ANIRUDDHA BHALERAO

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Executive Summary

Total 2.4 years of experience in Information Technology Industry as a software tester in QA. Firm Knowledge on different phases of Software Testing (STLC) and Software Development Life Cycle (SDLC).

Professional Experience

- 2.4 years of work experience in software testing primarily including **Functional (manual testing).**
- Experienced working on projects related to **Healthcare and Life Science** domain by implementing **Agile & Waterfall** model of Software development.
- Strong knowledge of **STLC** with experience in developing **Test Design** (test **scenarios, test cases) and RTM** based on business user requirements.
- Competent in using project management tools like **HPE Application Lifecycle Management (HPE ALM) and JIRA**.
- Experience in **Integration, Regression, Smoke, System, Ad hoc Testing**.
- Experience testing applications built on **Microsoft Dynamics 365 and Salesforce** on Service, Community and Sales Cloud respectively.
- Highly flexible towards new application and platforms as per project requirements.
- Conducted several knowledge transfer sessions within the team.
- Effective interpersonal and communications skills with BA and within project team
- Involved in defect management process.

Employment History

Name of the Company	Designation	From	To
Cognizant Technology Solutions	Programmer Analyst	FEB 2019	Till Date

Technical Skills

Tools and Technologies	CRM, Microsoft Dynamics 365, Salesforce,SQL, Postman, Microsoft Office
Defect & Project Management Tools	JIRA, HPE ALM, Microsoft SharePoint
Operating System	Windows

Projects Summary

Project 1: TMG Healthcare	
Role	Test Analyst
Duration	April 2019 to Nov 2020
Client	**TMG USA**
Tools & Technology	MS Dynamics CRM 365, Functional testing, HPE ALM, JIRA
Project Abstract	MS Dynamics CRM 365 system is used as a call centre ticketing system to work in conjunction with FACETS application/databases for claims processing with routing mechanism. Different modules including Claim Inquiry & Processing, Customer Service & Ancillary systems, Membership Tower to cater the client requirements with help of other applications like USD, UI, and CTI integrated (configured) to leverage OOB Customer Service module.
Responsibilities	- Analysis of requirements and involved in test design and test execution. - Performed functional testing of CRM application and the regression suite. - Performed integration testing of CRM Application. - QA test design and execution using HPE-ALM. - Understanding the customer requirements and tracking the requirement changes in the test cases to make sure that each of the requirements gets mapped to a test case. - Defect Reporting, tracking the defects using JIRA and HPE ALM.

Project 2: Allergan, Inc.	
Role	Test Analyst
Duration	Nov 2020 to till date
Client	**Allergan, Inc.**
Tools &Technology	Salesforce (Veeva, Sales, Service and Community Cloud), Functional testing, SharePoint
Project Abstract	Allergan, Inc. have a multiple project: 1. Health Care Organization Harmonization Project: This Project basically controls all the core things like Account management (HCP and HCO), surveys, opportunities, Cases, Meeting and calls and this functionality developed and managed on the Veeva CRM. 2. Global Customer Support Platform and Online Account Management Project: This project is case management system and New Customer Registration for the products.

	And handle all the Customer Service task and the Account management. 3. CoolSculpting: This project covers all the HCP portal from where they can check all the CoolSculpting Life Science product so customer can registration and show the interest and buy the product.
Responsibilities	• Analysis of requirements and involved in test design and test execution. • Performed functional testing of CRM application and the regression suite. • Performed integration testing of CRM Application. • Understanding the customer requirements and tracking the requirement changes in the test cases to make sure that each of the requirements gets mapped to a test case. • Defect Reporting, tracking the defects using SharePoint

Higher Education:

Bachelor of Engineering (Computer Science & Engineering)

University: SGBAU, Amravati

Completion Month and Year: May 2018

Awards and Achievements:

- Received kudos for excellent Performance in the team.
- Awarded for video Designing and Editing in Vidyotan (A National Level Techfest) in 2016,2017 and 2018 held at Sipna College of Engineering and Technology, Amravati.
- Acted as Assistant Contingent Leader (ACL) from our college in Asia's Largest Cultural Festival IIT Bombay Mood Indigo 2k17 held at IIT Bombay, Mumbai
- Acted as Student Convener in Vidyotan 2k18 (A National Level Techfest) held at Sipna College of Engineering and Technology, Amravati

Personal Details:

Name: Aniruddha Santosh Bhalerao

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