



# Hardik Panwar

## (Quality Analyst)

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### TECHNICAL SKILLS

Sanity Testing, Smoke Testing, Retesting, Regression Testing, Functional Testing, Bug Life Cycle, Agile Testing, Test Cases, Severity and Priority, testing procedures, Quality Improvement, Ability to monitor, Operations monitoring etc.

" Highly organized team player and good communicator with 3 years QA experience "

### OBJECTIVE

Bachelor of Computer Applications (BCA) June 2017— June 2019  
Jaipur National University (Jaipur) Rajasthan

### EDUCATION

ICST (I Birds Computer Software Technology) Dec 2016 — Dec 2017  
I Birds College Ajmer (Raj.)

(RSCIT) Rajasthan State Certificate in Information Technology.  
I Birds College Ajmer (Raj.) Jan 2015

### WORK EXPERIENCE

IBirds Software Services Pvt. Ltd Ajmer  
Raj. (305001) April 2017 — August 2020

Metacube Software Services Pvt. Ltd Jaipur  
Raj. (302001) September 2020 – December 2020

#### 3 Years of Work Experience as a Quality Analyst

- Monitored inbound and outbound calls made by [20] employees to provide constructive feedback.
- Developed and maintained quality assurance procedure documentation. Compiled and distributed weekly feedback to team leaders and managers to improve service time and quality while increasing productivity.
- Developed [100+] test scripts utilizing comprehensive business requirements, functional documentation and processes.
- Performed standard inspection of first article, first pallet and random sampling inspection to customer standard

- ✦ Good Knowledge of **Black Box Testing, Smoke, Sanity, Functional, System, Regression Testing, Bug life cycle, Qtest Execution**
- ✦ Good experience in Writing/design and execution of **Test Cases** and **Test Scenarios**

- ✦ Participated in Defect Management and Bug Reporting using bug-tracking tools like JIRA
- ✦ Having good experience in **Salesforce CRM**. Good knowledge of Objects, Fields, Relationships, Data Loader etc.

## ○ Technical Expertise:

Elements	Particulars
Primary Skills	Salesforce Administrator / QA
Operating Systems	Windows 7, 8, 10, XP, MAC OS
CRM tools	Salesforce, Data Loader
Databases	MySQL, Oracle
Domain Knowledge	CRM
Testing Tools	Basic Knowledge of Selenium IDE and Selenium Web driver , Kata lone Recorder
Defect Tracking Tool	JIRA

## ○ Company Projects:

Project Name	IHG Buying Platform		
Client	-		
Project Description	IHG® is one of the world's leading hotel companies, with more than 375,000 people working across almost 100 countries to deliver True Hospitality for everyone. IHG Buying Platform is based on online shopping site. Hotel Users Could Purchase Products for their hotels from different Vendors. Vendors could sale their Product through IHG Buying Platform System.		
Environment	Salesforce, Heroku, Pg Admin, Php		
Duration	July 2018		Present
Role / Responsibility	<ul style="list-style-type: none"> <li>• Acceptance Testing</li> <li>• Unit Testing</li> <li>• Regression Testing</li> <li>• System Testing</li> <li>• Salesforce Administration</li> <li>• Reporting Defects using Defect Tracking Tool - <b>JIRA</b></li> </ul>		
Team Size	15 Members		

Project Name	IHG Microburn		
Client	-		
Project Description	IHG® is one of the world's leading hotel companies, with more than 375,000 people working across almost 100 countries to deliver True Hospitality for everyone. IHG Micro burn is based on rewards and points Hotel Users could redeem points within IHG's extensive network of Hotels including intercontinental, Crowne Plaza, Holiday Inn, Hotel Indigo and Kempton properties.		
Environment	Aws, Dynamo DB, NodeJS, HTML5, Mocha & Chai Unit Test Framework, Selenium Python Script Using Katalon, Postman		
Duration	Jan 2019		June 2019
Role / Responsibility	<ul style="list-style-type: none"> <li>• Acceptance Testing</li> <li>• Unit Testing of API's using Mocha &amp; Chai Framework (beginner Level)</li> <li>• API Testing using Postman (beginner Level)</li> <li>• Selenium Python Automation Testing using Katalon Recorder</li> <li>• Regression Testing</li> <li>• System Testing</li> <li>• AWS Backend</li> <li>• Reporting Defects using Defect Tracking Tool - <b>JIRA</b></li> </ul>		
Team Size	6 Members		

Project Name	IHG Marketplace		
Client	-		
Project Description	HG® Marketplace is your one-stop shop for ordering goods and services, and has everything your hotel needs to operate at its best - all in a single platform - save on all your hotel needs with globally negotiated prices from more than 150 preferred global suppliers on everything from food and linens to energy, electronics and furniture.		
Environment	Salesforce, Heroku, Pg. Admin, Php		
Duration	Dec 2019		April 2020
Role / Responsibility	<ul style="list-style-type: none"> <li>• Acceptance Testing</li> <li>• Regression Testing</li> <li>• System Testing</li> <li>• Salesforce Administration</li> <li>• Reporting Defects using Defect Tracking Tool - <b>JIRA</b></li> </ul>		
Team Size	10 Members		

Project Name	NCOB		
Client	-		
Project Description	Its project to create custom applications for cabinets through the Salesforce community. Which includes approval process email notifications for appropriate users to move the application/form to next in the pipeline. It includes the unauthorized form of submission from the customer side to get more information and their preference for payments. This is used by both internal and community users.		
Environment	AWS , Postman, Python		
Duration	June 2019		Dec 2019
Role / Responsibility	<ul style="list-style-type: none"> <li>• Acceptance Testing</li> <li>• Regression Testing</li> <li>• System Testing</li> <li>• Salesforce Administration</li> <li>• Reporting Defects using Defect Tracking Tool - <b>JIRA</b></li> </ul>		
Team Size	10 Members		

Project Name	Assurant UK		
Client	-		
Project Description	Its project to create custom applications for cabinets through the Salesforce community. Which includes approval process email notifications for appropriate users to move the application/form to next in the pipeline. It includes the unauthorized form of submission from the customer side to get more information and their preference for payments. This is used by both internal and community users.		
Environment	Salesforce		
Duration	June 2017		Present
Role / Responsibility	<ul style="list-style-type: none"> <li>• Acceptance Testing</li> <li>• Regression Testing</li> <li>• System Testing</li> <li>• Salesforce Administration</li> <li>• Reporting Defects using Defect Tracking Tool - <b>JIRA</b></li> <li>• Writing Test Cases and Test Scenarios</li> </ul>		
Team Size	30 Members		

#### Hobby and Interest:

- Travelling

- **Listening Music**
- **Riding**
- **Singing**

**Personal Words:** Put in max efforts to the best of my abilities so as to provide benefits to the organization and working for end in the process try being about self-improvement and learning

**Hardik Panwar**