

Introduction:

Common perception about testing is that “**Anybody can Test**” and that it requires no or very little training. This might have at best been partially true in the past, however with the ever-increasing intricacy of today’s software products, and the competition it faces, the responsibilities of a tester have increased manifold.

While the expectation to deliver first-class software product continues to increase on a tester, the greatest challenge for an organization is to prepare an employee to be a tester who is ready to face all the challenges and the changing facets in software testing in the last decade.

To bring testers to a level of professional expertise and identify areas for further personal growth, organizations need to move away from the traditional way of training and testers should come out of their comfort zone.

About the Topic:

This paper covers the role of an organization on how to groom a tester into a “Super Tester” and the initiative to be taken by a software tester to achieve excellence in the testing world.

Problem Analysis & Challenges:

Let’s talk about testers. Testing an application over and over again with no new learning in each cycle could be monotonous for testers. Software testers test multiple applications daily – the repeat nature of the work can soon create a comfort zone. Staying in comfort zone for a longer period of time, can hamper the growth of an individual. Getting into such a condition is easy, because no effort and brainpower is required. However realizing it, and getting out of it is what is tough. To excel in software testing and ensure that one does not get trapped into a comfort zone, the following are the qualities a tester must work upon:

Passion for Testing:

Passion and software testing go hand in hand, as one cannot be an exceptional tester until he has the passion and drive to know understand the application E2E and leaves no room for any quality compromises. .

Technical Skill:

Currently programming skills have become an integral part of software testing in order to understand the application under test. Understanding the system’s internals helps the tester add value to the cross functional teams during the testing phase.

SUPER TESTERS ARE MADE NOT BORN

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Thinking out of the box:

A tester should have a multi-dimensional thinking and should test an application keeping various heuristics in mind. He should be an analytical tester, technical tester, social tester, developer tester and empathetic tester to be effective.

Communication:

A tester needs to communicate with cross functional team members such as developers, product managers, senior management, and other members on the product team on a regular basis. Thus tester should be able to articulate all data flowing in and should be able to give it back to varied kinds of people.

Attitude:

An attitude to test an application to break it, detail orientation, enthusiasm to learn and propose process improvements is essential to excel in testing. Tester's attitude must reflect a certain amount of independence where you take direct action on a task allocated and complete it without direct supervision.

Comprehend Business Strategy:

A tester must have an ability to gauge larger picture of an organization's business strategy. This allows a software tester to participate at a higher level than just as an individual contributor. He can also pinpoint strategic strengths / weaknesses of a software application resulting in a business competitive benefit.

Training:

For a rookie, software training has to be fun. Trainers should come out of traditional way of training and engage everyone as much as possible during their training classes. It could be more of an edutainment i.e., education with entertainment. Training classes should be filled with games, examples, and challenges for the trainees so that it becomes more interesting. Live project experience should be shared so that the trainees have more to take away from these classes.

SOLUTION:

As the technology advances, the software industry is also moving forward, therefore testers must move forward too. Learn, improve, innovate is the key to success.

Therefore, if a tester works upon the above mentioned skills, he / she would be contributing more than what he / she is doing currently. By multi-dimensional thinking and enthusiasm to learn, a tester can contribute to an organization's business growth. While the organization attempts to provide all of these, a tester should also be pro-active and set self-driven goals to build on these above traits.

CONCLUSION:

Many of the points mentioned above allude that super testers are made and not born enhancing a tester's quality and productivity is a journey. The right balance between above points will rely on an organization's strategies, management systems and their trainings. Trying to hone a tester's skills along the above lines will definitely improve the probability of project success and the help deliver better quality products.

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About QA InfoTech:

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At QA InfoTech (an ISO 9001:2008, 20000-1:2005, 27001:2005 and CMMI Level III certified company), we specialize in providing independent offshore software testing and, unbiased software quality assurance services to product companies, ranging from the Fortune 500s to start-up companies.

Established in 2003, with less than five testing experts, QA InfoTech has grown leaps and bounds with its QA Centers of Excellence globally; three of which are located in the hub of IT activity in India, Noida, India and the other, our affiliate [QA InfoTech Inc.](#) Michigan USA. In 2010 and 2011, QA InfoTech has been ranked in the top 100 places to work for in India. For more details, please refer to our [blog on this event](#).

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- Mukesh Sharma, Founder & Chief Executive Officer

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