

Melody Chrysolyte

Quality Analyst | Quick Learner

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EXPERIENCE

8.6 years of professional experience in application testing and managing Web-enabled and client-server systems in a variety of integrated environments in Telecom, Banking, CRM and Ecommerce domains.

Infogain India Pvt. Ltd, Bangalore — Senior Consultant

April 2017- PRESENT

- Analyse, design, develop, execute, report, track and ensure the quality of the Applications.
- Estimating, planning and coordinating quality testing activities.
- Good hands-on experience in testing GUI, SOAP and REST web services in CRM and Ecommerce Domains with manual and automated approach by using SOAPUI and Postman tools.
- Worked with projects:-(Client:HP) Apollo, ElasticSearch and Freedom Sales.

Tata Consultancy Services — Systems Engineer

June 2012 - December 2016

- Wellversed in analysing, planning and testing of desktop, webenabled and client - server systems in Banking and Telecom domains
- Report, track and ensure quality of the application using Quality centre, HP ALM, Atlassian Jira, Devops.
- Worked for Clients :- Bank Of America, CenturyLink , Rogers, Vmware, Moodys.

EDUCATION

JNTU- Bachelors of Technology

September 2008- May2012

Electronics and Communications Engineer with 78.88% with a good curricular and extracurricular record.

SOFTWARE Languages

HTML,CSS, XML,

Software Tools Used

SOAP UI, Postman, HP ALM, SFDC, CRM salesforce, VSTS, Test Rail, Jira, TOSCA.

AWARDS & Certifications

- Service Commitment Award from TCS.
- Multiple On the Spot and Best performer awards for successful releases on CRM.
- TOSCA Certified professional
- Telecom Foundation and Billing Certified.
- Multiple Client Recognitions for best team performer.
- Nominated directly by Manager for Promotions without self nomination.

LANGUAGES

English,Hindi,Telugu,Kannada
Tamil

PROJECTS

Freedom Sales – CWC, Apptus, PFP

Customer welcome centre, Apptus and PFP are the portals which enable management and data mitigation from required environments to CRM. Testing the various opportunity and customer data management techniques

Elastic Search

This project involves validating the design, architecture, development, integration and testing of Elasticsearch engine for WCC/WISE which will replace the current HPE IDOL search engine.

Apollo

Reltio portal validation on the creation, updation and deletion of various user interface elements which are the key resources in data migration from one data base to the other

Centurylink – EOS

Enterprise Ordering Services is a collection of ordering services designed to provide a more flexible method of interacting with the backend systems used for offering products and ordering services.

It has a component based architecture. It combines data transfer and the application of standard business rules. These services provide client applications with transaction-level access to data while mitigating changes in data-owning systems.

Bank of America – BOA Channels

This project deals with the customer call centre portal validation which is used for the call routing and data fetching of the call based data from the downstream applications.

Rogers – Nova Acceleration

Nova acceleration is a front end Telecom application GUI interface which deals with validation of the cross platform data flowing forms.

Vmware – AEM

Adobe Experience manager tool validation and the various element form verification with different customer roles and browser permissions