SURESH MURALA

POS QA Software Engineer

# PROFESSIONAL SUMMARY

Manual QA professional with over 5+ years of experience across Retail, Healthcare, E-commerce, and Banking domains. Skilled in functional, regression, integration, UAT, and UI testing with expertise in POS device validation, API testing, and SQL-based backend validation. Mobile application testing using real devices Android and IOS .Adept at using tools like JIRA, Postman, Azure DevOps, and PractiTest. Strong team player in Agile/Scrum environments, contributing to cross-functional collaboration and on-time software delivery.Cross browser and compatibility Testing using Browser stack.

# KEY ROLES & RESPONSIBILITIES

* - Designed and executed test cases and test scenarios based on functional specifications and user stories.
* - Performed manual testing of Web, Desktop, Mobile, and POS applications across domains including Retail, Healthcare, E-commerce, and Banking. Banking projects were Desktop-based, E-commerce projects included Mobile and Web apps, and Healthcare projects involved both Web and Mobile applications.
* - Conducted Functional, Regression, Integration, and UI/UX Testing across critical modules like sales, patient services, KYC, and checkout flows.
* - Validated REST APIs using Postman for offers, transactions, authentication, and backend services.
* - Managed test cycles, traceability, and execution using tools like Azure DevOps and PractiTest.
* - Logged and tracked defects in JIRA and coordinated with development teams for resolution.
* - Wrote SQL queries to validate backend data integrity (except in NCR Voyix project).
* - Participated in Agile ceremonies (E-commerce, Healthcare) and followed Waterfall processes (Banking).
* - Supported User Acceptance Testing (UAT) and ensured compliance with domain-specific standards such as PCI-DSS and healthcare data regulations.
* - Collaborated with cross-functional teams to align testing efforts with sprint goals and release deadlines.

# CORE SKILLS

**Testing Types**: Manual Testing, Functional, Regression, Integration, UAT, UI/UX Testing, Cross-Browser Testing

Tools: JIRA, Postman, Azure DevOps, PractiTest, SOAP UI,Mobile application Testing

**Technologies**: SQL, REST API, Selenium & Python

Domains: Retail (POS), Healthcare (CRM), E-commerce, Banking

Practices: Agile, Scrum, Defect Life Cycle, Requirement Analysis, Test Documentation, Reporting

# PROFESSIONAL EXPERIENCE

## Infogain (Client: NCR Voyix)

**QA Software Tester| Nov 2024 – September 12**

* Validated POS device integrations with barcode scanners, card readers, weighing scales, and contactless payment methods.
* Performed API testing with Postman to verify offer and rule synchronization between backend and POS systems.
* Used PractiTest for test case execution and JIRA for defect tracking and resolution.
* Collaborated with developers and product managers for release alignment and real-time sync validations.

## Cyient (Client: Bosch)

**software Test Enginner| Sep 2022 – Sep 2024**

* Conducted end-to-end testing of Healthcare CRM modules including Sales, Marketing, and Patient Services.
* Used Azure DevOps for sprint planning, test case management, and defect reporting.
* Executed integration tests between CRM and external systems (EHR/EMR) ensuring accurate data flow.
* Participated in requirement analysis and enhanced test coverage and early defect detection.

## Dolf Technologies Pvt. Ltd.

**Test associative | May 2020 – Sep 2022**

* Tested applications in E-commerce and Banking domains: checkout, user login, payment, fund transfer. Followed Agile methodology for E-commerce projects.
* Wrote and executed SQL queries for backend data validation.
* Used Postman for REST API validations related to banking transactions and order processing.
* Worked under the Waterfall methodology for Banking domain projects, following structured testing cycles and documentation processes.

# PROJECT HIGHLIGHTS

## NCR Voyix - Emerald 2.0

Cloud-enabled POS platform for retail, enabling real-time promotions, loyalty programs, and inventory control.

**Tools**: ***Postman, PractiTest, JIRA***

## Bosch - Inspire (Healthcare CRM)

Healthcare CRM system for managing patients, campaigns, and services with compliance to healthcare standards. Automated regression test cases

**Tools**: ***Azure DevOps, Postman,SQL,Browser stack , selenium***

## Littlewoods (E-commerce)

UK-based online retail platform supporting secure payments, order tracking, and promotions. Mobile application testing and using browser stack for cross browser testing

**Tools**: ***JIRA, SQL, Postman,Browser stack***

## Royal Bank of Canada (RBC)

Digital transformation for onboarding, fund transfer, KYC, and customer account services.Mobile application testing and using browser stack for cross browser testing

**Tools**: ***SQL, Postman, JIRA,Browser stack***

# EDUCATION

**B.Tech** - Siddhartha Institute of Technology and Science, Hyderabad (2013 - 2017)

**Intermediate** - Sylns Jr. College, Nalgonda (2011 - 2013) SSC - ZP High School, Peddakaparthy (2011)

# LANGUAGES

English (Fluent), Telugu (Fluent), Hindi (Intermediate)

# BASIC AUTOMATION KNOWLEDGE

* - Created simple scripts using Python & Selenium for repetitive tasks like login, form validation, and data entry.