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INTERVIEW QUESTIONS

QA Tester (HR Questions)

COGNIZANT INTERVIEW QUESTION FOR QA TESTER

(With Sample Answers and Tips)

01

Why do you want to work at Cognizant as a QA Tester?

Sample Answer

I am excited about the opportunity to work at Cognizant because of its global reputation for delivering innovative technology solutions. As a QA Tester, I am passionate about ensuring the quality of software products and contributing to Cognizant's commitment to excellence. I also appreciate Cognizant's focus on continuous learning and development, which aligns with my personal career goals

Interview Tip

Focus on Cognizant's global presence, reputation for quality, and your alignment with their values and focus on innovation.

02

What experience do you have with different types of testing?

Sample Answer

I have experience with manual testing, automated testing using tools like Selenium, and performance testing using JMeter. I've also worked on functional testing, regression testing, user acceptance testing (UAT), and exploratory testing across different projects

Interview Tip

Highlight your versatility in testing methodologies and tools, showcasing that you can handle both manual and automated testing as required.

03**Describe a time when you found a critical bug in a project. How did you handle it?**** Sample Answer**

During a project, I found a critical bug in the checkout process of an e-commerce application that allowed users to bypass payment verification. I immediately escalated the issue to the development team, provided detailed reproduction steps, and worked closely with them to ensure it was fixed before release.

 Interview Tip

Use the STAR method (Situation, Task, Action, Result) to describe the scenario, and emphasize your proactive approach in identifying and resolving critical bugs.

04**How do you prioritize your testing tasks?**** Sample Answer**

I prioritize testing tasks based on the business impact, criticality of the feature being tested, and project deadlines. For example, I focus on high-priority areas like core functionalities or new features first, while addressing minor bugs during later stages. I also communicate regularly with the project manager and development team to align priorities.

 Interview Tip

Show that you are organized and capable of managing your time and resources effectively, which is important for Cognizant's fast-paced projects.

05

What tools do you use for bug tracking and test management?

Sample Answer

I use Jira and Bugzilla for bug tracking and defect management. For test case management, I have experience using TestRail and Zephyr. These tools help me organize test cases, track progress, and ensure that all defects are well-documented and prioritized

Interview Tip

Highlight your proficiency with widely-used bug tracking and test management tools, which are essential for QA roles at Cognizant.

06

How do you ensure complete test coverage?

Sample Answer

I ensure complete test coverage by mapping test cases to functional and non-functional requirements, using traceability matrices to track coverage. I also collaborate with developers and business analysts to ensure all user scenarios are covered, including edge cases and negative testing scenarios

Interview Tip

Emphasize your thorough approach to ensuring that all aspects of the application are tested, especially critical functionalities.

07**What is your experience with automated testing, and how do you decide what to automate?**** Sample Answer**

I have experience using Selenium for automating web application tests and integrating them into CI/CD pipelines using Jenkins. I typically automate repetitive tasks like regression testing, login flows, and data validation, while leaving complex or one-time test cases for manual testing

 Interview Tip

Cognizant values automation expertise, so highlight how you balance automation with manual testing to maximize efficiency

08**How do you handle situations where there are incomplete requirements?**** Sample Answer**

When faced with incomplete requirements, I work closely with the business analysts and developers to clarify any ambiguities. I also use exploratory testing to discover potential issues and ensure that the most critical functionalities are tested thoroughly

 Interview Tip

Showcase your ability to work in dynamic environments where requirements may change or be incomplete, a common challenge in large projects.

09**What metrics do you track during testing?** **Sample Answer**

I track key metrics like test case execution rate, defect density, defect severity, and test coverage. These metrics help me assess the overall health of the application and identify areas where we need to focus additional testing.

 **Interview Tip**

Demonstrate your understanding of the importance of testing metrics and how they help improve the testing process and ensure software quality.

10**Describe a time when you had to work under tight deadlines. How did you manage your testing process?** **Sample Answer**

During a project release, we were working under a tight deadline, so I prioritized testing based on risk. I focused on critical business features first, automated as much of the regression testing as possible, and communicated regularly with the team to ensure we stayed on track.

 **Interview Tip**

Highlight your ability to remain calm under pressure and effectively prioritize tasks to meet tight deadlines.

11

How do you handle testing when frequent changes are made to the application?

Sample Answer

In situations where frequent changes are made, I rely on a robust set of automated tests to quickly validate core functionality after each update. Additionally, I ensure close collaboration with the development team to understand the impact of changes and focus my manual testing on areas that are most affected

Interview Tip

Show that you can adapt to dynamic environments and still maintain thorough testing, which is important in fast-moving projects at Cognizant.

12

How do you ensure the quality of test cases?

Sample Answer

I ensure test cases are aligned with the project's functional and non-functional requirements. Each test case is detailed, covering positive, negative, and edge case scenarios. I also review test cases regularly with the development team to ensure accuracy and update them as the application evolves

Interview Tip

Emphasize the importance of clarity and completeness in test cases and your commitment to maintaining their quality.

13

Can you describe a situation where a bug was found late in the development cycle? How did you handle it?

 **Sample Answer**

In one project, a bug related to data validation was discovered late in the cycle, just before release. I escalated it immediately, worked with the developer to fix it quickly, and ran targeted regression tests to ensure the fix didn't affect other parts of the application

 **Interview Tip**

Highlight your proactive approach to resolving late-stage bugs while minimizing disruptions to the release schedule.

14

How do you ensure that testing is aligned with business requirements?

 **Sample Answer**

I ensure alignment by collaborating closely with business analysts and product owners during requirement reviews. I map each test case to business requirements to ensure that all scenarios are covered. Regular discussions with stakeholders also help ensure the testing efforts are focused on critical business needs

 **Interview Tip**

Show your ability to bridge the gap between business and technical teams, ensuring that testing aligns with business goals and objectives.

15**What experience do you have with performance testing?****Sample Answer**

I have experience using JMeter for performance testing of web applications. I've simulated heavy user loads to evaluate the system's response time, scalability, and resource usage. In a recent project, performance testing helped identify a bottleneck in the database, which we optimized to improve application speed by 30%.

Interview Tip

Emphasize your hands-on experience with performance testing tools and how it contributed to improving system performance.

16**What is the importance of regression testing, and how do you perform it?****Sample Answer**

Regression testing ensures that new code changes do not negatively affect existing functionality. I perform regression testing by automating a suite of tests that cover the application's core functionality. I run these tests after every new build or bug fix to ensure the system remains stable.

Interview Tip

Highlight your structured approach to regression testing and your use of automation to ensure consistent, efficient testing.

17

How do you handle disagreements with developers regarding bugs or test results?

Sample Answer

I approach disagreements professionally by providing detailed evidence, such as steps to reproduce the issue, logs, or screenshots. If necessary, I conduct a joint review of the issue with the developer to clarify misunderstandings and work together to resolve the bug.

Interview Tip

Emphasize your communication and collaboration skills, which are essential when working with development teams to resolve issues.

18

What is the role of exploratory testing in your testing process?

Sample Answer

Exploratory testing helps me uncover bugs that scripted testing might miss. I use it especially when there are incomplete requirements or to test areas that are not covered by automated tests. This allows me to think from the user's perspective and discover potential usability issues.

Interview Tip

Highlight your proactive approach to testing beyond predefined scripts and your focus on ensuring a high-quality user experience.

19

What is the difference between verification and validation in software testing?

Sample Answer

Verification is the process of ensuring the software meets its specified requirements (e.g., are we building the system right?), while validation checks if the software fulfills the user's needs (e.g., are we building the right system?). Verification involves static testing like reviews and walkthroughs, whereas validation involves dynamic testing

Interview Tip

Provide a clear and concise explanation of these fundamental testing concepts, demonstrating your understanding of the testing lifecycle.

20

How do you manage test data for your test cases?

Sample Answer

I create and manage test data based on both typical and edge-case user scenarios. I use tools like SQL scripts to generate test data for database testing, and for sensitive data, I anonymize production data to ensure compliance with data protection regulations

Interview Tip

Emphasize your structured approach to managing test data and how it contributes to thorough and compliant testing.

21

What is your experience with mobile app testing?

Sample Answer

I have experience testing mobile applications on both Android and iOS platforms. I've tested for functional correctness, UI responsiveness, and performance under different network conditions. I also use emulators and real devices to ensure comprehensive testing across different environments

Interview Tip

Highlight any specific mobile app testing experience, which can be valuable for certain projects at Cognizant.

22

How do you document your testing process and results?

Sample Answer

I document the testing process by maintaining detailed test plans, test cases, and defect reports. I use test management tools like TestRail to track progress and ensure all stakeholders have visibility into testing results. I also generate summary reports to highlight key metrics and insights from the testing phase

Interview Tip

Show your attention to detail in documentation and how it helps keep teams aligned on the testing process and progress.

23**Can you explain how you perform cross-browser testing?**** Sample Answer**

For cross-browser testing, I use tools like BrowserStack to test the application on different browsers and devices. I ensure that the UI renders correctly and that there are no functionality issues across browsers like Chrome, Firefox, Safari, and Internet Explorer

 Interview Tip

Highlight your experience with cross-browser testing and how it ensures a consistent user experience across different platforms.

24**What is your approach to handling recurring bugs?**** Sample Answer**

When I encounter recurring bugs, I collaborate with the development team to identify the root cause, ensuring that it's not just a quick fix but a permanent solution. I also review the test cases and testing process to determine if additional coverage is needed to prevent the issue from recurring

 Interview Tip

Emphasize your commitment to root cause analysis and your proactive approach to ensuring bugs are fully resolved.

25

What motivates you to work as a QA Tester?

Sample Answer

I am motivated by the challenge of ensuring high-quality software and the satisfaction of delivering a flawless product to users. I enjoy the investigative nature of testing, where attention to detail is key, and I take pride in contributing to the overall success of a project by ensuring its quality.

Interview Tip

Show enthusiasm for testing, your commitment to quality, and your desire to continuously improve both the software and your skills.

Thank you!

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elysiumacademy.org



info@elysiumacademy.org

