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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 th	C.B.S.E.	K.C.M School	2014
10 th	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