KANIKA CHOUDHARY

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▼ PROFILE SUMMARY

Accomplished technology professional with over nine years of experience in Telecom, Banking and Healthcare sector. Proven project and team management skills gained through successfully leading end to end testing, process automation and framework building.

Effective at ensuring business outcomes by leveraging agile principles in design, test and development environment. Ability to successfully navigate across matrix organizations with extensive experience of working with international clients and MNC's. Subject matter expert in performance monitoring of systems to ensure effectiveness & efficiency.

▼ CAREER HISTORY

Dec 2018	Till Date
Fresh Gravity	**Senior Consultant**

June 2016	Nov 2018
Ericsson	**Senior Software Test Engineer**

April 2015	May 2016
Mastercard	**Senior Software Test Engineer**

Mar 2014	Mar 2015
Amdocs	**Software Tester**

Jun 2013	Jan 2014
Sears Holdings	**Software Tester**

Nov 2011	June 2013
Croissance Services	**Associate Test Engineer**

Nov 2010	Oct 2011
IBM	**Technical Support Associate**

▼ SENIOR CONSULTANT @ FRESH GRAVITY

Role and Responsibility: Quality Assurance Lead, Scrum Master

- As a client liaison lead, responsible for quality assurance of onsite and offsite team. Leveraged innovative QA methodologies to improved design, implementation to meet client requirements.

- Recruited, trained and mentored new team members to ensure on-time project delivery. Facilitated capability development through successful training for the BSA (Business System Analyst) role.

- In my role as Scrum Master, collaborated with the Product Owner and the executive sponsor to manage the backlog, triage processes and define release and sprint scope.

- Recognised for excellence in delivery and hosted the all employees global technical event "Fresh Bites".

- Managed the Client Success team to help drive standard project delivery methods and processes across multiple projects that map to different capabilities.

- In my role as a Quality Assurance Lead, working with the world's leading health service provider as a client, identified business requirements using digital collaboration tools. Led the test automation team for functional and API testing.

- **Technology Involved:** Katalon, API Testing using Postman, Jira, Hive, SQL, GitLab, SQL, MD5, IICS, AWS Redshift, POS, C630, MDM, Database Management

- Delivered Clinical Research Organisation (CRO) and Commercial Clinical Organisation (CCO) functionality by analysing and validating cloud-based master data management for **Syneos Health**. Utilised Jira for task allocation in combination with a variety of tools.

- Analysed and validated the data using SQL, Gitlab and Postman for each phase and entity to help develop and maintain the Reltio Cloud-based MDM application to identify a golden record.

- Worked with **Extreme Networks,** as Team Lead/ Scrum Master. Identified a Data Lake solution for the telecom service providers, to help resolve network issues and deliver enhanced user experience by effective customer management.

▼ KEY CAREER HIGHLIGHTS

- **@ Ericsson** in my role as a Senior Software Test Engineer managed network issues for multiple mobile network operators globally. This helped improve customer retention and improved user experience.

- **Technology Involved:** Jira, SQL, Selenium (with Java), ReportNG, TestNG

- Managed requirements from the client team, allocated tasks using Jira backlog, identified risks, defined milestones by phase and co-ordinated the test plans to achieve business outcomes leveraging structured data enhancement and project management techniques.

- Service Operation Centre (1.0 and 2.0) monitors the global telecom network, logs issues related to web browsing, voice and video calling. Created automation scripts using Selenium (with Java) to create visual dashboard and reports in addition to managing stakeholder issues recorded via the FSO (facility services officer) tool.

- **@ Mastercard** in my role as a Senior Software Test Engineer ensured seamless transactions for all MasterCard customers within the Payments and Banking domain, utilising the Member Service process.

- **Technology Involved:** GSM, Putty, MPS, MDS

- As a senior testing member coordinated with the onsite team to convert the Service Requests into Activities and further dividing the Activities within the team. Led execution of test cases, tracing issues and verifying it from the Solution DB (Publications). Carried out successful Single Message (Debit) Transaction through Outside View (MDS) and Dual Message (Credit) through Member Parameter System (MPS), forwarding the traces to the customers as a resolution in addition to effective coordination between development and testing team.

- **@ Amdocs** in my role as a Software Test Engineer delivered **Multichannel Self-Service** which enables service providers to empower their subscribers with advanced self-management tools for a consistent, intuitive real-time experience across devices (home PC, laptop, tablet or smartphone) providing customer care and e-commerce functionality.

- **Technology Involved:** HP-QC, Toad, Putty

- Amdocs (MCSS) provides a multilayer mapping between the front-end (e.g., applications) and the back-end for the billing system. In my role, I supported customer engagement across online channels to deflect calls from the call centre and improves net promoter score (NPS), sales and time-to-market by driving online usage with a consistent experience across various touchpoints and delivering a robust user experience by leveraging smartphones' capabilities.

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▼ TECHNICAL COMPETENCY AND SKILL SET

Competency	Rating
TEST MANAGEMENT	9/10
AUTOMATION	8/10
BUG TRACKING	9/10
DATABASE MANAGEMENT	7/10
TESTING	9/10
DOCUMENTATION	8/10

HP- QC, HP ALM, Framework Building, Selenium (Java), Eclipse Mars, Katalon, Jira, QC, GSM, SQL, Oracle, Greenplum, Smoke, Sanity, Functional & UI, System, Regression, UAT, Cross Browser, API Testing (Postman), RD, IQ/OQ, PQ, Software Test Metrics, RTM

▼ EDUCATION

- ➢ Bachelor of Engineering (Information Technology), Rajasthan University, First Class
- ➢ XII & X (CBSE), Science Math's, First Division, Distinction

▼ RECOGNITIONS & CERTIFICATIONS

- ❖ Certified **Reltio Cloud Beginner 101** Training from Reltio, November 2019
- ❖ Received **AWS** online class participation certificate, October 2019
- ❖ Received **QMetry Test Management for Jira** certificate from Udemy, August 2019
- ❖ Certified **ITIL V4 Foundation** Course from Alexos, July 2019
- ❖ Recognised by Amdocs for successfully leading the Hackathon 2018
- ❖ Received "**Employee of the month & Annapurna**" award for exceptional contribution to the project, January 2018
- ❖ Received **Good Job** Card for automating the GUI scenarios, 2017
- ❖ Received "**Great Teamwork**" award and certificate for contribution in AMSS Project, 2014 for identifying the risks on Pre-Production environment before release
- ❖ Received "**Feather in the Cap**" award for Contribution in Ford project, 2012 for successfully implementing all the HP-QC modules in the project
- ❖ Received "**Bravo Award**" Certificate from IBM India Private Ltd, 2011 for virtually assisting NAB customers over Siebel
- ❖ Completed "**INFOSYS CAMPUS CONNECT**" Program from Infosys

▼ INTERESTS AND HOBBIES

- • Reading, Swimming, Gardening, Trekking, Traveling
- • Keen interest in psychology and effective at individual and team counselling