

SHIVAPRIYA NATARAJAN

Senior Consultant

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PROFILE

Experienced Functional tester with 8+ years in developing and executing test plans, debugging software and analyzing test results. Currently working as a Senior QA Consultant in Capgemini Technology Services Indi Ltd. Since Sep'2021. Performance-driven and dedicated software tester with a proven track record of success in meeting all assigned goals and targets. Ability to learn quickly, in order to fully understand a new product, platform or mixture of both. Good expertise in Banking, Healthcare, Airline, Logistics and Salesforce domains.

EMPLOYMENT HISTORY

♣ **Senior Consultant , Capgemini Technology Services India Limited** Sep 2021 — Present
Bengaluru

Description:

Working on Client project which is into Salesforce domain and Agile methodology.

Roles and Responsibilities:

- Involved in requirement gathering kick off for each sprint in finalizing the user stories. Involved in End-to-end testing right from Requirement gathering till sprint sign-off.
- Worked on creation and execution of test cases based on Client requirements and use case documentation.
- Collaborated with designers and developers to ensure proper understanding of functionality and results.
- Analyzed deviations from expected results and created defect reports.
- Well-versed with all stages of Software Testing Life cycle (STLC) and Bug lifecycle. Involved in peer reviews for each sprint and facilitated Retrospections.
- Experience in executing SQL Queries in order to view successful transactions of data and for validating.
- Worked on Functional, smoke, Regression and sanity testing. Defect reporting and tracking using JIRA.
- Responsible for conducting KT sessions for the new joiners.
- Conducting UAT kick-off meeting and providing UAT support during agreed timeliness.
- Assisting Project Manager by providing effort estimates for new project and initiatives. Prioritize testing tasks based on goals and risks of projects and ensure testing milestones, activities and tasks are completed as scheduled.
- Managed a small team of 6 members (Testers and developers) for 1 year (10 sprints). Reviewing and auditing the capabilities of existing test teams and making recommendations for improvements.

Had client appreciation reward for taken up new module and became a SME and made the complete end-to-end documentation and execution before the deadlines with zero slippage of defects into the production environment.

♣ **Quality Engineering Analyst, Fiserv, Inc.** Jun 2017 — Aug 2019
Bengaluru

Description:

Worked with multiple clients of Fiserv which is into Banking domain and Agile KanBan methodology. There are multiple Sustained Engineering teams using a variety of different roles, processes and tools to maintain software products including, but not limited to, Corillian Online and Mobiliti. We as the team recognize the importance of appropriately setting and meeting expectations. Therefore, the team is transparent about its backlog and pending deliverables. Stakeholders will be involved and have visibility into backlog prioritization and release planning. Production support for all FISERV products.

Roles & Responsibilities:

- Provide high level estimates for fixing confirmed defects and completing accepted enhancements.
- Perform integration and regression testing on completed maintenance release builds and updates to integrated third-party applications/services. Explore solution options, estimate level of effort and add to software maintenance backlog (enhancements may require client approval before being added to backlog)
- Perform regression testing on recurring platform patches. Facilitate meetings (Daily stand-ups, maintaining Kanban boards, Project Kick offs, Retrospection)
- Getting requirements from BSA and preparing FRD's and Test Plan.
- Getting sign off from the onshore team and preparing the High Level scenarios. Preparing the Test case suite for both (Functional and Regression) in MTM.
- Setting up the QA test Environments.
- Verifying the release notes which are given by the Developers and start with the product deployment using PowerShell commands. Once the product is deployed, will start with the Functional Execution and regression testing.
- Defects or Observations were raised in TFS and comes to the triage process and prioritization happens and those defects were added to the next release backlog.
- After Testing is done, we will start with the Releasing Activities (Internal Defect Tracker, File Manifest etc).
- Release package is announced and published to an official location for consumption by customers with the project deliverables.
- Performed requirement feasibility analysis and identified test scenarios/test objectives. Identified end-to-end test cases, regression suites and system test cases.

❖ **QA Test Engineer , Accenture Technology Services** Apr 2012 — Mar 2016
Chennai

Description:

Worked on multiple projects in Banking and Healthcare domains. Had experience on both Waterfall and Agile methodologies.

Roles and Responsibilities:

- Involved in Test data identification and gathering Documented test cases and performed peer reviews on the team mate's work. Performed elaborate functional testing and also worked on test case maintenance when necessary.
- Performed browser compatibility testing on browsers.
- HP ALM was used for test management and defect management
- Created a Traceability Matrix to ensure 100% test coverage
- Prepared and sent daily reports – test execution report and bug reports
- Validating the automation test results and certify them according to the requirements.
- Participating in daily scrum calls and cross functional testing trainings.
- Worked on Functional, smoke, Regression and sanity testing. Defect reporting and tracking using JIRA and HP ALM.
- Performed requirement feasibility analysis and identified test scenarios/test objectives. Identified end-to-end test cases, regression suites and system test cases.
- Responsible for conducting KT sessions for the new joiners.
- Conducting UAT kick-off meeting and providing UAT support during agreed timeliness.

Won "H&PS Bi-Annual Beacon Award for FY '15 Wave-2" in Accenture Company for demonstrating and consistently delivering high performance. Got client appreciation mails. □ Got 2 Level 1 Awards for taking up the new modules and delivered the release without any defects and before the delivery date.

EDUCATION

❖ **Hindustan University** Aug 2008 — May 2012
B.Tech Information Technology Chennai

Graduated Bachelors with a CGP of 7.9%

❖ **Jawahar Matriculation Higher sec. School** Jun 2007 — May 2008
12th Higher education Neyveli township

Completed 12th grade with 88%

SKILLS

Functional testing *Expert* HP ALM *Experienced*
SQL *Skillful* JIRA *Experienced*
API testing -Postman *Beginner*

CERTIFICATIONS

❖ **Application Tester certification (ASDA)**
Accenture

❖ **Agile Foundation**
Fiserv

❖ **Banking Industry Generalist certification**
Accenture

❖ **QAT- Proficiency level**
Capgemini