**GURPREET KAUR - CSM**

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**Linkedin** - <https://www.linkedin.com/in/gurpreet-kaur-80538a60/>

**Certified Scrum Master: With 9+ years of experience in Scrum Master, Functional Manual Testing,Test and Defect Management using Agile Methodology.**

“Dynamic and Passionate Scrum Master, with Experience managing large enterprise software development projects that meet demanding time restraints and exceeds all expectations. Demonstrated ability to motivate, organize, lead and coach Scrum teams across multiple locations, with a verifiable track record of managing complex projects while delivering on time, under budget and above expectations”

**PROFESSIONAL SUMMARY**

* Currently Working as a Scrum Master with Infosys Limited.
* 9 years plus comprehensive and rich experience in Software Testing,API testing, SQL Testing, Quality Assurance, Agile Methodologies and Mobile Testing Methodologies.
* Proficiently organized and facilitated daily scrum, sprint reviews, retrospectives, sprint and release planning.
* Collaborated closely with product owner on backlog grooming to keep product backlog relevant and prioritized, ensuring acceptance criteria were agreed upon and stories were ready for sizing.
* Effectively tracked team’s progress, including burn down, velocity and release forecasting
* Good expertise in creating test plans, test strategy, test efforts estimation, Resource planning, system scalability planning, release planning and coordination activities.
* Worked with Scrum Masters across four sites to prepare for and facilitate potentially shippable increment planning sessions.
* Expertly promoted continuous improvement and helped teams increase productivity and foster innovation.
* Excellent experience in e-commerce, Finance, Mobile and Telecom domain.
* Total of 9 plus years of experience in Software Testing i.e. Black box Testing, White Box Testing, Web Application Testing, Sanity testing, GUI testing, web services testing, Database Testing, Functional Testing, Mobile Application Testing, Web Testing, Cloud Testing using Perfecto.

**TECHNICAL SKILLS**

* Defect/Bug Tracking tool: Rally, Quality Center 10.00,Jira,
* Database: Oracle 9i
* Web Technologies: HTML, XML
* Languages: User Level Unix,SQL
* Tools: Postman, Swagger, Mobile Labs, Perfecto Mobile, Rally, Quality Center, Citrix, Putty, SQL Developer 2, Mozilla, Surface, Cloud Testing, IE 6.0 and above.
* Operating Systems: Windows, IOS, BlackBerry, Android, Symbian.
* Domain: Telecom, Finance, Mobile Applications and Web Domain.

**Core Competencies**

* Product/Project Management
* Strategic Planning
* Process Documentation
* Quality Assurance
* Agile/Scrum Methodologies
* Prioritizing/Multi-Tasking
* Process Improvement
* Functional Manual Testing
* Documentation Skills
* Project Status

**QUALIFICATION**

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| **Degree(%)** | **Specialization** | **University** | **Year of passing** |
| MCA(75%) | COMPUTER SCIENCE | Punjabi University Patiala | 2010 |

**ORGANISATIONAL EXPERIENCE**

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| **Organization** | **Designation** | **Duration** |
| Infosys Limited | Scrum Master | Feb-2015-Till date |
| Tech Mahindra Ltd | Technical Associate | Aug 2010- Jan 2015 |

**PROJECT DETAILS**

**Employment Description:**

Current employer: **Infosys Limited.**

Projects Handled:

**Capital Connect (**Feb’2015-till date)**: Capital Connect** or Investment Research Platform is a tool user by Investment Analysts to share the Reports. It is just like Social Networking Site in which Analyst can share their report, notes, comments, like etc. Investment Professional can also initiate Discussion in which another Analyst can discuss with all security Features.Analyst can perform these action from Front End, Admin Side and through Email also on both the Web and Mobile. We here at Infosys, are taking care of testing of functionality, UI design and usability of various functional flows across wide range of browsers with Security and workflow to provide customer good experience.

Technology Used: JIRA,QC,Sharepoint,Agile Methodologies, Perfecto, Mobile Testing

**Roles and Responsibilities:**

* Contribute to product roadmap planning, project scheduling and release management.
* Identify and remove organization and team impediments to enhance productivity and efficiency.
* Train new team members and transition teams to agile framework with Scrum to enhance team skill levels.
* Monitor and manage dependencies on other teams and external projects to ensure potential issues are resolved.
* Participate in iteration planning to create acceptance criteria and tests that define “done” for developed features.
* Utilize abilities and skills of individuals and foster a feedback culture to support team building and development.
* Provide effective defect tracking and management to ensure highest quality software.
* Design and implement test suites that exercise and validate product functionality in the most efficient way.
* Provide test scenarios and feature files with detailed steps for automation to enhance testing efficiency.
* Proactively collaborated with other Scrum Masters and Agile Coaches across the organization.

**Previous employer:Tech Mahindra Ltd., Noida**

**Project Description:**

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| **1. Project Name:** | **Aries\_EST\_LS1(R15,R16,R17,R18,R19)** | | |
| **Client** | ATT | | |
| **Role** | Test Engineer | | |
| **Organization** | Tech Mahindra | | |
| **Duration** | 20 Months | | |
| **Team Size** | **Project : 70** | | **Module :** 10 |
| **Environment**  **(with skill versions)** | **Languages:** | User Level Unix | |
| **Database :** | Oracle 9i | |
| **Tools :** | Quality Center, Citrix, Putty, Prism(ATT Tool), VPN | |
| **O/s :** | Windows XP | |
|  | **Hardware** | Workstation | |

BBNMS-LS-The Broadband Access Network Management System is a distributed architecture of multiple applications that work together to provide Layer 3 IP services on top of Layer 2 ATM with GigE and DSL Transport. The services supported include Fast Access DSL, IPTV, and platform to support VoIP. The components of BB NMS are JBBOS, NetX, NMS. System Test is done in simulated environments.

**Roles & Responsibilities:**

* System Testing (End to End) of BBNMS (Service Provisioning, Activation, service Assurance, Workflow).
* Testing of Wireless Services of AT&T.
* Analysis of systems and Business Processes involved based on the Business input.
* Analyzed system requirement specifications and developed test plans, test cases to cover overall quality assurance testing.
* Creation of Test Cases with respect to the Test Objective.
* Test Case Execution.
* Participating the daily defect meeting.
* Daily interaction with the client for deliverables update.
* Involved in Functional, Regression, Installation and Sanity testing process.
* Experienced Technical / Software Support Specialistwith expertise in providing high quality customer product support.

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| **2. Project Name:** | EM TechM-OmantelEnhancement | |
| **Client** | Oman | |
| **Role** | Test Engineer | |
| **Organization** | Tech Mahindra | |
| **Duration** | 6 Months | |
| **Team Size** | **Project : 25** | |
|  | **Tools :** | SandStrom |
| **O/s :** | I-Pos, BlackBerry, Android, Windows, Symbian |

**Project Description:**

Omantel is the pioneer of total communications solutions in the Sultanate of Oman. The main purpose of the project is to do Application Testing in Different Platforms like I-Pos, BlackBerry, Android, Windows, and Symbian. Its Application Testing in Different Devices and to check that Functionality is working fine in each platform.

**Roles & Responsibilities:**

* Application Testing (End to End) of Omantel in Different Platforms.
* Analysis of systems and Business Processes involved based on the Business input.
* Analyzed system requirement specifications and developed test plans, test cases to cover overall quality assurance testing.
* Creation/Review of Test Cases with respect to the Test Objective.
* Preparation of data for the Test case execution.
* Vendor defect management to delivery, coordination and Reporting.
* Participating the daily defect meeting and Provide all defect related statistics and Daily interaction with the client.
* Involved in verification and validation, Functional, Regression, Installation and Sanity testing process and also Involved in creation and execution of Test case

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| **3. Project Name:** | EM-MS-MEA-ASPIRE-TASHAAR | |
| **Client** | Prince of Qatar | |
| **Role** | Test Engineer | |
| **Organization** | Tech Mahindra | |
| **Duration** | 22 Months | |
| **Team Size** | **Project : 8** | |
|  | **Tools :** | Jira |
| **Database :** | MySql |
| **O/s :** | Internet Explorer(7,8,9) , Mozilla Firefox, Google Chrome, I-Pad, Surface Testing |

**Project Description:**

TASHAAR is an enterprise task monitoring tool that allows all employees of any organization to manage and track the tasks they assign to their sub-ordinates or tasks they receive from their seniors. The tool is built for an enterprise and its features revolve around supporting the daily operations of an organization. Tashaar Application is available in I-Pad Application Store. Application is mainly Divided in to two parts- Admin portal and Task Manager Portal. In Admin Portal, Enterprise create the user and assign the workgroup and the manage the users hierarchy and workgroup. In This application, Testing is mainly involved in Web Testing and I-Pad Testing.

**Roles & Responsibilities:**

* Involved in requirement analysis with the Dev. Team with business and functional point of view in mind.
* Analyzed requirement specifications and developed test plans, test cases to cover overall quality assurance testing.
* Creation of Test Cases with respect to the Test Objective.
* Review the Test cases and Test Objectives.
* Preparation of data for the Test case execution.
* Test Case Executions and Jira update and ongoing assessment.
* Responsible for all the Documentation preparation and all defect related statistics
* Mentor other team members to perform their assigned tasks and activities.
* Performed the Cloud Testing of Aspire Application

**CERTIFICATION**

CSM(Certified Scrum Master) - 2019

**AWARDS AND RECOGNITIONS:**

* Recipient of following awards such as:
  + Received 5 ‘Insta’ awards from Infosys for Exceptional contribution to all Production Releases and for doing all the activities as an acting Lead.
  + Received Best Team Award from Infosys.
  + Received Cookie Award from Tech Mahindra.
  + Received Rising Star Award from Tech Mahindra.
  + ‘Best Team' Award in Tech Mahindra and nominated for the same in AT&T.
* Functioned as active member of Enigma (Group that organizes extra-curricular activity in office)
* Received Client Appreciations and appreciations from Group/IDU Head for the leadership displayed and responsibilities taken in Capital Connect project.
* Has been outstanding performer consistently while working in industry.

**PASSPORT & VISA DETAILS**

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| **Passport No.** | L6318328 | **Valid Upto:** 11 Dec 2023 |

**PERSONAL DETAILS**

**Full Name** : Gurpreet Kaur

**Birth Date** : 11 Oct 1986

**Address** : H.No 1417/3, Kashmiryan Street, Ragho Majra, Patiala,

Punjab.

**Languages** : English, Hindi, Punjabi

**Strengths** : Team Player, good Communication skills and leadership

Skills

I hereby solemnly affirm that all the information provided by me is true to best of my knowledge.

**Date: GURPREET KAUR**