

Devadatta Hirave

IT Analyst

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PROFESSIONAL SUMMARY

IT Analyst with over [8 years] of experience, specializing in functional, regression, and user acceptance testing across web (Insurance portal), POS and PIN pad (Cards and Payments) applications. Skilled in developing comprehensive test plans, executing manual test cases, and ensuring alignment with business and technical requirements. Adept at defect tracking, root cause analysis, and collaborating with cross-functional teams in Agile environments to deliver high-quality, reliable software products.

WORK EXPERIENCE

IT Analyst | Insurance Management System – MLC/Acenda Life Insurance Limited:

Bangalore, Karnataka | July 2024 – Present

- Operated under Agile and Scrum frame works and well-organized sprints.
- Collaborated with developers and product owners in Agile ceremonies to refine requirements.
- Written and optimized test cases by referring User stories to maximize success of manual software testing with consistent and thorough approaches.
- Expertise on Functional, Sanity and regression test case execution on modules.
- Identified defects, reported and tracked defects using Jira, ensuring timely resolution.

IT Analyst | Cloud-Based Fuel Retail Platform - Shell:

Queretaro, Mexico | Nov 2023 – Jun 2024

- Operated under Agile and Scrum frame works and well-organized sprints.
- Collaborated with developers and product owners in Agile ceremonies to refine requirements.
- Written and optimized test cases by referring User stories to maximize success of manual software testing with consistent and thorough approaches.
- Expertise on Functional, Sanity and regression test case execution on modules.
- Identified defects, reported and tracked defects using Jira, ensuring timely resolution.

Module Lead -QA | Global Payment ASIA Pacific - Verifone:

Bangalore, Karnataka | Jun 2017 – Mar 2023

- Operated under Agile and Scrum frame works and well-organized sprints.
 - Collaborated with developers and product owners in Agile ceremonies to refine requirements.
 - Written and optimized test cases by referring User stories to maximize success of manual software testing with consistent and thorough approaches.
 - Expertise on Functional, Sanity and regression test case execution on modules.
 - Identified defects, reported and tracked defects using Jira, ensuring timely resolution.
 - Involved in L3 certification of PIN pad for card brand likes Visa, MasterCard, Amex, UPI, JCB.
 - Took end-to-end ownership of a specific module within the project.
 - Assigned tasks, reviewed test cases, and ensured adherence to standards.
 - Delivered module on time with zero critical defects in production.
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EDUCATION

Bachelor of Engineering in Electronics and Communication

University: VTU

Graduated: 2015

CERTIFICATIONS & TRAINING

Testing Campus Infotech Bangalore – Manual and Automation software testing.

TECHNICAL SKILLS

- Functional Testing
 - Agile/Scrum Methodologies
 - Test Management Tools (Jira)
 - SQL & database Validation
 - Cards and Payments Life cycle
 - ISO 8583 & ISO 7816 EMV std
 - L3 brand certification
 - POSTMAN API
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KEY PROJECTS & ACHIEVEMENTS

Insurance Management System – MLC/Acenda Life Insurance Limited:

Tested Web based Insurance (Bancs Native & Bancs Digital portal) and claims (Salesforce) processing portals for MLC/Acenda Life Insurance Limited, which provides Financial services – specializing in life insurance, superannuation, and investments. They offers Insurer life cover, income protection and critical illness insurance. The project focused on enhancing customer experience, ensuring compliance with financial regulations, and streamlining operational workflows. **Received The TCS "Star of the Month" award.**

Cloud-Based Fuel Retail Platform - Shell:

Tested Shell fuel retail platform which provides end to end solutions for shell's cloud-based retail fuel stations across the globe. Fuel based retail platform supports transactions with debit cards, credit cards, Fleet cards, Loyalty and Coupons. POS entry modes with Magnetic stripe, Chip/EMV, Contactless, Manual, Fallback, Mobile QR code scan, Mobile tap. Transaction types processing Prepay, Postpay, PATP, LOPI, Purchase, Refund, reversal and settlement. Card schemes include VISA, MasterCard, Amex, WEX, Voyager and Fuelman. POS vendors are Verifone, Invenco/GVR and NCR.

Global Payment ASIA Pacific - Verifone:

Tested Verifone PIN pad devices which supports multiple Region applications like Singapore, Malaysia, Hongkong, Sri-Lanka, India, Philippines etc. Support transactions with debit cards, credit cards, pay through QR Codes and DCC Transactions. POS entry modes with Magnetic stripe, Chip/EMV, Contactless, Manual, Fallback, Mobile QR code scan. Transaction types processing Pre Auth, Pre Auth Completion, Purchase, Refund, Void, reversal and settlement. PIN pad devices supported Vx520, Vx675 and T650P (Android).
