

Client Name

Software Quality Assurance Engineer

Results-driven and detail-oriented professional with a track record of driving excellence in software testing and validation frameworks/test suites in fast-paced and demanding environments.

Qualifications Summary

- Proficient in identifying, logging, and tracking defects using ALM defect tracking software, ensuring comprehensive test coverage.
- Proven ability to analyze, plan, design, build, implement, and maintain automation testing framework, test scenarios/cases, and automation scripts.
- Adept at writing and modifying regression test cases, optimizing test efficiency and accuracy.
- Demonstrated expertise in creating and maintaining dashboards, utilizing VBA, OTA API of ALM, C#, ASP.NET, and SQL Server.
- Strong understanding of SDLC and excellent collaboration skills, working closely with cross-functional teams to ensure high-quality deliverables.
- Exceptional analytical and problem-solving abilities, capable of analyzing complex business requirements and translating them into effective test scenarios and cases.
- Recognized for consistently achieving desired outcomes and driving continuous improvement in software quality.

Areas of Expertise

- ◆ Technical Support
- ◆ Quality Assurance
- ◆ Reports & Documentation
- ◆ Software Testing
- ◆ Strategic Planning
- ◆ Business Intelligence
- ◆ Software/Applications Development
- ◆ Data Integrity
- ◆ Automated/Regression Testing

Career Experience

Ford Motor Company, Kitchener, ON
SYNC Software Test Engineer

2019 – 2023

Worked on multiple projects for various highly complex embedded infotainment systems used in Ford vehicles. Managed QA operations for Menlo Camera and Parking, overseeing a team of five testers. Orchestrated onboarding, task assignments, and issue resolution. Provided testing estimates for Design Change Requests (DCRs) related to the introduction of new features. Analyzed system and CAN logs to accurately assign defect tickets to the appropriate team. Engaged in extensive collaboration with various Fordpass teams to address Phone as a Key and cloud connectivity issues in the vehicle.

- Anticipated new feature testing requirements across six functional areas, comprising over 1500 test cases through collaboration with Product Owners and Developers.
- Enhanced test execution efficiency by 30% by developing and implementing over 200 automated testing scripts using Python for embedded infotainment software in vehicles.
- Conducted comprehensive in-vehicle and bench testing for a range of infotainment features, such as camera views, parking maneuvers, Phone as a Key, and Backup Start Passcode.
- Executed firmware upgrades for different components, including SYNC, ECG, and TCU modules, in both vehicle and bench testing environments, facilitating feature testing.

Autodata Solutions Company, London, ON
Software Quality Analyst

2015 – 2019

Contributed to multiple projects including IOM; a highly complex web application product with numerous rules that served as a backend for Incentive Authors to create incentives for car buyers. IOM had multiple components, such as Incentive Authoring, Offer Authoring, VIN Lookup, and Dataviewer that were tied to UI, mobile applications, and web services in SOAP and REST format. Analyzed requirements, specifications and technical design documents to provide timely and meaningful feedback. Collaborated with business and technology stakeholders to highlight the gaps in design to ensure the traceability to test scenarios and that test cases were accurately and thoroughly established. Discovered, recorded, thoroughly documented, and tracked bugs to mitigate loopholes. Examined issues for any defects identified by offshore team to provide all the required details in JIRA defect report (actual and expected results, including logs, screenshots) prior to assigning to development team. Assisted deployment of builds to QA environment manually and using Ansible scripts.

- Crafted/executed automation scripts by utilizing TestNG framework and Selenium Webdriver (Java) for web application.
- Designed, executed, and maintained comprehensive test plans and test cases.

- Formulated test strategy, plans, scenarios, and cases for IOM projects; Scope involved 5 broad functional areas covering over 200 test scenarios and 700 test cases.
- Executed test scenarios involving ETL jobs (shell scripts) in Linux by logging into Putty, testing SOAP and REST web services in SoapUI and Postman.
- Skilled in designing, creating, executing, and troubleshooting both application specific and integrated end-to-end automated test cases, scripts, and scenarios.
- Created automation scripts for web services utilizing REST assured in Java.
- Conducted functional, integration, and regression testing and provided support to client for user acceptance tests.

Manulife Financial, Kitchener, ON

Reporting Analyst/Quality Assurance Analyst

2014 – 2015

Conducted thorough functionality testing and data integrity tests on web-based applications (dashboards) developed in the Business Intelligence tool (QlikView) for diverse business units, including group benefits, individual insurance, affinity markets, investments, and group retirement services. Logged any identified bugs to ensure zero discrepancies. Performed analysis of the business requirement document and subsequently devised test scenarios and test cases.

- Gathered raw data, generated tables, and wrote SQL queries in MS Access to provide necessary reports as requested.
- Utilized advanced features in Excel, such as VLOOKUP to compare and interpret data presented on the dashboards.
- Executed comprehensive testing of reports generated from dashboards to ensure data consistency and accuracy.
- Documented complex Finance Reporting process that involved 100+ interconnected Excel spreadsheets.

Sun Life Financial, Waterloo, ON

Testing Specialist

2014

Identified, documented, and monitored defects using the ALM defect tracking software, while diligently recording all test results and reporting test issues. Served as developer to build a Regression Dashboard from the ground up. Engaged in all phases of the Software Development Life Cycle (SDLC).

- Implemented enhancements to the Automation Dashboard by utilizing C#, ASP.NET, and SQL Server for development and improvements.
- Automated extraction of control sheets from ALM, leveraging VBA and OTA API of ALM to create regression dashboard.
- Revamped and updated existing regression test cases, preparing them for upload to ALM/Quality Center.

Additional Experience

Medical Transcriptionist/UAT Tester at Grand River Hospital, Kitchener, ON

Consultant at Celeritas Technologies, Overland Park, KS

Software Developer at Multi-Services, Overland Park, KS

Education

Computer Applications Development (Graduate Certificate) | Conestoga College, Kitchener, ON

Diploma in Information Technology | ISCT, India

Bachelor of Commerce | Delhi University, India

Licenses & Certifications

ISTQB Certified Tester | Canadian Software Testing Board

Introduction to Interactive Programming in Python | Coursera

Technical Proficiencies

Programming/ Scripting: Java, Python, JavaScript, VBA, C#, ASP.NET

Test Automation Tools: Selenium WebDriver, TestNG, Robot Framework, REST-assured

Database: MS SQL Server, MySQL, MS Access, MongoDB, PostgreSQL

Web Technologies: HTML, CSS, jQuery Mobile

Tracking Tools: Quality Center/ALM, JIRA, SpiraTest, Confluence

CI/CD Tools: Maven, Jenkins, Perforce, Git