**ARINDAM BISWAS Mobile: +91-9674653599 Mail: arindam.biswas2@gmail.com**

**Aiming for assignments in Software Testing with a reputed organisation**

**Professional Digest**

* **A professional with over 13 years of experience in Software Testing processes; associated with Cognizant Technology Solutions as QA analyst with sound understanding of:**
* **System, Regression, User Acceptance, Database; creation of Test Strategy, Test Plans and Test Cases based on Baseline Requirements.**
* **Currently working in all the phases of Software Testing Life Cycle**
* **Quality processes of defect prevention and metrics collection**.
* **Possess knowledge in Automation testing with Selenium and Katalon Studio**
* **Worked in domains Banking and Financial Services, Information Media and Entertainment, Restaurants, Real Estate**
* **Well versed with Project management and Team management roles**
* Possesses good knowledge in C#, Python, C & using ALM and TFS as Defect Management Tool.
* An ardent analyst, with flair for adapting quickly to dynamic business environments.
* An effective communicator with strong people management, coordination, analytical and problem-solving skills.

**Certifications**

* ISTQB (Foundation Level)
* IBM DB2

**Employer Details**

* Cognizant Technology Solutions India Pvt Ltd Kolkata 12-06 – Till Date

**Occupational Contour**

**Cognizant Technology Solutions, Kolkata (Since Dec’06)**

**Testing Service**

**Knowledge Purview**

* Thorough Understanding of Software Testing Life Cycle (STLC), involved in all the phases like Requirements, Analysis/Design, Development and Testing.
* Performed Functional, System, Regression and E2E integration testing on various web applications and client/server applications.
* Extensive experience on writing Test Strategy and Test Plans, designing Test Cases and executing Test Cases.
* Worked on Automation with Selenium and Katalon Studio
* Performed RWD and Native App testing in IOS and Android devices
* Currently working on the CI/CD implementation on the Automated smoke suit in Selenium C#
* Extensive experience on Request for Proposals and Revenue reporting
* Worked on Automation MVP for couple of SharePoint applications in the current project
* Successfully lead complex projects with global implementation, and rapidly evolving requirements.
* Effective communication skills and record for coordination between globally located teams.
* Project delivery under stringent timelines and high pressure.
* Excellent verbal and written skills, especially with regards to presenting findings to both technical and non-technical audiences
* Acted as liaison between management and development team for Requirements and QA.
* Managing reports, analysis and decision-making for a change request.
* Project Management, Project Schedule, Project Tracking and Team Management
* Rich experience in translating Business requirements to understandable IT systems requirements

**Technical Skill Set**

Languages Known: C#, Python, C, VBScript and HTML

Database: Oracle, SQL Server

Reporting Tool: Crystal Report

Operating Systems: DOS, Windows 7/NT/9x/XP, Vista

Defect Tracking Tool: ALM, Bugzilla, TFS

Test Automation Tool: Selenium(C# and TestNG), Katalon Studio

**Academic Credentials**

* M.C.A. from RCCIIT, W.B.U.T. in 05/2006 with CGPA - 8.1/ 10.
* B.C.A. (Hons.) from MMM College, Burdwan University in 06/2003 with 65.3% & 1st division.
* 12th from DSP A-Zone Boys’ High School, W.B.C.H.S.E. in 05/2000 with 68.1% & 1st division.
* 10th from DSP A-Zone Boys’ High School, W.B.B.S.E. in 03/1998 with 78.13%& 1st division.

**Major Project Handled**

**Title: Integrator Module on UNIX and ORACLE at CMC in Genisys Enterprise**

**Tenure:** Dec’05 to May’06  **Role:** Developer

**Personal Dossier**

Name: Arindam Biswas

Date of Birth: 16th May 1982

PAN: ANWPB0536F

Languages Known: English, Hindi & Bengali

Address: 130, Sreerampur Road, Garia, Kolkata-700084

**Major Projects Handled**

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| --- | --- | --- | --- | --- |
| **Title** | **Client** | **Location** | **Tenure** | **Details** |
| **SiteSolutions4** | Cushman & Wakefield, US | Kolkata, INDIA | Aug ’16 –  Till Date | SiteSolution is a property management application which has access only to 2 types of user, Researcher and Broker. Researcher having all edit update access and Broker having only view level access. This is an old application which the company used for 21 years. This got migrated from version 2 to version 4 based on light UI refresh and dot net version upgradation. But the most important conversion was Reports which was initially Crystal report and then got converted to SSRS reports. Our testing was mainly concerned with that the new application should behave exactly as that of the older version as per the functionalities are concerned.  **Role:** Project Lead  **Major responsibilities handled:**   * Worked as a Test Lead of 6 member team. * Requirement gathering and analysis from TFS items. * Test Strategy, Test Summary report preparation * Attending review meetings and provide inputs to client * Create Test Data for test execution phase. * Designing Functional test cases. * Automated Regression test scenarios * Automated smoke suit * Identify Test Scenarios for end-to-end testing. * Reviewing and maintaining test cases/scripts * Prepare Daily & Weekly Status Reporting. |
| **CBRE SITECORE** | CBRE, US | Kolkata, INDIA | Oct ’15 –  Aug ’16 | This project is based on CMS (Content Management System). In the CBRE online real estate portal the content along with the layout that is displayed is designed here through SiteCore tool. Initially the application was in DotCom and now migrated to SiteCore tool for some enhanced features.  **Role:** Project Lead  **Major responsibilities handled:**   * Worked as a Test Lead of 3 member team * Requirement gathering and analysis. * Attending review meetings and provide inputs to stakeholders * Designing Functional test cases. * Identify Test Scenarios for end-to-end testing. * Reviewing and maintaining test cases/scripts * Prepare Daily & Weekly Status Reporting. |
| **JLL Property.com** | JLL, Singapore | Kolkata, INDIA | June ’15 –  Sep ’15 | Property.com is the real estate online portal for JLL It provides the customer to search their preferred properties, their prices, location with images. Also it provides the broker details and office details. Broker is associated with a single or multiple properties. Office denotes the marketing offices JLL have in different locations.  **Role:** Project Lead  **Major responsibilities handled:**   * Worked as a Test Lead of 4 member team * Requirement gathering and analysis from TFS items. * Attending review meetings and provide inputs to Onsite members * Create Test Data for test execution phase. * Designing Functional test cases. * Automated Regression test scenarios * Identify Test Scenarios for end-to-end testing. * Reviewing and maintaining test cases/scripts * Prepare Daily & Weekly Status Reporting. |
| **Metrica Enhancement Testing** | Cambridge English, UK | Kolkata, INDIA | Mar ’15 –  May ’15 | Metrica Testing Delivery System is an integrated suite of assessment tools providing an end-to-end solution for developing and delivering paper based or online assessments and providing meaningful results. The system was developed by Metrica Testing Limited (MTL) and now owned by Cambridge English (CE).  There are three modules in the application – Content Admin, Delivery Admin and Test Delivery. Content admin mainly deals with the creation of items and tests. Delivery Admin creates the content consisting the Tests and maps to the respective Institution. Test Delivery is the part where tests are conducted.  **Role:** Project Lead  **Major responsibilities handled:**   * Worked as a Test Lead of 4 member team * Requirement gathering and analysis from JIRA items. * Prepare Test Plans * Prepare Test Design Estimates and Test Execution Estimates. * Attending review meetings and provide inputs to Onsite leads * Create Test Data for test execution phase. * Designing Functional test cases. * Identify Test Scenarios for end-to-end testing. * Reviewing and maintaining test cases/scripts * Prepare Daily & Weekly Status Reporting. |
| **LG TRIAD Testing** | BB&T bank, US | Kolkata, INDIA | Oct ’14 –  Feb ’15 | Branch Banking and Trust (BB&T) is a US bank dealing with all kinds of banking portfolio.  This project is a based on migration.  **Role:** Project Lead  **Major responsibilities handled:**   * Worked as a Test Lead of 6 member team * Requirement gathering and analysis. * Prepare Test Plans * Prepare Test Design Estimates and Test Execution Estimates. * Reviewing and Understand technical & functional design documents, Dataflow Diagrams * Attending review meetings and provide inputs to Onsite members * Create Test Data for test execution phase. * Designing Functional and Non-Functional test cases. * Identify Test Scenarios for end-to-end testing. * Reviewing and maintaining test cases/scripts * Updating test cases based on change requests and enhancements. * Executed manual test cases during test execution phase. * Defect management using ALM. * Prepare Daily & Weekly Status Reporting. |
| **FOCUS** | Papa John’s, US | Louisville, UNITED STATES | Jan ’14  –  Sep ’14 | Papa John's Pizza is the 4th largest take-out and delivery pizza restaurant chain in the United States (behind Pizza Hut and Domino's Pizza); its headquarters is in Louisville, Kentucky. Papa John's primarily takes carryout and delivery orders, although some stores have tables and chairs. The structure of a Papa John's restaurant is typical of that seen in many fast-food outlets, with a salaried store manager presiding over day-to-day operations, and several salaried or hourly assistant managers and shift managers presiding over in-store and delivery team members. Corporate operations look over franchisees to ensure brand consistency.  FOCUS UI project is the web based front end for the next generation POS system that Papa John’s introduced to their stores toward end of 2013. The main purpose of the project is to deliver high-quality, responsive and intuitive UI for POS application running at the store.  **Role:** Onsite Coordinator  **Major responsibilities handled:**   * Working as a Test Lead and leading 10 member’s offshore team. * Working as an Onsite Co-coordinator. * Prepare Test Design Estimates and Test Execution Estimates. * Knowledge Transition to offshore team members. * Reviewing and Understand technical & functional design documents, Dataflow Diagrams * Attending review meetings and provide inputs to Offshore QA leads * Create Test Data for test execution phase. * Designing Functional and Non-Functional test cases. * Identify Test Scenarios for end-to-end testing. * Reviewing and maintaining test cases/scripts * Requirement analysis based on change requests and enhancements. * Executed manual test cases during test execution phase. * Defect management using Bugzilla. * Frequent client communication for Business Development. |
| **BOLO Enhancement** | Brinker, US | Kolkata, INDIA | Oct ’13  –  Jan ’14 | BOLO stands for Brinker Online Ordering. This is a Web based application which facilitates users to order online their food through chilistogo.com.  This enhancement project emphasis on the enhanced features that is going to be appended with the existing features.  BOLO will allow customers to order food online with provision for delivery. Also Customers will be able to order food online and from their mobile Apps for up to two weeks in advance.  Another feature is an enhancement for introducing Group Ordering is envisaged in the existing BOLO system  With these successful implementations, Chili’s customers will be able to place an online delivery, future and group order for food.  Addition of these functionalities is expected to boost Chili’s revenues from online orders  **Role:** Test Lead  **Major responsibilities handled:**   * Working as a Project Test Lead * Requirement gathering and analysis and Review with Business Analyst and Development team. * Prepare Test Strategy, Test Plans * Prepare Test Design Estimates and Test Execution Estimates. * Reviewing and Understand technical & functional design documents, Dataflow Diagrams * Attending review meetings and provide inputs to Business Analysts, Project Managers and Client QA manager and Director. * Create Test Data for test execution phase. * Designing and reviewing Functional test cases. * Designing and maintaining test cases/scripts. * Updating test cases based on change requests and enhancements. * Executed manual test cases during test execution phase. * Conduct Defect Triage meetings and provide inputs to Business team and project managers and Development team for fixing the defects on time. * Defect management using Test Track Pro * Prepare Daily & Weekly Status Reporting. |
| **FOCUS** | Papa John’s, US | Kolkata, INDIA | Aug ’12  –  Sep ’13 | Papa John's Pizza is the 4th largest take-out and delivery pizza restaurant chain in the United States (behind Pizza Hut and Domino's Pizza); its headquarters is in Louisville, Kentucky. Papa John's primarily takes carryout and delivery orders, although some stores have tables and chairs. The structure of a Papa John's restaurant is typical of that seen in many fast-food outlets, with a salaried store manager presiding over day-to-day operations, and several salaried or hourly assistant managers and shift managers presiding over in-store and delivery team members. Corporate operations look over franchisees to ensure brand consistency.  FOCUS UI project is the web based front end for the next generation POS system that Papa John’s introduced to their stores toward end of 2013. The main purpose of the project is to deliver high-quality, responsive and intuitive UI for POS application running at the store.  **Role:** Project Lead  **Major responsibilities handled:**   * Working as a Test Lead and leading 12 member’s offshore team. * Requirement gathering and analysis. * Prepare Test Plans * Prepare Test Design Estimates and Test Execution Estimates. * Knowledge Transition to offshore team members. * Reviewing and Understand technical & functional design documents, Dataflow Diagrams * Attending review meetings and provide inputs to Onsite QA leads * Create Test Data for test execution phase. * Designing Functional and Non-Functional test cases. * Identify Test Scenarios for end-to-end testing. * Reviewing and maintaining test cases/scripts * Updating test cases based on change requests and enhancements. * Executed manual test cases during test execution phase. * Defect management using JIRA. * Prepare Daily & Weekly Status Reporting. * Prepare Test Summary Reports * Prepare Project Management Report. |
| **CPA TM1 Upgrade** | CPA Global, UK | Kolkata, INDIA | Oct ’11  –  Aug ’12 | CPA Global is one of the leading [legal outsourcing](http://www.cpaglobal.com/legal_process_outsourcing) companies in the world, offering a full range of general legal and [intellectual property](http://www.cpaglobal.com) (IP) support services.  CPA Global provide services such as document review, [contract management](http://www.cpaglobal.com/legal_process_outsourcing/contract_management) and litigation support right through to top end [intellectual property software](http://www.cpaglobal.com/software), renewals and data management, research and consulting – assisting busy law firms and corporate legal departments throughout the litigation and IP lifecycle  **Role:** Test Lead  **Major responsibilities handled:**   * Prepare Test Strategy, Test Plans * Prepare Test Design Estimates and Test Execution Estimates. * Knowledge Transition to offshore team members. * Reviewing and Understand technical & functional design documents, Dataflow Diagrams * Attending review meetings and provide inputs to Business Analysts, Project Managers. * Create Test Data for test execution phase. * Designing Functional and Non-Functional test cases. * Identify Test Scenarios for end-to-end testing. * Designing and maintaining test cases/scripts. * Updating test cases based on change requests and enhancements. * Executed manual test cases during test execution phase. * Executed SQL procedures during test execution phase * Conduct Defect Triage meetings and provide inputs to Business team and project managers. * Prepare Daily & Weekly Status Reporting. * Prepare Test Summary Reports. |
| **GCIF** | OCBC, Singapore | SINGAPORE | Jun ’11 –  Sep ’11 | The Global Customer Information File is a system that provides a single unified view of customer relationship with its related subsidiaries/branches. The system shall consist of customers from OCBC Bank’s many branches/offices around the world.  This system facilitates Relationship Managers (RM) of the Bank to search and ascertain if the prospected customer is an existing customer with the OCBC Bank globally. The information gathered from the system will facilitate the RM to provide better service to the customer. In addition, GCIF will have the capacity to retrieve and consolidate the customer-to-customer and common customer identifier to meet the management and regulatory reporting.  The objective of this project is to roll out a system for the Global Corporate Banking (GCB) customers of the bank  **Role:** Tester  **Major responsibilities handled:**   * Worked as an Onsite coordinator and leading 5 member’s team. * Prepare Test Strategy, Test Plans * Prepare Test Design Estimates and Test Execution Estimates. * Knowledge Transition to onsite and offshore team members. * Reviewing and Understand technical & functional design documents, Dataflow Diagrams * Attending review meetings and provide inputs to Business Analysts, Developers and Project Managers. * Designing Functional and Non-Functional test cases. * Identify Test Scenarios for end-to-end testing. * Designing and maintaining test cases/scripts in QC * Updating test cases based on change requests and enhancements. * Executed manual test cases during test execution phase. * Reviewing daily deliverables. * Conduct Defect Triage meetings and provide inputs to Developers and Client project managers. * Defect management using QC. * Prepare Daily & Weekly Status Reporting. * Prepare Test Summary Reports * Creation of test data through AS400 |
| **Safekeeping** | OCBC, Singapore | SINGAPORE | Mar ’11 –  May ’11 | The Safekeeping (SAFE) project is a documentation management module that aims to streamline checklist maintenance at the Middle Office/BBCA units and documents safekeeping at the custodians end. It is built on top of Collateral Management Systems (CLIMS). The project will streamline the workflow for the Customer Financial Services (CFS), Emerging Business (EMB) and Global Corporate Banks (GCB) groups of customers.  Objectives of project Safekeeping are:   * To automate the maintenance and tracking of security document movement for consumer products which is currently maintained manually in Excel Spread sheet those are parked in Loan Operation Share drive. This will address audit concerns on the control and tracking. * To automate lodgement or retrieval request between the bank and document outsourcer. This will ensure data quality and accuracy. * To automate reconciliation between credit administration, custodian and document outsourcer (accountability and balancing of the security document) * To improve productivity by providing system interface to document outsourcer   **Role:** Onsite Coordinator  **Major responsibilities handled:**   * Worked as an Onsite coordinator and leading 3 member’s team. * Prepare Test Strategy, Test Plans * Prepare Test Design Estimates and Test Execution Estimates. * Knowledge Transition to team members. * Reviewing and Understand technical & functional design documents, Dataflow Diagrams * Attending review meetings and provide inputs to Developers and Project Managers. * Designing Functional and Non-Functional test cases. * Identify Test Scenarios for end-to-end testing. * Designing and maintaining test cases/scripts in QC (Quality Centre). * Updating test cases based on change requests and enhancements. * Executed manual test cases during test execution phase. * Review daily deliverables. * Conduct Defect Triage meetings and provide inputs to Developers and Project managers. * Defect management using QC. * Prepare Daily & Weekly Status Reporting. * Prepare Test Summary Reports. |
| **Tower** | OCBC, Singapore | Kolkata, INDIA | Jan ’11  –  Mar ’11 | Project Tower is basically the total revamp of the OCBC Internet Banking site.  Both the Premier Customer Interface and the Mass Customer Interface site would be undergoing several enhancements to the existing functionalities and also several new functionalities would be added to the existing base functionalities.  **Role:** Tester  **Major responsibilities handled:**   * Worked as a key team member. * Create Test Data for test execution phase. * Designing Functional test cases. * Identify Test Scenarios for end-to-end testing. * Designing and maintaining test cases/scripts in QC (Quality Centre). * Updating test cases based on change requests and enhancements. * Executed manual test cases during test execution phase. * Defect management using QC. * Prepare Daily Status Reporting |
| **Automated Case Manager** | ACI, US | Kolkata, INDIA | Feb ’08  –  Dec ’10 | ACI's Automated Case Management (ACM) system is a queue driven application that supports all aspects of bank or credit card account fraud case management. Through an intuitive, web-based interface one can:   * Initiate a fraud case. * View a dashboard list of actions that must be taken during case investigation, and select from that list to perform the action or assign to another user. * Enter notes, append files, link related cases, and compare like cases. * View detailed transactions to mark as valid or suspicious. * Review up-to-date case history   ACM is a highly configurable application, allowing qualified users to define valid values for reference data such as case types and priority values, as well as field and menu option labels. ACM also supports custom plug-in and localization.  **Role:** Tester  **Major responsibilities handled:**   * Worked as a Module Lead. * Prepare Test Plans * Knowledge Transition to offshore team members. * Reviewing and Understand technical & functional design documents, Dataflow Diagrams * Designing Functional test cases. * Designing and maintaining test cases/scripts. * Updating test cases based on change requests and enhancements. * Executed manual test cases during test execution phase. * Defect management. * Prepare Daily & Weekly Status Reporting. * Prepare Test Summary Reports |
| **IADB-PROMIS** | IADB | Kolkata, INDIA | Sep ’07 –  Feb ’08 | PROMIS is envisioned to be the central procurement administration and management system in the Country Offices and Headquarters, supporting secure data exchange with Executing Agencies and providing an integrated solution for the analysis and report of the procurement process of the operations financed by the Bank. The objective of this application is to provide Country Offices, Headquarters and the Executing Agencies with an online Procurement Management Information System (PROMIS) that will replace the current Procurement Information System (PRISM).  **Role:** Tester  **Major responsibilities handled:**   * Analysing software requirement specifications. * Preparation of use case discrepancies. * Involved in performing system & regression testing. * Bug Tracking using MercuryQC. |
| **S&P Hedge Funds Operational Evaluation Portal (HFOE)** | Standard & Poor's (S&P), U.S.A. | Kolkata, INDIA | Jul ’07 – Sep ’07 | Standard & Poor's (S&P) is the world's foremost provider of independent credit ratings, indices, risk evaluation, investment research, data and valuations. Standard & Poor's has played a leading role for more than 140 years in providing investors with independent benchmarks. S&P Hedge Fund group would like to develop a web-based Hedge Funds reporting system that will provide S&P’s internal and external customers with the ability to maintain, request for permission, and view Hedge Funds information/reports. A simple and alert-based workflow solution seamlessly integrates the flow of information and coordinates the actions between Investors, Hedge Fund Managers and the S&P Analysts.  **Role:** Tester  **Major responsibilities handled:**   * Worked as a Team Member * Designing Functional test cases. * Executed manual test cases during test execution phase. * Defect Management using QC (Quality Centre). |
| **Italia New Chamber of Commerce** | Dun&Bradstreet, UK | Kolkata, INDIA | May ’07 – Jul ’07 | This is also a project of DNB DBAI. Here the project is about the changes required to include a new province (Monza e Brianza) in DBAI for the IT-IT group. This project deals with adding a new province Monza e Brianza [MB] to the province dropdown list in the left menu. The provinces on these menus are used in conjunction with the CCIAA number to search a report using the chamber of commerce registration number, and to search for reports. Investigations should be able to be placed using this new province code as the province.  **Role:** Tester  **Major responsibilities handled:**   * Involved in System & Regression testing. * Bug Tracking using MercuryQC. |
| **E-portfolio for Austria and Switzerland (EFANS)** | Dun&Bradstreet, UK | Kolkata, INDIA | Dec ’06 –  May ‘07 | D&B is the leading provider of business information for credit, marketing, purchasing, and receivables management decisions worldwide. D&B Access for the Internet (DBAI) is D&B's fast and easy to use web-based information ordering system on the Internet. It is through this system D&B customers search for companies and gets the needed business information in the form of reports. Any D&B user registered for DBAI can logon to the system and order reports. It is the primary delivery channel for the products of D&B. This project is oriented to two countries Austria and Switzerland. The project is about the inclusion of web based information of the companies respect to these countries.  **Role:** Tester  **Major responsibilities handled:**   * Involved in System & Regression testing. * Bug Tracking using MercuryQC |