**PRAVEEN** (ISTQB® Certified Tester)

(SAP ESS – Utility Domain)

(ESS(Employee self-service) migration S4 Hana)

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NZ Permanent Resident

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Results-driven, highly-adaptable Overall 14+ years (4 years in Development and 10+ test Automation professional)

**PROFESSIONAL BRIEF:**

* Extensive experience in testing **Web** and **Desktop**, Good knowledge on **Mobile** Applications cross browser testing user **Browserstack**.
* Extensively performed **Manual** and knowledge on **Automation** testing to test the quality of the products related to different domains.
* Worked on **Selenium, Test café, Playwright ,C#, JavaScript.**
* Worked on **mobile automation** testing (Appium).
* Performed Functional testing on **Salesforce** and **Microsoft Dynamics CRM**.
* Performed Integration testing on **SAP Hybris, SAP BW, SAP CRM,SAP ERP , Gentrack and Salesforce ERP.**
* Extensive experience performing **DB** (SQL, Oracle, Access) and **DW** (BI applications) testing.
* Extensive experience with **SOAP UI, Postman, Swagger,** **SOAP UI, Fiddler**.
* Working on **API** **Integration testing**.
* Strong Experience **Javascript,HTML,XML,CSS.**
* Involved in various stages of **Software Development Life Cycle (SDLC)** and **STLC implementing Agile (Scrum and Kanban)** and **Waterfall, V-Model methodologies**.
* Good understanding on STLC (**Analysis, Design, Estimation, Planning, Execution, Defect Management, Reporting**).
* Strong understanding and expertise in implementation of **QA Principles**, **QA Process** in all the stages of the projects.
* Expertise in writing **Test Plans, Test Strategies, Test Scripts, Test Scenarios, Test Cases, Test Reports** and **Defect Metrics.**
* Experience working on **CI/CD pipeline**.
* Well versed in software Deployment/Release processes to manage testing activities.
* Experienced in different levels of testing like Integration, System/E2E, UAT testing also different types of testing like **Functional, Non-Functional testing** (**System, Regression, exploratory, retesting, Usability, Compatibility, Performance and security** etc.)
* Strong Experience in Test Management/Tracking tools - **Jira, Azure Test plan, Azure Boards, Azure Sprint, Azure Repo, Azure Pipeline.**
* Experience on **Sitecore (CMS) functional testing** , **ETL** and **Salesforce**.
* Experience on **automation RPA**,with Diploma in Level 1 – Foundation Training & Diploma in RPA Developer – SAP Automation using the **UiPath**.
* Well interacted with the developers, Business Analysts, Project Managers, Product owners and Test team on various technical and non-technical issues.
* Actively involved in Scrum daily stand ups, Review meetings, Retrospectives and process improvement meetings.
* As part of the **production support worked on Remedy ticketing tool**.

**Achievements**

**2018 -** Zephyr employer of the quarter award.

**2017** - Awarded Employee of the month by **DXC Technologies** for providing technical leadership for a team of 8.

**2015** - Achieved the prestigious NAZAM award by **Emirates** for all round performance.

**2014** - Earned Facilitator Award from Emirates for mentoring resources to broaden their expertise on Microsoft stack.

**2013** - Earned Spot Award twice from DXC Technologies in recognition of outstanding leadership supporting the firm’s

Values of integrity, respect, excellence and innovation.

**2013** - Have been appointed as Subject Matter Expert (SME) for ensuring best coding practices and solving many technical

issues across releases.

**Volunteer**

* Took part in the **FIFA Women’s World Cup 2023** as a volunteer with accreditation access responsibilities.
* Volunteered for the **CubaDupa** event in Wellington, overseeing the coordination of artists.
* Collaborated with the **Red Cross Society** in the role of a street collector.

**Overseas Experience**

(2014 – 2015) Deputed to client location **Emirates, Dubai** to Test and maintain the .NET applications.

(2013 – 2013) Deputed to client location **Guinness, South Africa** to collect the project requirements.

**Certifications**

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| --- | --- | --- | --- | --- |
| **ISTQB** | **UiPath** | **Microsoft** | **Iclue** | **CRM** |
| ISTQB® Certified Tester Foundation Level 2018 | Diploma in Level 1 – Foundation Training 28.3 | Microsoft Technology Specialist (MCTS) | Framework 4.5 | **Microsoft Dynamics’ AX**  **SFDC(Trained)** |
| Diploma in RPA Developer – SAP Automation | WCF certified | SQL Server | **iMIS - trained** |
|  | Framework 3.5 Certified | JavaScript, AngularJS |  |

**Work Experience**

**Senior Test Analyst (Oct 2023 – Till Date)**

*NZHG, New Zealand*

* Work closely with business analysts, stakeholders, and other developers to gather requirements, provide updates, and ensure alignment with business objectives.
* Develop and maintain automated test scripts using **Selenium** with C#.
* Implement Page Object Model (POM), Data-Driven, and Hybrid frameworks in Selenium.
* Collaborate with QA and development teams to understand the requirements and create test plans.
* Execute automated tests to validate application functionality across various browsers and devices.
* Identify, document, and track defects in the defect management tool.
* Participate in code reviews for automation test scripts and adhere to coding standards.
* Maintain detailed documentation of test cases, test results, and test scripts.
* Provide reports on test coverage, test results, and defect status to stakeholders.
* Worked on Mobile manual testing android and iOS.
* Worked on Automation testing on mobile (**Appium**)
* Good knowledge on performance testing Load Runner.
* Deployed UI and API framework in **CI/CD pipeline** and maintained.
* Worked on **Smoke** and **Regression** testing.

**Test Analyst (Mar 2023 – Sep 2023)**

*Mercury, New Zealand*

* As part of **IAM**(Identity and Access Management), Addressing B2C logins and access within the Azure environment.
* Testing **interaction matrices** and specifying the level of access granted based on **Role, Scope and Identity**.
* Managing the **authentication** and **authorization** processes for access.
* Implementing **Single Sign-On (SSO)** ,**MFA** and **OAUTH** solutions for numerous internal portals connected through Azure B2C, with integration via SharePoint to validate documentation access for actions such as creating, editing, and deleting records.
* Strong Experience on **API** **Integration testing using Postman, Microservice, REST API.**
* Worked on payments **(Smooth pay, Direct Debit, one off payment, Google pay and Apple pay)**
* Worked on **BDD framework, Gherkin(feature)** with **selenium C#,** **Python** files by collaborating with Business Analysts.
* Worked on open-source tools **Cypress**, **Test cafe** with JavaScript, **PyCharm** and **Playwright** with **Python**
* **Mobile tester** - Worked on Mercury APP testing **iOS** and **Android**.
* Worked on mobile automation **Mobile (Appium).**
* Creation of new customers within the Salesforce platform and conducted assessment of **integration** with SAP.
* Performed front and backend testing: **End to End Testing, functional testing and Regression testing on all components**
* Worked on **Salesforce** manual testing (Sales Cloud, Service cloud, Market Cloud).
* Worked on **Standard and Custom API for automation testing** to validate data.
* Worked on Integration testing on  **SAP CRM, SAP ERP, Gentrack and Salesforce ERP.**
* Strong Experience in **JavaScript, HTML, XML, CSS.**

**Test Analyst (Mar 2021 – Mar 2023)**

*TEC, New Zealand*

As a Test AnalystI have been responsible for managing comprehensive testing efforts for various applications including DXP UI, SDR, and API, leveraging Postman for preparation and execution of testing strategies, plans, and scripts. My role involves conducting a variety of tests and ensuring the overall quality of all TEC programs with the support of my test team. I devote a significant amount of my time to improving testing standards in the organization through the preparation, planning, and implementation of effective testing procedures.

* Extensively performed **Manual** testing process to ensure the Product quality.
* Worked on **ETL testing** as part of UFS project.
* Strong Experience on **Postman Automation, REST API, SOAP UI.**
* Worked on **Salesforce** manual testing (Sales Cloud).
* Strong Experience in **Javascript, HTML, XML, CSS.**
* Worked on BDD framework, Gherkin(feature) with selenium c# files by collaborating with Business Analysts.
* Worked on automation using Test café using JavaScript.
* Deployed UI and API framework in **CI/CD pipeline** and maintained.
* Worked on Smoke and Regression testing.
* Mentoring to the team members.
* Azure boards used for bug tracking. Involved in UAT meeting with stake holders.
* Worked on Database testing, writing some complex SQL scripts.
* Worked on SharePoint and knowledge on AWS and M365

**Senior Software Quality Assurance Engineer (Sept 2020 – Feb 2021)**

*Duff and Phelps*

* Working on **Sitecore 10**(CMS tool) and Experience on **iMIS** (CMS tool).
* Performed front and backend testing: **End to End Testing, functional testing and Regression testing on all components**
* Defect Management within Azure Board (**Bug**) provided ad hoc technical reports on testing results and application data and prioritized daily workload based on backlog.
* Using **Browser stack,** performed Mobile testing on MAC and Android and Good knowledge on Emulators.
* Performed **API Testing** using Postman and Automation scripts are done using **RestSharp**.
* Creation and maintenance of efficient test procedures, **Test evidence** templates and scripts
* Designing of **Test Plan, Test Scenarios and Test Cases**. Prepared Test specifications and Testing Status report.
* Review the test cases written based on the Story/PBI and Collaborated with the other stakeholders.

**SDET (April 2020 – Aug 2020)**

*Trustpower, Tauranga, New Zealand*

* Worked on BDD framework, developing SpecFlow with Gherkin(feature) files by collaborating with Business Analysts.
* Worked on Selenium web drivers using C# and knowledge on Appium.
* Worked on legacy systems of the full stack (ASP, Javascript,Java, SQL Server) with GIT & TFS.
* Worked on manual testing and written all the test cases.
* Worked on CI/CD **Azure DevOps**, Agile methodologies.
* Testing **Azure API Management, Logic apps, B2C active directory, Subscription keys, PIMS, SQL, Resource groups, Roles, App Service.**
* Worked with **Postman and SoapUI** for testing API’s
* Analysing Pre-conditions & Writing SQL scripts to prepare test data.
* Tracking test failures on pipeline & Analysing the root cause of failure.
* Ensure pipeline is green & Raise flag if any external dependencies brakes pipeline.
* Optimizing & improving the stability of automation tests on pipeline
* Collaborating with UAT & Support team members to nail down issues.

**Software developer (May 2018 – April 2020)**

*Zephyr Consulting, Wellington, New Zealand*

*Domain:* ***Health Care*** *- Client: Nursing council: http://www.nursingcouncil.org.nz/*

* Worked with Nursing council NZ, to extract a report using RESTAPI from New Zealand Medical council.
* Worked on **.Net** Entity framework, dependency injection for Xunit test cases.
* Worked on **SQL server to create design** data tables and procedures.
* Worked in automation test cases using **BDD framework** using specflow.
* Writing manual and automated selenium test scripts.
* Tested API and web services Used **Postman, SOAP Ui**.
* Worked on .NET stack (ASP, ASP.NET, C#, VB.Net, SQL Server) with Git and TFS.
* Worked on **Remedy Ticketing** Tool to handle the **support issues**.
* Worked on RPA **UiPath automation** for testing and **machine learning** used for scrapping info for SAP.
* Use SCRUM for **agile** development and **Trello boards**.
* Worked on **Screen Scraping** (Full, Native and OCR) and Data Scrapping (Google and Amazon).

Master Builders: http://www.masterbuilder.org.nz/

* Worked on **CRM(iMIS)** implementations, working on Commercial Project Awards webformz.
* Developing a RESTAPI in C#.Net to communicate CRM(iMIS) system.
* Using scripting languages (Bootstrap, JavaScript) for frontend user interface.
* Good knowledge on **Testing the API with SOAP Ui and Postman.**

Domain: **Health Care** – Client: The Royal College of General Practitioners: https://www.rnzcgp.org.nz/

* Worked on RESTful services.
* Generated automated pdf reports using UIPath.
* Created and maintained all the bits using orchestrator.

Zephyr Time sheet management: http://www.zephyr.co.nz/

* Deploying the application in Azure db.
* Creating crystal reports and worked on **Google analytics**.
* Enhancement changes on existing system.
* Writing nUnit automation test scripts.

**SDET (2011-2018)**

*DXC Technologies*

**Domain: Infrastructure - Client: Network Rail**

• Playing a key role as POC to client, Application **Support and maintained 34 intranet portals.**

• Addressing severity **Incident tickets for defects was assigned using Remedy ticketing tool.**

• Communicating with multiple teams like Testing, Development, UNIX, LINUX and database server teams if required.

• Worked on legacy systems of the full stack (ASP, Javascript,Java,ASP.NET, C#, MVC, VB, VB.Net, SQL Server).

• Used Postmaster, Fiddler, SoapUI to test the RESTful Web services.

• Support mobile is handled on Rota basis, to attend support calls after office hours.

**Domain: Airlines - Client: Emirates**

• Developed Disruption Handling System (DHS) and **support and maintenance using Remedy ticketing.**

• Worked on Passenger Services (PSS) and employee concession tickets like ID90, ID50.

• Revamping complete TRIPS internal portal and worked on Code Share flights.

• Created database objects such as tables, views, stored procedures and triggers.

**Domain: Client: Estee Lauder**

• Used Object-oriented programming for design and implementation of N-Tier applications.

• Developed and application support for web applications using ASP.NET.

• Worked on legacy systems and performed End-to-end testing.

**Client: Diageo**

• Migrated portals from ASP, VB6 to ASP.NET.

• Worked on production tickets based on SLA’s using Remedy ticketing tool.

• Handled Support mobile on Rota basis, to attend support 24X7 calls.

**Senior Software Engineer (2009 - 2011)**

*Accenture, India*

**Client: Shell (Petrol)**

• Worked on SharePoint K2 workflows using C#.

• Integrated the CRM and .Net portals with REST API to view the user’s transactions.

**Client: Microsoft Pvt. Ltd. (SDAT Role)**

• Used NUnit and Selenium for Automation Testing.

• Performed tests on Windows 8 Operating System’s 16-bit registry.

• Tested OEM’s including Dell, HCL, HP, Lenovo and MacBook.

**Client: Unibake**

• Worked on X++ coding and fixed CRM production issues.

• Involved in Automation testing.

• Developed and deployed WCF and Web services and Integrated CRM application with .NET WCF.

**Software Engineer (2007 - 2009)**

*Reliance Infocomm, India*

**Client: Internal product (PPM)**

• Developed Internal portals using ASP.NET, C# and SQL Server.

• Verified employee ratings based on business rules.

• Maintained leave management and attendance management systems.

**Software Engineer (2005 - 2007)**

*Navision Solutions*

**Client: Internal product**

• Developed Internal portals using ASP.NET, C# and SQL Server.

• Worked on production tickets based on SLA’s using Remedy ticketing tool.

**Master of Business Administration Systems –** SMU, Manipal, India. **(2009 – 2011)**

**Bachelor of Technology – Computer Science Engineering,** Jawaharlal Nehru Technological University, India. **(2001 – 2005)**

**Regards**,

**Praveen.**