CURRICULUM VITAE

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EDUCATIONAL BACKGROUND

Degree	Institute	Specialization	Year of Passing	CGPA/Percentage
Bachelor Of Technology	SRM University	Electrical & Electronics Engineering	2013	7.8
XII (CBSE)	St. Joseph's School NTPC Kahalgaon	Science (P-C-M)	2009	82.4 %
X (CBSE)	St. Joseph's School NTPC Kahalgaon	All	2007	93.8 %

EXPERIENCE SUMMARY

- An Electrical & Electronics Engineering Graduate and a Software Professional with 7 years of Technical experience spanning across multiple roles and responsibilities
- Experience in Retail, T&H and BFS domain
- Good knowledge of the complete **System Development Life Cycle** with its implementation, **Project Management Methodology, Agile and Waterfall Models**
- Extensively worked on **Test Case Creation, Execution, Defect tracking and Reporting** using Test Management tools HP QC, HP ALM and JIRA
- Experience as a **Team Lead/Test Lead and Business Analyst** coordinating daily activity of **20 team members** and other module leads for work package deliverables, planning of sprint deliverables with client and on-shore stakeholders
- Experience in **preparation of Productivity matrix, Exit report and other closure deliverables**
- Experience in **preparing Estimation sheets, Resource planning, Test Plan and Traceability matrix**
- Experience in **developing detailed CR Documents, Functional Specification Documents, Design documents, UAT Test Case Scenarios, Use Case Diagrams, Flow Diagrams** as per client requirements
- Experience in taking ownership of projects from beginning to end, specializing in completeness and accuracy.
- Strong exposure in client interaction and engagement
- Proficiency in **Requirement Gathering & Analysis** and **Gap Analysis**
- Strong involvement in exploratory and regression testing to improve the performance and quality of product
- Experience in creating monthly Defect sheets for getting the exact count of Open Defects, Resolved Defects, Closed Defects, Fixed Defects, Assigned and Analysed defects
- Triaged multiple software defects prior to production rollouts, with team, on-shore stakeholders and client
- Effective communication, documentation and presentation skills with the ability to communicate complex ideas.

Core Competencies	Functional Testing, Web Application Testing, Mobile Application Vulnerability, Malware Analysis [win + android], BI/ETL Testing, Flex PLM Testing
Tools	SAP Hybris, Manhattan Distributed Order Management, Hybris Cockpit, SOAP, FileZilla, Flex PLM, SAP, M&F, Selenium, OBIEE, Unix, Putty, Appworx, , Appsbroker Cloud and QlikView, CSS, TRIP, CUI, JOURNEY, FOCUS, SALEPOINT
Test Management Tools	JIRA, HP ALM, HP QC
Query Language	SQL, Basic Teradata Query Language
Database	Oracle SQL Developer, SQL Server Management Studio, Teradata SQL Assistant
OS Environment	Windows 7, Windows 10
Certifications	International Software Testing Qualifications Board (ISTQB) Software Tester Certifications

PROJECT EXPERIENCE

Organization: <u>Cognizant Technology Solutions</u>

Leading Travel & Hospitality Client (US based)	
Duration	Feb-2020 to Till-Date
Platforms/Tools	ALM, JIRA, CUI, TRIP, SALEPOINT, JOURNEY, FOCUS, CSS
Role	**Senior Test Analyst/Business Analyst (Performed Both roles)**
Responsibilities	- Gathering and Understanding the project requirements, data flow and architecture and creating detailed CR Documents and Functional Specification Documents - Prepare the Estimation and resource planning sheet - Creating Test Plan, Test Strategy and traceability matrix - Attending client workshops on new frameworks and initial builds for scope familiarization - Identify root causes of issues and propose solutions - Creating optimized test combinations and test scenarios - Testing activity from managing Requirements & Test Cases execution to Defect tracking and Reporting using various Project Management tools - Lead, maintain and update existing business processes based on client requests - Involved in Regression testing and during deployment tests, of the application - Supporting other teams as-and-when required by taking necessary Knowledge transformation and delivering tasks within stringent timeline - Train new resources joining the team to help them get familiarized with project activities - Coordinating daily activity of team members and guiding them through daily tasks

Leading Retail Client (US based)	
Duration	July-2019 to January-2020
Platforms/Tools	SAP Hybris, Manhattan Distributed Order Management, Hybris Cockpit, SOAP, FileZilla, JIRA
Role	**Senior Test Analyst/Business Analyst (Performed Both roles)**

Responsibilities	- Gathering and Understanding the project requirements, data flow and architecture and creating detailed CR Documents and Functional Specification Documents - Prepare the Estimation and resource planning sheet - Creating Test Plan, Test Strategy and traceability matrix - Owning the various tracks and delivering daily tasks along with 3 other team members - Creating optimized test combinations and test scenarios - Preparing relevant test data and data sheets as a part of pre-requisites - Preparing XML's for file processing in FileZilla for bulk update of site content - Creating and publishing multiple order level and product level promos used for testing - Executing test cases for various site functionalities for different locale, documenting the results, reporting defects and tracking them to closure - Performing end to end tests with Storefront, Hybris and OMS on various scenarios (both defined as well as exploratory) - Working with onshore stakeholders regularly on feature and functionality enhancements - Performing back-end testing to validate the data synch in the back-end Database - Reviewing daily tasks by peers along with test design review - Testing activity from managing Requirements & Test Cases execution to Defect tracking and Reporting using various Project Management tools - Lead, maintain and update existing business processes based on client requests - Make decisions independently and prioritize work for yourself and others - Involved in Regression testing and during deployment tests, of the application - Supporting Holiday period testing and tickets validation - Validating site in behind the maintenance window as part of production release as various stages - Supporting other teams as-and-when required by taking necessary Knowledge transformation and delivering tasks within stringent timeline

Organization: <u>Tata Consultancy Services Ltd.</u>

Leading Retail Client (UK based)	
Duration	October-2015 to June-2019
Project Abstract	Worked for leading Retail chain (UK) as a Test Lead/Business Analyst, managing a team of 20 resources from Offshore. The objective of the project program was to have all Product and Vendor information in one place so that it improves time to market and delivery efficiencies which will benefit the customers. Agile Methodology was used for this project where all the requirement was drafted as per requirement workshop sessions and then testing process used to be carried out in each Sprint
Role	**Test Lead/Business Analyst (Performed Both roles)**
Responsibilities	- Classification of requirements as OOTB, Configuration and Customization of PLM functionalities for various releases - Understanding of various legacy systems, SAP, M&F etc. and analyze the current business process involved to prepare As-Is & To-Be business process mapping - Owning the Article and Product portal, Tech-pack, BOM, Costing, Vendor portal configuration & customization for Flex-PLM - Testing of end to end BI activities including ETL processes, Source Data Files, SRC to Target, Dashboard Reports - Developing SQL scripts using SQL functions, grouping operations, sub queries, analytical function and joins to test the DW projects - Testing of Incremental load and aggregated data at source to compare and validate with Target

	• Understanding the project requirements, data flow and architecture and creating knowledge banks
	• Prepare the Estimation and resource planning sheet
	• Creating Test Plan, Test Strategy and traceability matrix
	• Creating optimized test combinations and test scenarios
	• Defect tracking and Reporting using various Project Management tools
	• Developing detailed CR Documents, Functional Specification Documents, Design documents, UAT Test Case Scenarios, Use Case Diagrams, Flow Diagrams
	• Testing the product quality in accelerated time frames and low cost
	• Helping and guiding System, Integration, Performance and Automation teams in functional flows
	• Planning of work deliverables with client and on-shore stakeholders by setting up daily calls and meetings
	• Preparing Exit report and closure deliverables

Leading Banking & Financial Services Client (US)	
Duration	July-2013 to September-2015
Project Abstract	Worked for leading BFS client (US) as a Test Analyst. The objective of the project program involved implementation of a new chat window feature for the customers who visit or login to their website, called as DVA (Digital Virtual Agent), to help users with their daily queries, suggestions, account information, FAQs, billing related information etc. The feature was eventually rolled out to the entire regions in North America and South America.
Role	**Test Analyst**
Responsibilities	• Understanding the project requirements, data flow and architecture • Creating optimized test combinations and test scenarios • Testing activity from managing Requirements & Test Cases execution • Defect tracking and Reporting using Test Management tool HP QC/ALM • Testing the product quality in accelerated time frames and low cost • Understanding of work deliverables with on-site coordinator by setting up daily calls • Preparing Exit report and closure deliverables

Declaration

I hereby declared that the information furnished above is true to the best of my knowledge.

Place: Kolkata   **Date:** 10th July, 2020
Sign: Shubhro Shekhar