate of Month’ award for the month of August 2012.
* Received appreciations from Harford Client for delivering one of the complex projects (Product Rationalization) successfully.
* Contributed for Developing the Effort Tracking tool for the Project Account.
* I was deeply appreciated by the client for the completion of Regression testing every release consistently within the stimulated time limit.

Certifications:

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| * Cognizant Certified Professional in Software Testing (L0) * Cognizant Certified Professional in General Insurance (L0) * Cognizant Certified Professional in Life Sciences Testing (L0) * Cognizant Certified Professional in Fundamentals of Software Testing |

Education:

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| Sl. No. | QUALIFICATION | YEAR | SCHOOL/COLLEGE | Percentage |
| 1 | MBA – Financial Management | 2014 | Madras University | 71 |
| 2 | BCA | 2011 | SDNB Vaishnav College for Women in Chennai | 81 |
| 3 | 12th  CBSE | 2008 | K V No 2 Air Force Station Tambaram | 65 |
| 4 | 10th  CBSE | 2006 | K V No 2 Air Force Station Tambaram | 74 |

Personal Details:

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| Date of birth : | 15 June 1991 | Marital Status : | Married |
| Passport Number : | K0050937 | Nationality : | Indian |

Declaration

I hereby affirm that the above information is true to the best of my knowledge.

ANKITA SINGH