Vidhi Vinchhi

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. **Voice: +91-9426283115**

- 17+ years of IT Experience in **Software Test and Automation,** having delivered Large scale complex Software Testing and Automation Projects on time to drive the overall planning, execution, tracking, and delivery of projects
- **Experience of working from both - Client End and Vendor end, have successfully performed SIT and UAT**
- **4+ years of experience in working Onsite in UK, Malaysia and Singapore with geographically distributed teams**
- **3+ years of experience as Technical Support Lead**
- **Strong understanding of blockchain, Defi and Solidity**
- Knowledge of testing and analyzing complex **SQL** queries and **PL/SQL Procedures**
- **Experience working on Unix, Linux and Sun Solaris systems**
- **10+ years of experience in Test Automation and Continuous Integration using tools and technologies, Cypress, Selenium,Appium,Jenkins, BDD, Gherkin,GITHub/Gitlab, REST API Testing, POSTMan , Java, Cucumber,BrowserStack,JavaScript**
- **7+years of Experience of testing Mobile (Hybrid and Native app) applications**
- Experience testing in **Waterfall environment**, **Agile environments - Scrum and Kanban**
- **AGILE Test management Application JIRA, TestRail,ALM and Confluence, Bitbucket,Github,Notion**
- **Knowledge of STLC and estimating, planning and executing all software testing activities in relation to a project**
- Proficient in **design and execution of Test Strategies**, **Traceability Matrix**, **Test Plans**, **Test Scenarios**, **Test cases**, **Test reports**, **Test results and documentation for complex applications and defect management** in **large projects** and Programs along with go live activities
- **Creation of Test Execution & Test Progress and Final** reports for management and project stakeholders
- **Interacting with Business Analysts** for requirement understanding and analysis to assure **designed test cases cover all business requirements** within the scope agreed with the Business.
- **Accurate and concise documentation skills**, used for creating detailed test plans, test case, UAT test documentation, test reports and other documents required within the test process
- **Defect management & administration**

- **Certifications**
  - ✓ ISTQB Foundation Level
  - ✓ ISTQB Advanced level – Test Manager

- **Education**
  - ✓ Bachelor of Computer Engineering - 2006
  - ✓ Diploma in Computer Engineering   - 2003

- **Expertise**
  - ✓ **Financial Application/Website Testing,Prepaid/Postpaid Billing and Interconnect Billing** Software Testing
  - ✓ **Mediation, Rating & Charging** Application Testing , E Commerce and Finance application testing
  - ✓ Knowledge of testing and analyzing complex **SQL** queries and **PL/SQL Procedures**
  - ✓ Working knowledge of **VOIP**, **GSM**, **IN** Call flows
  - ✓ Protocols known - **SIP**, **SDP**,**DIAMETER**, **LDAP**
  - ✓ Automation framework development using **QTP**, **JMeter,Selenium,Jenkins,Postman,Appium**
  - ✓ Scripting language – **PERL** , **VB Script**, **Descriptive Programming,Perl**
  - ✓ Knowledge of Network Sniffing Tools - **Wireshark**, **Ethereal**, **Eatherpeek**
  - ✓ Knowledge of Defect Tracking Tools and Test case management tools - **HP Quality Center**, **JIRA**, **DDTS**, **DCL**, **FlexCR,Bugzilla,Test Rail, ALM,Confluence**
  - ✓ Working knowledge of version control systems **Tortoise SVN** and **GIT**
  - ✓ Knowledge of Database/Tools - **Oracle 10g**, **PL/SQL**, **MySQL**, **SQL developer**, **TOAD, MySQL Workbench**
  - ✓ Operating systems – **Unix**, **Linux**, **Sun Solaris**, **Windows**
  - ✓ Experience in Performing Manual Testing, Automation Testing, Load Testing, Performance Testing, Fail-over/Resilience Testing, Functional Testing, System Testing, End-To-End Testing, Sanity Testing, Regression Testing, Acceptance Testing, Compatibility Testing, Installation/Uninstallation Testing, Black Box Testing, UAT Testing

- **Employment History**
  - ✓ **Biostrap (Remote)** - June 2020 as **QA and Tech Support Lead**
  - ✓ **Wallethub (Remote)** - Oct 2017 to June 2020 as **Sr.QA Engineer**
  - ✓ **Nilacharal (Remote)** - Aug 2017 to Oct 2017 as **Business Analyst cum Test Analyst**
  - ✓ **Edirectinsure Hong Kong (Remote)** – Dec 2015 to Dec 2016 As **Test Manager**
  - ✓ **TD Securities - Singapore** – July-15 to Oct – 15 as **Test Analyst**
  - ✓ **Emerio Corp-Singapore** Sep-2013 to July-2015 as **Sr.Analyst**
  - ✓ **Nityo Infotech- Malaysia** Jan-2013 to July-2013 as **IT Consultant**
  - ✓ **Elitecore Technologies -Ahmedabad** Sep-2010 to Jan-2013 as **Sr. Software Engineer**
  - ✓ **Aricent Technologies-Gurgaon & UK Dec**-2007 to Sep-2010 as **Sr.Engineer-Testing**
  - ✓ **Varaha Systems-Ahmedabad May**-2006 to Dec-2007 as **Jr. Test Engineer**

- **BioStrap, US - June – 2020 to till date**
  - ✓ **QA and Support Lead**
  - ✓ Analyze requirements, write test cases, perform testing of android and iOS build releases for Biostrap app and publish test results with Go and No Go flags.
  - ✓ Establish QA processes and write test documentation from scratch as first person of QA team
  - ✓ Automate test cases for android and iOS using Appium
  - ✓ Backend API testing for pulse and sleep engine
  - ✓ **Tech Support Lead**
  - ✓ Taking ownership of customer and external partner reported issues
  - ✓ Researching, diagnosing, troubleshooting and identifying solutions to resolve system issues
  - ✓ Following standard procedures for proper escalation of unresolved issues to the appropriate internal teams
  - ✓ Properly escalate unresolved issues to appropriate internal teams (e.g. software developers)
  - ✓ Document technical knowledge in the form of notes and manuals
  - ✓ Analyze issues reported and prepare a report at the end of the Monthly to have an insight of the highly bug prone module for further improvements

- **Wallethub, US - Oct – 2017 to June-2020**
  - ✓ Lead and Estimate,plan and test design for credit card brain,personal loan brain, the artificial brain of the Wallethub personal finance management tool
  - ✓ Create Test cases, Identify test data needs and create test data before execution begins
  - ✓ Work with developer for successful automated test runs and fix issues in case any
  - ✓ Keep adding and updating automated tests for newly arrived features - selenium
  - ✓ Making sure that deployed for cc brain, personal loan brain and car loan brain going correct in staging and finally in production environment
  - ✓ Regularly arranging and coordinating demo for the newly developed features to CEO
  - ✓ Wallethub Native app testing in Android actual device and using google chrome tools
  - ✓ mentoring automation team new joinees to speed up their contribution in automation framework

- **NilaCharal, UK - Aug – 2017 to Oct-2017**
  - ✓ Functional testing of Web based and Native CRM Application
  - ✓ As a QA lead, involved in requirement meetings with clients
  - ✓ Participate in meeting with client to collect requirements and document them for Sr. Business Analyst
  - ✓ mentoring junior QA on how to write test cases to have best coverage of requirements
  - ✓ Participating in defect management meetings
  - ✓ Migrating from Saleforce to new CRM implementation testing
  - ✓ Publish QA Status reports for staging and live deployments
  - ✓ Communicating with dev team on daily basis as a face of QA for queries related to bug
  - ✓ Suggest to implement QA process to improve communication of QA-Product and QA-Dev teams

- **Edirect Insure, Hong Kong - Dec – 2015 to Jan-2017**
  - ✓ Edirectensure website testing in desktop and mobile (Android & iOS) in actual device and using google chrome tools
  - ✓ Lead a team of 5 automation tester to extend the automation framework
  - ✓ Participating in Sprint refinement, planning and effort estimation activities for automation and defect management meetings for monitoring and control of project
  - ✓ Successful closure of launch in 2 different countries - Thailand and Taiwan
  - ✓ Publish QA Manual and Test Automation Status reports for staging and live deployments
  - ✓ Suggest to implement QA process to improve communication of QA-Product and QA-Dev teams
  - ✓ Automation of online insurance Application using **Selenium** for desktop version and its continuous integration using **Jenkis**

- **M1, Singapore - Sept – 2013 to July-2015**
  - ✓ Creating Test Plan, Test Scenarios and Test Scripts based on the review and analysis of the Business Requirements Documents and Functional Specifications Documents.
  - ✓ Testing Prepaid call flow in M1 GSM test lab with handphones
  - ✓ Verify Diameter call flows are correct and rating and charging are being done correctly
  - ✓ Automated testing of Diameter call flows using HO tool SIPp
  - ✓ Functional automation using Selenium for CRM in house developement
  - ✓ Mentored team of 3 for selenium automation framework from scratch
  - ✓ Identify scenarios to test document and get them approved from Assistant General Manager
  - ✓ Provision SIM in comverse system to for testing purpose with different rating plans
  - ✓ Analysis of charging system logs to pinpoint the issue and report vendor
  - ✓ Work with vendor in lab in investigating and resolving issue
  - ✓ Perform UAT before release and sign off the product/feature under test
  - ✓ work with Rating and charging database extensively to confirm the call flow
  - ✓ Developed a Performance Test plan, executed the same and analyzed the results and generated Load/Performance testing reports using JMeter and graphs generated reports stats.
  - ✓ Developed test strategies, automation strategies, test plans, create test schedules and oversee test scripts creation and execution.
  - ✓ Communicate test execution and status reports to Stakeholders/Project management.
  - ✓ Manage and oversee all QA/UAT activities for Projects including conducting UAT, managing QA/UAT Environments, create bug metrics report and traceability metrics, Conduct go/No-go meetings and coordinating release schedules.

- **Experience of Kenan – Project – Maxis Communication Duration – Jan – 2013 to Jul - 2013**
  - ✓ Manage and oversee all QA/UAT activities for Projects including conducting UAT, managing QA/UAT Environments, create bug metrics report and traceability metrics, Conduct go/No-go meetings and coordinating release schedules.
  - ✓ Interacting with Business Analysts & client for requirement gathering

- ✓ Review business requirements, functional specifications and system design
- ✓ Estimating and planning all testing activities in relation to a project
- ✓ Writing test cases and test execution
- ✓ Creation of Test Execution & Test Progress and result reports for sending it to Business Analyst
- ✓ Defect management
- ✓ Communicate, employ and enforce QA best practices and standards
- ✓ Analyze and identify problems with the QA process and actively contribute for process improvements

- ● **Experience of Postpaid Billing – Project – Orange Duration – Sept – 2010 to Jan - 2013**
  - ✓ Validation of Account provisioning ,Product catalogue creation, Invoice generation & dispatch
  - ✓ Provisioning and Validation of Discount and Promotional offers to subscriber
  - ✓ Verification of pricing plans, tariffs, discounts & promotional offers for complex bundles
  - ✓ Accurate Billing & Invoicing to subscribers
  - ✓ generates and validate bills in XML, PDF and html formats
  - ✓ validation of online & offline payment methods for multiple subscriber accounts
  - ✓ validation of adjustments of disputed bills and partial payment for single or bunch of invoice
  - ✓ validation of Collection of payment supported in different payment modes based on categories, policies, usage and type of services, items, packages
  - ✓ Validation of Customer care activities through managing customer problems, monitoring of customer data records, create/escalate/assign/close ticket customer ticket based on solution
  - ✓ Configuration and Validation of Inventory management system which includes CPE, Phone/SIM/Voucher no. in the system
  - ✓ Validation of Financial, Inventory reports by writing analyzing complex sql queries to verify report data with back end using SQL Developer
  - ✓ UAT Test Document Creation
  - ✓ Test Documents, FSD Review
  - ✓ Preparing Test Strategy, Test planning, Test Execution
  - ✓ Preparing Test metrics to analyze for project stakeholders
  - ✓ Defect management using **JIRA**, verification of fix provided for the raised issues
  - ✓ Automation framework development for Automated Sanity and Regression Test suite development for Sanity and Regression testing

- ● **Experience of Interconnect Billing -- Project Orange Duration – Sept – 2010 to Jan - 2013**
  - ✓ Validation of Interconnect invoices based on traffic type such as bilateral, hubbing
  - ✓ Validation of rule based rating, charging and partner invoicing for inbound, outbound and transit traffic
  - ✓ reconciliation to ensure revenue assurance and to prevent revenue leakage
  - ✓ Writing and analyzing complex **sql** queries to verify Traffic and Revenue reports data with back end using **SQL Developer**

- ● **Experience of Telecom Mediation -- Project Orange Duration – Sept – 2010 to Jan - 2013**
  - ✓ Validation of Customized Business Critical reports & MIS reports for revenue and traffic analysis

- ✓ Validation of Usage Record Collection & Network Event
- ✓ Validation of Aggregated usage records from multiple sources via FTP, SFTP
- ✓ Duplicate Detection , Prevention of duplicate customer event and data coming from network elements with support to File level and Event / CDR level duplicate detection
- ✓ data filtering, Data Editing, Data Processing, Error Processing, Data Formatting and Enrichment of CDR in accordance with 3GPP specifications

- **Experience of Prepay billing Project Vodafone HLR and Prepay Migration,UK Duration – May – 2009 to Aug - 2010**
  - ✓ Provisioning and Validation of Account Provisioning
  - ✓ Verification of End-To-End Prepay Voice, SMS, MMS, USSD call flow
  - ✓ Provisioning and Validation of real-time rating and pricing with multiple rating structures
  - ✓ Provisioning and Validation of various discounts, promotional offers, bundling of price plans and services
  - ✓ Validation of Voucher Management system which includes Generating PINs, comprising Serial ID and password which are allocated to service package subsequently following Inventory management and order management
  - ✓ Validation of prepaid recharge and payment methods
  - ✓ Verification of USSD messages
  - ✓ Packet sniffing ,debugging and Troubleshooting for identifying issues in case of failure call scenarios
  - ✓ Writing test cases from requirements
  - ✓ Use case writing
  - ✓ Communicating with Subject Matter experts (SME's), fix teams and test leads to help identify issues and help plan future test runs
  - ✓ Handling day to day lab management activities
  - ✓ debugging networks issues along with Vodafone test lab engineers
  - ✓ Automated (MGTS) and manual (handset) testing of GSM Call scenarios
  - ✓ Presenting demo of readiness of verified features to client
  - ✓ Defect management, verification of fix provided for the raised issues

- **Experience of Convergent Billing System CRE for Alcatel-Lucent,Gurgaon Duration – Dec– 2007 to April - 2009**
  - ✓ Presenting demo of readiness of verified features to client
  - ✓ Test the change requests on Different platforms like Linux, Solaris
  - ✓ Automated (MGTS) and manual (handset) testing of GSM Call scenarios
  - ✓ Writing test cases to Map requirements received from client
  - ✔ Installation/Upgrade of CRE fortnightly deliveries on platform
  - ✔ Writing test cases based on Change request received
  - ✔ Validation of Creactor (RE) and Community Engine (CE) services for rating and charging of x mediation services

- ✔ Creation of LiteSCE scripts to verify different bonuses given to subscribers based on usage of Mediation services for Integration Testing of Creactor Service with ARES,UNS,VDBS services
- ✔ Manual and Automated Test Execution, Debugging of Issues
- ✔ Validation of CRE deliveries for both SUN and Linux Platforms
- ✔ Automation test suite development for provisioning, execution and reverse provisioning

- **Experience of VOIP – Project Nortel Duration – May – 2006 to Dec -2007**
  - ✔ Verification of SIP Call Flow for Connect, Disconnect, Hold and Transfer Events.
  - ✔ Packet sniffing ,debugging and Troubleshooting in failure call scenarios to identify fault point
  - ✔ Validation of Softphone functions on various handsets of T-Mobile, K-jam, HTC
  - ✔ VOIP-GSM and GSM-VOIP automatic handoff call flow validation