Poonam Grover

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6+ years of experience as a Software Quality Assurance Analyst in the field of logistics, shipping and warehousing with overall 15+ years of US experience. In-depth understanding of Software Development Life Cycle (SDLC), and methodologies such as Agile, Waterfall. With main focus of testing cloud, client/server, web applications.

# Experience Summary

* + 6+ years in the field of IT with focus on QA.
  + Strong experience in preparing Test Plans, Test Scripts, Test Cases and Test Data.
  + Strong knowledge of all phases of SDLC and Functional, Integration, Performance, Regression, Exploratory, End to End and UAT testing.
  + Domain experience of Shipping, Customer Relationship, Sales, Marketing, Retail.
  + Well versed with Agile / Scrum, Waterfall, Test Driven Development (TDD) methodologies.
  + Excellent verbal and written communication skills, team player and capable of adopting and learning new tools, techniques, and approaches
  + Exposure to Continuous Integration / Continuous Delivery process/set ups (CI/CD)
  + Hands on experience with performance testing using tools like JMeter.
  + Hands on experience in testing API end points using tools like Postman, SoapUI.
  + Good knowledge of authentication, OAUTH tokens.
  + Excellent knowledge of SQL, Joins, Group By, Having, Where, Knowledge of Referential integrity.
  + Strong knowledge SQL Server and Oracle databases queries.
  + Proficient in understanding of SQL and ability to query SQL databases as part of data validation processes.
  + Working knowledge of VMware with VSphere.
  + Working knowledge of SharePoint.
  + Excellent verbal and written communication skills and knowledge of good documentation practices and capable of adopting and learning new tools, techniques and approaches. Co-ordinated across development team, cross functional team, and stake holders at times.
  + Excellent knowledge of configuration and usage of Quick Test Pro (QTP), HP ALM 12.01, Microsoft Test Manager (MTM) and Team Foundation Server (TFS). Proficient in all phases of test life cycle from test planning to defect tracking and managing defect lifecycle.
  + Liaised in testing web and client server applications.

# Technical Skills

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| SDLC | Team Foundation Server, HP ALM, JIRA, |
| Testing Tools | Team Foundation Server, Postman, SOAP UI, Microsoft  Test Manager (MTM). |
| Version Tools | GIT |
| Methodologies | Agile & Waterfall |
| Platforms | Window, Linux. |
| Programming Languages | Java, VB Script, JavaScript, Shell Script, PL/SQL, HTML |
| Database/Tools | My SQL, MSQL, TOAD, DBeaver |
| Domain | Shipping & Logistics, Sales, Customer Relation, Retail. |
| Automation and Load Testing | JMeter/Blazemeter |
| Build Tools | Jenkins. |
| Cloud | AWS S3 |

# Experience

## SoftWare QUALITY ANALYST | Hapag Lloyd | June 2015 – current

* Participating in day to day scrum activities.
* Gather Business Requirement and Software Specification Requirements to achieve better understanding of the Application
* Create and Execute Test Cases and Test Plan, Building Trace Matrix for code coverage analysis.
* Report bugs in TFS and follow the defect life cycle
* Perform Manual, Regression, Functional, Integration, Build Smoke and Sanity, System and Backend / database testing to ensure application meets the acceptance criteria.
* Communicating on daily basis with Development and Business and Cross Functional team for daily testing activities.
* Testing endpoints of the application using Postman, API testing.
* Verifying API testing Data using SQL Joins, group by, having etc.
* Daily watch the automation sanity test run as part of CI/CD pipeline and report failures using Jenkins.
* Perform UAT with business users at the end of release cycle.
* Perform Scalability and Load testing for certain areas of application using JMeter.
* Analyze risk zones and perform risk based testing to mitigation the risk complex functional areas of application.
* Work closely with business and stakeholder for gathering business requirement.
* Write and execute manual test cases.
* Analyze test results, create test plans and test reports.
* Track defects, verify fixes and perform follow-up work to resolve issues.
* Work with automation team to develop and execute automated tests
* Writing Test Scripts to do Functional Performance and Load testing using JMeter.
* Performed GUI, Sanity, Smoke, Regression and UAT testing.
* Attend all sprint meeting, Sprint Planning, Scrum, Sprint Retro.
* Writing complex SQL queries and doing backend testing.

## Pricing Analyst | CSAV | Jan 2013 – May 2015

* Responsible to create new Service Contracts and maintain existing Service Contracts
* Responsible to Audit Rates and Service contract and approve for filing.
* Responsible to file Tariff/Service Contracts to FMC.
* Responsible for Filing special Tariff Rates (Bullet Rates/ TLI)
* Responsible to file open tariff rates for non-Service Contract holders.
* Monitoring and filing of GRIs, Changes in surcharges and rules.
* Resolving Rating Issues
* Strong organizational skills, multitasking, detail orientation, prioritization.
* Communicate Company Quality Management System throughout the company.

## Accounts Executive (inside sales) | global american line | jan 2006 – dec 2012

* Knowledge and experience of Logistics, International Shipping (Exports/Imports).
* Managing/Creating Service Contracts and Special Bullet Rates negotiation with various vendors like ocean carriers, intermodal companies, warehouses, riggers etc.
* Quotation to customer in a timely and most cost effective manner.
* Responsible for filing rates to FMC.
* Preparing Monthly / quarterly Sales Reports and Analysis.
* Strong organizational skills, multitasking, detail orientation, prioritization.
* Responsible to find the best available options for customers and arranging Quotation, Booking, Inland, Operations, Documentation and Billing.
* Customer service, client satisfaction, troubleshooting skills.
* Support the branch to identify and facilitate process improvements through improved efficiencies and quality of existing processes.
* Facilitate identification and timely action of customer complaints as a means to improve customer satisfaction and loyalty.
* Booking arrangements with various ocean/air carriers with best possible routing in a timely and most cost effective manner.
* Communicate Company Quality Management System throughout the company.