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|  | **SOUJANYA CHAKRABORTY**  QA Engineer  **Phone:** (+91) 8100542210  **Email:** soujanyachakraborty1993@gmail.com |  |

**PROFILE**

Desire to be a part of vibrant and leading organization and create footprints as a Quality assurance Engineer, to assist the organizations in all aspects by utilizing all my skills, knowledge, abilities and experience with a balance of hands-on, management and leadership responsibilities.

**EDUCATION**

**Bachelor of Commerce, Financial Account**

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| Goenka College of Commerce & Business Administration The University of Calcutta Kolkata, West Bengal | Graduated, June 2014 71.1% Division I |

**12th (HS)**

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| Gangapuri Siksha Sadan West Bengal Council of Higher Secondary Education Kolkata, West Bengal | Completed, May 2011 82.2% Division I |

**10th**

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| Gangapuri Siksha Sadan West Bengal Board of Secondary Education Kolkata, West Bengal | Completed, May 2009  68.25% Division I |

**WORK EXPERIENCE**

       **Cognizant Technology Solutions:**

Experience – 7+ years (28th November 2014 – Present)

Work Role – QA Lead

Job Role – Associate

I have overall 7+ years of experience in Manual testing. As part of my assignments, I have been worked in Requirement Analysis, Application Maintenance, Functional Studies, Quality Reviews and Application Testing. Proficient in performing detailed testing on functional aspect of the application to agreed standards, ensuring client satisfaction and acceptance. My project is on “Retail & Insurance Domain”, so I have gained proficiency in fields like Electronic Commerce (Ecomm) and Agile Methodology.

**CAREER HIGHLIGHTS**

* Currently working as a QA team lead in **manual testing**with excellent client feedback.
* 7+ years of QA profile experience.
* Working Experience in management skills – **Test Document preparation** (FSD, Test Plan, Test Closure, DSR, WSR, RTM), **Client handling**, **team management** etc.
* Demonstrable experience in analyses of business requirements and module-specific functionalities to identify test requirements and formulate an effective master test plan.
* Well versed in using checkpoints/user defined checkpoints and agile methodology.
* Testing experience in **Data Conversions, Data Extraction and Interfaces**.
* Integration test experience with external and client third party systems.
* Well versed with ALM methodology to capture detailed design and map requirements with test scripts.
* Knowledge of STLC processes and tools.
* Experience in order management and e-commerce testing
* Knowledge of **Oracle SQL, UNIX and other file transfer systems**.
* Experience in working with onsite-offshore project execution model.
* Mentors and leads an efficient team to ensure a high quality of work output.
* Strong interpersonal skills with a remarkable ability to interact with people across all levels with ability to function as a team member.
* An effective communicator with excellent relationship management skills and strong analytical, problem solving & organizational abilities with client & other partners.
* Experience in **Internal and External Audits**, documenting compliance requirements related to auditable applications.
* Experienced in handling **production releases & resolving post production issues**.
* Experienced in Mobile testing, web based testing & backend testing
* Hands on experience as Cloud Migration program controller & Oversee the project

* In **Mobile Testing** for Browser compatibility testing gained experience in - **Sauce Labs, Browser Stack and Physical mobile device** as well.

* Working Experienced in **Test Execution** and has a record zero defect leakage in production.

* Working Experienced in **Defect Logging** as well as **tracking** in **ALM and JIRA**.

* Working Experienced in **App testing** for different devices and operating systems.

* Working Experienced in **ECOMMERCE End to End** flow – Starting from Placing an order till its fulfilment process by using **Supply chain management tools – DOM, WMS and RMS**.

* Hands on experience in developing and maintenance of **Automation Scripts in Selenium**.

* Currently working in **agile project methodology.**

* Gained Proficiency in **Retail & Insurance domain** knowledge.

* Compatible with **SQL Developer tool** and **API Testing**.

* Done **Production Support** during peak sale season like Thanks Giving, Black Friday, Cyber Monday, Client’s own anniversary sale and Election Day sale.

* Last but not the least, **Punctuate** and **responsible** towards tasks and duties.

**DETAIL PROJECT EXPERIENCE**

**Client Details                : Manulife**

**PROJECT #1          : Notional Application REwrite**

**Duration                        :**January 2021 – till date

**Team Size                      :**10

**Language and Tools    :**JIRA, Android APP, Selenium with Java, Postman, SQL developer, Cross browser testing

**Project Objective      :**The objective of Notional Rewrite project is to launch a new version of the website and Application solution that will provide a more user-friendly platform & decommissioning the old desktop tool.

**Roles and Responsibilities:**As a QA team lead -

* Involved in Requirement Analysis, Test case design and Test case execution in JIRA.
* Active participation in End to End Integration testing, SIT and UAT testing of the application.
* Defect analysis, Defect retesting and all other support related activities.
* Daily co-ordination with client for all project related activities.
* Responsible for taking sign offs from client for Test Artefacts
* Participated in Test estimations & raising risk on time to the stakeholders.
* Validation of post-production defects and related slippage report documentation.
* Training new project members on QA basics.

**Client Details                : Manulife**

**PROJECT #2          : Path to green**

**Duration                        :**May 2019 – December 2020

**Team Size                      :**21

**Language and Tools    :**HP ALM, Jira, Cross Browser testing, Selenium with java

**Project Objective      :**The objective of Path to Green project is to move 13 applications to Azure from on Premise server for the better performance & user friendly design with version upgrading.

**Roles and Responsibilities:**As a QA team member -

         Involved in Requirement Analysis, Test case design and Test case execution in JIRA.

         Active participation in End to End Integration testing, SIT and UAT testing of the application.

         Defect analysis, Defect retesting and all other support related activities.

         Daily co-ordination with client for all project related activities.

**Client Details                : 7 - eleven**

**PROJECT #3          : Cloud Migration**

**Duration                        :**February 2018 – May 2019

**Team Size                      :**7

**Language and Tools    :**HP ALM, IOS / Android APP, SQL developer, Todd

**Project Objective      :**The objective of Cloud Migration project is to launch a new version of the total 31 Windows application that currently 7-eleven is using to move to Cloud that will provide a more user-friendly online experience.

**Roles and Responsibilities:**As a QA team lead -

* Involved in Requirement Analysis, Test case design and Test case execution in JIRA.
* Participated in Test estimations & raising risk on time to the stakeholders.
* Active participation in End to End Integration testing, SIT and UAT testing of the application.
* Defect analysis, Defect retesting and all other support related activities.
* Daily co-ordination with client for all project related activities.
* Validation of post-production defects and related slippage report documentation.
* Responsible for taking sign offs from client for Test Artefacts.

**Client Details                : 7 - eleven**

**PROJECT #4          : Info Dispatch**

**Duration                        :**November 2017 – January 2018

**Team Size                      :**5

**Language and Tools    :**HP ALM, UNIX, Linux, SQL developer

**Project Objective      :**The objective of Info Dispatch project is to provide extensive ability for information exchange, between mainly the Merchandising, Operations Management and the Stores. This solution shall be robust and capable of providing the existing features that the current communication vehicle is providing, along with the advanced features to support next generation market standards.

**Roles and Responsibilities:**As a QA team lead -

* Involved in Requirement Analysis, Test case design and Test case execution in HP ALM.
* Performed System Testing, Partner Integration testing, Regression testing, End to End testing, Sanity Testing and helping users with UAT execution for business flows.
* Responsible for status reports – test execution, RTM and bug report (Issues description with their Priority and Complexity).
* Defect analysis, Defect retesting and all other support related activities.
* Daily co-ordination with client for all project related activities
* As a primary test partner run the Partner Integration Testing with all the third party vendors involved

**Client Details                 : 7 - eleven**

**PROJECT #5           : FOhp decommision**

**Duration                          :**February 2017 – October 2017

**Team Size                        :**3

**Software Platform      :**Windows 7, UNIX, Linux, SQL Developer

**Language and Tools     :**HP ALM, SOAP UI, SQL server Management Studio, Winscp.

**Project Objective      :**Learning Management System (LMS) & iCIMS are products that require input feed containing all the Employee Information.

Currently FOHP application feeds data to downstream systems LMS & iCIMS. FOHP is an obsolete, fragile & end of life application and sending feeds from it is putting the applications LMS & iCIMS at risk. As part of this project, the data feeds that are currently generated from FOHP will be switched to 7Access and the FOHP application will be decommissioned

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**Roles and Responsibilities:**As an Offshore Team Member -

* Involved in Test case design and Test case execution in HP ALM
* Active participation in End to End Integration testing, SIT and UAT testing of the application
* engaged in web service testing in Postman
* Defect analysis, Defect retesting and all other support related activities
* Daily co-ordination with Onsite manager for all project related activities
* Reviewed existing documentation on the testing application and communicate issues with other teams (development, networking, DBA, etc.)

**Client Details                 : 7 - eleven**

**PROJECT #6           : SEI Fuels Inc. - Property Decision Support System**

**Duration                      :**April 2016 **-** January 2017

**Team Size                        :**10

**Software Platform      :**Windows 7

**Language and Tools    :**HP ALM, SQL developer

**Project Objective        :**The most important part of a fuel industry is its property base and to track them SEI Fuels uses PDSS i.e. Property Decision Support System. This application is used to monitor properties and based on the same client would decide on property renewals, lease etc. This project followed agile methodology and rolled out in three releases, each release distributed among three sprints.

**Roles and Responsibilities:**As an Offshore Team Member -

* Participated in system walkthrough and inspection meetings to understand the business rules and system operation flows
* Involved in Functional and Regression test case execution.
* Collaborated with developers, testers and/or end users to determine appropriate solutions and ensure test planning adheres to the proper requirements.
* Active participation in End to End Integration testing, SIT and UAT testing of the application
* Defect analysis, Defect retesting and all other support related activities
* Daily co-ordination with Onsite manager for all project related activities

**Client Details                 :** **7 - eleven**

**PROJECT #7          : web-vts replatforming**

**Duration**: October 2015 to March 2016

**Team Size                      :**7

**Software Platform      :**Windows 7

**Language & Tools        :**HP ALM, ANDROID and IOS operating System, SQL developer.

**Project Objective         :**The objective of the Web-VTS re-platforming project is to launch a new program which will be multiple browser compatible & introduce to mobile app for consistent with the Brand Promise and that generates incremental sales and brand loyalty.  Capture and use customer intelligence to make better, more customer centric decisions across the organization.

**Roles and Responsibilities:**As an Offshore Team Member -

* Attending/ Giving the Knowledge Transfer session for the project.
* Functional understanding of the Web-VTS application, End-to-End flow.
* Develop and execute manual test cases for newly added scope items to stabilize Web-VTS App.
* Responsible for Mobile App testing and Reporting
* Test Data validation and execution.
* Responsible for status reports – test execution, RTM and bug report (Issues description with their Priority and Complexity).

**Client Details                 :** **BELK**

**PROJECT #8           : BELK QA E-COM (FUNCTION TESTING)**

**Duration** : March 2015 to September 2015

**Team Size                      :**12

**Software Platform      :**Windows 7

**Language & Tools       :**SQL, JIRA, ALM, DOM, WMS, C-HUB, SAUCE LAB

**Description                  :**Belk is USA’s largest family owned department store chain founded in 1888 by William Henry Belk in Monroe, North Carolina operated store chain with 301 locations in 16 Southern states. Belk stores and Belk.com (official Belk online retail website) offer national brands and private label fashion apparel, shoes, accessories, cosmetics, a wedding registry and home furnishings.

**Project Objective       :**Belk.com stabilization (BCS) Program is for the stabilization of [belk.com](http://belk.com/) with a primary focus on addressing issues to improve the performance of the website stabilityduring the peak traffic and sales volume. Business goals for this program is - Minimize impact on applications, improve efficiency of Blue Martini.

**Roles and Responsibilities:**Offshore Team Member

* Attending/ Giving the Knowledge Transfer session for the project
* Functional understanding of the Belk.com, Dom End-to-End flow, Promotions.
* Develop and execute manual test cases for newly added scope items to stabilize Belk.com.
* Conducting peer review for test design artefacts.
* Test data setup in for End-to-End flow.
* Responsible for Mobile testing and Reporting
* Test Data validation and execution.

**TRAINING AND CERTIFICATIONS**

* Level 0: Software Testing, Cognizant Technology Solutions, 2015
* Level 0: Retail, Cognizant Technology Solutions, 2015
* Dovetail test on QE&A TDC SQL, Cognizant Technology Solutions, 2015
* Dovetail test on QE&A TDC Software Testing, Cognizant Technology Solutions, 2015
* RDP (Role Development Plan) CCA Certification, Cognizant Technology Solutions, 2017

**SKILLS**

* **Operating System:** Windows, Linux.
* **Database:** SQL Developer tool
* **Testing & Defect Tracking tool:** ALM, JIRA.
* **Automation tool:** Selenium
* **Mobile Testing tool:** Mint mobile testing tool, Sauce Labs, Browser Stack.
* **API Testing tool:** Postman, Newman.

**AWARD & HONORS**

* Got **Delivery Excellence Award (3rd Quarter,2015-2016 from Cognizant RCG QE&A)** for successfully completing the project release within stipulated time period with zero defect leakage in production.
* Got **appreciation from US client – 7 eleven** for working hard and successfully delivering a regression release project with zero defect leakage in production.
* Got **Pillar of the month Award (April, 2019 from Cognizant RCG QE&A)** for working hard and efficiently in project release.
* Got **QE&A Pride Award (2nd Quarter, 2019 from Cognizant RCG QE&A)** for outstanding contribution in accomplishing the project release go live within project deadline.
* Got **Key Contributer Award (1st Quarter, 2021 from Manulife)** for outstanding performance, service & dedication and acting as a key-contributor in all projects.

**LANGUAGES**

* ENGLISH, *Fluent (speaking, reading, writing)*
* Hindi, *Fluent (speaking, reading, writing)*
* Bengali, *Native language*

**INTERESTS**

* Travelling
* Listening Music.
* Playing Cricket, Carom, Badminton.

**PERSONAL DETAILS**

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| **Father’s Name:**  **Birthday:**  **Gender:** | Mr. Gautam Chakraborty  October 09, 1993  Male | **Marital Status:**  **Nationality:**  **Passport No.** | Unmarried  India  N1470881, Expires 14/07/25 |

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| **Permanent Address:** | 15, Peara Bagan, P.O- Purba Putiary, Kolkata - 700093  Landmark :-Netaji Metro Station |

**Declaration**

I, SOUJANYA CHAKRABORTY, hereby declare that the information contained herein is true and correct to the best of my knowledge and belief.

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| Soujanya Chakraborty |  |  | |  | | --- | |  | |