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### **Job Objective:**

Striving to contribute efficiently and effectively, adding value to the employer to achieve organizational goals. Aiming to enhance personal knowledge and grow alongside the employer.

### **Profile Summary and Areas of Expertise:**

- Presently serving as a **Senior Quality Engineer** (Senior-QE) at **Optum Global Solution (UHG) Pvt Ltd**, Gurgaon, with a cumulative experience of 2.6 years. Specialized in Software Manual and Automation Testing on ORMB.
- Previously held the role of an **Analyst** in Software Testing [QA/QC] at **Wipro Limited**, Noida, accumulating over 3 years of progressive experience. Proficient in Software Manual, Automation Testing, and Configuration under Benefits administration.
- Previously worked as a Member of Technical Staff – QA at **Blue Whale Advisory Services Pvt Ltd**, Gurgaon, contributing over 8 months of progressive experience in Software Manual and Automation Testing, along with API testing.

**Total Experience:** 6.7 Years till date.

### **Skills:**

- Proficient in testing Oracle Revenue Management and Billing (ORMB).
- Proficient in Protractor for writing and executing end-to-end tests for web applications.
- Skilled in utilizing Oracle SQL Developer tool (DB2) for tasks such as fetching impacted populations and test cases, executing update, insert, and delete queries.
- Experienced in monitoring batch jobs using IBM Workload Scheduler across multiple environment also to run, off hold, release dependency, rerun jobs , log validation for various job failures using service now.
- Capable of comprehending Software Requirement Specifications and identifying all potential scenarios.
- Extensive experience in writing detailed Test Cases.
- Skilled in creating interactive and visually compelling reports and dashboards in Power BI, transforming complex data sets into actionable insights to support business decision-making.
- Integrated Power BI with Power Automate to streamline report generation and distribution processes. Automated the scheduling of report refreshes and delivery to stakeholders, ensuring timely access to up-to-date data.
- Experienced in utilizing ServiceNow for managing incident, problem, change, and service request processes, ensuring alignment with ITIL best practices to improve service delivery and minimize downtime.
- Well-versed in Regression Testing, Functional, Integration, Migration, API, Ad hoc, Smoke, and Sanity Testing.
- Possessing a strong understanding of Bug Life Cycle and expertise in Bug Tracking Tools like Maestro, JIRA, TestRail, and Rally.
- Proficient in AQUA creation using SQL to update client data in the production Database.
- Experienced in automation testing using Selenium with Java, BDD Cucumber, Maven, TestNG, Git and Jenkins.
- Skilled in using Eclipse IDE & IntelliJ IDE for Automation.
- Knowledgeable about VPN and Localization.
- Competent in configuring and managing virtual networks, storage, and other virtualization components using VMware.
- Familiar with Trello Card and Confluence.
- Utilized TestRail tool for uploading and storing Test plans and test cases.
- Well-versed in product testing methodologies.
- Advanced skills in Excel, including Conditional formatting, Pivot Tables, and applying Formulas like VLOOKUP, HLOOKUP, LEFT, RIGHT, and REPLACE.

## **Work Experience:**

### **Optum Global Solution (UHG) Pvt Ltd, Gurgaon**

Domain: - ISB\_QE (Health)

Product: - **ISB – (MB, MC & MR)**

Duration: Mar-2022 - Year Till date

#### **Responsibilities:**

- Assuming responsibility for new features and their testing within ISB.
- Revamping legacy code based on TDM data.
- Expertise in Batch monitoring via IBM Workload scheduler and changing there status via Service Now
- Managing the scripting process for entire features or user stories.
- Hands-on experience on Service Now for managing incident, problem, change, and service request processes, ensuring alignment with ITIL best practices to improve service delivery and minimize downtime.
- Proficient in generating Power-bi reports and Integrated Power BI with Power Automate to streamline report generation
- Conducting unit testing and executing scripts.
- Expertise in both Manual and Automation Testing, covering Functional, Integration, System, Regression, Smoke, and Sanity testing.
- Utilizing Oracle SQL Developer for SQL queries, including checking individual details, fetching data, and updating the database – integrated into automation scripts.
- Hands-on experience in automation testing using Selenium with Java, BDD Cucumber, Maven, TestNG, GIT, and Jenkins.
- Developed robust test automation frameworks using Protractor, ensuring comprehensive test coverage and reliable test execution.
- Successfully maintained and updated existing Protractor test suites to adapt to changes in application features and requirements.
- Proficient in Test Planning, Test Cases Design, and Test Data Setup.
- Providing leadership with demonstrations on defects and features.
- Working with Playwright, Eclipse IDE & IntelliJ for Java Scripting.
- Working on Oracle Revenue Management and Billing (ORMB) for Managing Billing, Payments and refunds.
- Experience in API Testing using Postman.
- Working with IE, Firefox, and Chrome Drivers.
- Designing and implementing new features to streamline automation operations, developing CI/CD services, and executing automation suites using Jenkins.
- Developed and maintained automated test frameworks using industry-standard tools and libraries.
- Integrated automated tests into continuous integration pipelines for improved efficiency and reliability.
- Implemented best practices for scalable and maintainable test automation, resulting in increased team productivity and reduced time-to-market.
- Collaborated with cross-functional teams to define testing strategies and ensure comprehensive test coverage across multiple projects.
- Extensive experience in API testing using Rest Assured library in Java.
- Designed and executed test cases to validate RESTful APIs, including authentication, request/response validation, and error handling.
- Leveraged advanced features of Rest Assured such as request specification and response filters to streamline testing processes.
- Worked closely with development teams to troubleshoot and resolve API-related issues, ensuring the stability and reliability of backend services.

## **Blue Whale Advisory Pvt ltd, Gurgaon**

Domain: - BGP-QA

Product: - **BS5 and BSX**

Duration: Aug-2021 – Mar-2022

### **Responsibilities:**

- Taking charge of new features and conducting feature testing for the BS5 product.
- Handling features and executing experienced testing for newly introduced functionalities.
- Conducting tests in Hyper-V and VBox environments.
- Testing in both virtualization-enabled and disabled Windows environments.
- Executing tests on the latest version of VMware Workstation.
- Conducting tests by altering VPN settings and localizing to different countries.
- Expertise in Manual Testing, covering Functional, Integration, System, Regression, Smoke, and Sanity testing.
- Utilizing SQL workspace Big Query tool to analyze various product statistics.
- Expertise in Test Planning, Test Cases Design, and Test Data Setup.
- Providing leadership with demonstrations on defects and features.
- Testing various games and their key mappings.
- Testing different versions of Android like P64 (Pie-64 bit), N64 (Nougat-64 bit), and N32 (Nougat-32 bit).
- Testing on various GRM configurations tailored for different applications.

## **WIPRO LIMITED, Noida**

Domain: - HW

Client: - **American Honda, Ally, Elly lily, CNA, Rockwell**

Duration: May-2018 – Aug-2021

### **Responsibilities:**

- Taking charge of and configuring change orders, including WebUI changes and Tile Configurations.
- Handling projects and proficient in configuring setups for new projects.
- Effective management of defects, addressing client issues in process flows with impact assessment and resolution.
- Accumulating 3 years of experience working with the IBM DB2 database.
- Expertise in Manual Testing, covering Functional, Integration, System, Regression, Smoke, Sweep, GUI, and RDBMS testing.
- Worked with IE, Firefox, and Chrome Drivers.
- Utilized SQL tools to update and create queries, pulling required data from the base. Also worked on AQUA creation to update client data from the production environment.
- Proficient in Test Planning, Test Cases Design, and Test Data Setup.
- Conducting demonstrations for Leadership on defects and change orders through Prove-IT.
- Experienced in verifying the feasibility of automation tools for testing projects.
- Handling maintenance and configuration of the Enrollment site.
- Involved in the entire QA process, well-versed in all phases of SDLC and STLC, with experience in testing highly complex applications.
- Worked on Prueba and Catalyst, the latest implemented software for QA/QC testing, automating Web and GUI Testing.
- Served as a lead on the Catalyst tool for automation in the HONDA client.

**Educational Qualification:**

Degree	University/ Board	Institute	Year of Passing
B.Tech(ECE)	APJAKTU	Bharat Institute of technology ,Meerut	2018
12 <sup>th</sup>	C.B.S.E.	K.C.M School	2014
10 <sup>th</sup>	C.B.S.E.	SS.Children Academy	2012

**Trainings undergone:**

- Organization : IBM India Pvt.Ltd
- Training Duration : 6 Weeks
- Project Name : Internet of Things (IOT)

**Strength:**

- Demonstrates strong analytical skills
- Adapts easily to change
- Displays a curious mindset and a willingness to learn new concepts
- Proven proficiency in problem-solving

**My Achievements:**

- Honored with the "Shimmer" Certificate of Appreciation for dedication and contributions that met Client deadlines.
- Achieved the "eCAT Warrior" recognition for zero eCAT defects in Annual Enrollment (annual process).
- Received appreciation emails from both the manager and onshore lead.
- Holder of a VMware Virtualization certification earned during B.Tech.

**Self-Declaration:**

I hereby declare that the above given statements are true to the best of my knowledge.

**Krishna Kumar**