

Rahul Sharma

Cell No:-7620566208

Email ID:- rahulsharma198605@gmail.com

Professional Summary:-

- 5+ years of work experience in Functional Testing (P&C Insurance Domain)
- Core expertise on Test Design, Test Execution, Defect Management and Status Reporting for System Integration Testing.
- 2+ years of experience in Testing Policy Admin System (Frontend and Backend)
- Good Experience in different SDLC methodologies like **Waterfall, V and Agile** model
- Basic Knowledge of **Automation testing** through **Selenium Webdriver**
- Basic knowledge in DuckCreek testing policy Admin System
- Adept at all phases of STLC which includes Requirement analysis, giving **KT** to resources, Test case designing, Test case review, Test case execution, defect reporting.
- Analyzed business requirements, software requirement specifications to create test plan and test case for manual and automated testing.
- Part time **Pine script** developer for Spot Index Charts and Crypto

Management Skills:-

- Good knowledge on Entry and Exit criteria along with preparing RCA reports
- 3 years experience in '**Escalation Management**'
- 3 years experience in **Change Request** management and in CPS.
- Good Experience in **Resource Allocation** and **Resource Management** during project
- Good experience in **FTE, MIS, SLA reporting**
- Good experience in preparing Dashboards, Execution and Defect summary report

Skills Profile:-

Technical

Operating System	Windows XP/7, Windows Server 2002/2008
Manual and Automation Tools	Service Center 11.1, CRM tools(Echelon and Kalido),DuckCreek, QC 12.00, Pycharm Selenium.
Languages	VBA Macro, SQL, Pine script, Selenium Webdriver
Defect and Project management Tools	Service Centre, Jira (Scrum)

Functional

Training & Development	Echelon(CRM tool) and Six Sigma Yellow Lean Belt certified
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Professional Experience:-

Organization Name -	L&T Infotech Pune
Client Name -	Travelers Insurance
Project Name -	Policy e-Quote
Project Duration (From & To in Month/Year Format)	10/01/2013 To 05/05/2015
Role/Title	Test Engineer
Work Location	Pune
Project Description	➤ Project involved the implementation of

	Policy e-Quote Application consisting
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	<p>of OCP and RRP LOB which is used to generate Quotation for both LOB's and on successful policy issuance verifying premium payment through Credit Cards and Debit Cards via payment gateway (Online Transaction) and IVR(Phone Transaction)</p>
Responsibilities	<ul style="list-style-type: none"> ➤Involved in creation of Test Cases in excel as well as in Quality Center (HP ALM 11.0) ➤Performed Functionality Testing in SIT phase, Regression Testing, preparing test data for UAT testing and also worked for Production Validation ➤Bugs Tracking and Reporting in Quality Center, Interact with developers and discussed technical problems. ➤Involved in execution of Verification Procedures. ➤Ensures that there are no out of scope items and or missing requirements from the previous releases. ➤Analyzes complex requirements for Performance, Non-functional, Database, and Mobile testing types using different elicitation techniques (brainstorming, document analysis, interfaces analysis, etc.). ➤Provides guidance on the most complex application defects to the development team for the defect fixes and prepares metrics report for Defect Root Cause Analysis.

	<p>➤Provides overall direction on production issues, triaging functional and integration defects using Customer Relationship Management business knowledge and advanced technical expertise.</p> <p>➤Drives relationships with stakeholders, product owners, and business partners, including deciding on major activities, scopes, and milestones in the product life cycle.</p>
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Operating Systems	Windows 7,10
Testing Tools	Manual Testing, Test Link, Mainframe

Organization Name -	Infosys Limited
Client Name -	Proctor and Gamble
Project Name -	Global Payment System
Project Duration (From & To in Month/Year Format)	05/08/2010 To 12/09/2011
Role/Title	Test Engineer and Offshore Coordinator
Work Location	Pune
Project Description	<p>➤This project was based on changes of IVR call flows for credit card, payment options and general enquiry of balance, etc.</p> <p>➤This system simplify end to end tracking of Payments for the clients, too lease the burden on Server and Drill down the GL counts from 400 to 70 accounts, this process leads to track the Payments for end customer and Overall cost which client is paying to Capacity management tool for Data storage</p>

Responsibilities	<ul style="list-style-type: none"> ➤Involved in creation of Test Cases in excel as well as in Quality Center (HP ALM 11.0) ➤Bugs Tracking and Reporting in Quality Center, Interact with developers and discussed technical problems. ➤Involved in execution of Verification Procedures. ➤Ensures that there are no out of scope items and or missing requirements from the previous releases. ➤Provides overall direction on production issues, triaging functional and integration defects using Customer Relationship Management business knowledge and advanced technical expertise.
Operating Systems	Windows 7,10
Hardware	3.12 GHz processor 4 GB of RAM 40 GB of available hard disk space.
Testing Tools	Manual Testing, Service Center, CRM Tools

Organization Name -	Infosys Limited,Pune
Client Name -	Proctor and Gamble
Project Name -	Develop Global L1 Support System
Project Duration (From & To in Month/Year Format)	01/10/2011 To 05/01/2013
Role/Title	Offshore L1 Lead
Work Location	Pune
Project Description	<ul style="list-style-type: none"> ❖ P&G is a leader in the global FMCG market but due to lack of tracking issues and having different escalation levels; clients and their respective Account Managers are facing issues in creating Funds, Running Promotional Events and Issuing Payments to the distributors across the globe.

Responsibilities	<ul style="list-style-type: none"> ❖ Involved in finding the loopholes in the entire tracing system and developing the whole new tracking system from scratch. ❖ Creating log sheets, Issue Management tool, Inter team SLA tool. ❖ Raising the CR and Resource Allocation management ❖ Defining Roles and Responsibility to each team member ❖ Involved in creation of Test Cases in excel as well as in Quality Center (HP ALM 11.0) ❖ Bugs Tracking and Reporting in Jira, Interact with developers and discussed technical problems. ❖ Involved in execution of Verification Procedures. ❖ Ensures that there are no out of scope items and or missing requirements from the previous releases. ❖ Provides overall direction on production issues, triaging functional and integration defects using Customer Relationship Management business knowledge and advanced technical expertise. ❖ Providing Signoff.
Testing Tools	ALM 11.0, Echelon and Kalido (CRM tool). Service Center 7.0

Educational Background:-

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- ❖ · Higher Secondary Education (X) from M.P. Board (1999-2000)
 - ❖ · Senior Secondary Education (XII) from M.P. Board (2002-2003)
 - ❖ · Bachelor in Computer Application from MCRPV University M.P. (2003- 2006)
 - ❖ · Master in Business Administration (IT AND FINANCE) from MIT Pune, Maharashtra (2007-2009)

Professional Organization

Prior Work Experience Details					
Organization's Name	Designation	Dates of Employment		Location (City & State)	Explanation for Interruption / gap (If Any)
		From (DD-MON-YYYY)	To (DD-MON-YYYY)		
Infosys Ltd.	Test Engineer/L1 Lead	10/01/2010	10/01/2013	Pune	N/A
L & T InfoTech Pune	Test Engineer	10/01/2013	05/05/2015	Pune	N/A
Nature Special Honey	Entrepreneur	15/05/2015	08-Aug-2019	MP and MH	NA

PS: - 4+Years of experience in Research and Development of Indian Beekeeping Industry in India with Central Beekeeping Institute of India Pune, and JNKVV (MP)

Personal Details:-

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- ❖ . Date of Birth:- 05-March-1986
 - ❖ . Passport No: - J9363221
 - ❖ . Nationality:- Indian
 - ❖ . Marital Status:- Married