

RICHA DUTTA

240.938.9464 » richadutta19@gmail.com » Frederick, MD 21702

<http://www.linkedin.com/pub/richa-dutta/93/715/40a/>

Professional Profile

- Qualification include 4 years of progressive QA software testing experience and call center.
- Accomplished QA professional with full system development lifecycle experience including designing, implementing test plans and test cases, and creating software documentation.
- Experience in Back End Testing experience demonstrated by writing and executing SQL and PL/SQL Queries.
- Tested software for problems, documenting any issues and ensuring errors were corrected. Worked collaboratively within business unit to execute and validate test cases based on business requirements.
- Experience in unit, smoke, regression and integration testing.
- Understanding of AS400, Mainframe, Microsoft SQLServer and ORACLE bases applications.
- Knowledge of web programming languages including HTML, CSS, XML JavaScript, and jQuery.
- Proficiency with Dreamweaver and Microsoft Office.

Experience

Walmart

Cashier

Frederick MD

April 20 – Present

- Assist customers in the in-store check-out process.
- Main duties include ringing up sales, requesting price checks, honoring coupons, collecting payment and giving appropriate change.

First Data/Fiserv

Call Center Rep/ATM Tech Spclst

Hagerstown MD

Sept 19 – Dec 19

- Handle 30+ customer interactions per day, giving detailed, personalized, friendly & polite service to ensure customer retention
- Memorized all company products and services to be able to answer all customer questions quickly and efficiently, and make relevant upsells.
- Receive source data such as customer names, addresses, phone numbers, credit card information, and enter data into various customer service software.
- Creating cases for every inbound call and reporting issues by using Fiserv Service Point.
- Make 50+ outbound calls to ATM custodians and help them to troubleshoot any issues with ATM.
- Creating tickets for every inbound and outbound calls by using Star Station.
- Open tickets with vendors for technicians to the site.

Furniture City LLC

Supervisor

Frederick, MD

Jan 18 – Dec 18

- Managing the sales team, delivery team, social media accounts and website.

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- Accountable for daily bank deposits and cash flow.
- Ordered all sold goods and maintained total inventory of products in showroom and warehouse.
- Provided excellent Customer Service to internal and external customers.

Digital Matrix Systems

Quality Assurance Analyst

Addison TX

June 15 – Sep 17

- Knowledge in data aggregation and decisioning software.
- Use Schemas to write XML Inquiries and Mapping documents to verify response from XML Inquiries.
- Use Web Service and SOAP UI to compare XML.
- Integration and regression testing on new data providers - attention to detail is critical when Clients are making billion-dollar decisions that will impact their risk
- Generate and execute test plans with issue tracking.
- Experience using TFS web portal for agile project tracking and knowledge repository for business and functional requirements.
- Provide support for Client issues related to software (Credit Server or Credit Toolkit) and XML inquiries.

Nautilus Hyosung

ATM Software Specialist / Business Analyst Test Engineer

Irving, TX

March 15 – May 15

- Change Management Worked with subject matter expert (SME) to document ATM software for use in conversion of financial transactions from TCP/IP to wireless protocols.
- Performed requirements analysis and gap analysis testing efforts with development team.
- Reviewed and analyzed products, identifying and resolving manufacturing defects and hardware issues.

Success Partners

Quality Assurance Analyst

Dallas, TX

Aug 14 – Jan 15

- Experience in Magento e-commerce web hosting, maintenance, debugging and testing efforts for shopping carts.
- Managed testing efforts for integrations, design, and UI and code deployment for multiple shopping carts/websites used by commercial small businesses.
- Managed testing efforts for migration of Sage ERP to NetSuite ERP application.
- Collaborated in smoke, functional and regression testing of NetSuite ERP solution which enhanced existing business logistics.

ADT Securities Services

Sr. Quality Assurance Engineer

Irving, TX

March 13 – June 14

- Monitored software development process to ensure design quality. Ensured software adhered to development standards and business requirements.
- Coordinated efforts with product owners and subject matter experts for system functionality, documentation, and conversion of backlog stories into user stories and requirements.

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- Developed project plans and schedules for projects, tracking progress, making sure vendors stayed on schedule, and delivering regular updates to key stakeholders.
- Designed test algorithms and programs to ensure the system met and exceeded quality standards, assessing unresolved system defects for customer impact and providing sign-offs based on severity, risks, and mitigation.
- Backend SQL query data testing validation for Vertex O series tax calculations, payment feeds and reversals.
- Tracked enhancements to requirements and user stories for product backlog, grooming in agile environment using Rally tracking tool and JIRA.
- Well acquainted with the Software Development Life Cycle (SDLC) and Agile Environment.
- Completed test plan, test script, test cases, and requirement analysis using defect tracking tools HP Quality Center, Rally, and JIRA.
- Involved with testing efforts for the development of MyADT mobile application for Android and iOS platforms.

EDUCATION

B.S. in Information Systems Management

Dec 2014

UNIVERSITY OF MARYLAND UNIVERSITY COLLEGE, Rockville, MD

Front End Web Development Certification

Jan 20 – May 20

Montgomery College, Rockville, MD

TECHNICAL SKILLS

E-commerce Platforms: Magento, Authorized.net, Cyber Source, Sage Pro (ERP), NetSuite (ERP)

Web Tools: JavaScript, jQuery, CSS, HTML, JavaScript, XML, Bootstrap, GitHub, Hp Quality Center 11.0, Jira, Rally, TFS, SoapUI Webservices

Adobe Creative Cloud: Photoshop, Dreamweaver, Acrobat DC