**CHAITRA G.D. BE., M.Tech.**

**QA Engineer, Software Testing (Automation & Manual)**

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# Profile Summary

Self-motivated & result driven technicaloriented professional having **1.8+ years of industry experience** in quality assurance role as **Software Testing Automation & Manual functions** in **designing** & **writing & conducting complex test cases and scenarios for Software Testing**.

Proficient in creating custom XPath identifiers for locating objects on web pages and experience with playwright automation tool for implementing test practices. Well-versed with the aspects of SDLC and STLC, functional and non-functional testing, regression testing and sanity testing. Skilled in preparing test documentation, including test scenarios, test plans, test data, test cases, and defect reports.

# Professional Experiences

**Signzy Technologies: QA Engineer Aug 2022 to Till Date**

**Project Worked:**

**Global Onboarding (GO) Product: Web and Mobile Application, Aug 2022 – Present**

**Description:** Digital Onboarding of customers is an entirely digitized process. With digital onboarding in banking, new customers can sign up online quickly and new customers can sign up online quickly and seamlessly without visiting a bank branch. They can complete the onboarding process online from any place of their choice.

**VKYC:** Provides digital onboarding of thousands of customers monthly for SEBI-regulated entities. Video KYC verification solution ensures a secure and dependable online KYC process, compliant with the strictest regulations and data security requirements.

**Email, SMS, Whatsapp notification for Handoff Feature:** Email template for every handoff currently we have only one email template defined for all the handoffs Need to test for multiple handoffs in a journey, and each handoff can be for a different actor/user group or persona can receive a separate mail to be triggered for each handoff. Need to test the default templates received for each handoff Need to test the admin configurations for adding the email templates. For the onmichannel handoff feature, we had only sms notifications to indicate the handoff has been happened to merchant and backops. So now, SMS and whatsapp notifications will be added along with email notificaitons. SMS and whatsapp support for notifying the usersGO Admin Edits Along with email users can configure sms and whatsapp for any handoff event The sms header can be configurable for each event SMS can be triggered via api or the sms configuration that we have The whatsapp template and sender also to be configurable.

**Notification Module: Handoff Reminders:** The alerts sent during handoff frequently become lost within the barrage of reminders or slip the user's attention altogether, subsequently resulting in undesirable delays throughout the stages of submissions, reviews, and approvals. Configurabe and flexible reminder management for Hand offs: Create a functionality which encompasses the customization of reminder frequencies, time intervals, and for application transition according to individual flow requirements Provide Value and Personalization: Tailoring the reminders to specific user needs and preferences to increase the chances of re-engagement.

**Device keypad to be changed to numeric Mobile:** When users fill any numeric field, they are not presented with a dedicated numeric keypad, as seen in the OTP widget. This inconsistency can lead to user confusion and reduced efficiency in data entry. Whenever the user is filling any numeric field in (RM App and mob web view) then the user should be shown only the numeric keypad(as it is currently implemented in the OTP widget).

**Mobile App RM Dashboard UI revamp:** The RM dashboard is very mundane. Goal is to improve the RM dashboard and make it more interactive for the RMs by introducing new features, optimizing the user interface, and streamlining the onboarding process to make it more engaging and user-friendly.

**Summary page revamp:** Existing summary page is hardcoded and cannot be configured according to client needs. We can’t provide multiple summary pages which can be used in case of longer journeys and handoffs. Create a new widget for the summary page which will make the summary page configurable, which makes us to use multiple configurable summary pages in the flow**.**

**To set APK branding according to the colors accepted by Client:** RM Bucket color configuration in admin based on theme color config. APK branding according to the colors accepted by client. RM app bucket color change for each of the bucket according to the theme and the same to be reflected in the RM app buckets.

**RM app events in the Google analytics:** The event tracking mechanism i.e, activities carried in RM app are recorded in the Google Analytics APK for the specified requirements**.**

**Location check and restriction for merchants – Implementation- Mobile:** Location check and restriction for merchants. To be able to implement country whitelisting/blacklisting on the basis of user location. VPN detection also to be a part.

**To disable back button during VCIP journey- Mobile Apk:** To disable or perform no action on clicking of back button of the phone during VCIP call to reduce the chances of call getting disconnected if someone press the back button accidentally as he is thrown out of the call on one click.

**UI UX : When a dropdown in fetch only has one value, it must prefill that one single value. – Web:** When a dropdown in fetch only has one value, it must prefill that one single value, not keep it empty. When multiple values are fetched in to dropdown, then the dropdown must be opened on load

**To remove or to show a Con white screen which appears before the instruction page in VCIP:** The white screen which appears before the instruction page in VCIP appears to be a very long time on screen without any information on it which looks like app has crashed so sometimes the user closes the apk without completing the VCIP journey. A loader or information to be added in the white screen till the time instruction page appears on the screen.

**Domain**: **Fintech**

**Roles & Responsibilities:**

* Collaborated with developers to understand the features and architecture of multiple web/mobile-based applications to carry out testing with 100% efficiency.
* Expertise in preparation of Test Plan, Test Cases, and Test Suites for various applications.
* Involved in reviews and walkthrough meetings.
* Experienced in Functionality testing, System testing and Regression testing on Device, Web and Mobile application.
* Well versed with Testing concepts, Testing methodologies and Testing Process.
* Experienced in bug management tools like JIRA.
* Experienced in automation testing using playwright tool.
* Proficient in all stages of Software Testing Life Cycle (STLC) process.
* Well versed with AGILE model for test sprints.
* Flexible and versatile to adapt to new environment and work on any conditions of project.
* Experienced in Mobile Application Testing – **Android**
* Experienced in Mobile Application Testing – **iOS**.
* Experienced in browser compatibility (MSIE, Firefox, Chrome, Safari) and OS compatibility (Windows, iOS) testing of the applications.
* Developed testing reports, reducing data to insights that helped increase team efficiency.
* Reported bugs in the development phase itself by collaborating with developers using parallel testing.
* Assisted the Lead QA tester with creation of the master plan.
* Part of CoE (Center of Excellence) group and working on developing and implementing new technologies across the organization.
* Mentored QA interns in Agile SDLC and product knowledge with lead to easy and quicker onboarding of them to the team.
* Active member of the UI/UX design committee where we regularly audited for improvement and planned for upcoming changes as well.
* Performed API testing using Postman tool.
* Promoted from QA intern to QA Engineer-1 in 3 months for the performance and tasks completions on time.
* Attending daily stand ups and updating the status and following up
* Attending sprint planning meetings
* Managing the overall testing deliverables, provide necessary metrics etc.

## Skills:

* SDLC, STLC
* Agile Model
* Smoke Testing, Functional Testing, Sanity Testing, Compatibility Testing, End to End Testing, Adhoc Testing
* Automation Testing - Playwright
* API Testing
* Mobile Application Testing – iOS and android
* Defect Tracking tool – Jira

The course includes Core Java, SQL, Manual testing and Automation (Selenium WebDriver).

**Undergone QA Training at Qspiders, Bangalore April to July 2022**

**Assistant Professor Aug 2018 to Mar 2022**

## Education & Certification

**M. Tech , VLSI Design and embedded systems**

Visveswaraiah Technological University (VTU)

2014 Full Time

**B.Tech/B.E., Electronics & Communication**

Visveswaraiah Technological University (VTU)

2012 Full Time

**Languages Known**

English, Kannada, Hindi

**Declaration**

I hereby declare that the facts given above are genuine & true to the best of my knowledge.

Chaitra G D