Swati Aratikatla

Test Lead

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| Experience Summary |

* Proven Software Professional having 10+ years’ experience in the field of software testing across industries like Health Care, Insurance and Finance.
* Offshore single point of contact for onsite-offshore communications and Test Delivery related activities.
* Involved in Functional Analysis of the requirements along with the client and client business partners.
* Experience in **Selenium** using Java, GUI testing and Cross Browser testing.
* Experience in API testing using **POSTMAN**.
* Experience in Automation using **RPA** tool **UI Path** for the current project.
* Experience in testing **AMERICAN DISABILITY ACT** using **W3CAG** guidelines.
* Started working as a Business Analyst and writing User Stories.
* Working knowledge of Test Planning, Estimations, Task Allocation, Test Case Design and Execution, Defect Management and Status Reporting.
* Expertise in usage of various testing like System testing, Functional testing, Regression testing, Acceptance testing, End-To-End testing, Compatibility Testing, Smoke testing, ADA testing and Web based testing.
* Demonstrated Successful Testing by good Ad-hoc Testing resulting in finding many Quality Defects.
* Lead the defect management activities, triage, root cause analysis in multiple projects and maintained the required documentation.
* Experienced in preparing **Requirements Traceability Matrix (RTM)**.
* Experienced in preparing reports like **DSR/WSR/MSR**, **Defect Summary Report** and **Test Summary Report**.
* Test Data preparation activities for all complex and critical flows in the applications.
* Proficient in using Test Management Tools like **ALM, TFS, JIRA**, **Zephyr, Xray.**
* Experienced in working on Agile – Scrum methodology and other traditional methods like V- model, waterfall method.
* Experienced in Imparting Training to the End Users.
* Good knowledge on Cognizant 2.0 tool which is into Process and Tools group.
* Ensuring SOX compliance implantations within projects.

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| Certifications |

* ISTQB Certified Tester Foundation Level Internal
* AHM health care certified Professional

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| Experience |

* **DST worldwide solutions** as **Test Lead** from **August 2015 till date**.
* **Cognizant Technology Solutions India Private Ltd,** as **Associate – Projects** from **December 2006 to till August 2015.**

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| Technical Skills | | | |
| Languages | SQL |
| Operating Systems | Windows XP/2003/2007/Vista/7, MAC OS |
| Testing Concepts | STLC, Testing Levels, Testing Types, Test Management |
| Tools | HP QC 11.0, HP ALM, TFS, C2.0, JIRA, Zephyr |
| Core Skills | Manual Testing, Device Testing, Test Management, Mobile testing. |
| Automation Tools | Selenium and RPA Ui Path  API testing |
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| Achievements | | | | |

* Received WOW for my performance towards quality deliverables and raising good quality defects.
* Received Opel Award as “Good performer in the Process”
* Received appreciations right from Senior Management for the relationship maintained with the Customer and increasing the Customer bond with the company.

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| Education | |
| **B. Tech (Electrical and Electronics Engineering) from JNTU, Andhra Pradesh in 2006.** | |  |
| Project Experience |

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| **PROJECT TITLE** | **OnDemand** |
| **Client** | **DST Product** |
| **Domain** | **Retirement Solutions** |
| **Role** | **Test Lead** |
| **DURATION** | **01/01/2018 till date** |

OnDemand is a content management tool uses by various reputed clients to manage their content like Articles, Videos, tutorials, calculators and charts. It is used to build websites and Newsletters that are used by clients and advisors/employees**.**

**Role and Responsibilities**

* Working on multiple testing projects simultaneously.
* Analyzing the requirements.
* Providing the estimate.
* Documenting the Test scope.
* Reviewing the test cases designed by team members.
* Involving in status calls and providing the project management updates.
* High level testing and providing demo to Product owner at end of each sprint.
* Sending Test management report like test design productivity and defect report of resources to management.
* ADA testing, Test Execution, Test review, Work assignments, Test management, Defect Management, Audits and Status reporting.
* Designed test scripts for smoke testing using Selenium
* Automated a critical test scenario that works for all sites using Selenium.
* Automated web application using UI PATH (RPA Tool).

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| **PROJECT TITLE** | **Production Support** |
| **Client** | **DST Internal Product** |
| **Domain** | **Retirement Solutions** |
| **Role** | **Functional Test Lead** |
| **DURATION** | **09/13/2015 till 01/01/2018** |

* Mobile testing on MAC OS(Apple Iphone) and other Android devices.

Smart desk is internal product of DST World wide solutions.

This used to manage by individuals to manage their Retirement solutions. It allows individuals to invest in various vehicles, manage their Loans and Investments.

This Project deals with testing the tickets across the platforms and ensuring that the fix is qualitative.

##### Role and Responsibilities

* Identifying the tickets planned for release and assigning them to the team members.
* Automated web application using UI PATH (RPA Tool).
* Interaction with developers and SME for acquiring more understanding on the fix applied.
* Research on the test data and setting it up.
* Writing the test considerations and sending them for review.
* Testing the ticket and providing the test results for review.
* Reviewing the test results of all the team members.
* Preparing the Material for testing training.
* Computing the metrics and facing the audit.

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| **PROJECT TITLE** | **Compliance Case Management** |
| **Client** | **Kaiser** |
| **Domain** | **Health care** |
| **Role** | **Functional Test Lead** |
| **DURATION** | **12/01/2013 till 08/05/2015** |

Kaiser Permanente is an integrated managed care consortium, based in Oakland, California, United States. Permanente Medical Groups are physician-owned organizations, which provide and arrange for medical care for Kaiser Foundation Health Plan members in each respective region. The medical groups are for-profit partnerships or professional corporations and receive nearly all of their funding from Kaiser Foundation Health Plans.

CCM application stands for Compliance Case Management. CCM is designed to record any case of thefts, lost and found items. In each case a case ID is generated and is navigated through various roles till closure. Compliance Case Management helps to organize and interpret the data generated from KP employee and also hotlines. It allows KP management to gain insights and take timely action throughout all stages of compliance case management.

##### Role and Responsibilities

* Work closely with the development and the Business Analysis teams to understand the User Stories
* Involve in the sprint estimation activities through POKER
* Reviewing the test cases/test scripts written by the team
* Test Script authoring for the User Stories
* Attending status calls to understand scope of the work and then explaining it to the rest of the team.
* Assigning test cases to the team members as per the schedule and clarifying any of their queries.
* Coordinating with the onsite support team on project progress, process developments and resolution of issues.
* Performed End to End testing.
* Defect Management and tracking using Quality Center.
* Logging all the defects raised by Vendor team in QC, analyzing them and tracking till closure.
* Reviewing defects raised by other members in the team and sending the status report.
* Prepared daily, weekly status reports.

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| **PROJECT TITLE** | **ACS HIX Nevada** |
| **Client** | **Xerox** |
| **Domain** | **Health care** |
| **Role** | **Functional Test Lead** |
| **DURATION** | 9/15/2012 till 11/25/2013 |

Health insurance exchange is a key component of health care reform initiative. It is a market where Americans can one-stop shop for a health care plan, compare benefits and prices, and choose the plan that's best for them, in the same way that Members of Congress and their families can. None of these plans will deny coverage on the basis of a pre-existing condition,

And all of these plans will include an affordable basic benefit package that includes prevention, and protection against catastrophic costs.

The purpose of this project is to assist the Nevada Division of Welfare and Supportive Services (DWSS) in evaluating an eligibility engine concept that the DWSS developed to meet the requirements of the federal Health Care Reform law. The proposed eligibility engine will serve to determine eligibility for all publicly-subsidized health coverage programs, including the premium subsidies available under the Health Insurance Exchange, Medicaid, CHIP, and the Basic Health Program (which may be offered at the State’s discretion).

##### Role and Responsibilities

* Interaction with Client & Developers in Study of requirements.
* Involved in requirement analysis and clarification log preparation.
* Prepare Test Cases based on the Test Scenarios and the FDD documents.
* Execute the Test Cases of the modules associated with the application.
* Validate the defects that have been resolved in every build that is released for testing
* Coordinating with the onsite support team on project progress, process developments and resolution of issues
* Involved in review of test cases at offshore. Helped the team members in their work.
* Collaborating with development team to resolve the issues while testing.
* Defect tracking and documentation.
* Reviewing defects raised by other members in the team and sending the status report.
* Re-testing the assigned defects and analyzing the root cause.

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| **PROJECT TITLE** | **C2Evangelisation** |
| **Client** | **Cognizant** |
| **Domain** | **Internal** |
| **Role** | **Team Member** |
| **DURATION** | **1/9/2011 till 8/21/2012** |

* Test Execution and Reporting.

Cognizant 2.0 is a project management and delivery engagement application that can be used for tracking projects in Cognizant and is a part of Process and tools Group. The projects can be Application Development (AD), Testing, Mass Change, and Application Maintenance (AM).

**Role and Responsibilities**

• Facilitation to account teams and ELTS.

• Resolving Issues with our C2.0.

• Preparing reports for Adoption and Usage effectiveness in Excel.

• Preparing of presentations for demo.

• Creation of demo.

• Understanding new features implemented in C2.0

• UAT Testing of new feature and raising defects against features.

• Nominating projects for new features and providing them support on the issues faced.

• Facilitating new features to delivery teams.

• Setting up meetings for resolving issues.

• Gathering requirements from account team, analyzing them and sending it to Requirements team.

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| **PROJECT TITLE** | **Advisor Tech Pricing** |
| **Client** | **Ameriprise** |
| **Domain** | **BFS** |
| **Role** | **SPOC** |
| **DURATION** | 22/6/2006 till 5/6/2011 |

**Project: ATP**

**Description**

Advisor tech pricing (ATP) is an application designed by Cognizant for Ameriprise. Advisors are employees of Ameriprise.

Ameriprise charges all the advisors for the software’s, workstations that they use and also for the calls that they make to Ameriprise helpdesk. Requests are taken from the advisor in the working tool and are then processed in the ATP. The objective of this application is to maintain all the information about advisors and then providing their billing information with high quality.

**Role and Responsibilities for ATP**

* Generating reports on monthly basis and daily basis
* Conduct audit for the reports and deliver complete and accurate files to the business team for review.
* Creating the company’s database more resourceful by working on the company’s database and identifying issues in it.
* Performed UAT Testing for the Change Request & Enhancements.
* Preparing the requirement, Design Document and getting signoff from clients.
* Prepare Test Cases based on the Test Scenarios and the FDD documents.
* Execute the Test Cases of the modules associated with the application.
* Validate the defects that have been resolved in every build that is released for testing.
* Reviewing the project specific user handbook for the various systems and processes.
* Monitoring engagement progress and implementing business systems to meet client’s needs.
* Conducting meeting with Client on Requirement gathering and any changes in existing process.
* Handling Client issues.
* Identifying process gaps and recommending possible solutions.
* Coordinating with the onsite support team on project progress, process developments and resolution of issues
* Managing the operations, to ensure service level agreements are met
* Resolve any issues relating to advisor billing issue at level 1.
* Preparing PPT on the process flow along with the Quality Docs.
* Auditing the reports to identify if it any of the change in process has affected it.