



TINCY JAMES

Quality Analyst

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Profile

Am a focused and dedicated individual with good interpersonal and communicational skills, who places value on honesty and sincerity. Am keen in learning new methodologies and possess a helpful attitude with an optimistic outlook.

Holder of Permanent Qatar Visa

Interests and Hobbies

- Listening to music
- watching movies
- Reading and posting on blogs
- Travelling
- Arts
- Making new friends
- Reading
- Dance

Most Proud of

- **Appreciation award for best team** Acquired this honor after coordinating the entire team for Regression testing with limited time period and obtained High Customer Satisfaction-TCS
- **Individual achievements** Appreciated with zero UAT defects, 100% coverage of test case and test plan.
- **Subject topper** Have received honors for Signals and Systems in Bachelor of Technology.

Objective

Seeking an opportunity that will enhance my potential as well as contribute my knowledge gained through my experience for the benefit of the organization.

Professional Experience

Employer Name	Tata Consultancy Services (TCS)
Joining Date	November 2014
End Date	December 2018 (including maternity leave)
Location	Cochin, India
Designation	Systems Engineer
Project Name	Singapore Airlines, SilkAir
Department	Quality Assurance – Software testing
Brief description of work	Managing the quality assurance of the application to attain a defect free online ticketing platform
Skillset	Database analysis, Documentation, Team management, MS Office, Excel Spreadsheet, Problem solving, ARD, Agile methodology, Computer Skills, self-management, Decision making, flexibility, Strategic thinking, Project management, Application Testing, Quality Assurance and Change Management. Prepare test cases, test scenarios and test plans.
Programming/Scripting Language	C, C++, Java, Matlab, SQL, Assembly Language
Software tools	Selenium, UFT, Eclipse, ALM, Mantis bug tracker, FileZilla, Edit plus, MS Office, Load Runner

Academic Details

Qualification Level	Specialization	Year of Passing	University	%
Btech	Electronics and Communication	2014	MG University	80.1
12 th grade	AISSE-2010 (Computer Maths)	2010	CBSE	75
10 th grade	AISSE-2008	2008	CBSE	80
7 th grade	PSLE	2004	PSLE-Botswana	A grade

Major Duties Performed:

- Ensure the data quality and integrity in databases.
- Prepare test cases, test scenarios and test plans.
- Conduct all types of functional testing and SIT.
- Support UAT ; Error Reporting - Updating status of each defect in a Mantis bug reporter - Defect tracking tool
- Detecting and verifying the Error logs: e-retail and Altea logs using Filezilla software.
- Create complex functions, scripts, stored procedures and triggers to support application development.
- Creation and activation of user accounts in SAA and SilkAir and managing their activities.
- Provide authentication and authorizations for Database.
- Take regular database backup; ensure data is stored and monitored appropriately.
- Create complex functions, scripts, stored procedures and triggers to support application development.
- Define and enforce sensitive data lifecycle management process.
- Strong knowledge of software QA methodologies, tools and processes.
- Experience in writing clear, concise and comprehensive test plans and test cases
- Hands-on experience with both white box and black box testing
- Hands-on experience with automated testing tools
- Solid knowledge of SQL and scripting
- Database testing - To verify the following:
 - Billing amount via each payment gateway.
 - Verify the flow types updated in the database and compare it with the front-end test results.
 - Verify whether test data provided are valid.
- Final Review of the test specifications, test data, defect reports and test results.
- Monitor changes to data protection legislation, communicating and managing changes according to the business application.
- Conduct and Manage Conferences, Knowledge transfer sessions and Interviews
- Participated in Recruitment drives and has dealt with stressed environments.
- Understand functional specification and design test plans for 100% test coverage.
Experience in Application Testing, Quality Assurance and Change Management.
- Gulf Experience - Ali Bin Ali

Competencies Attained in iEvolue platform

<i>Sl No</i>	<i>Name of Competency</i>	<i>Level</i>
1	Assurance : Testing Concepts, Process and Methodology	Primary Level
2	Programming Techniques and Concepts	Secondary Level
3	Software Security	Secondary Level
4	Assurance / Digital : Mobile Application Testing	Secondary Level
5	Process : Occupational Health and Safety (OHSAS18001)	Primary Level
6	Process : Environmental Management and Engineering (ISO 14001)	Primary Level

Achievements and Awards

<i>Achievement and Awards</i>	<i>Acquired Date</i>
Service and Commitment Award, Service Award	08-June-2018
On the Sport Award, Awards for Excellence	22-Oct-2016
Best Team, Star Awards	19-Sept-2016

Visa Details

<i>ID Number</i>	<i>Name</i>	<i>Date of Birth</i>	<i>Nationality</i>	<i>Passport Number</i>
29335621496	Tincy James	07/04/1993	Indian	P6993459

Projects and Seminars taken

- **'Recognition of Gesture Character Input and Device Control'**-controlling of multiple devices using gestures.
- **'Unmanned Petrol Pump System'**-labor free and secure petrol pump system.
- **'A Sensing chair design'**-for home based physiological signs monitoring.

Appreciation Note from TCS Gems

Rajalakshmi Arumugam

We appreciate your time and effort taken to provide suggestion and share knowledge on E- commerce testcases

SandeepBunnan

For some people, volunteering is about giving. But for the likes of you, it is a way of living. On behalf of TCS, we want to express our great appreciation and award for this Bronze Certificate for your efforts for volunteering in TCS Maitree activities. At TCS, we have been providing avenues to the youth to do everything it can, to be different, but few like you, are doing everything they can to make a difference.