***Resume***

**Ranjeeta Baghel**

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**Objective**

Competent and results-driven professional aspiring position in a progressive organization which would provide

challenging opportunity for carrier growth and utilize the technical skills and expertise to drive the organization

towards a result-oriented direction.

**Professional summary**

* **Over 15+ years** of rich testing experience as **Lead–Quality Assurance/Scrum Master** in fields of **Manual Testing of Product and Web base Applications** withExpertise in System testing, Functional testing, Regression testing and UI testing, Compatibility testing ,UAT and Post Build Verification.
* **Strong experience of Agile Project Management, Agile process, Agile techniques like User Stories, Continuous Integration, TDD, Continuous Testing , BDD, Test planning/estimation/ Management, People management and handling teams across different geographical location.**
* Strong experience in software product and application testing, support and deployment on various multi-technology testing platforms.
* Hands on experience in Private/Internet banking applications.
* Good knowledge of **Agile Methodology/process**, **Software Testing Life Cycle (STLC), Bug Life Cycle,** and Software Development Life Cycle (SDLC).
* **ISTQB Foundation Level Certified Professional.**
* **Certified Scrum Master.**

**Experience summary**

* Working as **Senior Test Lead/Scrum Master** with TIAA from March 2018 till date.
* Worked as Senior Test Lead with Zensar Technologies from April 2017 to Feb 2018.
* Worked as Test Lead with Wipro Technologies Pvt. Ltd. from Dec 2011 to Dec 2016.
* Worked as Senior Test Engineer with Cybage Softwares Pvt.Ltd. from Jul 2010 to Nov 2011
* Worked as Test Engineer with Virstra I-Technology Pvt. Ltd. from Apr 2008 to Jun2010
* Worked as Test Engineer with WNS Global Services from Dec 2005 to Feb 2008

**Technical Summary**

* **Test Tool: JIRA, Blueprint, HP ALM 12, Jenkins, Confluence, PRISM, DART.**
* **Database: Oracle** (10i), MYSQL, OBIEE, OMNI.
* Knowledge of basics of SQL, MYSQL and Unix.

**Education/Certifications/Trainings**

***Education Details***

* **Bachelor of Engineering with 60 %** from Shri Ramdeobaba Kamala Nehru Engg. College, Nagpur University, in the Year 2004**.**
* **H.S.S.C with 79.63%** in stream Science from Shivaji Science College, Maharashtra Board, in the Year 2000.
* **S.S.C with 78.83 %** from J.N.Tata Parsi Girl’s School, Maharashtra Board, in the Year 1998.

***Certification Details***

* ***2006- Diploma in Software Testing, Pune.***
* ***2016- ISTQB Certification Foundation level.***
* ***2019-Certified Scrum Master from Scrum Alliance.***

***Trainings Attended***

* 2007- Lean Awareness Program
* 2018-Safe Agile

**Work Experience**

**Teachers Insurance and Annuity Association (TIAA), Pune INDIA.**

**Senior Associate, Senior Test Analyst (Senior Test Lead)**

1. **Project Name : CCP(Client Communication Platform) and IA(Immediate Annuities)**

**Client** **:** **TIAA**

**Domain** **:** **Banking (RETIREMENT AND ANNUITIES)**

**Duration** **:** **Mar 2018 – till date**

**Project Description:**

## The Client Communication Platform composes distributes, controls and reports on the outbound print and electronic messaging channels for automated and triggered transactional service and marketing communications of TIAA enterprise.

## Role and Responsibility in project:

## Working as Test lead /Scrum Master and managing multiple scrum teams simultaneously,

* Execute on Scrum Master responsibilities, including organizing and facilitating Sprint Planning, Daily Stand-up, Sprint Retro, Release management meetings, demos , quarterly PI planning , SoS and other Scrum-related meetings.
* Work closely and effectively with remote teams to ensure the progress is in line with the product strategy and vision
* Track and communicate team velocity, capacity and sprint/release progress, maintain process documentation.
* Collaborate closely with other Scrum Masters and Product Managers in managing cross-team dependencies.
* Ensuring that goals, scope and dependencies are understood by every member in the scrum team properly
* Keep a continuous focus on scrum/sprint deliverables from sprint to sprint and drive removal of impediments for the teams and bring-in visibility in case of blockers
* Coordinate with cross-functional teams (PM, PMO, Ops) to iron out the dependencies and working with them and bringing awareness with respect to technical challenges scrum team faces.

## Project Name : Model-T Loans

**Client** **:** **TIAA**

**Domain** **:** **Banking (RETIREMENT AND ANNUITIES)**

**Duration** **:** **Mar 2018 – till date**

**Project Description:**

Model Transactions focuses on re-engineering the transactional environment through automation allowing clients to process request via TIAA.org or through streamlined processing over the phone. It’s a multi-phase initiate that modernizes customers transactional experience. Model-T is available for withdrawals, RMD, Direct transfers Rollovers and Loans.

**Role and Responsibility in project:**

* Working as Senior Test lead/Scrum Master for Money Out Money Movement project.
* Support and facilitate User acceptance testing and functional testing.
* Prepare Test Plans, Design Test scripts , Perform System/Integration/Perform RCA for defects leaked from SIT
* Demand and capacity planning and ensuring that idle time and commitment misses are minimized
* Complete ownership of project, devices requirement and resource requirement and any external dependencies.
* Commitment and planning towards meeting aggressive deadlines.
* Proactively identifying, reporting troubleshooting and escalation of issues
* Suggest process improvements, metrics to improve the overall team performance.
* Responsible for day to day people management including hiring, training, retention, motivation, appraisal and overall improvement.
* Manage career path and performance of reports and provide growth paths for promising employees.

**Zensar Technologies Pvt Ltd.**

**Senior Test Lead**

## Project Name : Wealth Station/ Investors View

**Client** **:** **Fidelity National Information Services(FIS)**

**Domain** **:** **Investment Banking**

**Duration** **:** **April 2017 – Feb 2017**

**Project Description:**

Investor’s View (IV) is a portfolio and compliance management application designed to support the domestic portfolios of U.S. based clients.

**Role and Responsibility in project:**

* Worked as Sr. Test Lead for Investors View project and Wealth Station Projects.
* Worked on various modules like Trade, Reviews, Portfolio Management, Rules and alerts, Securities, Assets, Model allocation etc.
* Responsible for understanding the business requirements with BA’s, preparing test cases, Test execution and defect reporting/tracking till closure.

**Wipro Technologies Pvt Ltd.**

**Test Lead**

## Project Name : CWM (IBM-BPM)

**Client** **:** **Citibank**

**Domain** **:** **Banking**

**Duration** **:** **April 2016 – Dec 2016**

**Project Description:**

CWM is an umbrella application incorporating workflows for different business functions involving accounts processing, adjustments, queries & reporting. There is common customized portal with about 25 process applications, each implementing a workflow for business processes used by diverse user groups.

**Role and Responsibility in project:**

* Worked as Test Lead for CWM project. Handling Team of Developers, BA and Testers.
* Provide leadership to the QA Team both as a mentor and technical resource for team members.
* Responsible for the delivery of timely and accurate Test Approach and Test Closure Reports per release.
* Responsible for planning resources and timeframes
* Develop, document and maintain functional test cases and other test artifacts like the test data, data validation, defect matrix and automated scripts.
* Create, oversee and periodically audit the development of test plans and test cases to ensure that they meet agreed upon project, department and organization standards and guidelines.
* Identify test requirements from specifications, map test case requirements and design test coverage plan.
* Involved in Requirement Analysis, Walkthrough & Reviews, Test designing and execution, Defect reporting/reviewing and tracking till closure.
* Understanding the given application workflow for the test under automation.
* Start developing the code for the given set of manual test cases.
* Functional, Regression, Integration and System Testing on various products developed.
* Execute and evaluate manual or automated test cases and report test results.

## Project Name: Legal Entity IHC (Stressed VAR Market Risk)

**Client** **:** **Credit Suisse**

**Domain** **:** **Investment Banking (Market Risk)**

**Duration** **:** **Sep 2014 – Feb2016**

**Project Description:**

The Legal entity Program is a Board-approved Global initiative to evolve Group’s legal entity Structure. Section 165 the Dodd Frank Act requires foreign banking organizations (FBO’s) with consolidated assets of $50 billion or more to form an Intermediate Holding Company (IHC) which would generally serve as a top-tier holding company for the U.S. subsidiaries of the company. The FBO IHC’s then would be subjected to prudential standards imposed on large U.S. bank holding companies, and non-bank Financial companies.As part of Intermediate Holding Company initiative, CS is required to report Market Risk Capital requirements for US entities to regulators.

**Role and Responsibility in project:**

* + Worked as a Test Manager.
  + Responsible for Stressed VAR, General VAR, Stressed VAR standard Rules, Stressed VAR Automation projects.
  + Monitoring project progress and performance. Provide technical guidance to Testing team and business users.
  + Involved in all business and client meetings and planning. Act as a first escalation point for all stakeholders, including internal testing team escalation.
  + Schedule and facilitate QA department meetings. Timely and accurate status reporting daily and weekly.
  + Maintaining all documentation and test assets in a state suitable for future projects, regression testing and audit.
  + Working with BA and SME’s to get the required documents and finalize the scope of testing.
  + Preparing the test environment and involved in Test Data setup and preparations.
  + Responsible for understanding the business requirements with BA’s, preparing test cases, Test execution and defect reporting/tracking till closure.

## Project Name: EMEARAINBOWUATEXECUTION

**Client** **:** **CITIBANK**

**Domain** **:** **Investment Banking**

**Duration** **:** **Jan 2012 – Aug 2014**

**Project Description:**

Leading a team with overall responsibility of End-To-End UAT testing that includes all functions and interfaces of CITI applications. E.g. Transfers, Trades, Payments, Customer Database, and All channels of transactions etc.Using the Eclipse application user can perform any financial activities based on customer requests.

**Role and Responsibility in project:**

* + Worked as a Test Lead and got promoted to HUB coordinator.
  + Responsible for IMPACS SI-IM, Inventory, Local and US tax Module.
  + Worked with BA and SME’s to get the required documents and finalize the scope of testing.
  + Involved in all business and client meetings and planning.
  + Understanding the business requirements and developed End –To-End scenarios and Test Case and reviewing of assigned test cases.
  + Helped the team to resolve any queries during preparation, execution with coordination with business and development team.
  + Maintaining and Handling execution for UAT.
  + Helping team in developing Risk Assessment matrix for the test scripts with requirement
  + Involved in Test Data setup and preparations.

**Cybage Softwares Pvt Ltd.**

**Senior QA Engineer**

## Project Name:USAP-SES-WAG

**Client** **:**  **US AutoParts.**

**Domain** **:**  **Retail E-Commerce**

**Duration** **:**  **July 2010 – Nov 2011**

**Project Description:**

US Autoparts recently got merged with Stylin Trucks and JC Witney Automotive group.Project was to incorporate the changes in existing USAP Catalog system.SES-WAG is the application which provides data to Ecommerce sites which is used for Online merchandising by USAP group.US Auto Parts stands as one of the most trusted internet retailers online.The company has been distinguished as one of the most established auto parts retailers online.

**Role and Responsibility in project:**

* Worked as QA lead on projects for one of the most trusted retailers online US Autoparts
* Team handling, resolving all types of queries, Mentoring and monitoring team.
* Involved in Test Planning and scheduling, providing ETA, Business requirement understanding, Reviewing test cases and defects.
* Involved in extensive manual Functional testing, Integration Testing, Regression Testing, GUI testing, Data Migration testing, Database testing, Testing of Perl and PHP scripts.
* Preparation of Deliverables like Test strategy, Test Plan, Test Execution Plan, Test Design documents, Defect Report, Daily status report, Sign off document, Release Notes
* Analyzing the enhancements raised by the Business users and coordinating with business users for clarifications required on the enhancements. Documenting the requirements/enhancements raised by the Business user for freezing the requirements.
* Efficient in defining testability requirements and conduct rigorous tests to effectuate improvement in products; planning & building effective test environments with useful test data.
* Requirement understanding, Reviewing Test cases and defects logged by Team
* Testing of daily/monthly/weekly Crons developed in PHP, Perl and PHP scripts for snapshot process.
* Task allocations, monitoring and mentoring team.
* Ensuring complete utilization of resources. Making sure Team support is available whenever required.

**Virstra I-Technology Pvt. Ltd.**

**Test Engineer**

## Project Name: Power Direct

**Client** **:** **Shinsei bank, Japan**

**Domain** **:** **Retail Banking**

**Duation** **:** **April 2008 - Jul 2010**

**Project Description:**

Power direct Redesign is an online retail banking service that provides user to access his account round the clock. My job was to test this application on different combinations of browsers and operating systems. The Client for which I worked is a leading diversified Japanese financial institution - Shinsei Bank, Japan which is providing financial products and services to both institutional and retail customers based on a three-pillar strategic business model :Institutional banking, Consumer and commercial finance and Retail banking

**Role and Responsibility in project:**

* Involved in extensive manual Functional testing, Regression Testing, GUI testing and Browser compatibility testing.
* Performed Cross Platform i.e. Compatibility testing.
* Job involved checking the functionality of the application.
* Execution of test cases, test case writing and preparation of project summary report
* Interaction with clients for Review, defects and any other issue related to project on daily basis.
* Reporting status to the client on daily basis.
* Exhibited ability to execute the test cases within limited time frame by achieving thorough understanding on the Applications.
* Coordinate with Vendors through proactive follow ups for timely resolution of bugs / errors in the system. Interacted with the developers and users to resolve the bugs as required.
* All VB applications on Windows, Macintosh OS and Vista with different browsers IE-6/7/8, Safari 2.0/3, Firefox 3.1.2 and Netscape got tested successfully.

**WNS Global Service**

**Test Engineer**

## Project Name: SITA – BOSS

**Client** **:**  **SITA**

**Domain** **:**  **Aeronautics**

**Duration** **:**  **Sep 2006 - Feb 2008**

**Project Description:**

BOSS is order entry Tool. Our job is to test consecutive three versions of same. The Client for which we are working is a SITA (Society International for Telecommunication and Aeronautics).As the name suggests process deals with providing the set up of Routers and required components to Airlines and Airline Industries.

**Role and Responsibility in project:**

* Involved in testing the BOSS application manually.
* Preparation and Execution of test case and project summary report.
* Interaction with clients for Review, data availability, defects and any other issue related to project on daily basis
* Interacted with Developers on the status of bugs reported on a daily basis
* Reporting status to the client on daily basis

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## Project Name: POKER (AI Game)

**Client** **:** **Tight Line Technologies Limited**

**Domain** **:** **Gaming**

**Database** **:** **SQL Server 2000**

**Duration** **:** **Dec 2005 - Sep 2006**

**Project Description:**

Process deals with testing the application and various other aspects of gaming software of ‘Poker’. The project involves testing and analysis of gaming software which is developed on artificial intelligence ground which involves developing a database (brain) for the game so that the software is very flexible in strategy unlike to other games simulation which is very rigid in nature

**Role and Responsibility in project:**

* Performed manual testing of the application.
* The project involves testing and analysis of gaming software which is developed on artificial intelligence
* To check the GUI of the application.
* Involved in testing whole application to make sure with the free flow of application
* Participated in walkthrough and defect report meetings periodically

**Strengths**

* Working experience in various testing methodologies
* Quality Compliance
* Team Management
* Vendor management
* SLA Compliance

**Personal Profile**

Father’s Name : Horilal Sohanlal Baghel

Date of Birth : 26th Jan 1982

Marital status : Married

Nationality : Indian

Languages Known : English, Hindi and Marathi.

Passport No. : M2488827