LAKSHMAN N CH S 

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PROFESSIONAL SUMMARY

* Having overall 7+ years of experience in Manual Testing, Business Analyst, Product &Sales at various retailers & Distribution department and Customer service in Recovery Team.
* A highly efficient, results driven and capable with a proven ability to effectively develop manage and control relationships between the company and its target audience.
* Experience in **Food Applications apps & Financial app (Wallet)** for US and European Schemes.
* Involved in writing Test cases Functional and Non-Functional requirements.
* Worked on methodologies like Waterfall model, V-model and **Agile** methodologies
* Involved in Different Types of Testing like Functional Testing and Non-Functional Testing.
* Good Exposure to SDLC, STLC Methods.
* Experience in providing Gap Analysis report (between client requirements and scope docs).
* Involved in updating on status of project, discussion about the changing requirements on a weekly basis to clients.
* Actively involved in reviewing the Test conditions, Test cases, Verified Defects and giving comments, which will help to enhance the scope of the test cases.
* Proficient in writing and executing the test cases and test-scenario’s that modifies existing software to correct errors and improve performance.
* Continuous client communication with the client at the level of Acceptance testing (UAT) to track issues/Change requests or Add-on’s points.
* Having a proven track record of quickly understanding a product &sales campaigns mission, vision and objective and then communicating this to potential customers.
* Enjoying challenging briefs & able to work to an excellent standard under considerable pressure whilst presenting a positive image to clients & colleagues.

 **Technical Skills:**

* Knowledge and hands-on experience of a Test Management Tools
* Knowledge and hands-on experience of Defect Tracking tool- Jira, Postman , Bugzilla
* Basic knowledge of Database/ SQL

**Projects & Clients**:

* V-Wallet & V-Card (Viola services Pvt Ltd )
* McDonalds & UberEats (Capgemini)

PROFESSIONAL EXPERIENCE

**Capgemini (Pune -India) Designation: Consultant**

**June**’ 2018- **Dec’**2019 **Job Responsibilities:**

* Managing Offshore Team for all QA activities and task managing.
* Analyzing the Requirements from the client. Gathering User Stories and preparation of mock-up screens.
* Participating in preparing of Test Plans & Test Scenarios.
* Defining configuration specifications and business analysis requirements.
* Preparing Test Cases for module, Integration and system testing.
* Participate in review of product specification ns with respect to testability and provide feedback.
* Involved in sync-up calls with client to provide status updates. Serve as a Subject Matter Expert on product functionality
* Preparing Test Data’s for the test cases and analyzing the test cases prepared by other team members.
* Developing business requirements, plan, and key performance indicator, project plan via documents, data flow diagrams & flow charts for UI/UX and performing testing.
* Developed Tractability Matrix which is a proof of document to ensure that all the specifications are been tested and has no defect.
* Executing Test cases & Defect tracking and help to trouble issue.
* Providing functional& Non-functional requirements, logical data models, use case scenarios, work instructions, reports.
* Giving mandatory information of a defect to developers in order to fix it & preparing summary report.
* Participate in review of product specifications with respect to testability and provide feedback.
* Conducting review meeting within the team members for status updates.

**Viola India Service Pvt Ltd.**

**(Hyderabad) Designation: Business Analysts**

**July**’ 2016- September’17 **Job Responsibilities:**

* Defining configuration specifications and business analysis requirements.
* Help design, document and maintain system processes & preparing of Test Plans & Test Scenarios.
* Gathering User Stories and preparation of mock-up screens. Process design – to standardize the organization’s workflows
* Performing different types of testing to make a bug free product and analysis & interpretation of business rules and requirements for technical team
* Developed Tractability Matrix which is a proof of document to ensure that all the specifications are been tested and has no defect.
* Developing business requirements, plan, and key performance indicator, project plan via documents, data flow diagrams & flow charts for UI/UX and performing testing.
* Providing functional& Non-functional requirements, logical data models, use case scenarios, work instructions, reports.
* Constantly be on the lookout for ways to improve monitoring, discover issues and deliver better value to the customer
* Own and develop relationship , working with them to optimize and enhance our integration
* Perform quality assurance& basic knowledge in generating process documentation
* Developing UI/UX test designs and test cases for verification and validation of product functionality through manual testing.
* Analyze Requirements and Functional Specifications and execute test cases/scenarios.
* Participate in review of product specifications with respect to testability and provide feedback.
* Conduct post-release testing and Report bugs and errors to development teams.

**FDC International FZE Designation: Product Development Executive (Dubai-UAE)** Nov’ 13- Nov’15 **Job Responsibilities:**

* Work closely with development and product management teams to provide feedback on design (functional and technical) and user scenarios
* Apply established development processes and assist in process improvement
* Work closely with team members and the product development to develop test cases, frameworks and troubleshoot issues
* Provide general status and information about specific project risks to Software Development Managers and the Quality Control Manager
* Review the work of other team members and provide assistance as directed

**Dulsco (Dubai-UAE) Designation:** Sales Development Executive

Aug’ 2011- Nov’ 2013 **Job Responsibilities:**

* Discussing and understanding the Vendor strategy. Monitoring stock movements and analyzing sales figures, trends, competition
* Maintain knowledge of current sales promotions& offers, tracking of each brand escalating to line manager for improving sales.
* Preparing day to day weekly Sales Reports with feedback. Regular follow up on stock, understanding the market & strategies of competitors.
* Maintain policies regarding payment and exchanges, and security

**HDB Financial Services Designation:** Customer Services Associate

July 2010- Aug’ 2011 **Job Responsibilities:**

* Corrective measures to close in on any significant deviation between the planned & actual
* Solving the service queries of the clients and escalating them on time.
* Reduce bad debt losses through effective collection. Investigate the FRAUD cases & escalate the same to the manager for reversals

EDUCATIONAL QUALIFICATIONS

**2006– 2009 B.Com (Computer Applications)**

**Institution:** Govt. Degree College, Hyderabad, India , Osmania University

**2003– 2006 Board of Intermediate (M.P.C)**

**Institution:** Royal Junior College

**2003 Board of Secondary Education**

**Institution:** Navodaya High School

SKILLS

* Ability to learn quickly and ability to work to tight deadlines and multi-tasking.
* Planning and Forecasting as per the seasonality.
* Ensuring highest service standards for the customers.
* Maintain good relationship with Vendors and Internal Sales Team
* Ability to work in a fast paced and evolving sales environment.
* Excellent communication
* Well versed with **MS office, Tally, Internet applications and SAP (basics).**

CO - CURRICULAR ACTIVITIES

* Received Best Customer Service award in DEC’11
* Active member in our college disciplinary committee.
* Active Participant in Cultural programs of Afro-Asian games (2003).
* Captain for our college Cricket Team.

PERSONAL INFORMATION

NAME : **LAKSHMAN NCH S**

Date of Birth : 1st Dec’ 1987

Languages Known : English, Hindi and Telugu

Hobbies : Playing Cricket, Listening Music

Nationality : Indian

 Sex : Male

 REFERENCE : Furnished upon Request.

Date: (**Lakshman NCHS)**