SONIA SHARMA

QUALITY ASSURANCE ENGINEER

CONTACT

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PROFILE

With over 5 years of experience as a Quality Assurance Engineer, skilled in all stages of SDLC, STLC, Testing Techniques, Defect Management . Proven expertise in optimizing test processes, designing comprehensive Test Plans, and developing detailed Test Cases to ensure defect-free software delivery. Recognized for strong problem-solving skills, attention to detail, and a collaborative approach to working within cross-functional teams to consistently achieve exceptional results.

TECHNICAL SKILLS

Test Case Design	Regression, Smoke Testing	Defect Tracking & Reporting
Root Cause Analysis	Exploratory, Ad-hoc Testing	Jira, Postman, JMeter, PyCharm
API, Load, GUI Testing	Compatibility Testing	Mixpanel & Firebase
Functional, Performance Testing	Agile and Scrum Methodologies	Manual & Automation Testing

SKILLS

- Adaptability
- Process Improvement
- Analytical Thinking
- Problem-Solving
- Time Management
- Attention to Detail
- Customer-Focused Mindset
- Leadership and Mentoring
- Proficient in independent and team-based work

EDUCATION

Bachelor of Technology in Computer Science

GLA University   2015 - 2019

KEY ACHIEVEMENTS

- Increased Test Coverage
- Streamlined QA Process
- Reduced Production Bugs by 70%
- Enhanced Application Performance

PROFESSIONAL EXPERIENCE

Zoconut

Quality Assurance Engineer   **Sep 2021 - Present**

- Key features I worked on include **Online Consultations, A La Carte Services, Automation of Diet Plan Creation, Client Task Allocation, Meal Delivery Management, Lab Test Bookings, and Fitness Challenges**.
- Conducting Functional, Regression, Usability, UI, Compatibility, Exploratory, Load, API Testing
- Preparing and updating test cases based on the requirements and change requests.
- Developing the test strategy, creating test plan, managing test execution
- Tracked and reported defects using Zoho and Jira
- Participated in design reviews to align on requirements, influence priorities, and address testing challenges for user-focused improvements.
- Developed automated scripts in PyCharm, optimizing testing and reducing manual regression time.
- Performed API testing using Postman and load testing with JMeter to ensure application performance and reliability.

- Validated multi-level hierarchy structures for correct functionality, data integrity, and proper parent-child relationships. Ensured accurate user permissions and access rights at each level, and performed functional and regression testing to confirm that updates did not impact the hierarchy.
- Developed and executed **6,000+ test cases** for mobile and web applications, achieving **98% coverage** based on project requirements and change requests.
- Collaborated with developers from the start to ensure defect-free features and initiated weekly sync-ups, speeding up **critical bug resolution by 60%**.
- Tested integrations with payment gateways like Razorpay, Stripe, and PayU Money.
- Tested integrations with Strava to accurately track and record client activities.

Key Features:

ZOCOSHOP: A LA CARTE:

- Conducted Functional, Performance, Usability, API, Cross-Platform, UI, Regression, and Security Testing to validate the full functionality and reliability of the product.
- Validated integrations with Zoho Inventory to ensure seamless data synchronization and functionality.
- Developed, updated, and executed **over 1000 test cases** for mobile and web applications, achieving **80% test coverage**.
- Performed API testing to validate response accuracy and ensure proper functionality.

ZOCOMEALS: MEAL DELIVERY MANAGEMENT:

- Performed testing for various applications and validated the reports
- Validated this feature on the portal and across multiple client-facing white-labeled applications.
- Tested this feature from scratch, performing Functional, Usability, API, Regression, Performance Testing to verify the accuracy of diet plans, meal customization and meal delivery.
- Created and executed **over 1800 test cases** for mobile and web applications, ensuring **90% coverage**.

Nysa Communications

Software Tester   **Sep 2019 - Aug 2021**

Project: AIIMS (All India Institute of Medical Sciences)

- Performed comprehensive testing for various Healthcare Modules, including Regression, Content, Usability and Performance Testing, to ensure system reliability and compliance with Healthcare standards.
- Tracked and reported defects, monitored progress, re-tested fixes, and ensured software met quality standards before release.
- Developed and maintained test documentation, including detailed test cases, test plans, and bug reports.
- Identified and documented **over 700 bugs**, consistently delivering results within established milestone deadlines.

Project: KAMP (Knowledge & Awareness Mapping Platform)

- Led the testing efforts for the KAMP platform, focusing on Usability and Functional, Performance, Cross-Browser Testing across various modules.
- Prepared detailed test cases and documented defects for continuous improvement.
- Diligently identified and documented **over 800 bugs**, ensuring timely delivery of results in alignment with established milestone deadlines.
- Participated in User Acceptance Testing (UAT), providing valuable feedback to enhance user experience and functionality.

PROJECTS

- Desktop Control By Voice Recognition
- Question Paper Format Generating System