KOKHILA

**Kokhila-394663@2freemail.com**

To apply my technical and problem-solving skills in an organization that offers professional challenges thereby providing the best business to the clients and fulfilling the company’s business goals.

**SUMMARY**

* 3+ years of experience in India as a Test Engineer Analyst
* 1 year of experience in UAE as a System Analyst
* Extensive work experience in Application, Software, Mobile Testing and as Microsoft O365 admin
* Experience in handling timely deliverables of Agile methodology and all aspects of STLC
* An effective team player with timely independent and proficient communication skills

**EXPERIENCE**



**SYSTEM ANALYST**



**SEP ‘18 – OCT ‘19**

 **ABU DHABI, UAE**



**TEST ENGINEERING ANALYST**



**JUL ‘15 – AUG ‘18**

**BANGALORE, INDIA**



**EDUCATION**



**BACHELOR OF TECHNOLOGY,**



INFORMATION TECHNOLOGY

**JUL ’11 – MAY ‘15**

**SRI KRISHNA COLLEGE OF ENGINEERING AND TECHNOLOGY, COIMBATORE** CGPA: **8.91**



**12TH GRADE**



**JUN ’10 – APR ‘11**

**NIRMALA MATHA CONVENT MATRIC HR. SEC SCHOOL, COIMBATORE**



PERCENTAGE: **92.33**



**10TH GRADE**



**NIRMALA MATHA CONVENT MATRIC HR. SEC SCHOOL, COIMBATORE**



PERCENTAGE: **88.8**



**JUN ’08 – APR ‘09**

**SKILLS**

LANGUAGE

IDE’s

TECHNOLOGIES

DEFECT MANGEMENT TOOLS

TESTI NG TOOLS

DATABASE

OS

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**C, C++, CORE JAVA**

**ECLIPSE, NETBEANS**

**HTML5, CSS, VBA Excel Macro, XML**

**QC ALM, VERSION ONE, JIRA**

**Putty, SPLUNK, WinSCP, Postman, SOAP UI**

**SQL and MySQL**

**LINUX and WINDOWS**

**CONTRIBUTIONS**



 **JUL ’15 – AUG ‘18**



**CLIENT: WALT DISNEY PARKS AND RESORTS**



Worked for Walt Disney Parks and Resorts, project had applications which are used to book tickets and accommodation by the end users who visits the park. The Applications are also used by Disney’s call center agents to assist the end users or customers with services such as modify and cancel the reservations as per the requests. As a Test Engineer, I had involved in Testing 13 applications including UI, backend, batch jobs and mobile testing. I had worked for 4 projects successfully for the same client in 3 years.



* Provided quality assurance to the client and the team through Test case design and execution, identifying 200+ quality defects on the application for consecutive 3 releases
* Provided best practices to client senior leadership and managed small teams to execute project
* Received appreciation by the client and senior leaderships for the defects identified and the practices followed
* Delivered the project using Agile methodology, performed all aspects of the Software Testing Lifecycle – project planning and scoping, requirement analysis, test design, implementation, integration, quality assurance, deployment
* Excellent at Functional, Integration, Adhoc, Finance Acceptance Testing (FAT), User Acceptance Testing (UAT) and Regression testing
* Handled the reports management of execution and defects management on daily basis of the whole team with 99% accuracy
* Led the team by maintaining the testing process with accurate Application Lifecycle Management (ALM) data
* Performed Backend testing using Putty and SQL Database, worked on API SOAP UI testing for batch jobs
* Worked on Execution of few Automated scripts using Selenium tool
* Involved in E2E testing process before the Go Live and provided highest execution count with relevant and high accuracy defects
* Provided 24/7 physical or call support during project releases and troubleshooted production issues whenever encountered
* Addressed concerns from the client, Onshore senior leaderships and Onshore teams by setting up regular calls to resolve any doubts
* Advocated the testing scenarios as an SME in the war room meetings as a part of defect management process
* Facilitated continuous learning, project knowledge and developed new members in the projects
* Led 2 projects as a single member and performed all STLC activities from Requirement mapping, Test planning, Design, Execution and Defect management
* Addressed as a Project head and handled all the reports to the Onshore leadership on timely basis with 100% accuracy
* Arbitrated between 2 team members a conflict due to cultural differences by personally understanding their thought processes



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**** **SEP ’18 – OCT ‘19**



AIC is an Insurance brokerage company located in different cities of Middle East. As an IT professional, I have contributed my knowledge in developing the organization by enhancing their working style as per the current global speed to automate things rather than manual techniques. Also, self-aggrandized by learning new IT technologies and Accounting.



* Played the role of System Analyst by managing all the software and system related issues for the whole organization
* Scheduled required software maintenance upgrades, managed complete Systems and assisted in problem determination
* Carried a significant leadership role in overseeing and troubleshooting Office 365 application issues, including configuration, root cause analysis and resolution of Exchange server, Outlook, Skype for Business, Microsoft Teams, One Drive, Azure, SharePoint, Workflow, PowerBI
* Lead a support service by reporting the Email activity, Mailbox – usage, storage and Quota on monthly basis for assured mailbox analysis
* Managed all the employee’s mailbox storage by executing PowerShell scripts to activate and maintain Online Archive feature on timely basis
* **Project 1:** Gained Accounting knowledge and performed an E2E testing of an accountingsoftware, planning, execution, reporting the bugs to the desired development team
* **Project 2:** Performed testing of a Value Added Tax (VAT) application which complies with UAEFederal Tax Authority (FTA) process
* Conducted Integration, Regression and UAT testing for both projects, prepared and presented high level execution and defect reports to the development team to debug
* **Project 3:** Developed, Implemented and Tested an Excel macro tool to create a Quote whichcollaborates the benefits of different Insurance companies that can be downloaded and attached to Outlook new mail with a single click.
* Benefited sales teams in high level by increasing the Quote generation by 20% more, than preparing Quote manually
* Excellent at formulating Excel functions to achieve the required task in Excel
* Handled few network issues and troubleshooted them whenever required
* Collaborated with local/International distribution sales teams for necessary software by satisfying the organization in terms of availability, requirement, pricing and implementation



**AWARDS:**

* Apex Award 2016 for best team contributor
* Distinct Achiever Award twice in December 2017 and June 2018
* Apex Award 2018 for best Individual performer

**PERSONAL DOSSER:**

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| --- | --- | --- |
| DOB | : | 29-DEC-1993 |
| GENDER | : | FEMALE |
| MARITAL STATUS | : | MARRIED |
| LINKGUISTIC SKILLS | : | (R/W/S) TAMIL, ENGLISH | (R/W) HINDI, FRENCH | (S) TELUGU, MALAYALAM |
| CURRENT VISA | : | **EMPLOYEE RESIDENCE VISA (*VALID UNTIL OCT 12TH, 2019*) (*CANCELLATION*** |
|  |  | ***VISA VALID UNTIL NOV 10TH, 2019)*** |
| NOTICE PERIOD | : | **IMMEDIATE JOINING** |

**REFERENCES:**

Available upon request

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