

# Harini Maya Dhanabalan

Programmer Analyst

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## Professional Summary

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Detail-oriented Programmer Analyst with over 2.5 of dedicated experience in Software Quality Engineering and Testing Assurance. Skilled in collaborating with cross-functional teams to identify and resolve technical issues, enhancing product quality and productivity. Committed to leveraging technical expertise and analytical skills to drive efficiency and contribute to the success of software development projects.

## Professional Experience

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### Cognizant

*June 2022 – Present*

Programmer Analyst

- Increased testing efficiency by 30% by identifying test scenarios, estimating efforts, and creating test plans within tight deadlines. Reduced defect leakage by 25% by rigorous execution of functional, regression, smoke, and sanity testing protocols. Defined test plans, test cases, and test scripts to improve test coverage.
- Maintained and updated regression test suites and other testing scenarios to ensure coverage. Designed and maintained test automation frameworks with Selenium and Cucumber. Conducted API testing using SOAP UI, Postman and Swagger UI validating backend responses and integrations. Experience in SIT, UAT, and regression testing in multiple phases.
- Collaborated with cross-functional teams, including developers, business analysts, and stakeholders, contributing to the successful delivery of 95% software projects on time. Mentored junior testers, leading to 20% improvements in overall team productivity and quality assurance processes. Participated in daily meetings, sprint planning, and retrospectives in an Agile development environment.
- Proficient in various tools and platforms with good knowledge of SAP ISU, CRM and EWM, VMS, AWB, DCC IH, SOAP UI, Postman, JIRA, SQL, DCCA and Metering applications. The automation testing tools used include AutoFit Framework, Selenium, Cucumber, IntelliJ IDE, and Java.
- Involved testing web applications across Dev/Test and Pre-Prod (UAT) environments. Automation regression test cases are executed in parallel during UAT execution in the Pre-prod environment, with Automation BDD tests implemented by the testing team. Led defect triage sessions and root cause analysis using qTest and JIRA to resolve high-priority issues efficiently.

## Education

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**PSNA College of Engineering and Technology - BE ECE**

CGPA: 8.44

*2018 – 2022*

**St. Joseph's Matriculation Higher Secondary School - HSC**

Grade: 88.58%

*2017 – 2018*

**St. Joseph's Matriculation Higher Secondary School - SSLC**

Grade: 97.6%

*2015 – 2016*

## Certifications

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### • Tricentis Tosca Fundamentals

AS1 - Automating Web Application Testing

*April 2025*

AS2 - Optimizing test automation with centralized test data

*September 2023*

### • Jira for Beginners - Detailed Course to Get Started in Jira (Udemy)

*February 2025*

### • Implement Cloud Security Fundamentals on Google Cloud (Google)

*April 2021*

### • New India Learnathon (ICT Academy)

*June 2020*

### • Typewriting (Department of Technical Education)

Senior grade - First class

*February 2015*

Junior grade - First class

*August 2014*

## Projects

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### AstraZe-GTC Testing-Fixed Ca

*February 2025 - Present*

- AstraZeneca, a leading global pharmaceutical and biotechnology company. My role involved risk-based testing strategies ensuring both GxP and Non-GxP compliance for regulated environment. Conducted manual and automation testing of web applications, executing end-to-end Business Process Automation (BPA) testing using JIRA, and documenting test artifacts and project updates in Confluence. I have designed and implemented API automation tests using Postman and Swagger UI to validate request/response integrity. I contribute to the Accelerating Pharmaceutical Development (APD) Platform, which supports Biopharmaceutical Development and PharmSci by accelerating CMC (Chemistry, Manufacturing, and Controls) development, enhancing R&D synergies. The platform provides enhanced IT support for BAU solutions, directly benefiting scientists. Working in an Agile (Scrum, Kanban) environment, collaborating with developers, business analysts, product managers, technical leads and QA teams. Developed test automation scripts to verify app functionality across different devices and platforms.

### Centrica Neon QE&A

*July 2022 – January 2025*

- Centrica plc is a leading multinational energy and services corporation that specializes in innovative solutions for energy and home services. As a Programmer Test Analyst, I was part of a smart metering project focused on enhancing energy consumption, cost control, and accurate billing. My responsibilities included manual, functional, regression, and device testing of smart meters and related applications. I conducted API testing using SOAP UI by validating request and response flows at both the adapter and the database levels. I was also involved in creating test data in SAP ISU and AWB, setting up the test environment, executing test cases, and uploading test documentation to SharePoint. I worked in an Agile (Scrum) environment, handled incidents using ServiceNow, tracked and managed defects in qTest, and prepared Test Exit Reports (TER). Additionally, I mentored junior testers and collaborated closely with cross-functional QA teams.

## Skills

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### Technical Skills:

- **Testing & QA:** API Testing (SOAP UI, Postman, Swagger UI), Manual Testing, Automation Testing (Selenium, Cucumber, TestNG, Tosca, Functional and Regression Testing, Device Testing, Web Testing, Performance Testing (LoadRunner, Apache JMeter))
- **Test Management:** Defect Tracking (qTest, JIRA), Documentation & Collaboration (Confluence), Incident Management (ServiceNow)
- **ERP Systems:** SAP ISU (Device Management, Data Creation & Billing)
- **Project Methodologies:** Agile - Scrum, Kanban
- **Database:** SQL and Database Management
- **Programming Languages:** Python, Java
- **Cloud Technologies:** Google Cloud (Certified Facilitator)
- **Tools & Productivity:** Microsoft Office (Excel, Word, PowerPoint)

### Soft Skills:

- Excellent Communication, Stakeholder Management and Collaboration.
- Strong Leadership, Time Management, Adaptability and Problem Solving skills.
- Attention to Detail with Critical Thinking and Analytical capabilities.

## Languages

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- English, Tamil, Hindi