**Full Name**

**Location:** Loughborough, UK.  **Email**:

**Phone**:  **LinkedIn:** <https://www.linkedin.com/in/>

**Profile**

*“Business analytics graduate with professional experience in Quality assurance testing (QAT)”*

As an experienced IT professional, I have a proven track record in software testing, project management, and significantly improving operations. My greatest desire is to …...

**SKILLS Summary**

|  |  |  |
| --- | --- | --- |
| * Test Strategy & Coverage optimisation. * Effective Communication * Attention to Detail * System and user documentation | * Regression & Agile Testing * UA & Compatibility Testing * Performance, Load & Stress Testing * Root cause Analysis | * Test Automation * Defect & Bug Tracking * Negative testing * Manual Testing * Cross-Functional Collaboration |

**Career Summary**

**Amazon, Chennai, India.** **Sep 20xx – Sep 20xx**

**Quality Assurance Associate**

**Outline**

Worked in Amazon's Fire tablet organisation, reporting to the manager of the End-to-End tablet testing team, and actively engaging in the system testing for various android tablet as well as other device launches.

**Key Responsibilities**

* Executing regression tests on FireOS system releases and patch builds for User Acceptance Testing.
* Carrying out testing in security and hotfix releases.
* Increasing the team’s knowledge of test strategy management and defect management.
* Bug reporting accurately throughout the system releases from BD to GM milestone.
* Collaborating with the Operations Managers and QA team to resolve any unresolved issues in Jira Bucket by involving in the bug life cycle and defect tracking activities.
* Handling Software releases from a QA perspective, completing two successful system releases.
* Creating Test Plans and assigning resources throughout the release.
* Automating test cases utilising a UI Automator-based internal framework.
* Performing various types of testing such as Sanity, Load, Performance, Integration and Exploratory testing whenever required.
* German and Japanese localisation testing, as well as additional preferred marketplace scenarios.
* Documenting and updating the test plan after reviewing the System and feature release documentation for every launch.
* Maximising team knowledge and productivity by effectively training, monitoring, and directing team members to apply best practices and regulatory protocols.

**Deloitte USI Consulting, Bangalore, India. Aug 20xx – May 20xx Associate Analyst**

**Outline**

As a software tester for a client based in the United States, I worked in the ServiceNow service line of Deloitte USI Consulting, reporting to the service line manager.

**Key Responsibilities**

* Performing testing in sprints according to agile methodology for the asset management project.
* Logging defects and reporting to scrum master on everyday scrum calls.
* Developing and managing test cases from User stories every day.
* Ensuring that all the user stories in the test bucket status have changed before each scrum meeting.
* Communicate findings and insights to the scrum master in order to develop best business practices and drive analysis towards implementation and outcomes.
* Performing database integration testing to validate the user experience.
* Reviewed software implementation plans to assess risk and feasibility.
* Identifying potential upgrades to the project, followed by the definition and measurement of success criteria.
* Documenting reports detailing findings and inputs from scrum meetings.
* Handling system analysis, process modelling, documentation, testing, implementation, and user support for platform migrations, and was an effective contributor in the SDLC lifecycle.

**project highlights**

* **Feature testing**: As a Feature test lead for Echo buds and wireless charging dock for fire tablets ,

I was responsible for developing around 55 validation test cases from requirement specifications, running initial testing, and delivering test plans for various marketplace releases.

* **Game mode:** Test lead for testing involving the integration of game mode features into existing software build versions; developed around 58 test cases from specifications; executed performance, stress, and stability testing for various releases.
* **Test suite Optimisation:** I presented an approach to enhance the existing End-to-End test suite, that comprised of over 3000 test cases. Formulated a strategy in place for optimising it efficiently in four stages and maintaining track of progress using Confluence wiki as well as JIRA Kanban boards.
* **ACES:** As a coordinator, I led Amazon Customer Excellence Services (ACES), where I established and managed performance improvement strategies and plans to ensure continual improvement in Usability testing.
* **Frustration-free set-up (FFS):** By performing FFS testing, which is considered the most time-consuming component of testing in any release because to its complexity, I was able to educate and train others on how to execute it with ease using different techniques.

**Education**

**MSc. Business Analytics**  **Sep 20xx – Sep 20xx**

*United Kingdom.*

**Bachelor’s in Aug 20xx – May 20xx**

*University, Chennai, India.*

**Technical SKILLS**

* **Coding Languages**: Java, Python, HTML, JavaScript, CSS, VBA, SQL, Scala, and Mosel.
* **Analytics:** SAS, Tableau, PowerBI, and Advanced Excel.
* **Testing**: JIRA, Testrail, Selenium, JUnit, Jenkins.
* **Other**: MySQL, Office365 (Inc. Visio and Access), Confluence, Trello, Simul8, Stella Professional, Net Logo, and FICO Xpress optimisation.

**CERtifications**

* ISTQB Certified tester foundation level (CTFL).
* ITIL Foundation Level.
* ServiceNow Certified System Administrator.

**REFERENCES**

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