**JYOTI SINGH**

*IBM India Pvt. Ltd.*

*Associate System Engineer – Test Specialist in Custom Applications and Automation Tools*

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**Career Objective:**

With strong expertise in resolving the problems in test-plans and advocating my analytical skills towards the growth of the organization, I would like to work as a manual and automation tester for your esteemed organization and ensure high-quality software products are delivered to end users.

**Professional Summary:**

* 4 years of experience in Manual and Automation Testing that includes one year of work experience from Client location.
* Worked on Agile Methodologies.
* Participation in scrum ceremonies (grooming, sprint planning, retrospectives, daily stand-ups, etc.)
* Experience working in cross-functional, multi-location teams and good analytical and problem-solving skills.
* Having Knowledge on Selenium Concepts and developed Selenium Scripts, which we used to perform regression testing after every iteration on UAT.
* Well acquainted with Software Development Life Cycle and Software Testing Life Cycle.
* Experience in Functional, Regression, Performance, Browser, Automation using Selenium and System testing.
* Preparation of complex Test Scenarios, Test Cases, Reviewing test Cases.
* Expertise in analysing the results and reporting suggestions and defects.
* Good exposure on Bug Life Cycle.
* Collaborated with other technical resources to suggest improvements for processes, best practices, and standards.
* Identified opportunities to improve maintainability of Testing platform.
* Patience and perseverance in following QA best practices for process improvements on day to day basis.
* Experience in execution and reporting of test cases using tools like Rally, QC, RTC and RQM.
* Possesses good analytical and communication skills, problem solving and project management skills, good work ethics and team oriented.
* Passion & interest to learn the domain of the Application under Test, willing to learn and implement new technologies.
* Experience in execution of API’s while performing System load/performance testing.
* Have attended training on Selenium automation tool, which was successfully implemented in to the project
* Experience in managing the team and providing KT on the Execution flow.
* Organized and detail-oriented, able to work well under deadlines in a changing environment and perform multiple tasks effectively and concurrently.
* Two times have received Manager’s Choice Award of the quarter for showing personal interest, support and flexibility for critical changes from Manager.

**Educational Qualification:**

* Bachelor of Technology (2015) from Banasthali University, Jaipur Rajasthan.

**Technical Skills:**

**Testing:** Manual testing, Automation testing(Selenium), Web Application (API’s) testing

**Defect Tracking and Test Management Tool**: Rally, QC, RTC, RQM, Trello, J- meter, WebSphere Commerce Accelerator, Sales Centre.

**Automation Tool**: Selenium

**Languages:** Basic Java, C, C++

**Digital badges gained in IBM:**

* IBM Method - Application IMPACT (IGNITE)
* Cognitive Practitioner
* API Management Concepts
* IBM Agile Explorer
* Enterprise Design Thinking Practitioner

**Career and Assignment History:**

**Career History:**

**08/2015 - To date**

**IBM India Pvt. Ltd., India**

**Associate System Engineer**

Field: Testing

Designation: Test Specialist in Custom Applications and Automation Tools

Domain: Electronics and E-commerce & Retail

**Assignment History:**

**MySalesActivities – Incentive Management(MySA-IM)-**08/2017– Till Date

**Project Description:**

IBM continually defines varying BP Incentive programs specific to our various products and offerings. Incentive Admin (mySA IA) is the tool to quickly and dynamically define each of these programs. Incentive Review (mySA IR) is the transactional approval process of these Opportunity Incentives. The Incentive Management (mySA IM) suite also includes flexible APIs to make available meta data as well as the OI transactional data to other IBM systems.

And, Deal Registration application supports a single worldwide cross brand process for the registration of Business Partner Opportunities against Incentives and where appropriate payment of appropriate consideration. It is a web application used by IBM Business Partners.

**Contribution/Responsibilities:**

* Responsible for creation of Test data, Test case design, review, execution, Defect management and preparing test reports using RTC and RQM Tools.
* Identifying test scenarios, writing test cases, troubleshooting and analyzing.
* Designed Automation test scripts using Selenium Tool for mySA IA and mySA IR applications.
* Performing Sanity and Functional testing end to end for Deal Registration Application.
* Performed Performance testing for same to check on how the system responds to different type’s volume of load using J-meter Tool.
* Maintained proper defect report by making sure that it is a proper communicator between developers, manager, lead & testers about the defects in the system.
* Having openness to the views of others I put my suggestions/concerns forward Wherever I felt it required for better quality of product and good business results and reported my findings in context of its business value.
* Mentored junior and new associates in the team.

**Boots-Factory(UK)-**05/2017 – 07/2017

**Project Description:**

**Boots UK Limited** (formerly Boots the Chemists Limited), trading as Boots, is a pharmacy chain in the United Kingdom and Ireland, with outlets in most high streets, shopping centers.

The company operates over 2,500 stores across the United Kingdom, Ireland and other countries ranging from local pharmacies to large health and beauty stores. Boots also operates a retail website and runs a loyalty card programmes branded as the Boots Advantage Card.

**Contribution/Responsibilities:**

* Responsible for creation of Test data, Test case design, review, execution, Defect management and preparing test reports using QC Tool.
* Involved in Performance testing, regression testing.
* Tested various scenarios based on country and offers using Sales center.

**Cisco-WebEx-** 10/2015 - 03/2017

**Project Description:**

**Cisco** is one of the largest multinational networking company in the world that designs, manufactures sells networking equipment worldwide.

**Cisco WebEx** is an application that provides on-demand collaboration, online meeting, web conferencing and video conferencing applications. Its products include Meeting Center, Training Center, Event Center, Support Center, Sales Center, Meet-Me-Now etc.

This project involves end to end testing of all the Cisco-WebEx functionalities and Design.

**Contribution/Responsibilities:**

* Handled various applications like MYR, MCFT and Eval.
* Authored test plans and test cases based on the software design and functionality requirements, which ensured the through testing of the product and adherence to design requirements.
* To provide timely responses to Production issues, root cause and resolve issues.
* Working from client location for better outcomes of results.
* Interaction with BA and developers to ensure early resolution of defects and high quality of product.
* Tested mobile and tablet version of the application on Android and iOS devices to ensure the uniformity of functionality.

**Personal Profile:**

Date of Birth : 5th July 1994

Nationality : Indian

Languages known : Hindi and English