Name: Krishna Kumar
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Career Objective:

To leverage my 6.7 years of expertise in software testing, automation frameworks, and quality assurance to deliver innovative solutions, streamline processes, and contribute to organizational success by ensuring product quality and operational efficiency.

Professional Summary:

- Senior Quality Engineer with 6.7 years of progressive experience in **manual and automation testing**, specializing in **Oracle Revenue Management and Billing (ORMB)** and **API testing**.
- I am proficient in tools such as ORMB, Selenium, Protractor, Jenkins, TestRail, Power BI, and ServiceNow with strong expertise in **automation frameworks** and **data-driven reporting**.
- Expertise in developing robust test automation frameworks, batch monitoring, and delivering impactful insights through advanced analytics.
- Adept at managing **end-to-end quality assurance processes**, including testing, defect management, and cross-functional collaboration, across diverse domains such as **healthcare**, **benefits administration**, and **virtualization**.

Core Competencies:

- **Automation & Testing Tools**: Selenium, Protractor, Rest Assured, BDD Cucumber, Maven, TestNG, Jenkins, TestRail, Power Automate
- **Programming Languages**: Java, SQL
- **Testing Methodologies**: Functional, Regression, Integration, Migration, API, Ad Hoc, Smoke, and Sanity Testing
- **Databases**: Oracle SQL Developer, DB2
- **Monitoring & Project Tools**: IBM Workload Scheduler, JIRA, Rally, ServiceNow, Confluence, Trello
- **Reporting & Analytics**: Power BI, Power Automate
- **Additional Tools**: VMware, Hyper-V, VBox

Professional Experience:

Senior Quality Engineer
Optum Global Solutions (UHG) Pvt. Ltd. | Gurgaon

Domain: - ISB_QE (Health) | **Product: -** ISB – (MB, MC & MR)
Mar 2022 – Present

- Spearheaded feature testing for the ISB product suite, ensuring 98% defect-free deployments.
- Developed and maintained automation frameworks using Selenium, Protractor, and Jenkins, reducing regression testing time by 50%.
- Designed Power BI dashboards integrated with Power Automate, streamlining report generation and improving data-driven decision-making.
- Monitored batch jobs via IBM Workload Scheduler, achieving 99.9% uptime in production environments.
- Conducted API testing using Rest Assured, increasing API reliability by 20% and reducing issue resolution time.
- Developed and optimized automation test frameworks to support CI/CD pipelines.

Member of Technical Staff - QA
Blue Whale Advisory Pvt. Ltd. | Gurgaon

Domain: - BGP-QA | **Product: -** BS5 and BSX
Aug 2021 – Mar 2022

- Managed testing for BS5 and BSX products, ensuring seamless functionality across multiple environments.
- Conducted virtualization testing in Hyper-V and VBox environments, addressing compatibility across configurations.
- Developed and executed SQL-based test plans to enhance testing accuracy and system reliability.
- Verified VPN and localization settings for global user bases, ensuring compatibility in multiple regions.
- Collaborated with development teams to resolve critical defects, reducing issue resolution time by 25%.

Analyst – Software Testing (QA/QC)
Wipro Limited | Noida

Domain: - HW | **Client: -** American Honda, Ally, Elly lily, CNA, Rockwell
May 2018 – Aug 2021

- Configured and managed WebUI changes and tile configurations for high-profile clients, including American Honda and Rockwell, ensuring adherence to SDLC and STLC processes.
- Utilized advanced automation tools, such as Prueba and Catalyst, to optimize Web and GUI testing workflows.
- Acted as a lead for automation testing on key client projects, driving operational excellence and client satisfaction.
- Managed defect life cycles, aligning with SDLC and STLC standards, and streamlined client-facing workflows, achieving a 10% reduction in processing times.
- Conducted comprehensive RDBMS testing using DB2, ensuring database integrity and performance within the SDLC framework.

Technical Achievements:

- Integrated Oracle SQL Developer with automation frameworks to enable real-time data validation and updates.
- Automated scheduling and distribution of reports using Power Automate, ensuring timely access to actionable insights.
- Designed and maintained robust test automation suites for healthcare and finance domains, increasing test coverage by 40%.
- Optimized batch processing workflows with IBM Workload Scheduler, reducing failure rates by 25%.

Educational Qualification:

- **B.Tech (Electronics and Communication)**, Bharat Institute of Technology, Meerut | APJAKTU (2018)
- **12th (C.B.S.E.)**, K.C.M. School (2014)
- **10th (C.B.S.E.)**, SS Children Academy (2012)

Certifications & Training:

- VMware Virtualization Certification

- 6-Week Training in Internet of Things (IoT), IBM India Pvt. Ltd

Achievements:

- Awarded the **"Shimmer" Certificate of Appreciation** for consistent excellence in meeting tight deadlines.

- Recognized as **"eCAT Warrior"** for achieving zero defects during critical annual enrollment cycles.

- Received multiple appreciation emails from onshore leads and managers for exemplary performance and dedication.

Strength:

- Strong analytical skills, capable of transforming complex data into actionable insights.

- Quick adaptability to new technologies and evolving project demands.

- Detail-oriented with exceptional problem-solving abilities.

- Effective team player with excellent communication and leadership skills.

Self-Declaration:

I hereby declare that the above information is true and accurate to the best of my knowledge.

Krishna Kumar