

Shivani Prajapati

QUALITY ASSURANCE — Manual Testing, Automation Testing, Defect Tracking

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📍 Ontario

in [LinkedIn](#)

SKILLS

- **Testing:** Web Testing, Cross-browser Testing, Manual Accessibility Testing, and Combinatorial Test Design.
- **Accessibility Standards:** WCAG 2.0/2.1/2.2 (A, AA), Section 508, AODA, ARIA Best Practices, and CCE.
- **Assistive Technologies:** JAWS, NVDA, VoiceOver, TalkBack, Keyboard Navigation, and ARIA Live Regions.
- **Automation & Tools:** TOSCA, Axe DevTools, WAVE, ANDI, CCA, Lighthouse, Cypress, and Selenium.
- **Technical Skills:** HTML, CSS, JavaScript, CMS, Data Analysis, Ubuntu, and Windows 7/8/10/11.

WORK EXPERIENCE

Principal Analyst & Tech Specialist

September 2022 – Present

IBM

Canada

SOBEYS Digital Projects (TFA & DXP)

April 2025 – Present

- Co-authored rigorous functional testing across 6 complex applications, collaborating with developers and product owners to execute 100+ test cases, leveraging boundary value and risk-based testing to boost QA coverage.
- Authored comprehensive defect reports with detailed logs, traces, root cause analyses, and annotated screenshots; coordinated with engineering teams in 80+ defect triages, reducing bug resolution turnaround by 20%.
- Validated business flows including 2FA, user journey flows, CMS functionality, session management, and error handling; partnered closely with cross-disciplinary teams to ensure zero-defect production releases post go-live.

AC Unifier (Air Canada)

June 2024 – March 2025

- Automated 1000+ SAP FIORI workflows using TOSCA with data-driven testing, working alongside business analysts to enhance QA efficiency, reduce manual regression cycles by 40%, and improve early defect detection.
- Performed accessibility QA audits on email templates; navigated multi-device rendering and cross-client compatibility checks, ensuring WCAG compliance across 25+ clients through collaborative feedback loops.
- Partnered with SAP BASIS teams to define and validate 75+ user acceptance test (UAT) scenarios; monitored transport-related defects using SAP TMS tools, improving test traceability and deployment accuracy.

CIBC Wealth Management FHSA

June 2023 – May 2024

- Developed 250+ modular test scripts using BRDs, FSDs, and SQL queries within HP ALM; engaged with stakeholders to refine requirements, enhancing test case reusability and improving overall test coverage by 45%.
- Executed 120+ in-depth WCAG 2.1 AA accessibility tests using AXE DevTools, NVDA, JAWS, and WAVE; identified and co-developed with development teams to remediate ARIA and keyboard navigation issues.
- Maintained 20+ automation test packs in ConfirmIQ with version-controlled data-driven scripts; streamlined nightly regressions via Jenkins, improving automation stability by 25% and ensuring smooth release cycles.

TD_GloW_Purple (TD Bank)

September 2022 – May 2023

- Established 500+ end-to-end test cases (manual and automated) using HP UFT and TestNG; collaborated with QA peers and developers to validate core digital banking workflows, increasing automation coverage by 60%.
- Scheduled and communicated regression testing of DOM/CSS using DiffChecker and Beyond Compare to verify visual integrity and perform snapshot comparisons across branches, enhancing UI consistency and responsiveness.
- Verified 200+ REST API endpoints using Postman and Swagger specs; gathered HAR logs, managed JWT authentications, and validated JSON schemas; worked closely with API teams to raise test accuracy by 50%.

IT Service Desk Analyst

May 2022 – August 2022

RBC

Canada

- Resolved 50+ daily incidents using ServiceNow for VPNs, VDIs, and MFA tools; liaised with network and security teams utilizing SCCM for live issue replication and ticketing, reducing average resolution time by 35%.
- Conducted root cause analyses for AD replication and GPO errors using ADUC, Repadmin, event logs, and PowerShell; jointly delivered with infrastructure teams to minimize repeat DNS and authentication issues.
- Authored 20+ technical SOPs and knowledge base articles in Confluence; integrated Jira workflows and service catalogs to facilitate Tier 1 escalation, improving support and reducing redundant service requests by 40%.

EDUCATION

Master of Engineering in Internetworking

September 2020 – April 2022

Dalhousie University, Canada

Bachelor of Computer Engineering

August 2013 – May 2017

Silver Oak University, India

CERTIFICATIONS

- Oracle Cloud Infrastructure AI Foundations, Oracle Cloud Infrastructure Foundations Associate
- CU Certified Cloud Test Practitioner, SAFe Scrum Master, ISTQB Certified Tester Foundation
- Microsoft Azure Fundamentals (AZ-900), AODA Workplace Wellbeing, DHS Trusted Tester