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eCommerce Quality Engineer



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- 15 years of extensive experience in Software Test life cycle
  - Eight years of diversified experience in Ecommerce Retail Domain, Order Management System, Payment Systems including both offshore and onsite in all testing phases of web and mobile based applications
  - Experience in API contract testing, webservice using post man plugin and SOAP UI
  - Experience in **Rest API/Rest Assured** test automation
  - Experience in mobile testing for web-based applications, App on Android & iOS devices
  - Experience in **test automation framework development** from scratch using Selenium web driver, Java, TestNG, Maven, Jenkins, ANT, Selenium Grid, Docker, Data driven, log4j, client html reports and Page object design pattern
  - Developed Shift left test approach using **Jenkins** and **Selenium Grid** for parallel script execution
  - Experience in **BDD gherkin steps and step definition creation**
  - Experience in **test scripts upliftment using Selenium web driver in Java based framework**
  - Good working knowledge and experience in **Eggplant automation tool using Eggplant Functional, Eggplant AI model and Eggplant Manager** for e-Commerce site and Sterling OMS Call Center web-based applications
  - Good working experience in **Sense Talk scripting** used in Eggplant Functional
  - Exposure in Java Script test automation framework using **Protractor-API, Node.js (NPM Commands), Java Script (Asynchronous Promise), Protractor framework using Jasmine unit testing framework**
  - Exposure to worksoft codeless automation tool for SAP Hybris application
  - Experience in Defect Management tools like **HP ALM, Quality Center, q-Test, Jira, Pivotal Tracker & AzDO**
  - Experience in different tools like **Confluence** and **Slack** for communication forum
  - Good working knowledge on **E-Commerce End 2 End flow Order Creation – Check Inventory Availability – Reservation – Payment services – Outbound – IIB – Sterling OMS Call Center/OMS – I series SYS One and COM Inbound - CSR**
  - Good working knowledge on **Retail – E Commerce End 2 End for different fulfillments namely Ship to Home, Ship to Store, Buy Online Pick Up in Store, Appliance**
  - Exposure to SAP Hybris eCommerce platform
  - Fluent knowledge in **WebSphere Commerce 7 to 8 version migration testing**
  - Good working functional, testing knowledge in **two domain projects for migration of OCP e-commerce platform (Open Commerce Platform) to WCS (WebSphere Commerce)**

- Good working functional, testing knowledge in **Sterling OMS Call Center application and Order Management System**
- Good working functional, testing knowledge in **Promo Codes, Sezzle – 6/4 Pay, Checkout Auto Advance, Earn & Burn, Soft Logout, Club Card grouping, Same Day – In Store Pick Up, Shipping Tiers Changes, Front Book, Merchant Key validation**
- Good working functional, testing knowledge in **Shipping Restriction & Prop 63, Instant Credit & Smart CVV, QAS – Address Suggestion, Sign-In: My Account Redirection, Order Creation using different test credit cards, Cancel Orders, Order Management System, Customer Order Management, EnhanceSpecialService – respective downstream order level, system log validations, Cart & Check out, My Account & My List, Cookies, Cache and Data Analytics Layer**
- Six years of experience in other domains like Information Media and Entertainment, Insurance including both offshore and onsite in all testing phases of web and on perm applications
- Lead the Quality team in a highly Agile Environment with major 4 weeks sprint, minor 2 weeks sprint and hot fix releases
- **Release Management QA Manager** for four plus years in eCommerce domain
- Extensive working experience in Release Management Agile environment
- Extensive working experience in analyzing Impact & Risk factor at various release stages
- Extensive working experience in **Test Strategy & Test Plan – Releases**
- Successfully **lead the Client, Offshore & Onshore respective release, and testing teams**
- Extensive working experience in **Package deployment through DevOps portal, Post Deployment process and Smoke test completion**
- Extensive working experience in Defect Triage with SQ/Dev during Soft Code & Hard Code freeze dates
- Extensive working experience in Environment Triage with SQ/Dev/Infra during release timeline
- Experience in different test – **Smoke, Sanity, Functional – Desktop browsers & Tablet, Mobile devices – iOS/Android, Integration, Regression and End 2 End**
- Experience in Defect Identification & Creation
- Experience in **Web services test using Splunk and System log validation** for Blinds & Mincron Bypass project
- Experience in **Web services test using Post Man plugin**
- Experience in **Database test using PostgreSQL, PgAdmin4, DB2 and Squirrel SQL Client**
- Experience in Product Testing and Successfully managed multiple products
- Experience in Web Based and Client Server systems
- Experience in Test Documentation – Defect Report, Test Summary & Test Log
- Processes strong communication and interpersonal skills and committed team player with excellent attention to detail in test documentation, execution, and reporting
- Recruit, lead, mentor and develop a talented high-performing team of technical Quality Engineers and functional testers
- Ability to work well independently and within a team
- Ability to work well under pressure to provide timely and accurate solutions to business opportunities & challenges
- Having a flexible attitude and positive approach

## TECHNICAL / DOMAIN - SKILLS

<b>UI Test Automation</b>	Selenium web driver, Java, TestNG, Maven, Jenkins, ANT, Selenium Grid, Docker, Data driven, log4j, client html reports and Page object design pattern
<b>API, Web Service Automation</b>	Restful API, Rest Assured test automation
<b>Automation Codeless Tool</b>	Eggplant – Eggplant Functional, Eggplant AI, Eggplant Manager and Worksoft certify automation 2.0 (Exposure)
<b>Language</b>	Core Java & Java Script (Exposure)
<b>Database &amp; Tools</b>	SQL, PostgreSQL, PgAdmin4, DB2, DB Visualizer
<b>Microsoft Tools</b>	Power BI, MS Word, Excel, PowerPoint, MS Visio
<b>Version Control Tools</b>	Bit Bucket, GIT, VSS
<b>Build Tool, CI &amp; CD</b>	Maven, Jenkins, and Microsoft Azure
<b>eCommerce Platforms</b>	WebSphere Commerce 8, Open Commerce Platform, SAP Hybris
<b>Order Management</b>	IBM Sterling OMS 9.5, COM
<b>Defect Tracking &amp; Communication Forum Tools</b>	HP ALM Quality Center, q-Test, AzDO, JIRA, Pivotal tracker, Confluence, Splunk and Slack

## PROFESSIONAL EXPERIENCE

### Humana Account

Quality Technology Lead, **Cognizant Technology Solutions**

*Springfield, MO  
May 2020 – Present*

**Project Summary:** - HPE (High performance Engineering) and Security Domain areas with multiple projects running simultaneously needed quality transformation from current state which includes SWOT, overall strategic quality planning, test automation strategy, incorporate feedback loops to improve quality, evangelize testing best practices, domain test strategy and quality initiatives.

**Quality Initiative:** Enable Select right test case for test automation.

### Key Capabilities Delivered:

- To select right test candidates for test automation through measurement outcome from Risk, Value, Cost Efficiency and History instead of gut feeling
- Right test candidates converted to automation
- To achieve 80% in test automation enterprise goal from right set of test automation candidates instead of total manual test cases

### Outcome:

- Uncovered the question – which tests should we automate?
- Provided the clarity on disadvantages between “Not automate the right test” Vs “Automate All the tests”
- Approach in selecting the right test for test automation through Risk, Value of Test, Cost Efficiency and History measurement instead of individual perspective

- Automate the right test candidates is a collaborative exercise which requires product owner, developer, tester & automation engineer to participate in TC selection process so its transparent within team
- Provide the clear reasons with data to leadership team for not automated test cases
- The selection of right test automation candidates is an important decision for regression (N-1) or In-sprint / New-Feature automation
- Approach will help to avoid false failures & redundant automation in continuous testing and helps to avoid testing as bottleneck
- Helps to avoid high maintenance, analyze & triage effort
- Approach will help in test traceability between Epic, Feature, User Story and Test Automation Candidates to determine the In-Sprint or Regression or Feature automation level coverage

**Quality Initiative:** - Enable Automation First

**Key Capabilities Delivered:**

Strategizing & prioritization of platforms for test automation must be determined following testing process baselined through Quality KPI enablement and good amount of right automation test candidate's selection through risk- based test automation approach.

- Set a foundation for successful test automation across the enterprise.

**Outcome:**

- Created a better test automation strategy that meets the business needs.
- Path to cultivate a culture within the organization that is helpful to the success of the test automation initiative.
- Techniques that application developers can employ to support test automation.
- Path for early consideration that should be made to better prepare for the future of the test automation project.
- Optimize and scale the automation project for the business needs.
- Quantify the return on investment and share the value of the test automation with executive leadership team and organization.

**Quality Initiative:** - Enable Session based exploratory testing approach.

**Key Capabilities Delivered:**

- Walkthrough & demo on session-based test approach enablement in EPI, GLAPI, DevOps Mainframe to measure exploratory testing, to replace the "Ad hoc test and proposed automation tool for exploratory test.
- Worked on the problem statements in EPI to mitigate through this approach – Test case/ test scenario for testable user story, achieve test traceability/coverage, reduce/save time in test case creation, set the stage for test automation, acceptance criteria or definition of done met for user story through qualified test candidates.
- Completed in exploring more details in generating, planning, good new charter templates.

**Outcome:**

- Provided the path to achieve test scenario for testable user story.
- Test traceability and coverage.

- Acceptance criteria validated against the test scenarios for SIT/UAT/Regression & Production test.
- Definition of done will have qualified test to verify & validate.
- Sets the stage for test automation.
- Provides the formal UAT test phase before production deployment.

**Quality Initiative:** - Platform Support Quality Initiative for Greenlight API

**Key Capabilities Delivered:**

Determined 65% of effort spent on glapi recurrence support queries by analyzing 182 support incidents root cause analyze from E3 intake & glapi support team channel. Completed current support state analysis & identified the opportunities, initiatives. Proposed DevOps advocate with glapi knowledge in enablement team as a solution and 80% glapi certification consumers self-enabled to resolve glapi queries through enablement team & DevOps advocate. Identified approximate support issue resolution lead time per incident base lined. Proposed process improvement in E3 intake for glapi through platform support KPI measurements, Shorten the support issue resolution cycle time, Decrease the support hours and increase the engineering hours, Decrease the percentage in support query response recurrence, Decrease in monthly support incidents.

**Outcome:**

- FAQ's update and enablement team updated some documentation in places where it was lacking.
- Reduced the application team's knowledge gap in glapi through continuous support from enablement team & other mediums.
- Helped application team self-enabled to resolve glapi queries through support from enablement team, E3 office hours, glapi support team channel, documentation/videos, other mediums. Naturally gotten better as teams become more used to glapi.
- Identified E3 Intake process gaps to address for glapi incidents.
- Identified path for glapi SQE to follow the similar exercise on support incident root cause analyze.
- Production bugs in AzDO update and Q&A session with scrum team on issues, new features for back log items prioritization.
- Discover historical bug, issue areas and strategize regression testing for upcoming sprints.
- Improve regression test coverage and set a path to identify automation candidates.

**Quality Initiative:** - Quality Domain Strategy across HPE area.

**Key Capabilities Delivered:**

S.W.O.T Analyze to determine the current quality state.

Determined quality initiative road map for primary & secondary SMART goals.

**Outcome:**

Quality Initiatives Strategy/Approach for GLAPI & EPI assets.

- Enable Quality KPI's.
- Testing practices baseline & shift left the test process.
- Session Based Exploratory Test Approach enablement.
- Enable Automation first.

- Enable continuous testing to mature the DevOps.

**Quality Initiative:** - Quality KPI Enablement across HPE Area.

**Key Capabilities Delivered:**

- Created a deck on Quality KPI enablement, ADO mandatory fields, testing best practices (Do's & Don'ts), Shift left the test process & successfully completed the presentation with delivery leads to enable the Quality KPI's for SDLC quality measurement across DevOps area.
- Worked with Delivery leads, SQE to baseline the testing practices and shift left the test process.
- ADO mandatory fields monitor and publish the report for user story without test case, test suite (run), defects without asset name/project number or regression for KPI enablement.
- Clean up incorrect data in IT Quality Dashboard.
- Determined assets/applications that do not qualify Quality KPI.
- Identified the new assets/applications that qualify Quality KPI.
- QTL and SQE addition in the resource dashboard.
- Request to add a Testable ADO field with yes/no option to identify the testable user story to ensure test case and test traceability.
- Continuously monitor Quality KPI dashboard for maturity, fix gaps and resolved discrepancies between ADO/Quality dashboard for defects by addressing the issues to ITDW team.

**Outcome:**

- Quality KPI's was enabled for GLAPI & EPI assets to measure the Quality in development and testing.

**Quality Initiative:** - High Performance Engineering and IT QA security domain sub-areas.

Business and IT leadership team collaboration in ensuring maturity of quality in the delivery of technology solutions. Understand testing principles and quality best practices, and how to work with teams to apply them to the organization. Quality management at a detailed level, to provide the best recommendations for standards, best practices, and personalized quality initiatives for one or more domains. Developed deep-rooted expertise to provide long term knowledge continuity within an assigned area.

Quality evangelist to bring focus in tools, technologies, process synergies and people development capabilities to make the test function more productive and effective each day.

**Key Capabilities Delivered:**

- Created and maintained a domain test strategy document.
- Created and maintained a domain test automation strategy.
- Review and follow published enterprise test policies.
- Monitor KPIs (Key performance indicators).
- Monitor application risk scores.
- Monitor application security score cards.
- Assess testing resources assigned.
- Incorporate feedback loops to improve quality.
- Measure testing effectiveness by domain.
- Conduct Lessons Learned and Maturity Assessments.

- Create and maintain quality Maturity Action Plan.
- Communicate maturity activities and status to stakeholders and leadership.
- Review defect trending for root cause / potential corrective action.
- Communicate training & education for testing leadership / testing resources.
- Mentor Senior Quality Engineer / Quality Engineers.
- Evangelize testing best practices.
- Update SPARQ Dashboard Resource tab with current SQE / QE resource information.
- Overall Strategic Quality Planning.
- SME and Mentor for Quality.

### **BassPro Shops – Cabela’s Account**

Test Lead Automation, **Cognizant Technology Solutions**

*Springfield, MO*

*April 2017 – April 2020*

**Project Summary:** - Proof of Concept for Sterling OMS Call Center application using Eggplant automation tool, Sterling OMS Call Center Functional and Regression automation Suite in Chrome, IE11 desktop browser and Dot com regression automation suite for two domain Cabela’s and BassPro sites across desktop browsers using Eggplant automation tool – Eggplant Functional, Eggplant AI and Eggplant Manager.

Sterling Order Management Call Center application was newly built web application to support the end customers on production order queries. This application support features like Search, Order Creation for different SA/BA, Payments/Items and Order Cancellation, etc. It is a replacement application for legacy I-Series Sys One and demands heavy regression test in various combinations of US/International SA/BA, Payments/Items respective orders. It supports orders from various Omni Channel sources like e-Commerce, Call Center, POS, etc. as part of end to end test. It targets major, hot fix releases and demands swift turnaround of testing outcome in lower environment for production releases.

E-Commerce two domain project was initiated following the need for two dot com sites Cabela’s, Basspro under one domain basspro.net. Both the applications are web based with heavy UI (CSS) changes and new features. It is an existing site for basspro on WebSphere Commerce e-Comm platform with additional features built on new domain basspro.net and Cabela’s it is a new site, migrate existing OCP to WCS e-Comm platform on new domain basspro.net. It demands heavy regression and swift turn around test outcome in lower environments for major, hot fix releases of two sites across desktop browsers.

Hot fixes & Weekly releases to address the critical issues after the production releases will also be engaged in parallel with major releases. The releases are driven by agile sprints. The new feature & enhancement changes will go through functional sprint phases, Implementation & Backout and Go-Live cycles.

- Mindshare and Automation Awareness: Tool proposal by Eggplant product team for basspro application automation for Sterling OMS call center application, Dot com sites across desktop browsers and mobile devices.

- Involved in due diligence phase to analyze eggplant automation tool for Sterling OMS call center application
- Automation Test strategy discussion with business and IT stake holders to identify the problem statements and applications to automate and determine the scope.
- Operational Foundation:
  - Understanding Eggplant framework architecture of two system model, Eggplant functional, Eggplant AI and Eggplant Manager components.
  - Understanding of Sense talk scripting to identify web objects using Image, Image offset, Image Collections, Keyboard, OCR (Optical Character Recognition), Selenium Web driver techniques.
  - Understanding depth in Sense talk scripting for Data driven using resource path and worksheet methods and waitfor, wait, typetext using keyboard, click/double click events using mouse.
  - Understanding depth in AI model for action mapped to snippets and state holding the action.
  - Understanding depth in Eggplant manager for schedule, custom based reporting.
- Proof of Concept: Build sterling oms functional suite of ten test scripts for build acceptance test using eggplant AI models and eggplant functional.
- Operational Standardization for sterling oms call center application: Creation of sterling oms regression test scripts for different BA/SA with multiple items/Qty and payments combination using AI models and sense talk scripting in eggplant functional.
- Operational Standardization for business request in training orders test scripts creation for 35, 75 different items/Qty for Ship to home orders with different SA/BA, same payment and Ship to store orders with different stores, same payment.
- Operational Standardization for marketing request in test scripts creation for home page banners, fly out comparison between two sites prodauth and basspro.com on content following index job, stage prop completion.
- Operational Standardization for dot com sites cabelas, basspro in regression test scripts creation across desktop browsers.
- Operational ROI for Sterling call center application by comparing with number of resources in manual on execution time for same set of regression test cases across two desktop browsers and number of defects found by manual team in major release.

### **BassPro Shops – Cabela’s Account**

Test Manager – Functional and Automation, **Cognizant Technology Solutions**

**Project Summary:** - NextGen: Migration WebSphere Commerce 7 to 8, New Co: WebSphere Commerce 8 new features, two domain sites for Cabelas and Basspro

- Work closely with Program manager, Digital product managers, Development, Business, IT teams to prioritize assignments and manage risks/issues to ensure successful delivery with high quality
- Lead a team of 20 plus including Offshore, Onshore and Client team
- Work closely with onshore and offshore colleagues in QA



- Analyze the component level details on the user stories through wire frames, mockups and prepare a customer impact, business need, entry and exit criteria of each feature under test in confluence page for better test coverage
- Analyze and research on the upcoming changes for n+1 sprint release
- Developing and overseeing the QA design and management
- Foster an approach to continuous improvement in all our QA activities
- Discover, Triage and report bugs for four weeks sprint major release, two weeks sprint minor release and hot fixes
- Effectively managed parallel releases for major, minor and ER hot fix releases
- Support the production go live testing and triage, report bugs to business test team
- Develop standards and procedures to determine product quality and release readiness for all releases
- Work closely with software developers to perform early testing on components prior to integration builds
- Develop and assist in scripting automated testing solutions using Selenium and Java based framework for regression
- Preparation of yearly achievements through key achievements, metrics, challenges and lesson learnt for quality and excellence in various projects
- Recruit and lead a team of manual and automated testers working across multiple product lines both onshore and offshore
- Work with product, design, and engineering leaders to define best practices, process improvements, and leverage metrics to ensure effectiveness of our quality assurance efforts

## **Home Depot Account**

Release Manager, **Cognizant Technology Solutions**

**Atlanta, GA**

**Jul 2013 – Mar 2017**

### **Project Summary: - Release Manager - SQ**

Home Depot online major releases are targeted to happen every month. All different areas in homedepot.com such as ION, Search, Browse, PLP, PIP, Cart & Checkout, My account & My List and API's corresponding to desktop and mobile will have new features added or enhanced as part of the releases. Hot fixes & Weekly releases to address the critical issues after the production releases will also be engaged in parallel with major releases. The releases are driven by agile sprints. The new feature & enhancement changes will go through functional sprint phases, Implementation & Backout, production beta and Go-Live cycles

- Release Plan and Implementation – Major, Weekly and Hot Fix
- Release Tagged Stories – Functional Review with SQ & Functionality Tracker Updates w.r.t Actual Vs Planned stories, Delivered, To-Be Delivered and Features Dormant
- Scrum of Scrum meeting with Biz/RM/Directors/Dev Mgr./PMs/Dev/SQ Lead/TDM and Functional Area Leads – Foresee Risks Vs Callouts, Release status updates
- Release Level Meeting with SQ & RM SQ - Leads – Callouts & Updates

- SQ Deployment, Post Deployment Cache clear process and Smoke Test through Devops portal
- Publish Daily Status Report Metrics – Release
- Defect Triage Meeting with Dev/SQ Lead on Estimated Fix Date and Ready for QA defects closure
- Regression Plan Review – Release
- Implementation & Back out plan – Environment Prep up and smoke test
- Internal Review Board – Master Test Plan & Test Status Review
- PR Beta plan & execution
- Go-Live plan & execution
- Biz Reported Defects Triage & Closure
- Environment Change Request – Impact Analysis & Approval
- Environment Service Request – Triage & Closure
- SQ Environments – Down Time metrics & Closure

## **Home Depot Account**

### **SQ Lead, Cognizant Technology Solutions**

#### **Project Summary: - Cart & Checkout, Ready Test Go & Enhancement**

Checkout enhancements are targeted to improve the customer experience, Enhancements from cart page, shipping page, delivery page, Pickup options page and payment page and order submission will be handled in cart & checkout enhancement. In addition to homedepot.com UFC and Order Processing, Customer service representative system will also be enhanced to improve the customer's experience. Business team request for new features will be created as user stories in Jira or Pivotal tracker. Based on the stories priority the commitment will happen once in 2 weeks. Story points will be assigned to each story based on its complexity during the sprint planning & commitment meeting. The committed stories are tracked on a daily scrum meeting to closure.

- Lead various projects in Cart & Checkout like Project 7 Blinds.com, UFC, Stones, Touch Web Service Integration and Mincron Bypass
- Preparation of Integration Test Scenario and Walk through with respective Biz/Dev/Third Party stake holders
- Test data & Virtualization prep up
- Test environment prep up – Test Rails & Respective stores WCS > Orange Box
- Test Approach & Plan
- Functional – Desktop & Tablet, Webservice – System Log validation, Integration, Sanity, Smoke, Regression and E2E respective testing & defect closure
- Sprint planning and commitment meetings.
- Responsible to provide the story points for user stories from SQ team
- Works with business managers, business analyst and developers to groom the user stories.
- User stories status updates & callouts in the daily scrum meetings.
- Update in Jira or Pivotal Tracker on the User stories completion & closure
- Work with business managers on the UAT validations.
- Work with automation team to automate the functionalities planned for a sprint.
- Worked closely with Integration application teams such as OMS, POMS, Depot direct, Sterling, COM, and Cyber source

- Actively Participate in Go live deployment planning.
- Triage builds issues, environment issues on QA, Implementation and beta respective environments

#### **Thermo Fisher Account**

QA Lead, Cognizant Technology Solutions

***Pittsburgh, PA  
April 2013 – June 2013***

**Project Summary:** -. Thermo Fisher Scientific Inc. is the world leader in serving science, enabling our customers to make the world healthier, cleaner and safer. With annual revenues of more than \$10 billion, the company has approximately 35,000 employees and serves over 350,000 customers within pharmaceutical and biotech companies, hospitals and clinical diagnostic labs, universities, research institutions and government agencies, as well as environmental and industrial process control settings. Serving customers through two premier brands, Thermo Scientific and Fisher Scientific, we help solve analytical challenges from routine testing to complex research and discovery

Thermo Scientific offers customers a complete range of high-end analytical instruments as well as laboratory equipment, software, services, consumables and reagents to enable integrated laboratory workflow solutions. Fisher Scientific provides a complete portfolio of laboratory equipment, chemicals, supplies and services used in healthcare, scientific research, safety and education

- Successfully lead the offshore team size of nine as an onsite coordinator and handled the Q2 release successfully.
- Involved in Defect Triaging on daily basis for the fishersci site applications
- Involved in System, Sanity and Regression Test
- Involved in Defect Retesting - Working towards the defect closure
- Reporting the daily status report, weekly status report to the respective stake holders
- Successfully lead the offshore team. Prioritized their work, Tracking deliverables towards its closure

#### **Elsevier Account**

QA Lead, Cognizant Technology Solutions

***Philadelphia, PA  
Oct 2012 – Mar 2013***

**Project Summary:** -. ClinicalKey is a clinical insight engine designed specifically to address physicians. It is comprehensive, trusted and speed to answer web-based application. The information is structured to align with doctors workflows, if they are treating and diagnosing patients, staying current in their field. The CK has been designed from the ground up to provide clinicians with the answers they need faster than any other source.

The CK application is a web-based application and it is available for the users in Japan, France, Global [International] and Australia. The CK UI has the features for personalization such as Reading List, Saved Search and Presentation Maker. There are various ways of authentications

[Access & Entitlements] to access the ClinicalKey contents e.g. IP authentication, User ID, TicURL, Durable URL, DDS – Auto Approve, Review and Approve.

The CK application is used in big hospitals, Small clinics and third-party site like Shibboleth

- Successfully lead the offshore team size of six as an onsite coordinator and handled the R2 security and R3 releases successfully.
- Involved in Defect Triaging on daily basis for the ClinicalKey applications
- Involved in System, Sanity, Regression Test and Production Support Test
- Involved in Defect Retesting - Working towards the defect closure
- Reporting the weekly status report & executive dashboard to the respective stake holders
- Handled the Offshore Call on daily basis

#### **LexisNexis Account**

QA Lead, **Cognizant Technology Solutions**

**Chennai, India**  
***April 2009-2012***

**Project Summary:** Juris is a leading billing and accounting tool for mid-size law firm in the United States. It helps to streamline the practice management and workflow, meet accounting, billing and reporting requirements. Help firms to take effective steps to increase profitability

- Successfully lead the offshore team size of five and handled the three products in-parallel
- Knowledge Transition – Successfully handled individually on presenting the Functional reverse KT to the client
- Involved in API, New Enhancement - Test Case Design
- Involved in API Test
- Involved in Build Acceptance Test - Test the Daily Build for that product
- Involved in System Test & Regression Test
- Involved in Defect Retesting - Working towards the defect closure
- Handled the Alpha and Beta phase for each release and involved in the defect triage meeting on daily basis to track the defects to the closure.
- Tracking and reporting the daily status report to the client
- Handled the Client Call - Weekly Three Days.

#### **Wal-Mart Account**

QA Lead, **Cognizant Technology Solutions**

**Chennai, India**  
***Jan 2008-Mar 2009***

**Project Summary:** The Wal-Mart (WM GLS Phase 2) project has major portion of decoupling the existing mainframe application and building the new GLS 2.0 with global interfaces and unified Data Model. There are End of Night Batch jobs which run daily and feed the inputs to GLS 2.0 via

FTP and vice versa. The Global Interfaces which communicates (transferring of data) to two different application namely existing mainframe & To-Be Dot Net via MQ & FTP. These Interfaces has its own layout and the data will be transmitted through Health Check Tables. The data transmission & configuration of programs can be done through Health Check Screens

- Successfully handled the team size of six and the Functional KT as part of decoupling the existing mainframe application.
- Point of contact for the project deliverables from offshore and maintained the signoff tracker through MPP.
- Involved in accuracy testing for all the data transmission through FTP / MQ.
- Involved in System testing, System Integration testing and Regression testing.
- Involved in defect triage meeting on daily basis, to track the defect closure.
- Involved in logging & tracking the defects through the Quality Center.
- Tracking and Reporting the daily execution status report to the client.
- Involved in writing and executing the test cases for the EON batch jobs and global interfaces
- Involved in writing and executing the test cases for the Health Check Tables & Screens
- Involved in analyzing the functional document for receiving module from the existing decoupling portion in mainframe application

#### **Thomson West Account**

QA Lead, **Wipro Technologies**

**Chennai, India**

***July 2006-Dec 2007***

Project: The TMX - Test Case Review and analysis: The 1400 test cases have been migrated to a new tool TMX (Test Management System) which act as a Central Repository. The Keyword Driven Tool has more than 50 keywords which can use while migrating the test cases from scratch. All these test cases which have been prepared in TMX need to export to Test Partner to check the script and purpose of the Test Case to be passed both functionally and in terms of billing.

- Successfully handled the team size of two and knowledge transfer to the co-tester
- The available keywords are analyzed from the respective action items for the respective functionality to be migrated to TMX.
- Maintained the check list for tracking all the issues related to the failed and passed test cases.
- The new object identifier is mapped to the respective functionality using the tool Test Partner.
- The test cases created in TMX have been exported to TP and analyzed whether the test case is passed or failed for each step.
- The status of the project is delivered on daily basis.
- The call to the onsite coordinator has been done on daily basis as to keep the project on right track.

**Thomson West Account**  
QA Tester, **Wipro Technologies**

**Project:** Medical Litigator, Find & Print, E-library:

The westlaw.com focus only on medical functionalities such as report generation of the content of the diseases, diagnosis of diseases and searching the data of hospitals, doctors specializations etc.

The westlaw.com which focus only on print delivery such as e-mail, print and other delivery options like scanner. Checking the functionalities of Print related test cases.

The e-library focus only on ancillary clients like Westlaw solo which is like westlaw.com but with limited feature for its clients. E-lib is fully automated using the tool called TMX

- Involved in testing the application through the test cases and updating the status report
- Involved in migrating the test plan to TMX automation.
- Allocating the task for the respective team members in the project and consolidating all the status at the end of the day for the deliverable
- Involved in the peer review for TMX automation

**Thomson West Account**  
QA Lead, **Wipro Technologies**

**Project:** The Scheduled Suites- Regression Testing [TLR-TSSQ]: There are about 1500 test cases of Westlaw application that constitute regression testing. Out of this, almost 95% of test cases have been automated using TAS & Silk test tools. New features for each release may have requirement specification or Use case document and tester would be creating/updating the regression test cases / test scripts as per the requirements if it has been decided to be part of the regression pack. There are two key files which need to be delivered for each test cycle. Release Checklist is a spreadsheet which details about the test case suites assigned to Wipro, its status (Pass/Fail) and the remarks. Issue list describes the issues/observations found during execution of the test cases. Normally for each failed test case, there should be an entry in Issue list. A group of failed test cases can be related to just one issue

- Successfully handled the team size of Eight
- Involved in the TAS FIXATION for the failed script using the Silk Test as the automation testing tool.
- Involved in the Regression Testing.
- Involved in logging the issues in the PVCS Tracker.
- Maintained the checklist, issue list and reviewed on regular daily basis.
- Involved in attending the call to the onsite coordinator on regular daily basis to keep the project on track.

- Involved in close/reverted/reopened/open the tracker on daily basis as to track the issues on regular basis.
- Raised the ticket to the project manager if any showstopper issue persists during the regular regression testing for the build.
- Involved in different environment of testing like QA, TEST and PRODUCTION.
- Involved in Novus, Westlaw /docket watch testing.
- Involved in the preparation on daily deliverable status report

#### **ST PAUL TRAVELERS**

QA Tester, **Cognizant Technology Solution**

**Chennai, India**

***Feb2006-July 2006***

**Project:** CAMS mainly deal with Commercial accounts and Bonds. The major workflows are Account creation, Bond creation, Surety print delivery, Modi's risk calc, Special bill & issue and General defects

- Understanding the Business Requirements for the CAMS
- Understanding of enhanced features in CAMS based on the business requirements specification
- Involved in the KT Session with Onsite members to know better about the system
- Involved in the KT Session in vertical insurance
- Preparation of the Requirement documents based on Business Requirement specification
- Preparation of the Integration test cases and System test cases for the enhanced features
- Involved in Integration testing and System testing
- Knowledge Transfer to the co-tester
- Involved in Requirement mapping in Mercury Quality Center
- Involved in Exploratory testing and Regression testing

#### **India Times**

QA Tester, **Fingertip Technologies**

**Chennai, India**

***Sep 2005-Jan 2006***

**Project:** Tracer is an innovative solution that allows you to monitor, query and control your networked systems over email and mobile phone.

- Exploratory testing on the core product to understand the functionality
- The test cases for Sanity, Functionality, User Interface, Configuration have written using the word document
- Involved in Functional, Sanity, User Interface and Configuration testing
- Prepared the Defect Tracking using the Excel
- Performed regression testing for fixes and closed the defects

- Deployed the product in various places for pilot testing

#### **Umax Solutions**

QA Tester, **Fingertip Technologies**

**Project:** Improved technologies on the wireless world made market demand applications that congregate the WWW and the wireless world. FEMS aims to simulate a similar environment on wireless devices by providing seamless access to IMAP or POP3 mail accounts and access them with a single user name and password and may perform any operation that he does on a desktop mail client, like Read Reply, Forward, Delete along with accessing attachments like MS Word or Adobe PDF, and print the same on any network printer to which the user has access to Fingertip print Agents installed at various locations around the world allow users to do this.

- Exploratory testing to understand the functionality of the application in better way
- Performed Adhoc Testing
- Supported the client through the MSN chat for deploying the application in the client place

#### **Client - FT-Mail**

QA Tester, **Fingertip Technologies**

**Project:** FT-Mail fetches the Mail from the Mail server converts as SMS and WML escalated to the mobile and emulators.

- Performed the Adhoc testing
- Performed the Regression testing for fixes and closed the defects
- Prepared the Defect Tracking using the Excel Sheet

#### **Fingertip Technologies - In-House Products**

QA Tester, **Fingertip Technologies**

**Project:** The GSM Engine is a software component, which resides in a PC for sending/receiving SMS through GSM modem relates to serial port of PC.

This component communicates with GSM modem for sending/receiving SMS. The communication is done in terms of serial data transfer

- Analyzing the requirements document to design scenario-based test cases
- Consulted with the Test Leader to know better about the application
- Performed installation test, smoke test, sanity test and system test
- Prepared the Defect Tracking using Excel Sheet
- Knowledge transfer to the marketing head for pilot testing



## **Fingertip Technologies - In-House Products**

QA Tester, **Fingertip Technologies**

**Project:** Tracer-Linux is an innovative solution that allows you to monitor, query and control your networked systems over email and mobile phone

- Consulted with the test leader to know better about the product
- Performed the installation test, smoke test for the new build in different flavors of Linux
- Performed the sanity test and system test in different flavors of Linux
- Preparation of Test Cases

## **EDUCATION**

**Master of Computer Applications, 2003**

**SASC, University of Periyar**

**Bachelor of Computer Science, 2000**

**Sacred Heart College (Autonomous),  
Madras University**