

## **DIVYAM KIRANKUMAR SHAH**

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### **Work Experience:**

#### **Associate QA Lead | Codal | Apr 2022 - June 2023**

- Successfully worked on Insurance and Investigation Domain applications for mobile and web platforms.
- Performed comprehensive feature/UI and performance testing based on priority.
- Created test cases and conducted critical functional testing during release cycles.
- Raised and tracked bugs using JIRA, ensuring their verification and validation.
- Conducted client interactions and performed demos to showcase new features.
- Provided ongoing support to clients, addressing their concerns promptly and effectively.
- Collaborated with the team to define acceptance criteria for user stories.
- Actively participated in bug triage calls and discussions with the Product Manager and team.
- Collaborated with the automation team by sharing critical scenarios for regression testing.
- Taking interviews for the role of Junior and Senior QA resources respectively.
- Respective QA Oversight meetings for different projects which were allocated to my subordinates.

#### **Senior Quality Assurance Engineer | QX Global Group | Sept 2020 - Apr 2022**

- Managed multiple projects simultaneously, including web and mobile application services.
- Conducted smoke and regression tests on various projects based on priority.
- Led a team for selected projects, providing guidance and ensuring high-quality testing.
- Tested new features and functionalities upon implementation on different platforms.
- Identified and reported bugs, verifying and validating fixes.
- Played a key role in functional and manual testing, unit testing, and client communication.
- Actively contributed to maintaining project schedules and meeting deadlines.

#### **Senior Software Engineer | Lodestone Software Services Pvt. Ltd. (now known as Tech Mahindra) | May 2018 - Sept 2020**

- Worked on an application tested on Android, iOS, and web platforms.
- Conducted regular smoke tests on all platforms to ensure stability and functionality.
- Collaborated with the development team to test new features and enhancements.

- Identified and reported bugs, maintaining an organized bug tracking system.
- Communicated effectively with clients, addressing their queries and concerns.
- Took ownership of the Android platform, ensuring its stability and reliability.
- Contributed to regression testing, unit testing, and bug verification.
- Utilized JIRA to update and track bug details efficiently.

#### **Associate Consultant | Capgemini India | June 2015 - May 2018**

- Worked on the HPE StoreOnce Plugin and HPE-RMCO projects for HPE as a Tester (Oracle-RMAN).
- Conducted functional and manual testing, ensuring product quality and reliability.
- Raised and tracked bugs using Bugzilla, ensuring their resolution and validation.
- Performed unit testing and actively participated in bug verification.
- Installed and configured different operating systems and databases.
- Demonstrated proficiency in Linux command codes and troubleshooting.
- Collaborated with the migration team, ensuring smooth transition and adherence to quality standards.
- Worked on ISV applications like NBU and RMAN
- Executed test cases on Standalone, ASM, RAC, SLD and Data guard Setups.

#### **Skills:**

- Software Testing Methodologies
- Worked on Storage, E-commerce, Insurance, Recruitment, Ticket Management System and Investigation domains.
- Test Case Creation and Execution
- Bug Tracking and Management (JIRA, Bugzilla)
- Regression Testing, Smoke and Sanity Testing
- Client Communication and Demo Sessions
- Team Management and Leadership
- Strong Problem-solving Skills
- Detail-oriented and Analytical Thinking for writing stories or Acceptance criteria whenever required.
- Proficient in Operating Systems: Linux, Solaris, AIX, HP-UX, Windows
- Database: Oracle 11g, Oracle 12C, SQL (Basic Level)
- REST API Testing (Postman, RestAPI as an extension)
- Automation Tools: Selenium with Python (Basic Knowledge), Cypress (Learning Phase)
- Utilities and Tools: Putty, SVN, Beyond Compare, Eclipse, Visual Studio
- Coverity and Valgrind tools to validate and remove memory leakages.

#### **Education:**

- Bachelor of Technology (EC) | CHARUSAT (Charotar University of Science and Technology) | 2015
- Current CGPA: 8.14 (out of 10)