Ms. Raagasudhaa C V

B.E, PGDM,

PMP-PMBOK (Trained), ISTQB-CTFL

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Dubai, UAE

**PERSONAL INFORMATION**

DOB - 24/04/1994

Nationality - Indian Languages - English, Malayalam, Tamil, Kannada, Hindi, Telugu

Experience - 6 months in UAE & 4 years in India

**PROFILE**

6 months of UAE experience as:

Sales Representative - In the field of Banking, in credit card section, for Standard Charted Bank through TPA channel (B2C).

Product Management - Executive in the field of Employee Insurance by quoting the best available deals (B2B).

Having 4 years of specialization:

Lastly into Operations Management, mainly in the field of ***Incident Response,*** ***Traceability and Project delivery*** (Demo). Involved in Core Talent acquisitionteam for Technical selection and also into Project Management for traceability analysis & coordination.

Been into Software Testing for 3 years in ***Banking and Telecom Domain***. Devising into Manual, Automation and Defect Management tools, by preparing FR, Test case Design, Scripting and Execution, & Defect logs for the complete release of the module, which includes User Acceptance Testing (UAT) and Regression Testing for both CBOL(Eclipse) & MBOL application, which includes UI, Functional and Backend processing and handled client interaction during ***Scrum*** ***calls*** for delivering of timely progress & clarifications

Practiced ***Agile*** methodologies & implemented Effort Estimation for effective utilization of resources during Proof of Concept (POC).

**SPECIALISATIONS**

-Business communication.

- Financial accounting.

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- Principles of

Management

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**SKILLS**

**Software Tester**

Incident Response

Agile Methodologies

Defect Management

Documentation

Test Case Design

Basic knowledge of Database/ SQL

Core Banking Application

JIRA

HP – QC/ALM

HP - UFT

Macros

T24 Application

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**Operations Management Activities**

Project Delivery

Incident Response

IT & Systems Management

Power Point Presentation

Documentation

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**WORK EXPERIENCE**

**Coimbatore ▪ Tamil Nadu ▪ India**

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| **Operations Management – Coordinator** | **10/2017 – 01/2019** |

Involved in:

* Liaised to ensure smooth operations delivery.
* Coordinating and managing project tasks to reach traceability matrix.
* Ensuring compliance with company standards and procedures.
* Evaluated current operational performance and design plan for improvement.
* Providing guidance to achieve internal performance targets.
* Following standard operating procedures for efficient business operations.
* Maintaining up to date operations documents.

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India—*Senior Software Test Engineer* **May 2016 - Oct 2017**

Responsible for:

* Performing Integrated Project Delivery.
* Delivering each module through periodical updates
* Developing POC by managing 12 member technical team.
* Conducting cross module trainings.
* Coordinating with the DevOps team.
* Preparing presentation material for product display.
* Developing project goals through Traceability matrix.

India—*Software Test Engineer* **May 2015 - May 2016**

Experienced on:

* Responsible for design, scripting & execution of Framework.
* Working through Agile methodology.
* Retrieving the Host Data value at the Backend.
* Keeping track of Defect Management tools & Techniques.
* Presenting the Final Product for release.
* Accessing & Suggesting AML (Anti-Money Laundering) policies of Citibank, Bahrain, EMEA region.

**PROJECT**

***Client Region Duration***

: CITI Bank International – E2E Testing

: LATAM, NA, EMEA

: 3 years

***Application*** : EBS Eclipse, HP-ALM, HP-UFT ***Module Name***:

Fund Transfer, Cards, Digital Banking, UI verification, Field Level Data Validation and CI-EDW & ALS-EDW Tables execution using Big Data analysis.

**CERTIFICATION**

**PMP® Certification | Based on PMBOK - 6th Edition ▪ Project Management Institute**

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| **Trained** | **12/2018** |
| **ISTQB® Certified Tester Foundation Level** | **7/2017** |

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