Vanita [vanitatesting2007@gmail.com](mailto:vanita.testing@gmail.com)

QA Architect

+91 9779772089

B.Tech Computer Science & ISTQB ISEB Certified (Holding B1/B2 Visa – USA (Valid till 2027)

**Summary:**

B. Tech Computer Science, ISTQB ISEB Certified Software QA Architect with 12 years of IT strong work experience in business analyst, manual, automation and performance software testing for business domains such as Insurance, Banking, Healthcare, Financial, Logistics, E-commerce, Government, Transport and Utilities. Exposure of client & team management and working at onsite client locations.

Hands on work experience on various tools such as: VSTS, Load Runner, Jmeter, Neoload, Jira, ALM, VersionOne, Katalon, QTP, Test Director, PerfMon, New Relic, Blaze meter, Silk Performer, OATS, Burp suite, Dynatrace, Datadog, Postman, Azure, Swagger.

**Key work responsibilities:**

* Identifying & documenting project **Manual, Automation, Mobile(both manual and automation) and Performance** requirements from all stakeholders using discussions using the **Agile Methodology**.
* Preparation of RTM with respect to the test cases created for manual testing.
* Identifying key modules and critical success factors for application **performance along with capacity planning.**
* Preparation of the WBS (Work Breakdown Structure) and identify the **performance** tool required for application.
* Conducting various types of testing: **Functional, Web UI testing, System testing, Data warehousing testing, API Testing, Mobile (IOS/Android/IPad),Database, Regression, Endurance (Soak), Stress (Peak) and Load (Average) testing** in order to ensure reliability, capacity and scalability.
* Creation of the test scripts for the **performance** using VGenerator/Jmeter and setup test environment.
* Monitoring of the performance run and analyze the test results and identify the root causes of **performance** issues and provide corrective actions.
* Creating high level project plan, Test Plan & milestones.
* Determine tasks that can be **automated** for testing for the regression testing using tools such as QTP/Katalon.
* Discussion with relevant stakeholders including system engineering teams to gain business & technical understanding.
* Test Execution and maintain all the results including defects in Jira/ALM/Quality Centre.
* Defining test cases, analyzing bugs, interaction with team members in fixing errors and User Acceptance Testing (UAT)
* Recruit, lead, mentor, and develop a talented high-performing team of technical Quality Engineers and manual testers
* Work closely with Product Management, Development, Support, Sales and Services teams to prioritize assignments and manage risks/issues to ensure successful delivery with high quality.
* Review team reports, bugs on regular basis, perform RCCA on End-user bugs & provide regular feedback towards improvement of Quality of Bugs & Test cases
* Coach the team technically to ensure over all technical expertise of team enhances. Responsible for the growth and execution management of a team
* Technically leading the team of 10-15 SQA talented engineers
* Also working as Freelancer Trainer where in the field **of software testing/Business Analyst/Agile Methodology, with extensive experience in handling online or corporate trainings on Manual Testing, Mobile testing, Automation testing, Performance Testing in different locations like India, US and Europe.**
* Trained on the Business Fundamentals, Requirement management, Business Analyst model and architecture.
* Have imparted customized trainings on tools on the client’s application so that the team will be ready to work on the application as soon as the training is done.
* Experienced and impactful Business Systems Analyst, with 6 years of experience working with wide variety of platforms including the knowledge of SDLC (Software Development Life Cycle) and practical knowledge of Waterfall, Agile (Scrum), and RUP model.
* Gathering business requirements from multiple sources, evaluating data sources, translating requirements into specifications, application design, technical and business writing and testing various methodologies.
* Expertise in documenting the Business Requirements Document (BRD), Technical Requirement Document (TRD), generating the UAT Plan, maintaining the Traceability Matrix and assisting in Post Implementation activities.
* Expertise in UML like class diagrams, object diagrams, use case diagrams, state diagrams, sequence diagrams, activity diagrams, and collaboration diagrams, as a business analysis methodology for application functionality designs using MS Visio and Rational Rose.
* Worked in cross-functional environments and acted as a point-of-contact between the management and technology team, made presentations to them regarding the requirements and project updates.
* Developed strategy for data management and best practices for data analysts.
* Experience with tools such SQL and Toad for writing and running queries in order to cover the databases testing and perform data analysis.
* Knowledge of GAP analysis and data mapping documents
* Experience in Quality Assurance Life Cycle (QALC) aspects such as establishing project standards, writing test strategies, test plans, test cases, defect reports and developing test scripts, traceability matrices and test environments.
* Team management experience for 6 years.

**Tools / Technology - Work Exposure:**

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| QTP (HP Quick Test Professional)/Selenium | JIRA v7.3.0 | Load Runner 12.50 | TFS | Ignite | Silk Performer |
| ALM (Quality Centre) | Test Director | HP Performance Centre | GIT | New Relic 3.31.1 | Dynatrace |
| Neoload | VSTS | Jmeter 3.0 | OATS | Katalon | Azure/Datadog |

**Testing Proficiencies:**

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| **Testing Types:** | Functional, System, Integration, Sanity, Regression, GUI, Compatibility, Automation testing, Baseline and Benchmarking testing, Load, Stress, Soak & Database Testing, Mobile and Tablet testing. |
| **Scripting Tools:** | Java, SQL, TOAD, FTP |
| **Operating Systems:** | Unix, Linux, Windows |

**Company History:**

* **Xceedance, QA Architect April,2019- June,2021**
* **Magna Infotech, Test Lead, July,2018- Jan,2019**
* **Icreon Ltd, Test Lead, Nov 2016 –June,2018**
* **SopraSteria India Ltd, Test Analyst, Apr 2007 – Nov 2016**

**Projects History:**

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| --- | --- | --- | --- |
| **Project Name** | **Description** | **Tools Used** | **Role** |
| **Duck Creek** | Insurance domain (Policy, Claims) | Neoload/TAC/PerMON | QA Architect |
| **Enterprise** | Application like ARMS, HRMS, Surety, ACA | Load Runner | QA Manager |
| **BOAT US** |  | VSTS | QA Manager |
| **DIMTS** | Delhi Integrated Multi-Modal Transit System Ltd is launching conductor less buses in Gurgaon where ETM machines are introduced and people will swipe their cards when travel. | Sql, Burp Suite, Jmeter,dynatrace | QA Manager/Business analyst |
| **ROSS** | ROSS is a school in USA whose objective is to change the way education meets the future; to foster interdisciplinary, integrated thinking and innovative leadership; to engage fully in the global community; and to facilitate lifelong learning. | Apache Jmeter, JIRA, Perf Mon, Katalon | Test Lead/Business Analyst |
| **XPO Logistics** | XPO Logistics, Inc. is a U.S. corporation and one of the world's ten largest providers of transportation and logistics services. | Jmeter, JIRA, Ignite, New Relic, Perf Mon | Test Lead/ Business Analyst |
| **Amdocs** | Amdocs is a leading software &services provider to the world’s most successful communications and media companies. As our customers reinvent themselves, we enable their digital and network transformation through innovative solutions, delivery expertise and intelligent operations | Jira and Apache Jmeter along with Azure | Test Lead/ Business Analyst |
| **Sapphire** | Sapphire is the program name allocated to The Services Family Limited (TSFL), requiring the provision and management of end to end banking services and infrastructure. Sapphire has applied for a license to launch Mortgage services initially, closely followed by Lending and with longer term intent of providing full banking services including current accounts, deposits, cards and insurance. | ALM and Apache Jmeter along with PerfMon | TestLead/Business Analyst |
| **TESCO** | Tesco PLC is a British multinational grocery and general merchandise retailer. Having the upgraded Hyperion Planning (HP), Hyperion Financial Management (HFM) applications and Smart View. This is a financial planning and management package based on Hyperion applications, Oracle Database and Oracle Essbase (OLAP). | ALM, Load Runner (Truclient protocol) along with PerfMon | Test Lead |
| **Patent management system** | CMS is a web-based application where applicants can file patent application online and perform multiple related services. European Patent Office examiners are in charge of studying such patent applications on CMS in order to decide whether to grant a patent for an invention. The patents granted by the European Patent Office are called European patents. | JIRA, ALM, and Performance Centre | Test Analyst |
| **Oracle E-business Suite** | E-Business suite is an oracle application which consists of a collection of enterprise resource planning (ERP), customer relationship management (CRM), and supply-chain management (SCM) computer applications either developed or acquired by Oracle such as Finance & Accounting (AP, AR, Cash Management), Employment Services and Procurement. | QTP, ALM, Selenium WebDriver, OATS, Toad | Automation/Performance Test Engineer |
| **YORKSHIRE WATER** | Yorkshire Water is a water supply and treatment utility company in England. They manage the collection, treatment and distribution of water in Yorkshire + also collect, treat and dispose of about one billion litres of waste water safely back into the environment. Yorkshire Water governs its complete operations using asset management application & governs all assets in 5-year asset management periods (AMP), the latest of which (AMP5) began on 1st April 2010 | TFS, VSTS,TEST DIRECTOR | Test Analyst |
| **CAS BAU (Barclaycard)** | Customer Acquisition System (CAS) is a customer recruitment system that invites applications for credit cards. Based on the credentials of the applicant an online / offline decision is made to provide credit cards to them. CAS BAU also involves testing of change requests and live incidents. | Quality Center and TOAD | Test Analyst |
| **IVR-VAS Replacement (BARCLAYCARD)** | Barclaycard Business intends to provide a strategic application platform across all of their business units. They also intend to organize their business around end-to-end customer-focused processes in order to maximize efficiency and provide excellent service to their customers. The project deals with replacing the existing VAS system with a new VAS system. | Test Director, FTP, Telnet and UNIX | Manual Test Engineer |
| **EPDQ (Barclaycard)** | ePDQ is online end-to-end Barclaycard solution that provides a secure service for card payment authorization and settlement. When a customer chooses products from website and proceeds to the checkout, they are directed to the ePDQ secure payment environment, where they can pay by debit or credit card | Test Director & TOAD | Manual Test Engineer |

**Awards & Recognition**

Star Award from SopraSteria

Appreciation Letter from Icreon for the successful delivery

Appreciation from DIMTS (client of Magna) for the successful launch of the conductor less buses project in Gurgaon.A s Chief Minister Manohar Lal Khattar inaugurated this project.