RESUME

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# I. Objective:

Seeking a challenging job in an organization where my skills and passion matches with the objectives of the organization.

# II. Professional Summary

* Around 4+ Years of experience in Manual Testing (Banking & Financial Services)
* Worked with *HSBC* from 25th July 2005 to 31st August 2013 (8+ Years).
* I have worked during various phases of SDLC such as *Requirement Gathering, Analysis, Designing Test Cases, Executing* and *Reporting Test Results (Regression Testing, SIT & UAT)*.
* Have an extensive knowledge on SQL.
* Ensure Quality Assurance to enable features and functionality meet business objectives with zero post production defects reported. Ability to follow the QA principles: "Fit for purpose" and "Right first time”.
* Exhibited strong Leadership, Communication, Interpersonal, Networking & Team Building skills in both startup & established teams.
* Hands on with Project planning, Estimation, Management, Execution & Risk Management
* Hands on experience in Mobile testing and web service based applications
* Trained in Automation Testing
* Recognized with several awards during my tenure in HSBC

# III. EDUCATIONAL PROFILE

**B Tech** in **Computers Science & Engineering** from Gayatri Vidhya Parishad College of Engineering, Visakhapatnam.

# IV. SKILL PROFILE

**Technical Skills:**

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| **Operating Systems** | DOS, WINDOWS 9X/2000/XP |
| **Certifications** | MCP / MCSE |
| **Packages** | MS Office |
| **Testing Tools** | Manual Testing, HP Quality Center |
| **Domain** | Core Banking & Retail Banking |

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# V. JOB FUNCTION

**Testing:**

* Requirement Analysis (Flow & Functionality of application)
* Participate in specification reviews to provide input on testability requirements
* Define test cases from customer’s requirements and preparing Traceability Matrix
* Responsible for the project, product or release quality control
* Design and Development of Test Cases (functional and non-functional and non-regression)
* Prepare test environment and test data, review and execute the test cases
* Reporting Test Results (Regression Testing, SIT & UAT) and Defect Tracking
* Provide information to development team and documenting the test results
* Management of Test Incidents resolutions
* Working closely with the Business stakeholders, IT Project Manager and a variety of project team members
* Involved in Technical Discussions with IT Team and Clients
* Performed Functional, Regression and Load Testing
* Functional Testing of Web service based applications
* Experienced in Consumer & Mortgage Lending Applications
* Advanced Expertise in **Vision, MortgageServ, Solar and HP Quality Center**
* Around 4 years of experience on **Credit Card** Operations.

**Others:**

* Establish effective framework for implementing Operational Risk Management across teams.
* Prepare plans to mitigate Operational Risk in line with company policy.
* Committed to Quality initiatives and process improvement.
* Build rapport with customers & IT Development team.
* Investigate and take corrective actions or provide solutions to resolve customer queries.
* Highest priority to Customer Service and always thrive for Customer satisfaction.
* Ability to communicate effectively with all levels of the organization.
* Identify and escalate potential showstoppers.
* Participate in development of cohesive teams & Foster development of co-workers.
* Contribute to the creation of a supportive work environment driven by people centric values.
* Build professional relationships with other team members and lending help when required
* Delight internal and external customers.
* Ensuring processing and operations management confirm to Group’s Compliance policies and procedures.
* To maintain HSBC internal control standards, including the timely implementation of internal and external audit points together with any issues raised by external regulator.

# VI. EXPERIENCE PROFILE

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| 1.  | **Project Name:** HSBCnet |
| **Client** | HSBC, UK.  |
| **Organization** | HSBC, Bangalore. |
| **Duration** | July 2010 – August 2013. |
| **Team Size** | 29 | **Role:** Software Testing |

Project Description:

HSBCnet is HSBC’s global electronic banking platform, providing HSBC’s corporate clients with secure internet based access to a range of banking services, including Payments & Cash Management, Trade, Treasury & Custody Services, among others.

From a Payments and Cash Management (PCM) perspective, HSBCnet provides access to the full suite of PCM products, including real-time Balance and Transaction Reporting, Customized Report Design, Payments Processing and Receivables Transaction Enquiry and Reporting.

### Role/Responsibilities:

* Reviewing Business Requirement Documents and Business Scenarios
* Preparation of Traceability Matrix
* Creating, Validating, Uploading and Executing Test Plans.
* Preparation of Data and Validation
* Defect Log maintenance
* Defect Tracking and Reporting

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| 2.  | **Project Name:** Consumer Lending |
| **Client** | Consumer Mortgage Lending US  |
| **Organization** | HSBC, Vizag. |
| **Duration** | August 2009 – July 2010 |
| **Team Size** | 6 | **Role: Software Tester** |
| **Environment** | Vision, Mortgage Serv, Solar and Mercury Quality Center |

Project Description:

Vision in GUI application is used for funding the mortgage loans. All the data related to the customers are available in this application. This application is used to verify the mortgage loan application and fund the loan to the customer.

Consumer Lending Testing is a very complex process that required excellent level of analytics, interpretations and understanding skills.

### Role/Responsibilities:

* Reviewing Business Requirement Documents and Business Scenarios
* Working on Coverage Matrix based on requirements.
* Creating, Validating and Staging Test Beds.
* Creating, Validating, Uploading and Executing Test Plans.
* Raising Defects,
* Handling Query Logs

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| 3.  | **Project Name:** Credit General Correspondence |
| **Client** | Marks and Spencer, UK.  |
| **Organization** | HSBC, Vizag. |
| **Duration** | July 2005 – August 2009. |
| **Team Size** | 15 | **Role:** Credit Card Support Specialist |

### Role/Responsibilities:

* Respond to Marks & Spencer card holders (Credit & Store) via letters providing information
* Resolving M & S customer’s concerns
* Attending to M & S customer’s queries.
* Mentor new Joinees in our team to improve their performance and help them accelerate their learning curve.
* Conduct daily reviews for the team.
* Go through the updates and cascade the same to the team members in the daily review calls
* Supervise the team in absence of the Line Manager