



# **INTERNSHIP REPORT**

## **QUALITY ASSURANCE**

**Sangarsh Sushant Loliakar  
2066**

**SJ Innovation**

**Goa University**

# **QUALITY ASSURANCE**

Completed by  
**Sangarsh Sushant Lolienkar**  
**2066**

for the partial fulfillment of  
MCA Degree for Semester VI  
Discipline of Computer Science and Technology,  
Goa Business School,  
Goa University

At  
SJ Innovation  
Verna Goa

Under the guidance of  
**Mr. Paresh Bagi**  
(QA Tech Lead, SJ Innovation)  
&  
**Mr. Prabhav Tengse**  
(Jr. QA, SJ Innovation)

# CERTIFICATE OF INTERNSHIP



Date: 5<sup>th</sup> June 2023

SJ INNOVATION PRIVATE LIMITED

CIN : U72200GA2018PTC013559

GSTIN : 30AAHCG3078Q1Z9

## TO WHOMSOEVER IT MAY CONCERN

This is to certify that Mr. Sangarsh Loliengar, student of Master of Computer Applications (MCA) of Goa University, Goa, is currently undergoing his final semester project (Semester VI) at our company, SJ Innovation Private from 09 January 2023 till 07 July 2023.

During his tenure he has met the expectations of his team lead and found to be regular and sincere.

This certificate is being issued on his request to be submitted with the project report at Goa University.

Yours Sincerely,



Mr. Madhav Ranganekar

Director

For SJ Innovation Private Limited



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Industrial Estate, Verna Goa 403722

**Registered Office**  
F. No. S-1, Allaisha Plaza, Cupangalli,  
Gogol, Fatorda, Goa 403601

## GOA UNIVERSITY



## GOA BUSINESS SCHOOL

### CERTIFICATE OF EVALUATION

This is to certify that **Mr. Sangarsh Sushant Lolienkar** has successfully completed his internship at SJ Innovation, Verna-Goa, in partial fulfillment of the award of the degree in Master of Computer Application.

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Examiner 1

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Examiner 2

Place: Goa University

Date: /06/2023

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Dean, Goa Business School

## **ACKNOWLEDGEMENT**

I am deeply grateful to Mr. Paresh Bagi and Mr. Prabhav Tengse, my mentors and advisors during the internship, for their invaluable advice and guidance.

Their industry experience and expertise helped me to better understand the company and the industry, and allowed me to make the most of my internship.

Throughout the internship, Mr. Paresh Bagi and Mr. Prabhav Tengse provided me with valuable insights and guidance that helped me to navigate my tasks and responsibilities.

They were always available to answer my questions and provide support, and their wisdom and expertise helped me to grow as a professional.

I am thankful for their time and support, and for sharing their valuable insights with me.

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# **INTRODUCTION**

This report is a short description of my full-time on-site internship at SJ Innovation.

I joined as an Intern at SJ Innovation on 9<sup>th</sup> January 2023 and have been here since then. This report contains necessary information about the organization, the projects and mini projects I worked on and the other tasks and special training I completed in this internship period.

In the chapters that will follow, I will talk about the company, the work here, the culture, etc. Then, I shall elaborate on the projects I worked on, a brief information about the projects, the modules I built and the task I completed in those modules.

This report highlights my learning experience and my contributions to the organization as an intern. This will describe the knowledge that I gained by successfully completing the tasks that were assigned to me.

I'll also be talking about the tools and technologies that were used followed by my internship timeline.

I shall conclude by sharing my experience and how it has helped me to grow, both, on the personal and professional front.

## COMPANY PROFILE

<b>Name of Company</b>	<b>SJ Innovation Pvt Ltd</b>
<b>Founder of Company</b>	<b>Mr. Shahed Islam</b>
<b>Address of Company</b>	<b>Plot L-66/1, Phase II D, Verna Industrial Estate Verna Goa 4037222</b>
<b>Phone Number</b>	<b>0832- 2776354</b>
<b>Email ID</b>	<a href="mailto:goa.info@sjinnovation.com"><u>goa.info@sjinnovation.com</u></a>
<b>Website</b>	<a href="https://www.sjinnovation.com"><u>https://www.sjinnovation.com</u></a>

Established in 2004, **SJ Innovation** have completed more than a decade in the software industry. We specialize in providing IT solutions worldwide having expertise in web and mobile development with end to end solutions.

Our head office is based in New York with branches in India and Bangladesh. Our main focus always is to provide best services to our clients.

Our strength lies in our team members. We believe in applying new ideas and technologies to improve our team and client's satisfaction.our project management team works out of the US office, offering you an overall better experience by effectively communicating your messages to the designer or developer.

We as a team collaborate with customers, support and grow with them to provide high quality work and ensure success. Moreover, we are constantly working on broadening our range of service and thriving to improving performance and maintaining long standing relationship with our customers. We are always ahead in keeping complete work status updated with our clients via email, chat, IM or Skype calls.

Our company continually works towards improving employee satisfaction and happiness, hence improving productivity and the quality of work.



**Our services include:**

- Web Design and Development
- Mobile App Design and Development (iOS, Android)
- E-Commerce Development
- Quality Assurance
- Outsourcing Partners
- Website Maintenance
- Open Source Customization
- E-commerce Store Management

**SJ Innovation** currently has over 135 employees worldwide and continue to grow. All of our employees are expert in their field, offering over 100 years combined experience.

**Motto:**

Employee Happiness Generates Client Success

**Mission:**

To continuously work hard towards client success. To have a happy productive workforce working together with the same vision.

CELEBRATING



Y E A R S

OF EXCELLENCE

**Culture:**

- **Be Humble** - Be down to earth and respect all, leave no room for arrogance.
- **Do Great Things Together** - Working with a team together is when you achieve great things
- **Work to make client successful** - Client is the fuel of the company, making client successful will keep the company running.
- **Take Accountability** - Make commitment to your responsibilities, be accountable for results and know you are in charge to take it to the finish line.
- **Embrace Challenge & Grow Yourself** - Challenging yourself to learn new things will expand your horizon.
- **Help Each Other** - True form of happiness is experienced when you help others.

## OVERVIEW

### 1. Company Background:

- a) The name of the company is SJ Innovation, it comes under IT industry and the company is located at Verna - Goa.
- b) The company works in developing products as per the client requirements with latest AI technologies and also QA other products by manual testing or automation testing

### 2. Purpose of the Internship:

- a) The purpose of the internship was to monitor and test the process functions and materials to ensure that products meet the necessary customer requirements.
- b) The internship was a part of JNJ project where I had to work on multiple live projects

### 3. Duration of the Internship:

- a) I started working as a QA intern in SJ Innovation from 9<sup>th</sup> January 2023 and it will be ending on 9<sup>th</sup> of July 2023 as it was a 6 months internship for my current Semester 6.

### 4. Overall Expectations and Objectives:

- a) As an intern the goals that were set for me are to work on JNJ projects, do monthly regression testing on JNJ products, work on dev or prod site JIRA tickets on JNJ products.

# **WORK AT SJ INNOVATION PVT. LTD**

## **QA On-boarding Project**

### **Overview**

QA On-boarding project are a set of tasks given to be familiar with working in the company and also some knowledge gains based tasks.

### **Tools and Technology Used**

- Google Sheets
- Git
- Postman

The tasks given by the organization to learn and write are:

- Software testing and its types
- Software Test Plan
- Bug Report
- Test Case
- Software Testing Life Cycle
- Software Tester Role and Responsibility
- Command Line
- Database
- HTML
- GIT
- Software Processes
- Restful API and Postman
- Book reading on topics such as The Five dysfunction of a Team by PatrickLencioni

The tasks are as follows:

- **Software testing and its types**

1. Learning about what is software testing and various types of software testing done.

- **Software Test Plan and Bug Report**

1. Learning about how to write software test plan and writing a test plan for an online ticketing system.

2. Learning about how to write software bug report and finding bugs and writing bug report on OGX Beauty website.

- **Software Test Cases**

1. Learning about how to write software test cases and writing test cases on OGX Beauty website.

- **Software Testing Life Cycle**

1. Learning about how software testing life cycle models works and terminologies.

- **Software Tester Role and Responsibilities**

1. Learning about the roles and responsibilities of tester i.e. what to do as a tester by reading the articles.

- **Command Line**

1. Learning various command line options for Linux on Udemy executing them on code academy.

- **Database**

1. Learning various database commands on Udemy executing them on code academy.

- **HTML and GIT**

1. Learning HTML and GIT on code academy and Udemy and executing them on code academy.

- **Software Processes**

1. Learning about various software processes such as v model, spiral model, and other processes through a course on coursera.

- **Restful API and Postman**

1. Learning about what is REST API
2. Learning about service API through test automation
3. Exploring Postman and its manual doc
4. Performing a simple automation test for Simple book API

# PROJECT

## NEUTROGENA

### Overview

Exploring the web application and finding bugs, reporting it, writing test cases on the project and doing monthly regression testing.

### Tools Used

- Active Collab
- Google Sheet
- TinyTake
- JIRA

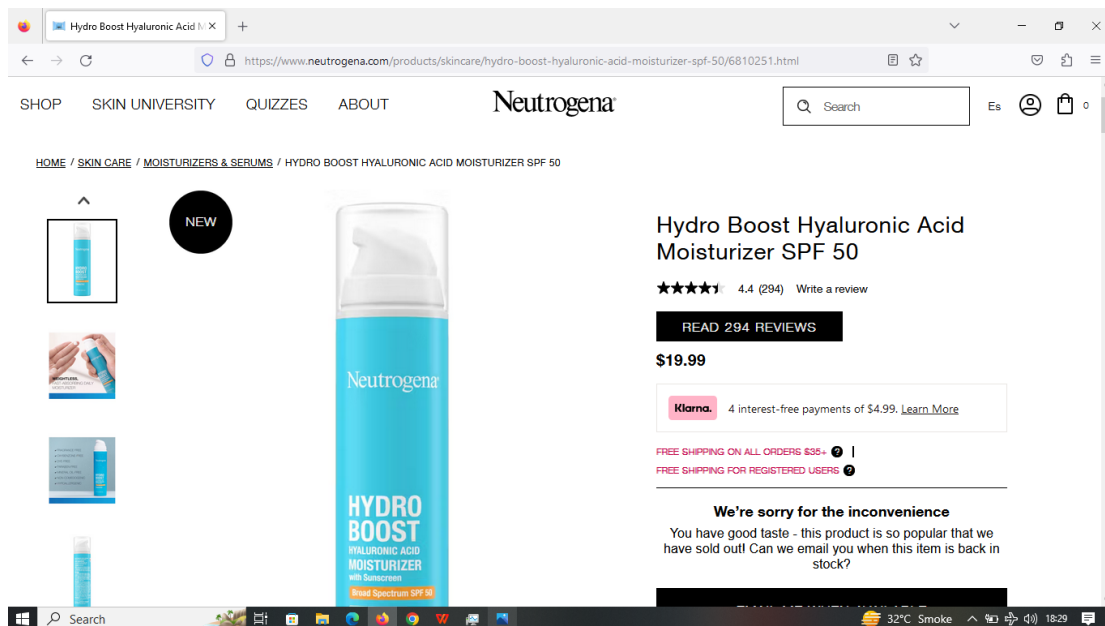
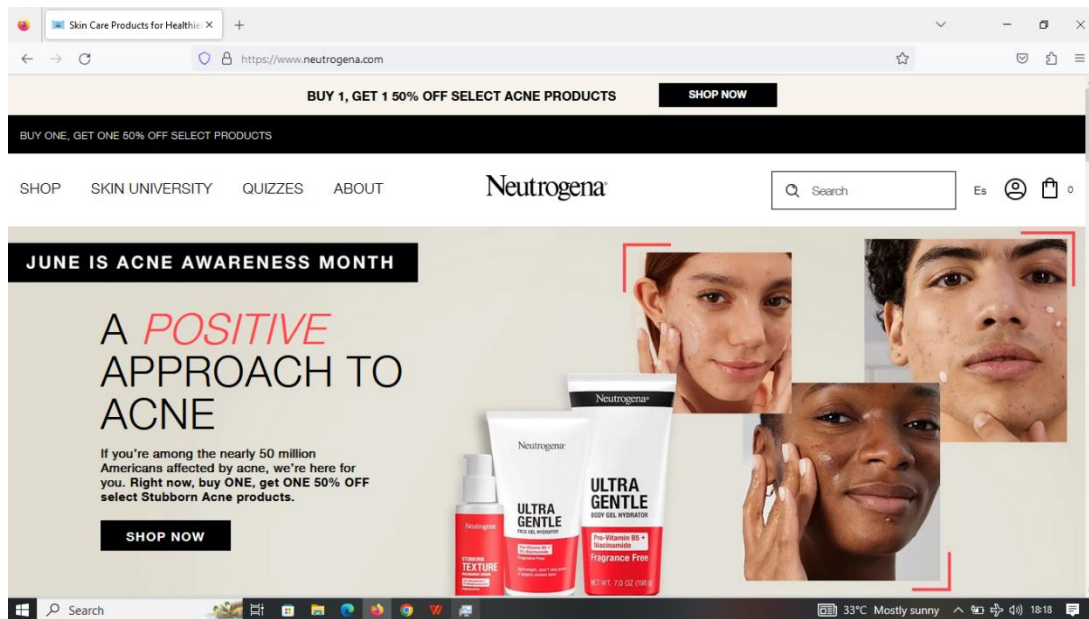
### My Contribution

I was given the responsibility to find bugs and report the issues in a bug report, writing test cases for various modules in the application, performing regression testing on various browsers such as Edge, Chrome etc.

- Exploring the modules and writing test cases
  1. Homepage
  2. Cart options
  3. Product Description Pages
  4. Product Listing Pages
  5. Wishlist
- Checking the google sheets for the issue reported in previous month and if the JIRA tickets have been created on same issues and assigned it to the client.
- Performing regression testing on whole website and its modules
  1. Payment
  2. Register
  3. Email-Signup
  4. Search

5. Checkout
6. My Account-> Edit profile
7. Forgot password
8. Order Status

- Performing various testing methods such as unit testing, integration testing, smoke testing, compatibility testing, exploratory testing, testing in both production and qa/dev environment.





# VIVVI AND BLOOM

## Overview

Exploring the web application and finding bugs, reporting it, writing test cases on the project and doing monthly regression testing.

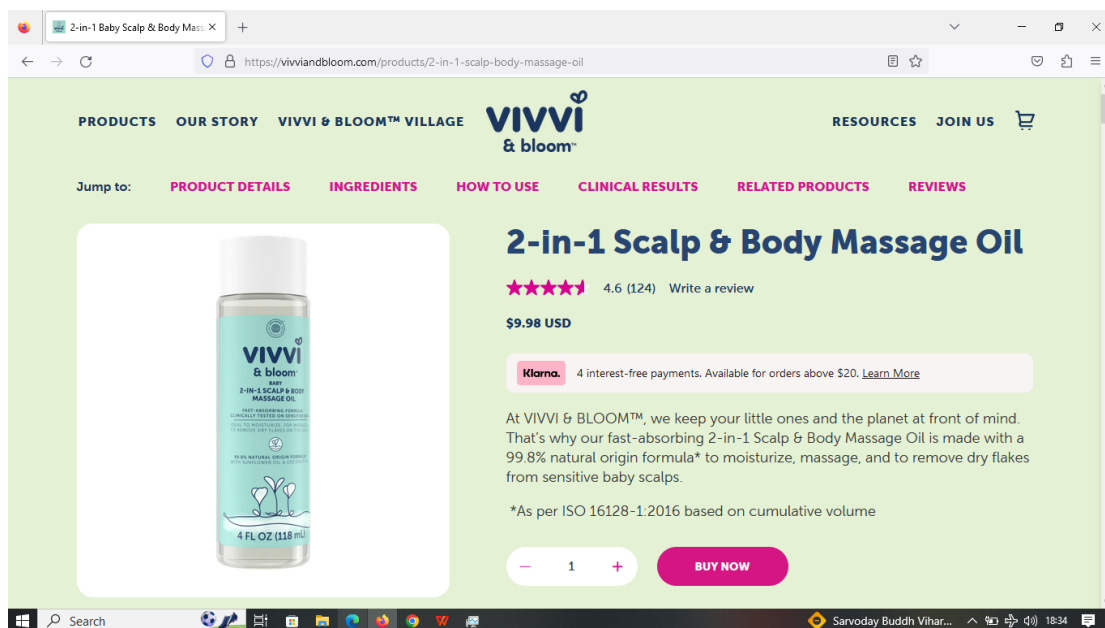
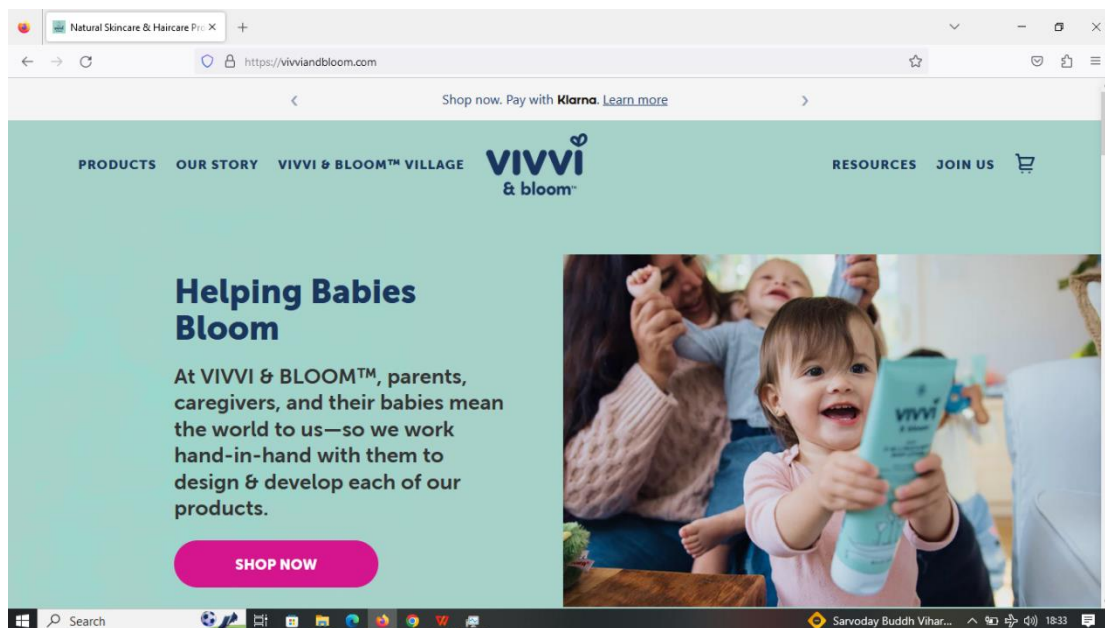
## Tools Used

- Active Collab
- Google Sheet
- TinyTake
- JIRA

## My Contribution

I was given the responsibility to find bugs and write them in a bug report, writing test cases for various modules in the application, performing regression testing on various browsers such as Edge, Chrome etc.

- Performing regression testing on whole website and its modules
  1. Header
  2. Footer
  3. PDPs
  4. Write a review
  5. Order Tracking
  6. Medical Professionals
  7. Cart Information
  8. Shipping
  9. Payment
  10. PLPs



## **AMERICA TO GO (ATG)**

### **Overview**

Exploring the web application and finding the bugs and reporting it back to the client.

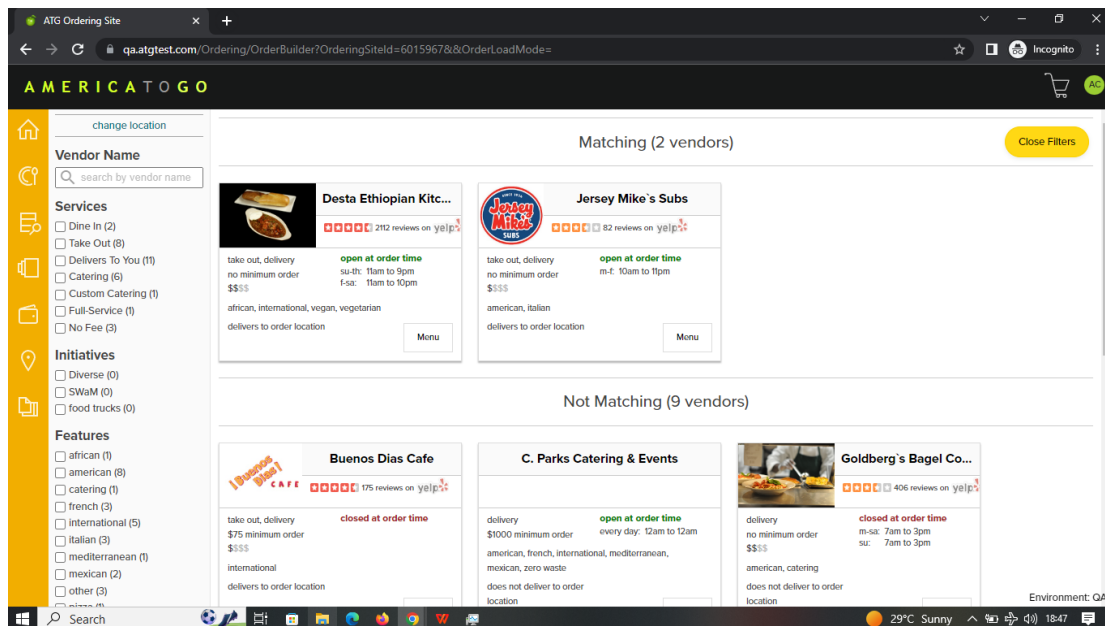
### **Tools Used**

- Active Collab
- JIRA
- TinyTake

### **My Contribution**

I was given the responsibility to find the bugs write them in a bug report, performing smoke testing on various browsers such as Chrome, Safari, etc.

- Exploring the modules and reporting the issues
  1. Customer
  2. Dashboard
  3. Invoicing
  4. Operators
  5. Site Administrator
- Checking JIRA account if there are any tickets assigned back to us which were reported to the client with issues.
- Performing smoke testing on whole website and its modules
  1. Vendor
  2. Customer
  3. Order
  4. Payment methods
  5. Create an order
  6. View order
  7. Track order
  8. Operations



# REFORMATION

## Overview

Exploring the web application and finding the bugs and reporting it back to the client.

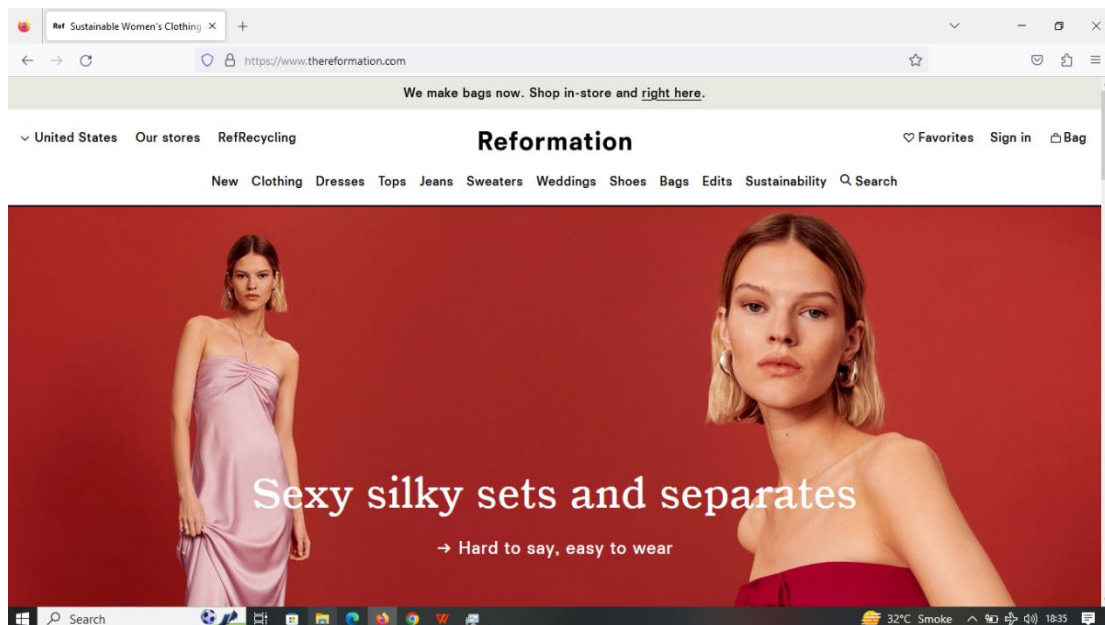
## Tools Used

- Active Collab
- JIRA
- TinyTake
- Google Sheets

## My Contribution

I was given the responsibility to run the test cases and verify payment module in different payment methods i.e. Credit card, Paypal, After Pay.

- Verifying the payment module in different scenarios i.e. signed in and signed out as user, signed in as guest, etc.



Ref Juna Platform Sandal - Sustaini X



https://www.thereformation.com/products/juna-platform-sandal/1312480PXX.html

United States Our stores RefRecycling

Reformation

Favorites Sign in Bag

New Clothing Dresses Tops Jeans Sweaters Weddings Shoes Bags Edits Sustainability Search



Juna Platform Sandal

\$298

Get a little high. The Juna is a 70s inspired, sky high, block heel, platform sandal. This shoe features a 110mm heel height, square toe, and an adjustable...  
[Show more](#)

Color: Pecan

Size

5	5.5	6	6.5	7	7.5	8
8.5	9	9.5	10	10.5	11	

[Size guide](#)

Add to bag

4 payments of \$74.50 with afterpay

## Tools and Technologies Used

### 1. JIRA



Jira is a suite of agile work management solutions that powers collaboration across all teams from concept to customer, empowering you to do the best work of your life, together.

### 2. Postman



Postman is an API platform for building and using APIs. Postman simplifies each step of the API life-cycle and streamlines collaboration so you can create better APIs faster.

### 3. Adobe XD



Adobe XD is a powerful and easy-to-use vector-based experience design platform that gives teams the tools they need to craft the world's best experiences collaboratively.

## 4. Active Collab



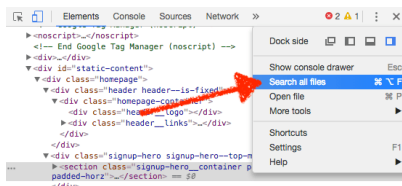
ActiveCollab is a project management solution for creative professionals. It offers cloud-based subscription plans or a self-hosting licence.

## 5. TinyTake (Recording tool)



TinyTake is a free screen capture and video recording software for Microsoft Windows and MAC.

## 6. Google Inspect



Inspect elements lets you tweak the appearance and content of web pages, by adding temporary edits to the site's CSS and HTML files.



## 7. ChatGPT



ChatGPT is a natural language processing tool driven by AI technology that allows you to have human-like conversations and much more with the chatbot.

## 8. Slack



Slack is a messaging app for business that connects people to the information they need. Slack transforms the way organizations communicate.

## 9. GIT



GIT is a free and open source distributed version control system designed to handle everything from small to very large projects with speed and efficiency.

## **Certifications completed under Internship and Self Study**

In SJ Innovation, they have goals to work on. There separate goals for individuals and teams. When the new quarter starts the goals are changed and during the WiG session (meeting), the members are asked to either choose personal goal or the team goals. So I opted for team goals and the team goals was to learn testim.io, an automation tool.

### 1. Testim.io



Testim is the leading AI-powered test automation platform for custom web applications. Testim enables fast authoring of AI-stabilized UI and end-to-end tests.

### 2. Selenium



Selenium is an open-source tool that automates web browsers. It provides a single interface that lets you write test scripts in programming languages like Java, Python, etc.

# **INTERNSHIP TIMELINE**

## **JANUARY 2023**

### **Week 1:**

- Formal Orientation and Onboarding Process
- Software testing roles and responsibility
- Book reading on The Five Dysfunction of a team
- Software Testing and its types

### **Week 2:**

- Software testing Life cycle
- Test case writing on OGX Beauty website
- Book reading on The Five Dysfunction of a team

### **Week 3:**

- Bug report writing on OGX Beauty website
- Learning about database on codecademy

### **Week 4:**

- Learning HTML on codecademy
- Writing test cases on OGX Beauty website
- Writing bug reports on OGX Beauty website

## **February 2023**

### **Week 1:**

- Learning Command Line on codecademy and Udemy
- Learning Git commands on Udemy

### **Week 2:**

- Learning about various Software Processes
- Learning about Restful API and Postman
- Preparing PPT on book “The 5 Dysfunction of a team” and presenting it

### **Week 3:**

- Receiving KT on Neutrogena project and receiving credentials
- Exploring the website
- Working on Postman

### **Week 4:**

- Receiving KT on Neutrogena project and other JNJ projects
- Exploring the website and the modules
- Reviewing the task seniors worked on to get the knowlegde about the task

## **March 2023**

### **Week 1:**

- Receiving KT on Vivvi and bloom project
- Receiving KT on JIRA software
- Performing monthly regression testing on various JNJ projects
- Reporting the bugs

### **Week 2:**

- Receiving KT on JIRA software and exploring it
- Performing monthly regression testing on various JNJ projects
- Reporting the bugs

### **Week 3:**

- Working on tickets assigned to me on JIRA software and assigning it to mentor to get reviewed.
- Performing monthly regression testing on various JNJ projects
- Reporting the bugs

#### **Week 4:**

- Worked on tickets assigned to me on JIRA software and assigning it to mentor to get reviewed.
- Performing monthly regression testing on various JNJ projects
- Reporting the bugs

#### **Week 5:**

- On-boarding on other JNJ project i.e. Rogaine
- Performing smoke testing on Rogaine website and reporting the issues on the bug report.

### **April 2023**

#### **Week 1:**

- Worked on Rogaine project task on product description page testing
- Performed accessibility testing on register module on Windows through Google narrator and iOS through VoiceOver
- Performing monthly regression testing on Neutrogena and its modules on different platforms

#### **Week 2:**

- Performing monthly regression testing on Johnson Baby and its modules on different platforms
- Informing the reported bugs to the Senior QA members and checking if there are tickets assigned on JIRA account

#### **Week 3:**

- Worked on JIRA ticket assigned to me on Aveeno Project
- Worked on JIRA ticket assigned to me on Exuviance Project
- Performing monthly regression testing on Aveeno and its modules on different platforms

#### **Week 4:**

- Worked on JIRA tickets assigned to me on other JNJ projects
- Performing smoke testing and regression on testing on development environment and production environment
- Informing the reported bugs to the Senior QA members and checking if there are tickets assigned on JIRA account

### **May 2023**

#### **Week 1:**

- Performing monthly regression testing on Neostrata and its modules on different platforms
- On-boarding on new project i.e. Reformation
- Receiving KT on Reformation and exploring it

#### **Week 2:**

- Worked on JIRA tickets assigned to me on other JNJ projects
- Performing monthly regression testing on Neostrata and its modules on different platforms
- Receiving KT on Reformation and Exploring it

#### **Week 3:**

- Receiving KT on Reformation and Exploring it
- Worked on writing test cases on Reformation and tested Payment module in different methods i.e. Credit Card, Paypal, User logged in, User logged in as Guest, etc.
- Performing monthly regression testing on other JNJ projects and its modules on different platforms

#### **Week 4:**

- On-boarding on new project America to Go (ATG)
- Receiving KT on America to Go and exploring it
- Receiving KT on Reformation and exploring it
- Performing monthly regression testing on other JNJ projects and its modules on different platforms
- Worked on JIRA tickets assigned to me on JNJ project

#### **Week 5:**

- Receiving KT on America to Go and exploring it
- Worked on JIRA tickets assigned to me on America to Go project
- Receiving KT on Reformation and exploring it
- Performing monthly regression testing on other JNJ projects and its modules on different platforms
- Informing the reported bugs to the Senior QA members and checking if there are tickets assigned on JIRA account

## **My reflections / experiences of Internship**

During my internship at **SJ Innovation Pvt. Ltd** Company from 9<sup>th</sup> January 2023 to till date, I had the opportunity to work as a QA intern in the Software Quality Assurance department. It was an enriching experience where I gained valuable insights into the quality assurance process and developed essential skills in software testing and collaboration.

### **Responsibilities and Tasks:**

Throughout my internship, I actively participated in various testing activities and quality assurance processes. I was responsible for creating and executing test cases, ensuring the functionality and reliability of the software applications. Additionally, I collaborated with the QA team to identify, document, and report software defects. I also had the opportunity to conduct regression testing and user acceptance testing, providing critical feedback to improve the overall quality of the products.

### **Skills Developed:**

During my internship, I developed a range of technical and transferable skills. I enhanced my proficiency in test case design and execution, gaining hands-on experience with industry-standard testing methodologies. I also improved my attention to detail and analytical skills, ensuring thorough and accurate testing. Additionally, I refined my communication skills through regular interactions with team members, effectively conveying testing progress, issues, and recommendations.

### **Learning Opportunities:**

Throughout my internship, I had the privilege of attending training sessions and workshops focused on software testing best practices. These learning opportunities provided me with a deeper understanding of various testing techniques and tools, including test automation frameworks. I gained insights into the software development life cycle and learned to align QA processes with project requirements.



**Collaboration and Networking:**

Working closely with the QA team and cross-functional departments, I experienced the importance of collaboration in achieving quality goals. I actively participated in team meetings, where I contributed insights, shared progress updates, and collaborated on resolving testing challenges. These experiences allowed me to build professional relationships, expand my network, and understand the value of teamwork in delivering high-quality software products.

**Challenges and Learning Points:**

Throughout my internship, I encountered challenges such as tight deadlines and evolving project requirements. These experiences taught me the importance of adaptability and effective time management. I learned to prioritize tasks, make informed decisions under pressure, and quickly adjust testing strategies when needed. These challenges further honed my problem-solving skills and reinforced the importance of flexibility in a dynamic work environment.

**Conclusion:**

My internship at **SJ Innovation Pvt. Ltd** Company provided me with invaluable hands-on experience in quality assurance. I acquired technical skills in software testing, improved my communication and collaboration abilities, and gained a deeper understanding of the importance of quality in software development. I am grateful for the guidance and support of my mentors and colleagues throughout this internship, which contributed significantly to my personal and professional growth.

## References

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6. <https://www.testim.io/>
7. <https://tinytake.com/>
8. <https://www.codecademy.com/>