

Deepika S  
Test Engineer - Infosys Ltd

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#### WORK EXPERIENCE

Test Engineer

Infosys Ltd - Chennai, Tamil Nadu -

April 2017 to Present

Testing Executive, Infosys Ltd, Chennai

E-publisher - Coimbatore, Tamil Nadu -

May 2013 to July 2014

September 2014 - March 2017)

Test Management Tool

HP ALM -

2012 to 2012

- Domain: Retail, Banking
- Utilities: Putty, WinScp.
- Operating Systems: Windows XP/7/8

#### PROFESSIONAL EXPOSURE

Software Testing Projects

Citi Bank -

2005 to 2005

Description of the Project: The objective of the project is to track the Gifts and Entertainment provided to or received from client or potential client or anyone else whom citi does business.

CGE it is a web based application.

And the project uses separate tool IFW for reporting.

Testing Management Tool: ALM for tracking defect

Duration: Nov 2016 to Till Date

Customer Service Representative

TNT Express -

2004 to 2004

Description of the Project: The Objective of the project is to use Salesforce for servicing the customer. TNT express is a courier company which does international business with more than 60

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countries. They are using more than 30 applications for tracking their process and it is difficult to provide service for the customer. This project integrates with all application and provided single interface for customer service. Also it helps CSR (Customer Service Representative) to provide service for the customer by tracking where exactly their consignment is placed and how much time it will take to reach the destination. Also CSR can receive voice calls and place calls to the customer through salesforce.

Job scheduling tool: Director Client

Testing Management Tool

Utilities

Database tools

Duration

: ALM for tracking requirements, test plans, test execution, reporting and Defect tracking

: WinScp, Putty

: SQL Developer, DataStage for DB2

: Mar 2016 - Oct 2016  
03 Project Name: CRM Sales

Client: TNT Express

Description of the Project: The Objective of the project is to use Salesforce for customer relationship management that stores customer contact information like names, addresses, and phone numbers. TNT express is a courier company which does international business with more than 60 countries. They used CDB for storing customer information. This project integrates with CDB and extracts all customer information. And it creates opportunities for the customers.

Testing Management Tool

Utilities  
Database tools

Duration

: ALM for tracking requirements, test plans, test execution, reporting and Defect tracking

: WinScp, Putty

: SQL Developer

: Jan 2016 - Feb 2016  
02 Project Name: CDB UI Changes

Client: TNT express

Description of the Project

Test Management Tool

The project is about TNT needs some UI Changes in the CDB application.

ALM

01 Duration  
Project Name  
Client  
Description of Project

Devices tested

Defect Management Tool  
Duration

E-Pub  
Client  
Description of Project

EDUCATION

B.Sc. in Computer Science

Bharathiyar University - Coimbatore, Tamil Nadu

2013