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|  | Anita Mishra  Mobile No.: +91-9833997613  Email: [mishraanitav@yahoo.com](mailto:mishraanitav@yahoo.com) |

Experience Summary

* A competent professional with 11+ years of Test Lead in IT industry.
* **Profession Scrum Master (PSM) 1, ISEB-Foundation Level & TPI-NEXT Foundation Certified.**
* Extensive experience in all stages of STLC: requirement analysis, test planning, test case creation, test execution, test cycle closure of the application/module/project.
* Various industry sectors experience: Finance, Banking, Telecom, Retail, Healthcare.
* Strong understanding of QA Process and Software Testing Life Cycle - Agile and Waterfall.
* Proven ability to lead complex testing projects from initial conceptualization through implementation in Global delivery model with testing team based both onshore and offshore4
* Extensive working experience in functional testing, BI testing, Blackbox testing, System testing, System integration testing, Regression testing.
* Established defect management process for offshore testing team.
* Over 3+ yrs. of experience in Telecom Billing operation having good understanding of BSS. systems for Telecom including Postpaid Billing, CRM, Mediation and Rating.

Qualifications

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| Degree and Date | Institute | Major and Specialization |
| MBA – PGDBA | SCDL- Pune | Finance |
| Bachelor of commerce | Goa University | Finance |

Certification

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| Professional Scrum Master (PSM) 1 Certification |
| TPI-NEXT Foundation Certification |
| ISEB-ISTQB Certified Tester Foundation Level (CTFL). |

Assignments

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| Client Name | SwiftWIN Technologies LLP (Industry Type – E-commerce) |
| Project Name | Chewy.com |
| Period | Contract (Apr2021 – Present) |
| The Project | Chewy, Inc. is an American online retailer of pet food and other pet-related products based in Dania Beach, Florida. The Project is for Vendor on-Boarding & Vendor Outreach module creation for Vendor Partner Portal.  Vendor on-Boarding Module: where interested vendor who wants to be a partner with Chewy can connect with the category manager, who will initiate the on-Boarding process. The vendor will get the registration link to register himself by using this portal and proceed further for business partnership by creating his module Profile using Vendor on-Boarding portal. If the vendor has any issue or question, then s/he can always connect with the assigned category manager who will help him/her with appropriate guidance. |
| Role(s): | QA-Consultant  Responsibilities includes:   * Understanding of user stories and acceptance criteria/ Requirement analysis. * Test planning & test case preparation. * Participation in the daily stand-up call. * Validation of all requirements matching with the test scenarios for full coverage. * Test execution, defect raising, retesting, opening/closing in JIRA. * Reviewing the test cases prepared by the team members. |
| Applications | Web based application |
| Defect Management Tool | JIRA |

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| Client Name | Capgemini Technology Services India Limited (Industry Type – Finance) |
| Project Name | Power BI Pilot Project |
| Period | Sep2018 – May2019 |
| The Project | Power BI Project is a pilot project, using Power BI suite of business analytics tools that connect to the GFS (Global Finance Services) data source and produces number of beautiful reports. These reports will be published to the higher management so that they can create personalize dashboards to get the clear picture of the BU (Business Unit), SBU (Sub Business Unit), GBU (Global Business Unit) wise data. |
| Role(s): | Test Lead  Responsibilities includes:   * Participation in the Sprint Planning activities to understand the requirements. * Understanding of user stories and acceptance criteria/ Requirement analysis. * Test planning & test case preparation. * Participation in the daily stand-up call. * Conducting defect triage calls to analyze the defects priority and severity impacting the functionality and assigning them to the respective developers. * Validation of all requirements matching with the test scenarios for full coverage. * Test execution, defect raising, retesting, opening/closing in HP ALM. * Reviewing the test cases, test data prepared/generated by the team members. * Mentoring team members and verifying the status of each assigned task and resolving any issues faced by them in their tasks. * Escalating and obtaining resolution of the issues related to the test environment and team. * Participating in the Sprint Retrospective meeting. * Performing Regression Testing as per need. |
| Applications & Database | Power BI Desktop, Power BI Visualization, SSRS Report, Oracle 12c |
| Defect Management Tool | HP ALM 12(Application Lifecycle Management) |

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| Client Name | Ahold (Industry Type – Retail) |
| Project Name | Ahold |
| Period | June2016 – Sep2018 |
| The Project | Ahold is an international retailing group based in the Netherlands, with powerful consumer brands in Europe and the United States. |
| Role(s): | Test Lead:  Responsibilities includes:   * Creation of Detailed Test Plan technology wise i.e. Informatica, Essbase & OBIEE. * Participation in Sprint Planning activities to understand the requirements/ requirement analysis. * Participating in the daily stand-up call. * Understanding of User stories and providing estimations using tool Great BI. * Preparation of test scenarios and testcases based on User stories. * Validation of all requirements matching with the testcases. * Test execution, defect raising, retesting, opening/closing in Team forge. * Participating in the Sprint Review meeting with the team and stakeholders. * Mentoring team members, reviewing the test cases and test data prepared/generated by them. * Verifying the status of each assigned task and resolving any issues faced by the team members in their task. * Escalating and obtaining resolution of the issues related to the test environment and team. * Participation in the Sprint Retrospective meeting with the team i.e. Product Owner, Scrum Master & Development team. * Sharing different Metrics like defect metrics directly to the Client, DSR, WSR with onshore manager. * Performing Regression Testing as per need. |
| Applications & Database | Informatica Power Center Version 9.6.1, OBIEE 11.1.1.7, Oracle Hyperion (Essbase), Oracle 12c |
| Defect Management Tool | Team forge |

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| Client Name | Posten-Bring (Industry Type – Finance) |
| Project Name | Posten-Bring |
| Period | Jan2015 – Jun2016 |
| The Project | Posten & Bring is a transformation program that will contribute to realize the Posten Group's strategy of being Customer focused, Nordic, Integrated and Industrialized. Objectives for the consolidated program New Posten & Bring is to pave the way for a simplified customer experience and standardized production |
| Role(s): | Test Lead:  Responsibilities includes:   * Understanding of functional & Technical document. * Interaction with development team to understand the requirements/ requirement analysis. * Preparation of test scenarios, testcases based on functional document. * Validation of all requirements matching with the test scenarios. * Coordination with other vendors for issues in eConnect service during test execution. * Maintaining all requirements and testing data in HP ALM hence it will be easily accessible to others. * Daily Stand up call & Artifacts update. * Test Case execution and defect raising, retesting, opening/closing in HPALM. * Mentoring team members, reviewing the test cases, test data prepared/generated by them. * Verifying the status of assigned task and resolving any issues faced by the team members. * Escalating and obtaining resolution of the issues related to the test environment and team. * Sending different metrics like DSR, WSR to the higher management. * Performing Regression Testing as per need. |
| Applications & Database | Customer Data Hub (CDH)/MDM, SOAP UI, Oracle 12c |
| Defect Management Tool | HP ALM 12 |

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| Client Name | Apollo (Industry Type- Education) |
| Project Name | Apollo |
| Period | Apr2013 – Dec2014 |
| The Project | Apollo Group, Inc., through its subsidiaries, University of Phoenix, Apollo Global, College for Financial Planning, and Institute for Professional Development, has established itself as a leading provider of higher education programs for working adults by focusing on servicing the needs of the working adult. |
| Role(s): | Test Lead:  Responsibilities includes:   * Managed the team of Manual & Automation. * Test estimations based on the functionality of the user stories. * Interaction with development team to understand the requirements/user stories/ requirement analysis. * Preparation of test scenarios, testcases. * Maintaining all requirements and testing data in JIRA. * Daily stand-up call with onshore & Artifacts update. * Mentoring team members, reviewing testcases and test data prepared/generated by them. * Verifying the status of assigned task and resolving any issues faced by the team members in their task. * Escalating and obtaining resolution of the issues related to the test environment and team. * Performing Lead/opportunity creation, lead Conversion by using Salesforce application for Lead Management. * Based on test scenario managing the Roles by assigning/ modifying the permission of the Enrollment Advisor by using Force.com functionality. * Creation of Tasks & Cases through Payloads by using Restclient in Salesforce. * Execution testcases, bug raising, retesting, opening/closing of defects using JIRA. * Performing Regression Testing as per need * Sending different metrics like WSR, DSR & MSR/dashboard the higher management. |
| Applications & Database | Salesforce.com, REST Client |
| Defect Management Tool | JIRA 6.0 |

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| Client Name | SocialeVerzekerings bank (SVB), (Industry Type – Banking) |
| Project Name | SocialeVerzekerings bank, The Netherlands |
| Period | January 2012 – March 2013 |
| The Project | The SocialeVerzekeringsbank (SVB) is the organization that implements national insurance schemes in the Netherlands. It provides number of schemes to the people of Netherlands, which includes Child benefit schemes (AKW, TOG), Family benefit (TOG+), Survival benefit (ANW) & Old age Pension scheme (AOW) |
| Role: | Worked as a Sr. Test Analyst and responsibility includes:   * Thorough understanding of the functional documents for Electronic Post office of SVB System. * Thorough understanding of a different interfaces to and from for managing external files (RINIS, GBA and Data Safe). * Thorough understanding of different application services which will verify and process the data using ETL to target table. * Thorough understanding of ETL process to perform testing. * Interaction with technical architect for requirement understanding and clearing doubts. * Preparation of Test Scenarios, testcases based on functional document. * Verification of all requirement matching with testcases for complete coverage. * Performing test execution by running Agent via ODI Console * Verifying the test result/ data populated in the Target Table. * Scrutinizing & reviewing the test results. * Defect raising, retesting, opening/closing in Teamforge. * Participation in Defect Triage call. * Preparation and distribution of different metrics like DSR, WSR. |
| Applications & Database | Oracle Data Integrator, SOAP UI, TOAD, Oracle |
| Defect Management Tool | Teamforge |

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| Client Name | Johnson & Johnson, USA (Industry Type – Healthcare) |
| Project Name | PBT- Pay by Time |
| Period | November 2009 – June 2011 |
| The Project | Ethicon Endo-Surgery, Inc. (EES) develops and markets advanced medical devices for minimally invasive and open surgical procedures. The company focuses on procedure-enabling devices for the interventional diagnosis and treatment of conditions in general and bariatric surgery, as well as gastrointestinal health, gynecology and surgical oncology. Products include the ENDOPATH XCEL® Access System; CONTOUR® Curved Cutter Stapler; HARMONIC™ ultrasonic cutting and coagulation surgical devices. |
| Role: | Sr. Test Analyst   * Thorough understanding of the functional processes of PBT System. * Develop the Test Cases and Test the functionality for the Enhancements/Use-case based development as per the business requirement. * Daily stand up calls with onshore manager. * Performing Database Testing [Executing SQL Script by using TOAD & Database Oracle 10g (SQLPLUS)]. * Performing ETL Testing [Executing the Workflow by using LINUX Script]. * Reviewing testcases and resolving the issues/doubts of the offshore team members. * Defect logging, Retesting, opening/closing of defects before delivery. * Performing Unit Testing for GUI (Graphic User Interface) Testing. * Performing Regression Testing as per need. |
| Applications & Database | Informatica Power Center, PL/SQL Developer |
| Defect Management Tool | Excel |

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| Client Name | SOGETI - KPN, The Netherlands (Industry Type- Telecom) |
| Project Name | KPN -iProcess System |
| Period | Sep 2007 – Sep 2009 |
| The Project | KPN is a Dutch fixed-line and mobile telecommunications organization in The Netherlands. KPN is the owner of the fixed telephone network and is the market leader in mobile telecommunications, with the brands KPN, Telfort and Hi. KPN also provide the services like IPTV, Internet & VOIP in the form of Customer Broadband Services (CBS). |
| Role: | Sr. Test Analyst:   * Thorough understanding of the functional processes of broadband services like IPTV, Internet & VOIP. * Standup call with onshore manager. * Preparation of Testcases and Test the functionality for the Enhancements/Use case-based development as per the business requirement. * Execution of testcases using stubs and drivers in i-process System. * Defect raising, retesting, opening/closing of defects before delivery. * Resolved the issues/doubts of the onsite & offshore team members. * Reviewed the functional requirements from Testability point of view. * Provided Knowledge Transfer to the onsite & offshore team members. * Created various fact sheets/knowledge sheets. * Preparation and distribution of different metrics like DSR & WSR. * Reviewing and adding/updating the testcases as per new requirements. |
| Applications & Database | Tibco iProcess, MS Sql |
| Defect Management Tool | Team forge |

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| Client Name | Reliance Communications Ltd., Navi Mumbai (Industry Type- Telecom) |
| Project Name | Billing Operations - IT Dept. |
| Period | October 2003 – August 2007 |
| The Project | Reliance Communications Ltd formally known as Reliance Infocomm is a Largest CDMA mobile Operator. Reliance Communications network is a high capacity, integrated (wireless and wireline) and convergent (voice, data and video) digital network, designed to offer services that span the entire Infocomm value chain - infrastructure, services for enterprises and individuals, applications and consulting. |
| Role: | Sr. Billing Analyst   * Performing day-to-day Bill Run activities like performing pre-billing check which confirms all customer data is correct to proceed further, creation of various Billing Schedules to start with billing. * Creation and modification of various SQL scripts as per requirement to check the tariffs applied to the customers are appropriate. * Proper preparations for ensuring correct bill generation. * Samples Bill Run for a set of affected accounts or different tariff plans. * Testing after patches is load by Development team. Testing in live environment using samples Bill Run for a set of affected accounts. * Analysis of customers that need correction and forward them to the concerned team. * Identify failed customers during Billing and/or failed bill cycles and analyze the errors and resolve at first level and escalate unresolved issues. * Allocation of newly created accounts in various schedules as per their creation dates. * Loading Customer, Payment and Service files. * Finding Billing/CDR error and solving it. |
| Applications & Database | Intec Singl.eView Convergent Billing System Ver.6, Oracle |