K KISHORE KUMAR REDDY
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QA LEAD
Test Methodologies | Agile | Defect Management

CAREER HIGHLIGHTS

- 10+ years' of Proven experience as Quality Analyst in Manual Testing and hands-on experience in Automation.
- Proven experience working in Agile environment and holding daily scrum meetings.
- Extensive knowledge of Software Development Life Cycle (SDLC) & Software Testing Life Cycle (STLC).
- Prepared and involved in Test Planning, Backlog grooming, Requirement analysis and Project Tracking
- Experienced in preparing and maintaining Requirements Traceability Matrix for extensive test coverage.
- Implemented Testing Methodologies and prepared Test Strategies. Proven experience in Test cases creation and execution.
- Specialized in Functional, Regression, Integration, Web, Mobile app, Sanity and End to End testing.
- Experienced in eCommerce, Retail, Insurance and Real Time management Domains
- Hands-on experience with the Show and Tell process which increases the quality of delivery at the time of review meetings.
- Conceptualized and Implemented project management best practices to schedule and monitor software development and testing project progress.
- Assembled, mentored and managed offshore testing teams and shouldered the responsibility of deliverables for UK and USA clients.
- Experienced in Bug Triage Meetings which helped in setting expectations.
- Prepared Root Cause Analysis documents
- Proficient using software tools such as MS Word, MS Excel, MS PowerPoint and MS Project
- Implemented Brainstorming sessions to ensure cross application knowledge
- Involved in ISO 9001 and ISO 27001 Internal Audits.
- Team Player with excellent interpersonal and customer relation skills. Proven communication, presentation skills and leadership qualities.
- Awarded as 'Role Star' for the contribution beyond expected deliverable

TECHNICAL SKILLS

- eCommerce: Shopify, Demandware ; Aptos CRM and Aptos WMS
- Defect Tracking tools: JIRA, Bugzilla, Bugherd and Prism (In-House tool)
- Proficiency in Agile and Waterfall methodologies.
- Test case Management tools: Testopia
- Project Management tools: Testopia, Confluence, Prism (In-House tool)
- Version Control : Tortoise SVN and GitHub
- Web services testing using SoapUI, Postman
- Selenium Web driver with TestNG and POM; Jenkins for CI
- SQL Server 2005/2008 Database

WORK EXPERIENCE
Company: **Aspire Systems (India) Pvt. Ltd**
Nov 2009 – Aug 2019
Test Lead   **Project:** Windsor
(CA – USA)

Windsor came to e-commerce with a mission to create an oasis that inspires and empowers women. Windsor aims to bring everyday fashion with widely spread over 200+ locations. Windsor also has brands and resource for plus-size women.

- Played a significant role in requirement gathering for migration from Virid to Shopify.
- Prepared test plans, Test estimates, test cases, defect reports and execution logs in line with Project Methodology for functional requirements.
- Develop and Maintain automated smoke tests using selenium and extend the test coverage on critical cases reduced effort of testing on each build release by 60%.
- Prepared and executed regression Tests and extend support during UAT testing cycles.
- Execution of End-to-End cases which involves various systems like Storefront, Payment gateways, Shopify, Aptos-WMS, Multi-Shipping, Aptos-CRM
- Bug Reporting & Tracking in JIRA, Bugherd.
- Communication and coordination with onsite team & client for requirements and project status.
- Met customer's Service-Level Agreements (SLA)'s on addressing the defects.
- Providing assistance & KT to new team members to acquire knowledge on Technical assistance.
- Attending project meetings, release meetings, and QA status meetings with development team

Senior Quality Analyst   **Project:** SSP
(Aldershot - UK)
SSP is a global provider of technology systems and solutions across the entire insurance industry, using expertise to enable customers to transform their business and increase their profitability.

- Working closely with development team to provide quality assurance on the company's websites and applications
- Expertise in end to end testing on NativeUI, UXP-EC, Web Journey and Self-service applications
- Delivery of test plans, test cases, defect reports and execution logs in line with Project Methodology for functional requirements
- Test preparation and execution of regression and UAT testing cycles
- Handled both functional manual testing and test Automation deliverables using Soap UI
- Handled integration testing with Insure I 90 (Mainframes) System & NativeUI (saas).
- Involved in show and tell presentations to project stakeholders
- Participated in Bug Triage meetings and prepared Root Cause Analysis (RCA) documents.
- Bug Tracking & Reporting in Bugzilla.

Quality Analyst   **Project:** AOMi-ActiveOps
(Reading – UK)
AOMi is a real time performance management tool, which is used across the globe by leading customer sectors like Banking, Financial Services, BPO and Public Sectors. AOMi is used by Leads and Managers to plan track and manage the work of their team and help them to enhance their Productivity and Utilization.

- Involved in Requirement gathering, understand and analyze product requirements
- Actively involved in Daily Scrum calls, Sprint Planning, Sprint Review and Retrospective Meetings.
- Analyzing the root cause of defects, reporting defects and tracking it to closure
- Involved in preparing estimation for testing activities using Poker planning
- Implemented a Test case review checklist for Functional and Smoke Test case review which helped peers at the time of review.
- Conducted Accessibility testing to increase the usability for visually paired people. Worked with JAWS screen reader tool
- Manage and review Change Request (CR) validation by the team and handle clarification cases

EDUCATION

Bachelor's Degree in **Information Technology**
                 2006
JAWAHARLAL NEHRU TECHNOLOGICAL UNIVERSITY, India

CERTIFICATION

ISTQB (International Software Testing Qualifications Board) **-** Foundation level