**Himanshu**

**Professional Summary:**

* Having around 10 years of experience in IT industry with strong background in Healthcare, Banking, Financial services, Capital Market, Insurance and Telecom domain.
* Experience in Manual and Automation Testing for Web based Applications, desktop applications and Mobile applications which involves Functional testing, User Acceptance testing, Regression testing, end to end testing, Mobile testing, UI testing, Smoke testing, and Sanity testing.
* Performed web Accessibility Testing using WAT tool and NVDA.
* Proficient in test automation for web applications using Selenium with Java, TestNG automation framework, POM, and Maven, delivering efficient, reliable, and reusable test scripts that drive software quality.
* Experience in different phases of Software Testing Life Cycle (STLC) and Software Development Life Cycle (SDLC) including Agile Methodology/Scrum and Waterfall.
* Converted business and functional requirements into detailed test plans, comprising precise test cases that validated software functionality, performance, and usability.
* Having 6 years of working knowledge with stocks, futures, options, and bonds.
* Hands on experience working on Acoustic tool and Adobe Campaign to design and orchestrate targeted and personalized campaigns on multiple channels: email, direct mail, SMS, push notification.
* Strong knowledge in REST Web API testing using POSTMAN tool, SoapUI and Swagger.
* Defect logging, tracking, and monitoring using tools qTest, JIRA and HP Quality Center (ALM).
* Having good experience working on SQL queries using Microsoft SQL server tool.
* Experienced in cross-browser testing and mobile application testing on real android/iOS devices, Perfecto and Browser Stack tools.
* Implemented onboarding process for clients and created documentation in Confluence.
* Excellent written and verbal communication skills, including good client interaction skills with the ability to present technical details to a non-technical audience as well as produce clear and concise written documentation.

**Technical Skills:**

Tools : Perfecto, SoapUI, Postman, Swagger, Browser Stack, Microsoft SQL Server,

Selenium with Java, Adobe Campaign, TestNG, Maven, NVDA, WAT, GitHub,

Acoustic tool

Methodologies : Agile, Waterfall

Test Tracking tool : HP ALM, XRay, Confluence, qTest

Defect Tracking tool : JIRA, Bug Tracker, Rally

**Awards and Certification:**

* Cleared Professional Scrum Master 1 (PSM 1) certification.
* Won Saxo Bank Group Hackathon twice for introducing new features ‘Platform recommendation’ and ‘Curated News Bulletin’.
* Awarded with the “Feather in My Cap award” for hard work and dedication in making the project a great success in Wipro Technologies.
* ‘Pat on the Back’ Award in Tech Mahindra for working dedicatedly in defect analysis, reporting, verification of fixed defects in release.
* Cleared Wipro’s Internal Testing certifications: ‘UCF Testing 1.1’, ‘UCF Application Testing 2.1’ and ‘UCF Securities 2.2’.

**Professional Experience:**

**Client: HCSC - Chicago, IL Sep 2023 – Till Date**

**Role: Senior QA Engineer**

Health Care Service Corporation (HCSC), a Mutual Legal Reserve Company, is a member-owned health insurance company in the United States. The company is based in Chicago, Illinois with a network of offices in the United States. Health Care Service Corporation is the licensee of the Blue Cross and Blue Shield Association for five states. It concentrates its operations in Illinois, Montana, New Mexico, Oklahoma, and Texas.

**Responsibilities:**

* Facilitated user acceptance testing (UAT) and End to End testing with business users and utilized strong domain expertise.
* Performed workflow testing in Adobe Campaign and validated various communication channels, including SMS, email, and direct mail, to ensure seamless execution.
* Worked on Acoustic tool to trigger the email communication and verified email notification, contents and links.
* Utilized SoapUI to create test data and worked with cross-functional teams to source production test data from upstream systems.
* Developed, implemented, and managed comprehensive test cases and test plan in qTest, encompassing functional, UI, and backend testing, to ensure thorough software validation.
* Worked on designing and executing test scripts using Selenium with Java, Maven in SAFT automation framework.
* Worked on designing automation framework from scratch.
* Developed and maintained robust automated test scripts for web application using Selenium and Java with SAFT automation framework.
* Implemented the Page Object Model (POM) design pattern in Java/Selenium with SAFT automation framework to enhance test maintainability and reduce redundancy by separating the test logic from page-specific code.
* Performed peer review of test scripts designed by team members in Selenium with Java with SAFT automation framework.
* Wrote Selenium scripts in Java to efficiently handle dynamic and AJAX-based elements (e.g., dropdowns, pop-ups, dynamically changing content) using Explicit Waits, Fluent Waits, and JavaScript Executor.
* Utilized Actions Class using Selenium with Java to simulate complex user interactions, including mouse movements, drag-and-drop, and keyboard events.
* Using Swagger UI tool, worked on testing the REST APIs.
* Designed and implemented test cases for both positive and negative scenarios for API endpoints.
* Validated API error codes, HTTP status codes, and responses to ensure proper error handling mechanisms are in place.
* Logged defects, and tracked API issues using JIRA, ensuring transparency and efficient communication with development teams.
* Documented test results, including API responses, request payloads, and error codes, to provide clear insights into test execution and outcomes.
* Worked in Agile methodology and involved in different testing activities like Smoke Testing, Sanity Testing, Functional Testing, Regression Testing, and UAT.
* Utilized Oracle SQL Queries using Microsoft SQL server to analyze and test data.
* Conducted mobile testing utilizing Perfecto's cloud-based platform and real devices, ensuring authentic testing conditions, accurate results, and seamless functionality across various device types.
* Streamlined the setup and execution of regression test suites for each production release, ensuring seamless bug reporting and tracking in JIRA to support continuous quality improvement.
* Collaborated with development teams to analyze defects, providing expert guidance on reproducing errors in the development environment to facilitate efficient defect resolution and troubleshooting.
* Attend daily scrum call with team members and share daily status to the client and performed peer review of testing activities of team members.
* Curated documentation in Confluence, ensuring timely and relevant content that met client needs and enhanced project transparency.

**Client: Saxo Bank Group Jul 2021 – Feb 2023**

**Organization: PureSoftware Pvt Ltd. India**

**Role: QA Engineer**

Saxo Bank is a Danish investment bank specializing in online trading and investment.

Saxo offers trading through its online platforms in Forex, stocks, CFDs, futures, funds, bonds, and futures spreads. The company functions as an online broker with a bank license, without offering traditional banking products.

**Responsibilities:**

* As a Quality Engineer, I was accountable for end-to-end testing process in all phases of the project, designing and executing test scripts using Selenium with Java, Maven, POM model in TestNG automation framework.
* Developed robust automated test scripts for web application using Selenium and Java with TestNG automation framework.
* Worked on the Page Object Model (POM) design pattern in Java/Selenium to enhance test maintainability and reduce redundancy by separating the test logic from page-specific code.
* Worked on writing Selenium scripts in Java to efficiently handle dynamic and AJAX-based elements (e.g., dropdowns, pop-ups, dynamically changing content) using Explicit Waits, Fluent Waits, and JavaScript Executor.
* Tested Saxo bank web application APIs using Postman tool.
* Conducted User acceptance testing (UAT) for price alert features, Orders, Trade tickets, Charts, Video Pop out and user profile feature in React based SAXO bank web application and mobile applications i.e., SaxoTraderGO and SaxoInvestor in different markets to ensure application meets user requirements.
* Worked on API automation for testing different API requirements.
* Validated different authentication mechanisms such as OAuth2, JWT, and API keys to ensure that secure access control is enforced for APIs.
* Performed cross-browser testing and mobile application testing on real android/iOS devices and Browser Stack.
* Executed complex SQL queries to validate data in CRM.
* Created the documentation (such as User guide & Manual for Mobile apps) in Confluence page for new features. Also created power point presentations and sprint demo for end users and stakeholders.
* Performed Regression Testing of Saxo web application by running automated Test Suite in Selenium.
* Understanding the Requirements and Functional Specifications of the application.
* Analyze the test results and update it in test management tool JIRA.
* Worked in Agile methodology, attended daily scrum call, Retro call, Sprint review and Sprint planning with team members.
* Used the GitHub platform as the source control for CI/CD pipelines and created a local repository for easy tracking changes on the code.
* Created and executed test plans as part of UAT for all functionalities.
* Identify product or component defects from testing, performed analysis and track them in Jira tool.
* Prepared Test Scenarios, Test Cases and Test Data in JIRA.
* Understanding manual processes and ensured compliance with testing standards.
* Conducting Knowledge Transition to other team members.
* Documented the test execution and communicating with the developers regarding the deviations.

**Client: Bravura Solutions, India Dec 2019 – Jul 2021**

**Role: Test Analyst**

Sonata is a market-leading wealth management solution that streamlines the administration of the full range of wealth management products – all within a single solution. Highly configurable and scalable, Sonata supports the current and future needs of your business by providing a single, customer-centric solution that simplifies product administration, supports innovation and compliance, and enhances customer experience. By consolidating onto a single system, your business can create a platform for the future that’s focused on driving customer outcomes and business growth.

**Responsibilities:**

* Work closely with Product Owner and software development engineers to design and write test plans and execute testing on Sonata web application.
* Involved in designing, modifying, and executing automated test scripts and its modification as per the changes in application.
* Identify product or component defects from automated and manual testing and track them in Jira tool.
* Write SQL scripts to execute and validate insurance data and amount in Sonata application.
* Conducted Regression testing, functional, negative and end to end testing in Sonata platform.
* Created confluence pages for end user, new team members and stakeholders.
* Used Postman tool to write functional tests, integration tests, regression tests.
* Developed test cases that verify user workflows, identify risks, functional testing, regression testing, negative testing, defect fixes, and usability.
* Attend daily scrum/status call with the team and perform demo to client/team whenever required.
* Review, analyze and report on quality discrepancies related to software.
* Performed Functional Testing of the change requests and Regression testing by connecting to Onshore as required.
* Used the GitHub platform as the source control and created a local repository for easy tracking changes on the code.
* Performed Peer Reviews of test cases and confluence pages.
* Coordinated test case creation, test execution and test resources.
* Worked closely with Development team to resolve quality issues.
* Conducting Knowledge Transition to other team members.

**Client: AT&T, USA Jun 2014 – Oct 2015**

**Organization: Tech Mahindra**

**Role: Senior Test Engineer**

MyATT-AM gives customers self-service access to their account. The application gives them online access to their account with an easy way to View and Print bills, check current usage, make payments, change rate plans, upgrade phones, add features, add lines, opt for paperless billing option without having to contact customer care or visit retail store.

MyATT-AM is for Wireless, U-verse and Wireline consumers.

**Responsibilities:**

* Analyzing Requirements which comes in the form of User Stories in Agile Sprints using Rally tool.
* Performed AT&T application web Accessibility Testing – using WAT tool, NVDA, JAWS, Manual Review and Checks and made sure application follows Web Content Accessibility Guidelines (WCAG).
* Responsible of identifying and prioritizing test cases, identifying the test data, developing test procedures, logging the outcome of test execution, comparing test results with actual results, reporting discrepancies, and verifying the fix.
* Involved in Functional, System, Integration, End to End, Regression, User Acceptance, Back-end Testing.
* Involved in Review of Test cases, Test execution, Defect reporting, Defect retesting, regression testing.
* Active participation with the onsite teams to co-ordinate the activities.
* Working with developers on fixing the defects & performing quick regression on defect fixes.
* Send daily status reports to the client and discussed on all open issues.

**Client: State Street Corporation, USA Dec 2010 – May 2014**

**Organization: Wipro Technologies**

**Role: Test Engineer**

Investment Management Services (IMS) covers all aspects of the investment life cycle from trade capture and settlement through performance and client reporting.

In this project, I am involved in testing of various State Street Reference Applications and data mapping between them.

The Reference applications at State Street such as Asset Control, MCH Reference, Enterprise Security Master (ESM), Acquisition Management (AQM) and Distribution Management (DME) help in gather investment data from data vendors, custodians, internal applications and other sources, integrate, validate and enrich the data; store, notify and distribute the data to internal users.

Also, involved in Mainframe Reference testing which is responsible for testing all reference functions and ensuring that the information polls to all the accounting regions. The primary function is to add or update security information.

**Responsibilities:**

* Created and updated test scenarios, test plans, and test cases according to use case and design in HP ALM tool.
* Understanding the Requirements and Functional Specifications of the application.
* Analyzed environmental requirements based on business and technical specifications.
* Design Test Plan and test strategies based on high level business and technical documents.
* Identified and documented defects in HP ALM tool to ensure applications functionality.
* Testing experience includes Writing Test Documents, Review of Test Documents, and Test execution, Defect Coordination.
* Worked closely with Development team to resolve quality issues.
* Conducting Knowledge Transition to other team members.
* Active participation with the onsite teams to co-ordinate the activities.

**Education:**

Bachelors of Technology (B.Tech) in Computer Science from N.C College of Engineering, Kurukshetra University, India in 2010.