# Nishtha Singh

Customer Service

## Languages

English

## About

**BRANDS WORKED WITH**

Accenture    Tech Mahindra

## Experience

### Associate Tech Specialist – Web Analyst Lead

Tech Mahindra | Nov 2021 - Sep 2023

Accomplishment Identifying and defining the business needs of clients and stakeholders and helping to determine solutions to meet business needs in the IT- Telecom processes and act as sync between Analysis Team, Incumbent and Client. Worked closely with various stake holders such as Developers, Solution Architects, Business IT, Business Analyst, Product owner

Experience: Company: Position: Accomplishment

Experience: Company: Position:

### Business and Integration Arch. Senior Analyst

Accenture | Jan 2018 - Oct 2021

I have an expertise in Stake Holder Management, Requirement Gathering, Requirement Management, Project Management, Customer Relationship Management, Product Development, Agile, Scrum, Functional document creation, User stories, Professional experience includes problem solving, communication andpresentation skills. Worked collaboratively with clients and stakeholders - both external and internal to the company, Functional Testing, Usability Testing & Browser Compatibility Testing. Nature of Duties:
• Acted as a SME Working closely with Stakeholders and client business contacts in US & India for
gathering high level requirements and translating those to detailed requirements. Providing time estimation, creating BRDs & designed process improvement plans.
• Requirement analysis and creating specifications for implementing minor, medium and major enhancements in existing product lines.
• Conduct demos, workshops, solution performance reviews, and help in planning the execution and transition to support for newly implemented solutions.
• Creating high level test plans and translating requirements into test cases and reviewing test scripts. Managing requirement changes for monthly release. Maintenance and development of product road maps.
• Coordinate analysis and alignment of stakeholder's requirements and facilitated requirements
prioritization, ultimately advising business stakeholders on implementation options by collaborating with solution delivery teams – Developers, Architects, Project Managers, and Quality Assurance.
• Build a trusted relationship with technical teams, understanding delivery roadmaps, identifying
dependencies between initiatives and negotiating change to meet business outcome

### Senior Analyst (Manual and Automation)

Accenture | Sep 2017 - Oct 2021

Test Engineering Senior Analyst (Manual and Automation)
Nature of Duties:
• Automating Test Scripts through Selenium WebDriver and TestNG 3. Development of various
classes in Java as part of Data-Driven Framework.
• Supervising Manual and Automation Testing of the applications.
• Managing, tracking and handling defects raised in JIRA.
• Providing reports to developers, managers and stakeholders daily.
• Sprint Review to managers and stakeholders.

• Reviewing Test Case scenarios, TCERs, Issue Logs and Automation scripts created by the testing
team.
• Performing peer reviews, knowledge transfer sessions and test estimations.
• Communicate the assumptions and risks to the business and therefore perform elicitation of
functional requirements into application level understanding.
• Maintaining Regression library while carrying out Regression testing.
Experience: Company: Position:

Experience:
Company:
Position:

### Test Engineering Analyst (Manual, Database and Automation)

Accenture | Jan 2017 - Sep 2017

Nature of Duties:
• Gathering and analyzing requirements
• Following the Kanban process.
• Creating Test Plans in Kanban Board and follow up on the Test Plan.
• Creating analysis deliverable based on the client requirements.
• Database testing as per validation of requirements.
• Defect discussion and performing multiple regressions on the application before sign-off

### Test Engineering Associate

Accenture | Nov 2015 - Dec 2016

Nature of Duties:
• Gathering and analyzing requirements and creating the System Test Plan accordingly.
• Uploading the Test Plans on the ALM-JIRA Tool and executing the Test Plans accordingly from the ALM Tool.
• Fetching defect reports from the ALM Tool and doing the RCA of the raised defects.
• Experience in Agile Development Environment, mostly SCRUM framework.
• Creating analysis deliverable based on the client requirements.
• PwD Testing using WAVE Tool.
• Raising defects
• Following defect life cycle

## Education & Training

### Dayananda Sagar College Of Engineering

Bachelor of Engineering,

2011    ### Vision Academy

HSC (Std12th),

2009    ### Little Flower School

SSC (Std10th),