

Curriculum Vitae

Balaram

Principal Software QA Lead, **CMI**

Certified Scrum Master®

Email : balaram.pappuri@gmail.com

Current Location : Bangalore, Karnataka, **India**



G5, B Block Sai Mitra Medows,

C.V Raman Nagar Bangalore-560093

Cell No. :+91-9886038567

Professional Summary

- Total experience of **11.7years** in **Software Testing**
- Hands on experience in Testing of **Web Services ,MS Dynamics365,Azure** and **Mobile** applications
- Good knowledge on **ECOMM(SAP-Hybris and ATG), Telecom, Higher Education , LIMS** domain
- Worked at the client location in **Ireland for O2 IE Telefonica**
- Worked at the client location for UAT testing in **France, Luxembourg, Germany ,Belgium**
- Worked as **Module lead for SOA Services**
- Hands on experience in testing of **Web services(SOAP,REST),Micro services Architecture**
- Hands on experience in testing of **API Automation**
- Well versed with the Black box testing concepts and methodologies.
- Hands on experience in **Accessibility Testing and Security Testing and SAP Integrations**
- Hands on experience in **Performance Testing** of web services using **JMETER** tool
- Involved in GUI, Functionality, Acceptance, Regression, Browser compatibility, UAT, Patch & Web service Testing.
- Experienced and well versed in testing processes like preparation of test cases, test reports, Traceability matrix and defect tracking, test estimation, test specs and maintenance of **automated status reports**.
- Expertise with Test Management and Defect Tracking Tool **Quality Center, JIRA, TFS, MTM**.
- Hands on experience in testing of **Web services and SOA testing** using **SOAP UI & POSTMAN**.
- Co-ordinate and report the **performance test results** on an application level through **automated status reports**.
- Good Understanding of **AGILE** methodology.
- Involved in AGILE practices (Requirement workshop, SCRUM, Retrospection meetings)
- Work with **Environment Management** team to ensure that it adequately represents the production environment.
- Exposure to all stages of **SDLC** and **STLC**.
- Working Knowledge on **ATG ,SAP-HYBRIS**
 - Working Experience on ATG CSC application testing
 - Working Experience on HMC,HAC, OMS, Cockpits and CSC
 - Working Experience on MS Dynamics 365 Platform and Azure
- Involved in Walkthroughs, Inspection, Verification and Validation process
- Knowledge on **Selenium, Coded UI** and **JENKINS** automation tool.
- Mentored new-hires on a frequent basis and enabled their smooth transition into the project.
- Conducted frequent training sessions to the entire team on any new modules or updates.

Domain Exposure

- EComm-ATG & HYBRIS
- Telecom Retail
- SOA
- SAP-HYBRIS, CRM
- LIMS
- MS Dynamics 365
- Higher Education

Skill Sets

- Requirement Engineering
- Agile/Scrum
- SQL
- Functional, System Testing, API Automation, Webservice Performance Testing
- Web Service Testing, Web Application
- Micro services Architecture
- Python scripting Certified from IIT Madras
- Java script

Process Tools

- Quality Center
- JIRA/TFS/MTM/CI/CD
- SOAP UI/POSTMAN/LISA/NEWMAN/VSTS

Academic Records

Name : **M.C.A Acharya Institute of Technology, Bangalore**
Year : 2008

Name : **B.Sc Computer Science , S.K University, Anantapur**
Year : 2005

Work History

- 1. Name** : **Campus Management International (Anthology Inc).**
Designation : QA Lead
Period : From Dec 2017 to till date
Role : Manual testing, Web services Testing, API Automation
- 2. Name** : **Eurofins IT Solutions Pvt Ltd.**
Designation : Sr QA Engineer
Period : From MAR 2014 to Dec 2017
Role : Manual testing, Performance Testing, Web services Testing
- 3. Name** : **Torry Harris Business Solution**
Designation : Software Engineer
Period : From Dec 2011 to FEB 2014
Role : SOA Testing , Webservices Testing, WCMS Testing, ATG, Web Testing, Performance Testing
- 4. Name** : **Professional Access Software Development Pvt Ltd**
Designation : Senior Test Engineer
Period : From Jan 2010 to Dec 2011
Role : E-Commerce Testing, ATG , Web services Testing, Manual Testing, Web Testing

Projects #1: Campus Nexus Engage(MS Dynamics 365)

Platform : .NET, MS Dynamics 365
Designation : QA Lead
Testing : Manual Testing, Web service Testing, API Automation
Team size : 7
Process Tools: MTM, TFS, VSTS, POSTMAN, NEWMAN

Project Description: This Application is a Customer Relationship Management Solutions For Higher Education, Sales, Service, and Marketing. Enhance Customer Service. Increase Topline Revenue. Build Strong Brand. Increase Business Sales. Take Self Assisted Trial. Highlights: Accelerates GDPR Compliance, Global State Of Customer Service.

Projects #2: eLIMS - NG ,FRANCE,GERMANY

Platform : .NET
Designation : Sr QA IT Engineer
Testing : Manual Testing, Web service Testing, JAVA
Team size : 14
Process Tools: MTM, TFS, SOAP UI, VSTS, CMS, E-Commerce , LIMS

Project Description: Eurofins is the world leading food and feed testing laboratory group, deploying a comprehensive range of state-of-the-art analytical techniques in order to support its clients' increasingly stringent quality and safety standards. The Group has built up a global network of food testing laboratories and Competence Centers that perform more than 100 million assays per year to establish the safety, composition, authenticity, origin, traceability and purity of food.

Responsibilities:

- Test planning and delivery
- Analyzed and Understand the Business Requirements
- Prepared the Test Plan, Test Cases, Defect tracking reports, RTM and associated QA artifacts
- Effectively manage the testing team
- Test Artifacts maintenance as per IEEE Industry Standards

- QA Metrics and implementing Defect Prevention Activities
- Conducting Defect Triage calls for closure of defects
- Prepare & Review Daily Reports, Weekly Status Reports, Defect Reports
- Consolidate and report test results to the concerned stakeholders
- Documentations like BRD, User Manual, Run Books
- Define scope of testing in projects and managing testing frameworks
- Test Management Principles & Testing Techniques

Projects #3: O2 IE Telefonica IRELAND

Platform : SOA, Oracle Service Bus, Hybris
Designation : Software Engineer
Testing : SOA/Web services, E-Commerce App,AEM
Team size : 7
Process Tools : SOAP UI, Jmeter

Project Description:

Telefonica O2 Ireland is one of the leading telecom providers in Ireland. Telefonica has realized the benefits of having the enterprise wide SOA integration layer that will simplify the business, improve the agility, improve the time to market, by increasing the reusability of enterprise capabilities through the service bus. They also realize SOA can avoid duplication of similar capabilities across the different areas of the organization, provides a uniform way of accessing enterprise capabilities. THBS is delivering the SOA solutions to Telefonica O2 Ireland to achieve all the benefits that SOA offer.

• O2 Ireland Eden middle ware project

Duration : Jan2013 – Till date
 Client : Telefonica O2 Ireland Ltd.
 Role : SOA Test Engineer (Associate Lead)

Description: Eden project consists of OSB webservices which includes

Technology used : SOA, OSB 11g, XML, XSD, WSDL, X-Path, XQuery, Weblogic 3.5 , SOAP UI 4.0 , star uml, Jdeveloper 11g , SVN ,JIRA ,CVS.

• O2 Ireland Bulk Automation project

Duration : Jan 2013 – Till date
 Client : Telefonica O2 Ireland Ltd.
 Role : SOA Test Engineer (Associate Lead)

Description : The purpose of the project was to change the tariff of the prepay customers as bulk and sending SMS alerts to the customers Creating memos on Amdocs system and keeping the history of all the details in DB and generating daily statistics Report and sending emails to the consumers.

• O2 Ireland IVR project

Duration : May-2012– Dec-2012
 Client : Telefonica O2 Ireland Ltd.
 Role : SOA Test Engineer (Associate Lead)

• O2 Ireland EShop project

Duration : Dec 2011 – May-2012
 Client : Telefonica O2 Ireland Ltd.
 Role : SOA Test Engineer (Associate Lead)

Responsibilities:

Test planning and delivery

- Reviewing and Analyzing Business Requirement.
- Reviewing and Writing the Test Cases.
- Maintaining the Traceability Matrix.
- Defect Tracking and Bug Reporting.
- Attending the Weekly Management Call.
- Sending daily status to the onsite team.
- Currently acting as module lead for CSC, Promotions, Checkout, Shopping cart and Sales order batch modules.
- Maintenance of Automated status reports.
- Web services testing using SOAPUI and Jmeter
- Execution of Test cases for each service
- Testing proxy request with OSB console
- Verifying the logs

Test Environment

- Make the team to understand the test environment configuration.
- Work with the EM team to ensure that it adequately represents the production environment.

- Understand the builds and build schedule being deployed to the test environment.

People and Process

- Build a network and meet regularly with other leads to ensure consistency across the different application areas.
- Work together to understand/define/modify any Testing processes.
- Mentor, coach and train all team members on testing standards & processes, project leadership, testing techniques.

Projects #4: Lexmark EMEA RollOut ,US

Client : Lexmark ,US
Position : Senior Test Engineer
Platform : ATG, Java/J2EE, Oracle 10g,AEM
Testing : Manual Testing, Performance testing
Duration : June 2010 to Feb 2011

Description: Lexmark seeks to roll-out the new global ecommerce platform to several EMEA countries G1 (14 countries) and G2 (5 countries) and G3 (15 countries).

Scope of the services is to provide support for the Global Rollout of the ATG platform as well as other development, test and documentation activities as required by Lexmark.

Provides the for Initial set up for BCC including the creation of the sites and locales and facets configuration and Support in resolving any country specific issues

Responsibilities:

- Site Setup Activities for 34 countries in EMEA through BCC and B2C
- Currently acting as module lead for CSC, Promotions, Checkout, Shopping cart and Sales order batch modules.
- Understanding the UCD
- Prepared the Test Cases/Scenarios by covering the entire functionality of the Application
- Configuring different types of promotions (Item level, Order level, Shipping level. etc.)
- Conducted Functionality, Regression, Ad hoc testing
- Impact analysis for failed test cases.
- On-Site interaction with Developers and stake holders.
- Involved in identifying Test Scenarios & developing Priority test cases depending on the specifications of the application.

Projects #5 Lexmark Global ,US

Client : Lexmark ,US
Position : Test Engineer
Platform : ATG, Java/J2EE, Oracle 10g
Testing : Manual Testing
Duration : June 2010 to Feb 2011

Description: Project national Global Implement an e-commerce application for Lexmark Printer company on a single production environment using the Multi-Site / Multi-Tenant Approach. The purpose this project is to implement e-Shop application for Lexmark. Lexmark facilitates its customers to buy products (Printers, Multifunction's, Accessories and smart solutions) through this online application. And Business user is allowed to define these product specifications from the ATG tool. Using single ATG instance the sites will be created for different countries and different locales. Integrating the CSC application with commerce application, Ability to dynamically apply multiple languages on the user facing web site. Multisite Application works on SSO(Single Sign On).

Responsibilities:

- Acted as module lead for CSC, Promotions, checkout, Shopping cart and Sales order batch modules.
- Understanding the UCD
- Prepared the Test Cases/Scenarios by covering the entire functionality of the Application.
- Updating the Test Cases/Scenarios with respect to the updates in requirements of the Application
- Involved in multisite testing
- Conducted Functionality, Regression, Ad hoc testing
- Logging/verifying/closing the defects.
- Involved in Executing Test Cases and finding bugs.
- Interacted with onsite developers to log requirement reviews defects.
- Impact analysis for failed test cases.
- Involved in 3rd party Integration Testing

Strengths:

- Comprehensive problem solver.
- Creative and Analytical bend of mind.
- Excellent written & verbal communication.
- Good Communicator.
- Ability to deal with people.
- Fast Learner.
- Good leadership skills.

Awards and Recognition:

- Best individual contributor for Business Impact for the Quarter.
- Couple of times SPOT Excellence award
- SQAQ award 2015,2016
- Annual Award2019

Personal Information:

Name: Balaram Reddy Pappuri
Mobile: +91-9886038567
E-mail: balaram.pappuri@gmail.com

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