

**CHETALI AGGARWAL**

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## OBJECTIVE:

Aspiring to obtain an accountable position in the field of software testing in an organization where my skills & proficiency can add value to the growth of organization while being resourceful, innovative and flexible.

## ACADEMIC CREDENTIALS:

- Completed **B.Tech in Information Technology** from Global Institutes of Management & Emerging Technologies (Affiliated to Punjab Technical Univ.), Asr in 2013 with 78.93% aggregate.
- Completed **12<sup>th</sup>** (PCM) from D.A.V. Collegiate Sr. Sec. School (PSEB), Asr in 2009 with 54.90%.
- Completed **10<sup>th</sup>** from Manav Public School (CBSE), Asr in 2007 with 81.40%.

## PROFICIENCY EXPANSE:

- **Testing Forte** : Agile|Scrum Development Model, CRM (Salesforce) Testing, E-commerce Cloud Platforms–B2B & B2C along with other Clouds, Cloud Testing, Manual Testing, API Testing, JMeter, Web & Mobile Apps Testing, & Familiarity with Selenium
- **Bug Tracking Tools** : Jira, RedMine, Bugzilla, Eventum
- **Test Management Tool** : Hiptest, TestLink, Jira
- **Project Management Tool** : Jira, Basecamp
- **Languages** : Gherkin, Python, .Net, C++, HTML, XML
- **Operating Systems** : Windows (XP/Vista/7/8/8.1/10), LINUX, Mac
- **Database** : MS SQL Server 2008, SOQL

## PROFESSIONAL ENDEAVOUR:

- Served **Docmation Technologies Pvt. Ltd.** as a Sr.Quality Analyst|Salesforce from Dec 2018 till Sep 2019 with a total experience of 5 yrs 4 months & expertise in domain for E-commerce Salesforce B2B Cloud; i.e. CloudCraze.
- Served **Grazitti Interactive**, Panchkula for 1 yr 10 months {since Jan 2017 till Oct 2018} as a Software Quality Analyst|Salesforce for the **Salesforce - B2B Commerce Platform, Service, Sales, & Community clouds** where I got appointed as an **off-shore QA Team Lead** for my client, **CloudCraze** (also termed as Salesforce–B2B Commerce Platform).
- Served as a Software QA Engineer for 1 yr 11 months at **Acme Minds Pvt. Ltd.**, Chandigarh {since Feb 2015 till Dec 2016} in the field of manual testing. The projects included web-based, Android & IOS mobile app testing domains in the fields of ground transportation booking systems, real-estates, & sports tournaments.
- Served as a Software Test Engineer at **Kochar InfoTech Pvt. Ltd.**, Amritsar for 9 months {from Feb 2014 till Nov 2014} in the field of manual testing. Projects undertaken belonged to web-based, Android & IOS mobile app testing domains in the fields of Mobile Management Systems, Telecom, etc.
- Worked as a Software Testing Intern at **QA InfoTech Pvt. Ltd.**, Noida in the field of manual testing for a period of 3 months. It was a part of my Bachelor's degree. Projects undertaken belonged to e-learning domain built on various Learning Management Systems.

## ROLES & RESPONSIBILITIES:

- ❖ Client-facing interactions to understand the requirements & share the status for deliverables with stakeholders.

- ❖ Coordinating closely with the software development & designing teams to understand what the developed software is meant to do.
- ❖ Examining all aspects of the software from client's & end-user's perspective.
- ❖ Extensively involved in designing functional and UI test cases. Preparing detailed test plans, acceptance criteria and test scenarios for each project.
- ❖ Executing test cases manually to identify defects.
- ❖ Creating database queries and checking backend components.
- ❖ Accurately monitoring and recording results in test documentation.
- ❖ Reporting & tracking the bugs in Jira/Redmine/Bugzilla.
- ❖ Analysing & communicating daily status reports to supervisor, manager & concerned app developers.
- ❖ Getting involved in peer reviews & meetings with technical leads & project managers.
- ❖ Working on test case maintenance when necessary.
- ❖ Helping the Sales team to pen down the end user guide & approving the data & screenshots that is to be displayed in the product manual.
- ❖ Ensuring that all critical bugs are identified and fixed before project is released to client, end user or Sales team.
- ❖ Looking into the support issues after product release & making sure that end users receive an updated bug-free build version for use.

## PROJECTS HANDLED:

- **Project Title** : Salesforce Clients {CloudCraze, Fitbit, Palo Alto, Digital River, Docker, YPO, Acxiom, Iovation, etc.}
- Duration** : Jan 2017 till present
- Clouds** : Commerce-B2B, Service, Community, Sales
- Environment** : Windows, Mac/IOS, Android

**Project Description :**

- ❖ The projects belong to the E-Commerce, Service, Community, & Sales Clouds of Salesforce providing support to the various community applications, support forums, & third-party integration projects with Salesforce.

- **Project Title** : Pow Wow Smart, miRide
- Duration** : Feb 2015 till Dec 2016
- Team Size** : 4
- Environment** : Windows, Android, IOS

**Project Description :**

- ❖ Pow Wow is a ground travel management web application designed for Meeting and Event Planners which reduces the time and effort required to create a budget, submit a proposal, determine vehicle needs, make and modify reservations and provide pre and post meeting analysis and reporting.
- ❖ miRide – Web & native application for User profile running on Windows, Android, & IOS.
- ❖ miRideDelegate – Web & native application for Delegate profile running on Windows, Android, & IOS.
- ❖ miRide Admin – Web application that manages the profile & delegate apps.
- ❖ miRide native app can be found on [Google Playstore](#) & [Apple Appstore](#).

- **Project / Client Name** : BOCES Section1 Athletics
- Duration** : August 2015 till Dec 2016
- Environment** : Windows, Android, IOS, WordPress
- Project Description** :

- ❖ It is a cumulative web application owned by New York State legislature where all the annual sports events of schools throughout the country are listed as per their seasons. The project has two interfaces; one for the public listing & other for the various admins like the Super Admin, Athletic Director, & the Coaches.

➤ **Project Name** : Buy Florida Homes

**Duration** : June 2016 till Dec 2016

**Environment** : Windows, Android, IOS, PHP

**Project Description** :

- ❖ It is a property website platform where people can buy/sell their properties. Timely campaigns run for the registered leads.
- ❖ There are various market & user levels. Data is customised to be displayed as per this information.

➤ **Project Title** : Gizmo Control

**Duration** : Feb2014 till Nov2014

**Environment** : Android, ASP.Net, MS SQL, Win7

**Project Description** :

- ❖ Gizmo Control is an Android mobile application that lets you protect your mobile device and the personal data stored in it both via app & website. It is accessible at '<http://gizmohelp.com/product/gizmocontrol/>'.
- ❖ The application comes in different price ranges varying in the features & scope of use.

➤ **Project Titles** : Aircel Pocket Assist, iMobile, Singtel

**Client** : Aircel, ICICI, Singtel

**Duration** : May2014 till Nov2014

**Environment** : IOS, Android, PHP, Win7

**Project Description** :

- ❖ iMobile & Aircel Pocket Assist are IOS & Android mobile applications that let users perform various activities related to their postpaid/prepaid mobile connections. Admin can access the site which keeps a track of users' activities throughout the country. The apps can be found on [Google Playstore](#) & [Apple Appstore](#).
- ❖ Singtel's (Singapore's telecom brand) 'Tap & Fix' can be found on Google App Store.

➤ **Few More Projects:**

- ❖ **West Construction**– A WordPress based real-estate website that involved server testing of cron job.
- ❖ **Tata Sky Sales & Partners Assist**– A Tata Sky Application for Android & IOS platforms.
- ❖ **Gizmo Doctor** –A self-diagnostic tool for Android smart phones that keeps a track of your device health & performance & lets you manage the same. It is also available on Google App Store.
- ❖ E-learning projects for clients like **Pearson, Sam, Cengage**, etc. built on various LMSs.

## SERVICEABLE AREAS AND CAPABILITIES:

- Providing quality assured services & products to clients.
- Impressive communication & interpersonal skills, meticulous, & quick learner.
- Efficient in handling multiple projects at a time.
- Ability to work independently as well as in a team.
- Capable of handling a critical process responsibly & within the deadlines.
- Comfortable with client interaction.

- Innovative, Disciplined, Self-motivated, Enthusiastic, & Hard-working.

#### **ACHIEVEMENTS & EXTRA-CURRICULARS:**

- Awarded as the Best Promising Young Talent of the organization for the year 2016.
- Became a registered blood stem cell donor at DATRI.
- Served as the lead dancer & choreographer of my branch office at company's annual dance competition.
- Attended workshop on 'Information Security & Ethical Hacking' conducted by 'Appin'.
- Served as the main coordinator of technical events including Group Discussion & Extempore in the college tech-fest, UDAAN-2012. Also, supervised a fun event, Mehfil-E-Mehandi.
- Secured 1<sup>st</sup> position at DAVIET's tech-fest, INCOGNITO-2011, in the event of I-Masquerade and also reached the finals of Search-o-Mania.
- Secured merit position in NITAT-2010 (86 percentile) & NITAT-2012(83 percentile).
- Represented the school at state & district levels in various competitions & bagged meritorious positions in many fields such as painting, quiz, debates, declamation etc.

#### **PERSONAL VITAE:**

<b>Mother's Name</b>	:	Mrs. Kavita Aggarwal
<b>Father's Name</b>	:	Mr. Sunil Aggarwal
<b>Date of Birth</b>	:	07 <sup>th</sup> June, 1991
<b>Sex</b>	:	Female
<b>Nationality</b>	:	Indian
<b>Languages Known</b>	:	Hindi, English, Punjabi
<b>Hobbies</b>	:	Swimming, Gymming, Solving Sudoku puzzles, Dancing (semi-classical & western), Sketching & Painting, Reading novels, articles, & magazines, etc.

#### **DECLARATION:**

I hereby declare that the above-mentioned information is correct to the best of my knowledge and I bear the responsibility for the correctness of the above-mentioned particulars.

(Chetali Aggarwal)