**Kagitala - QA Lead**

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**Professional Summary**

Over **12** years of extensive hands-on experience in **Software Quality Assurance** as a QA Engineer/QA Lead/QA Manager, and was responsible for planning, executing, controlling & closure of projects across different GEO locations with hands-on experience in executing outstanding **Quality Assurance Delivery** of both **Client-Server and Web-Based applications**, working for Companies like **IBM, Microsoft Corporation, Cognizant, Synova and Qualiband Technologies as a full-time employee**. And **one year teaching** experience for Engineering Graduates. Excellent understanding of the **Software Development Life Cycle (SDLC)** and **Software Testing like Cycle (STLC)** processwhich includes testing methodologies such as **Waterfall** and **Agile.** Ability to quickly master new platforms, tools and concepts. Provide high quality results with strong attention to details. **Organize** and **Lead** **meetings** from a small to a large group. Experience in application testing within various industries: **Telecom**, **Insurance**, **Healthcare**, **Retail** and **Banking. And experience working for US State Govt Projects.**

* Strong Experience in Functional and non-Functional Testing which includes– **Functional Testing, Integration Testing, System Testing, Regressions Testing, GUI Testing, Mainframes Testing, XML testing, Mainframes Testing, API Testing, Smoke Testing, Web Testing, End to End Testing and User Acceptance Testing (UAT) – Manual Testing, Automation Testing,** **Performance Testing and Mobile** **Testing (Mobile Web and Mobile App).**
* Proficient in preparing, documenting and implementing project artifacts like **SOW**, **Project Plan, Test Strategy, Test** **Plan, Test Estimation, Test Summary Reports, Knowledge Transition Plan, Risk and Mitigation Plan, Communication Plan, Metrics Plan, Resource Allocation Plan, Change Management Plan, Review Plan, Metrics and Reporting, Defect and Bug Tracking,** **Test Scenarios, Test Cases, Requirement Traceability Matrix, WBS, Project & Test Processes and Process documents.**
* Self-starter, goal oriented, motivator and ability to handle multiple tasks across different Geo Locations and in high pressure work environment, flexible to meet deadlines and ensure the deliverables are up to quality. Experienced in working Onsite/Offshore model engagements.
* Responsible for **Test Planning, Estimations, Tracking and Reporting and Closure.**
* Responsible to **Create Test Scenarios and Test Cases** and for **Test Case Execution, Defect Logging and Tracking.**
* Performed **Mobile App Testing** and **Mobile Web Testing (Native, Web and Hybrid -iOS, Android and Windows**) for **different versions** in **different devices** and different **browsers - Manually** and using **Perfecto** Mobile in Native, Web and Hybrid apps
* Performed Functional and automated Regression Tests using Unified **Functional Tester (UFT), QTP** and **Win Runner –** Preparing **Automation Test Strategy, Automation Frame Work** and Preparing **Automation Test Scripts and Execution.**
* Performed **Performance Testing** using **Load Runner**
* Performed **API Testing** with **Soap Ui** and **Postman**.
* Good experience in **Sanity/Smoke Testing** in **different environments** and handling **different projects**, wring the **scripts**, **execution** and **finding the root cause of the issues** and **working with different teams** (Build deployment team, environment team, and test and development teams **to resolve the issues on time to meet the dev and test deployment schedules.**
* Very good experience in Designing **Test Scenarios, Test Cases (**using **advance techniques** **to find** out the **defects** in **early stages** of **testing life cycle) o**f **Manual** and **Automated Tests** based on analysis of **Business Requirements**, **System Requirements**, **Technical Requirements**, **Use Cases, Business Rules** and **Design Documents, Wireframes etc.**
* Proficient in **Analyzing** **System & Functional specifications**, **Use Cases, Business Requirements, Business rules** to **prepare Test Schedules**
* Very good experience in **Quality Artifact Reviews and Review Meetings. Attended and/or organized JAD sessions** with **BA, Development** Team, **Test** team and **Project Management** team to **review BRD, FRD and Design docs** and **make sure** they are **testable** and to **address** the **requirements gaps** in **early stages** of **SDLC.**
* Good Experience in Preparing **Test Data.**
* Extensive Experience in **Test Execution, Logging the Defects and Tracking.**
* **Good Experience in Defect Triaging,** worked as **Defect Manager** and was responsible for **Triaging** the **Production** and **System Testing Defects, coordinating** with **Development Team, Test Team, Managers, Business Analysts and client Managers** who are working from different **GEO locations** to **move the defect** todifferent **releases** based on the **defect priority/Severity** and to **make sure** all the **defects** are **addressed on time.** And **Planning the Break fixes, Patches and prioritizing the defects** for the **releases/Hotfixes.**
* Experience in Creating the **Requirement Traceability Matrix** for **all Milestone Deliverables** to ensure comprehensive **Test Coverage** of Requirements and to make sure all the **Deliverables meets Acceptance Criteria**.
* Rich Experience in maintaining the Test Requirements, Test Scenarios and to write the Test Cases, Execution and Defect Logging/Tracking and to make sure the traceability and to generate Test Reports using Test Management and Defect Tracking Tools-**Quality Center(QC), HP ALM, Test Director, Test Link, Rational Clear Quest (CQ), Product Studio, Change Synergy, Bugzilla, Trac, Microsoft Test Manager** and **Jira** etc.
* Have a very good Experience in **Web Application Testing** which includes **Cart Functionality** with different **payment methods** like **Credit Card, Pay Pal, Pay, Account Balance** and **Check** etc for Billing Applications.
* Experience in **Web Testing - Browser Compatibility Testing in Different Browsers like IE (Diff Versions), Safari, Chrome and Mozilla Fire Fox.**
* Excellent experience in client facing activities related to **Metrics tracking** and **Presenting**, **Estimation** and **Reporting** to the client management and to the project and project team.
* Monitor the **QA Deliverables** and **Mentor** the **Team Members** and make sure the **Quality Delivery** as per the **Milestone Schedules**.
* **Coordinate with** Business, Dev team, Test Teams of both **Project and client teams** and Business Partners to **make sure he issues are addressed on time to meet the testing deadlines.**
* Experience in **re using the assets, techniques to improved quality and to reduce time** there by cost.
* Expertise in **SCRUM /Agile** methodology and Involved in Daily **Stand Up** Meetings, **Walkthroughs,** **Retrospective** etc.
* Good at maintaining the **Change Requests/Change Controls (CR)** list and updating the testing process.
* **Appreciate team work, motivate, mentor the team to build functional skills** and for **their career growth.**
* **Provided technical trainings** and mentor the team and **assess the performance of the peers**.
* Expert Familiar with **CMMI** process
* Ability to interact effectively with Business and Technical team members and Escalate the Issues to Client/Program Management.
* **Good Experience in Identifying the Testing Risks** **and** Following up on any outstanding open test risks / issues and prepared Risk and Mitigation Plan, Issue Tracker and working with the teams to mitigate.
* Experience as a **Defect Manager** for **Production Defects** and make sure all the **defects are addressed on time** and provide the status **reports to the Stake Holders**.
* **Co-ordinate work and Define Testing Methodologies** within a structured environment.
* Responsible to **coordinate with offshore working from different GEO locations**. To provide the **Action items**, Information required, **train then if required**, have periodic **meetings** with them and make sure all the
* Focused on any task at hand and able to **utilize existing test knowledge and experiences** to come up with **practical solutions and alternatives to testing processes**.
* Well conversant with the **quality procedures** which are being followed in the execution of projects.
* Experience in **Managing complex scenarios effectively** like business risks, multiple vendor issues, code red situations etc. and customer expectations without impacting associates adversely.
* Experience in working as a took admin for **ALM, Quality Center** and **Jira tools, Resolved the issues** for the team, **trained** different project teams/Vendor teams and **Prepared Tool Step By Step Walk through Documents.**
* Experience in leading **RBWO assignments** and was responsible for the execution of the projects roadmap and manage entire project lifecycle from strategy planning to the closure**.**
* Have experience in project **management and governing the overall budget**. Articulate and explain designs and constraints to stakeholders after understanding customer perspective. And to ensure on how to provide greater value to the customer. To provide **the process improvement on an ongoing basis to the customer.**
* **Created and maintained project level dashboards** to enable effective project management
* Experience as a spoc for Testing COE. Experience in establishing **Process Improvement** sessions by Working with functional area leadership to **analyze, design, measure, control and improve the quality processes** in the testing area also implemented testing process and **prepared documents** on **Reusable Assets, Capturing Best Practices and Lessons Learnt, Risk and Mitigation Plans, Prepared Generic Test Plan, Issue Tracker Conducted sessions on Enhanced Static Testing, Load Runner etc**.
* Experience in Participating **Quality Innovation** and provided suggestions in **QMS** activities for the company/client and **won awards** **for bridging the Requirement Gaps and Testing Technics to cut down the cost**.
* Helped in Indemnifying/**hiring** best **resources** by actively participating in interview panel.

**EDUCATION**

Master Degree- Master of Computer Applications (MCA) - Andhra University

**TECHNICAL SKILL SET**

**Operating Systems:** MS-DOS, UNIX, Windows NT 4.0/95,98,2000/XP, MAC, IOS, Android, Windows Mobile

**Testing Tools:** Win Runner, Knowledge of QTP, Load Runner, Perfecto, UFT, SOAP UI, Postman,

**Test Management/Defect Tracking Tools:** Test Director, Quality Center, Rational Clear Quest, Microsoft Test Manager, HP ALM, Change Synergy, Product Studio, Test Link, Trac, Bugzilla, Jira

**Languages& Databases:** VB, C, ASP, Java2.0, HTML, SQL, Mainframes

**Scripting Languages:** TSL, VB Script and Java Script, WSDL

**Config Management Tools*:*** VSS, SVN, Share Point.

**Browsers:** IE, Netscape, Safari, Chrome, Fire Fox

**Data Base*:*** Oracle 8.0, SQL Server 2003, DB2

**Office Tools:** MS-Word, Excel, Power Point, Adobe Acrobat

**TRAININGS AND CERTIFICATIONS**

Training on PMP Organized by Cognizant.

Certified in PSP/TSP (Personal Software Process/Team Software process).

Certified in KYI (Banking Domain certification)

Certified in KYI (Insurance Domain Certification)

Conducted trainings on Performance Testing at IBM.

Conducted trainings on Enhanced Static Testing Techniques at IBM.

Conducted trainings on Planning and Estimation Techniques at BM.

Conducted Training on Re Using Assets.

Certified in Project Management by IBM.

**OTHER ACHIEVEMENTS**

State Ranker in School.

Received awards and certification for preparing the Induction Play Book.

Technical Panel member for client visits and Member of Recruiting panel at IBM.

Won an award and a medal for Quality Innovative Ideas from IBM US Projects for bridging the requirements Gaps and the for the process improvements.

Won an award from client for the contribution in Quality Management Services improvements for the proposed process, plan and the re usability.

**PROJECTS and Responsibilities :**

**Client: Sprint**

**Role: Working Test Lead/QA Lead**

**Duration: June 2016 to till date**

**Tools and Technologies: ALM, Click IT, Jira, Postman**

**Responsibilities**:

* **Working Lead** for Sprint **Prepaid Functional Core Team and API Team** and Defect Triage Lead.
* Prepared Test Plan, Test Estimation, Test Summary Reports.
* Created **Test Scenario design, Test Case design. And test case execution for functional and mobile testing**.
* **Prepared Test Data for all the scenarios**
* **Defect Reporting and Tracking**
* Responsible for **Production Defect Management/Triaging and System Test Defects** for tracking the **Defect Status** and coordinating **with Development, Test teams of different vendor teams and the client development teams, Business Analysts, Client and Vendor Managers** who are working from different **GEO locations** to make sure all the **defects are addressed on time.** And Planning the **Break fixes, Patches and prioritizing the defects** for the **releases/Hotfixes.**
* Responsible for all the testing activities **Functional, Regression Testing, Mobile (Web and App Testing)**
* Responsible to **coordinate with offshore working from different GEO locations**. To provide the **Action items**, Information required, **train then if required**, have periodic **meetings** with them and make sure all the **deliverables are addressed on time with good quality**
* Responsible for **Metrics tracking and Reporting**
* Responsible to coordinate offshore and onsite client and vendor teams.
* Mobile Testing **Mobile App Testing-Native, Web and Hybrid-iOS, Android Windows and Web OS**- **Mobile Testing Device Testing -Tables, IOS, Android Devices -Different Versions.**
* **Web Application Testing for Sprint.com, Boostmobile.com and Virgin Mobile.com sites which includes Cart Functionality with different payment methods like Credit Card, Pay Pal, Pay and Account Balance etc.,**
* **Web Testing- Browser Compatibility Testing on IE (Diff Versions), Safari, Firefox and Chrome.**
* Responsible to **Work with the QA teams to identify bottlenecks or issues**, and to identify the root cause and to develop solutions to resolve them across different locations.
* Responsible for **Testing Artifacts Design and Maintenance and Execution**.
* Working in Agile Projects (**test scenarios, test data, test cases**) Responsible from QA team in the Scrum meetings.
* Responsible for **Functional Testing, System Testing, Regression Testing and Mobile Testing and Browser Compatibility Testing**.
* Responsible for Test Planning, Estimations, Tracking and status reporting
* Responsible for **Identifying the Testing Risks** **and** Following up on any outstanding open test risks / issues and prepared Risk and Mitigation Plan, Issue Tracker and working with the teams to mitigate.
* **Coordinate with** **Business, Development team, managers and test teams of different Vendor teams and the client team** and make sure to deliver the quality product on the scheduled time.
* Responsible for **Estimation, Metrics tracking and Reporting and make sure all the deliverables are addressed and delivered on time as per schedules**.
* Working on **Mule Soft API** **testing using Soap UI and Postman**
* **Trained the resources with Jira tool** and **handling the issues if they have any with Jira**.
* **Generating** **different reports in Jira to provide client management**.
* **Identifying the Testing Risks** **and** Following up on any outstanding open test risks / issues and prepared Risk and Mitigation Plan, Issue Tracker and working with the teams to mitigate.
* Responsible to **provide support for production deployments** and **Sanity and regression test in production.**
* As part of work **Hand over** transition **from other teams to my team**, **make sure all the deliverables are received from those teams before they leave and providing the estimations for that work, resource allocation and tracking the work (test cases, stories and defects).**

**Client: Amica Mutual Insurance**

**Roles: Test Lead/QA Lead and Defect Manager**

**Duration: Oct 2014 to May 2016**

**Tools and Technologies: UFT, ALM, Clear Quest (CQ), Perfecto Mobile**

**Responsibilities**:

* Responsible for **Lead** **Smoke** **Testing** (**Manual /Automation)** for all the projects like **Policy Center, Billing Center, Claim Center and Home Owners and Remaining Lines** in different environments
* Responsible for Production **Defect Manager-For managing Prod defects-** tracking the defect status and coordinating with Development, Test team and Client managers and Business Analysts and prioritize the defects for different releases/Hot fixes based on the issue and making sure the issues are addressed on time. .
* Responsible for gathering **Metrics and Reporting**
* **Sanity/Smoke Testing** in **different environments** and handling **different projects**, wring the **scripts**, **execution** and **finding the root cause of the issues** and **working with different teams** (Build deployment team, environment team, and test and development teams **to resolve the issues on time to meet the dev and test deployment schedules.**
* **Web Application Testing on Amica.com site which Includes Billing Center Validations with different payment methods like Credit Card, Pay Pal, Pay from Account Balance (Cash) and Check etc.**
* Working on **Mobile Testing (Native, Web and Hybrid) Mobile App Testing (iOS, Android Windows and Web OS**) and **Mobile Testing Device Testing (Tables, IOS, Android devices)) for different versions.**
* **Web Testing-Browser Compatibility Testing-IE (Dff Versions), Safari, Fire Fox and Chrome**
* Responsible to Work with the **QA teams to identify bottlenecks or issues**, and to identify the root cause and to develop solutions to resolve them.
* Worked on **Mobile App and Web testing for IOS and Android** for different devices for different testing like functional, compatibility and regression testing.
* **Created and maintained project level dashboards** to enable effective project management
* **Metrics tracking** and Presenting, **Estimation and Reporting** to the client management and to the project and project team(s).
* **Organized Reviews and Review Meetings, JAD sessions with BA, Development team, Test team and Project Management team to review BRD, FRD and Design docs and make sure they are testable and to address the requirements gaps.**
* Prepared Some **Test Scripts using UFT**
* **Prepared Test Data for all the scenarios**
* Responsible to **coordinate with offshore working from different GEO locations**. To provide the **Action items**, Information required, **train then if required**, have periodic **meetings** with them and make sure all the
* Responsible for **Test Planning, Estimations, Tracking and status reporting**
* Responsible **Identifying the Testing Risks** **and** Following up on any outstanding open test risks / issues and prepared Risk and Mitigation Plan, Issue Tracker and working with the teams to mitigate.

**Client: NY DOL.**

**Roles: QA Engineer/Test Engineer**

**Duration: Dec 2013 to Sep 2014**

**Tools and Technologies: Clear Quest (CQ), VSS, HP ALM, Sprinter, IBM Rational Functional Tester,** **HP UFT.**

**Responsibilities**

• **Reviewed Test Plan and suggested changes** to the plan

* Prepared Test Estimation, Test Summary Reports,
* Scenarios and **Test Case Design and Execution. Log the Defects and Tracking**
* Prepared **Test Data** for all the scenarios
* Done **Functional and Regression** Testing.

• Responsible for **Metrics Gathering and Reporting**

• Coordinating with Business Analyst for Bridging Requirement Gaps.

• Following up on any outstanding open test **risks / issues and prepared Risk and Mitigation Plan**, Issue Tracker.

* Responsible for **Test Planning, Estimations, Tracking and status reporting**
* Responsible for defect Triaging and prioritizing the defects and making sure the defects are address on

Time and move the defects to different releases based on the defect priority.

* Reporting to senior managers on progress and issues.
* Responsible for **Test Planning, Estimations, Tracking and status reporting**
* Responsible for handling **issues and risks and prepared risks and mitigation plans.**

• **Identify test approaches that optimize the delivery schedule**.

• Responsible for Providing **Estimation**

• Involved in **Test Automation Using UFT and worked on ALM as Test Management** tool and

Created automation frame work.

Prepared **Test Scripts Using UFT** and executing the Scripts and Log the Defects

• Spoc for testing COE.

* Responsible for Identifying the Testing Risks and Following up on any outstanding open test risks / issues

and prepared Risk and Mitigation Plan, Issue Tracker and working with the teams to mitigate.

* Prepared Process Documents for Quality Management Center as part of that prepared Test Process
* Templates and **Prepared Generic Test Plan** which can be used across any project with Minimal
* Modifications .

• Suggested, trained and **Implemented Re Usable asset concept for manual and Automation Test** (reusable components) Process to **reduce Design, development, Maintenance and Execution Time.**

• **Identified Process Improvement Areas, Provided Innovative Ideas for Bridging Requirement** Gaps and own an award and a medal from IBM

**Client: State Farm**

**Roles: Quality Assurance Lead/Test Lead and QA Manager**

**Duration: March 2012 to Dec 2013**

**Tools and Technologies:** Test Link, Trac, Load Runner, QTP, Splunk, Perfect Mobile, VSS, Test Link, TRAC, Load Runner, Perfecto, a designer

**Responsibilities**

* Worked as a Test Manager and Test Lead in Different Projects and was responsible for Responsible for **Test Planning, Estimations, Tracking and Reporting** and **Closure**.
* Prepared SOW, Project Plan, Test Strategy, Test Plan, Test Estimation, Test Summary Reports, Knowledge Transition Plan, Risk and Mitigation Plan, Communication Plan, Metrics Plan, Resource Allocation Plan, Change Management Plan, Review Plan, Metrics and Reporting, Defect and Bug Tracking, Test Scenarios, Test Cases, Requirement Traceability Matrix, WBS, Project & Test Processes and Process documents**.**
* Developed and executed test plans and related activities
* **Managed tests and identified all associated risks in test processes, created risks and mitigation Plan**
* Coordinated with offshore and Onsite individual development, Client and IBM Test Team, IBM and Client Management.
* Responsible for defect Triaging and prioritizing the defects and making sure the defects are address on time and move the defects to different releases based on the defect priority. Coordinating with different teams and make sure the defects are addressed on time.
* Responsible for the **mile stone deliverables like Test Plan, Functional Test Cases, Test Coverage Matrix, Regression Test cases, Non-Functional Test Cases, UAT Test Cases, Automation Scripts, Performance Scripts, Test Summary Reports, Knowledge Transition Plan.**
* **Done Functional Testing, System Testing, Regression Testing, Mobile Testing, Browser Compatibility Testing, Destructive and Fail Over Testing, Integration Testing, End -End Testing, Automation Testing, Performance Testing and UAT Testing Support.**
* **Responsible to have mile stones meets acceptance criteria by having recurring check point meeting, periodic status reporting, schedule and track the progress of the deliverables by contacting offshore leads, managers, onsite IBM and client leads and managers.**
* Reviewed all the milestone deliverables, provided review comments.
* **Partnered and developed schedules for user acceptance tests**
* **Determined test plans (Functional, Non-Functional, Automation, Performance, Mobile and end to end) and test scripts and developed test schedules**.
* **Analyzed complex data and performed regression tests**
* **Monitored tests** and **ensured its compliance with all company standards and policies**.
* **Analyzed the Business Requirements and prepared Testing Estimations**
* Worked on **Mobile Testing –Native, Web and Hybrid - iOS, Android Windows and Web OS)** for different versions in different devices and for different browsers of Functionality testing, compatibility testing and regression testing of the mobile application
* Involved in Business Requirement walkthroughs right from the beginning of the project
* Involved in **Project status and tracking meetings** with clients
* Worked with **Developers and System Analysts for identifying and resolving Defect and issues through Defect triage meetings**
* **Done web testing and the mobile testing.**
* Followed testing processes and approaches according to State Farm Standards
* Following up on any outstanding open test risks / issues and prepared Risk and Mitigation Plan, Issue Tracker.
* Responsible to **coordinate with offshore working from different GEO locations**. To provide the **Action items**, Information required, **train then if required**, have periodic **meetings** with them and make sure all the
* Involved in preparing Requirement Test Coverage Matrix for all the deliverables
* **Created and tested testing scenarios and test cases for the business and technical requirements**.
* **Reviewed and Executed Mobile Test cases using Perfecto mobile in different browsers, operating systems and devices**.
* Participated in Walkthrough, Review meetings and Weekly Status Reporting.
* **Analyzed training needs for the team, conducted knowledge transition sessions.**
* **Researched and identified a concept called PLATFORM in test link and proposed, transitioned the concept to State Farm and IBM teams, implemented the same in all the projects**.
* Created Test case/scenarios Review Plan, Participated in review meetings with Client Test team and Business Analyst teams.
* **Responsible for tracking execution progress, to implement defect management process and was tracking to make sure defect was closed based on the severity.**
* **Establishing and enforcing the use of the project’s Change Control process**.
* **Ensures that quality guidelines and recommendations are met**.
* Identified problems and implement solutions.
* **Maintained, published a Query Log and ensured all the queries were addressed and closed**.
* **Identify Test Readiness - Deployment, Test Schedule, Test Environment etc**.
* **Test Scenarios and Test Case design and Execution**. Logging the Defects and Tracking
* Identify test data requirement, Obtain Test Scenario/ Test Case sign off from the Application Team
* **Identify, coordinate and Obtain Access requirements for Application/Tools/DB instances/Project Repositories etc.**
* **Involved in Change Control Process with Project Manager, provided test estimates for the change**
* **Organized the status meetings and circulated the Status Report (Daily, Weekly etc.) to the stakeholders**
* **Analyze all the DCs and prepared an Induction Play Book** **for release testing team on all the project activities starting from new joiner’s checklist, about state farm, CDE, ICP/TP, Tools, Test process, Defect management, communication, environments, reporting, scenarios and Customer experience test, Test case design process at state farm etc.**
* Created Change Request forms
* **Prepared a document on each DC in State Farm and its functioning at system testing level and release testing scope in phase 0 and this document is a living document and appended with each DC scope**.
* **As part of testing COE, implemented Process improvements.**
* **Conducted training on State Farm Process and tools.**
* **Created SOD document**
* **Prepared Test Data for all the scenarios**

**Client: Sun Trust Bank**

**Roles: Test Lead/QA Lead and Test Engineer.**

**Duration: Nov 2010 to Mar 2012**

**Tools and Technologies: Mainframes, DB2, Quality Center (QC), Load Runner, Quality Center, Bugzilla, VSS**

**Responsibilities**

• Analyzed the Business Requirements and prepared Testing Estimations

* Prepared SOW, Project Plan, Test Strategy, Test Plan, Test Estimation, Test Summary Reports,
* Responsible for **Test Planning, Estimations, Tracking and status reporting and closure.**

• Worked as Test manager for these 4 projects in SunTrust Account in Deposits work

• **Involved in Project status and tracking meetings with clients**

**• Worked with Developers and System Analysts for identifying and resolving Defect and issues through Defect triage meetings**

• **Followed testing processes and approaches according to company Standards**

• **Involved in preparing Requirement Traceability Matrix for the projects**

• **Preparing of the resource plan, Execution Plan & Functional test plan for all the releases**

**• Identify risks and prepare mitigation plan**

Responsible for **defect Triaging and prioritizing the defects** and **move** the defects to **different releases** based on the defect priority. C**oordinating with different teams** and **make sure the defects are addressed on time.**

• Reviewed test scenarios by team for the business and technical requirements.

* **Functional Testing, System Testing and Regression Testing**.

• **Participated in Walkthrough, Review meetings and Status Reporting.**

• **Following up on any outstanding open test risks / issues and prepared Risk and Mitigation Plan, Issue Tracker.**

• Identify **test approaches that optimize the delivery schedule**

• **Resolved the issues by having the meetings with concerned department(s) for he projects that were in RED Status in the SunTrust Account**.

• **Conducted Knowledge Transition seminars on Load Runner within and outside of the account. Also, organized some performance trainings to Hyderabad location by talking to the performance COE managers**.

• Implemented **Lean Six sigma to the projects.**

• **Proposed and implemented enhanced Static testing concept in these projects also suggested this as a process improvement for the other projects.**

• **Helped team for goal setting and provided performance feedback to PeMs.**

**• Conducted KT sessions on Load Runner**

• Designed Test **Scenarios and Test Cases Design and Execution, Defect Reporting and**

**Tracking.**

* **Prepared Test Data for all the scenarios**

**• Preparing of the resource plan, Execution Plan & Functional test plan for all the releases**

**• Identify risks and prepare mitigation plan and Requirement Traceability Matrix.**

* **Spoc** for the **Weekly status reports of all the other teams (17 teams) in the account and make**

**Sure, every project is going in green, if a project was in red, talk to the responsible teams and make sure the Issues are addressed on time.**

* **Spoc for testing COE.**

**• Proposed and Implemented Enhanced Static Testing.**

**Client: Maerks Line-System Performance Testing (CODS and Business Object**

**Roles: Sr. Performance Test Engineer**

**Duration: Sep 2010 to Nov 2010**

**Tools and Technologies: SAP, Oracle, MQ Series** environments and Load Runner, VSS

**Responsibilities:**

* **Analyzed System Performance Testing**
* **Involved in creating Performance Scripts using Load Runner**
* **Parametersing and correlating the scripts.**
* **Finding the root cause of errors and rectifying and sending mitigation plans to other team members.**
* Reviewing scripts.
* Running the scenarios and observing online monitoring during scenario running.
* **Analyzing the results and reporting.**
* Coordinated efforts with on site manager solve problems.
* Interacting with offshore and on site project team members and application team.
* **Interacting with onsite project Manager Participate in teleconferences**
* **Ensure timely allocation of resources**
* Estimate resource and schedule requirements for the project
* **Allocate work and monitor all activities**
* Provide periodic status report and manage contingencies
* Provide inputs for management status reviews
* **Facilitate preparation and release of all deliverables on time**

**Client: Care Gain**

**Roles: Test Manager/Project Manager**

**Duration: April 2007 to Dec 2007**

**Tools and Technologies: QTP, Test Director, VSS**

**Responsibilities:**

* **Worked as a Test Manager/Project Manager** and was responsible for planning, executing, controlling & closure of projects
* Prepared SOW, Project Plan, Test Strategy, Test Plan, Test Estimation, Test Summary Reports,
* **Involve in all project activities from kick-off to sign-off**
* Responsible for all **project activities.**
* Participate in teleconferences with the client right from the proposal.
* Responsible for **Performance appraisals and all the management activities of the team.**
* **Ensure timely allocation of resources**
* Responsible to **create Test Plan, Project Plan, Risk and mitigation Plan, Communication plan, Metrics plan, Resource allocation plan, Change management plan etc. as a test manager.**
* **Estimate resource and schedule requirements for the project**
* Responsible for **Functional Testing, Integration Testing, System Testing and Regression Testing.**
* **Prepared Test Strategy.**
* Responsible for **Conformation Appraisals for ELTs and Performance appraisals of team members.**
* Responsible for **people Management, including goal setting and providing performance feedback**
* Responsible for **recourse allocation.**
* Responsible to **track the issues and address them with in no time.**
* Responsible for **capturing delivery metrics**
* Responsible for **taking care of utilization**
* Analyzed the Business Requirements and prepared Testing Estimations
* Involved in **Project status and tracking meetings with clients**
* Worked with Developers and System Analysts for identifying and resolving Defect and issues
* **Followed testing processes and approaches according to Client Standards**
* **Preparing of the resource plan, Execution Plan & Functional test plan for all the releases**
* **Identify risks and prepare mitigation plan**

**Client: Phone 4U Ltd**

**Roles: Quality Assurance Lead/Test Lead**

**Duration: Feb 2007 to April 2007**

**Tools and Technologies: Java, J2E, Siebel CRM, Oracle Apps project Test Director** was used.

**Responsibilities:**

• Worked as QA Lead and responsible for the delivery of the project

• **Responsible for Estimation, Planning and Execution**

• Responsible for managing **Web Testing** of the application.

Responsible for Reporting Testing Status and analyze the bug reports.

• Responsible for timely delivery to onsite.

* **Functional Testing, System Integration Testing and Regression Testing**.

• **Responsible for Quality Assurance Activities-Reviewing** artifacts.

* **Web Application Testing Which Includes Card Functionality and Billing Center Validations**

**Includes Billing Center Validations with different payment methods like Credit Card, Pay From**

**Account Balance and Check etc.**

* **Web Testing-Browser Compatibility Testing-IE, Fire Fox, Safari in MAC and Windows O.S**

• Responsible for Functional Testing, Integration Testing ,System Testing ,Regression Testing and

status reporting to the management.

• **Prepared Test Strategy**

• **Responsible for people Management, including goal setting and providing performance feedback.**

**Client and Employer: Microsoft Corporation**

**Roles: Software Test Engineer/QA Engineer**

**Duration: Dec 2005 to Dec 2006**

**Tools and Technologies:** Commerce-Csharp, .net project VSS, **Product Studio was** used.

**Responsibilities:**

• Analysis of BRD, Functional Specification.

* Preparation of **Test Plan**
* **Test Scenarios and Test Cases design and execution.**
* Prepared **Test Data for all the scenarios**
* **Done System Testing and Regression Testing**
* **Defect logging and tracking the defects**
* **Test ROM estimation for Mailing Module**.
* Done **web application testing @ Microsoft**.com which **Includes Cart Functionality and Billing Center Validations** **Includes Billing Center Validations with different payment methods like Credit Card, Pay From Account Balance(cash) and Check etc.**
* **Web Testing-Browser Compatibility Testing-IE, Fire Fox, Safari in MAC and Windows O.S**
* **Owned a module for Testing purpose and Executed Test cases and Tracking the defects**
* Actively participated in FS Reviews and won a wireless mouse for best question.
* Reviewed Teams Test Scenarios and Test Cases
* **Participated In walkthroughs and inspections**
* **Prepared Traceability matrix document.**

**Client SPRINT**

**Roles: Sr. Software Test Engineer and Test Lead/QA Lead**

**Duration: Oct 2004 to Nov 2005.**

**Tools and Technologies:** UNIX, JSP project VSS **Test Director, Change Synergy** was used.

**Responsibilities:**

* Involved and **leading System Integration Testing team** from Offshore
* **Created Test Scenarios, Test Cases and Executed the Test Cases**
* **Prepared Test Data for all the scenarios**
* **Defect Reporting and Tracking**
* Involved in **Interface testing** as part of **System** **Integration** **testing**
* Initiate the bridge and **make sure all the interfaces are working as per expected**
* **Communicate to the concerned persons and make sure they resolve the issue with in no time when a problem occurs during integration testing**
* **Contact other application teams for external orders** and make sure the order submitted successfully.
* **Communicating Status reports, defect Metrics and execution summary to the onsite lead**.
* Walk through the BR, FR & SR’s and create the dtc’s, review them with tech lead and other team members
* **Responsible for Defect Reporting and defect Tracking.**
* **Provided support for UAT Testing**

**Client Rapiscan Limited**

**Roles: Automation Test Engineer/QA Engineer**

**Duration: Nov 2003 to Oct 2004.**

**Tools and Technologies:** ASP, HTML, Oracle 8.0 project VSS, Test Director, Win Runnerwas used.

**Responsibilities:**

* **Prepared test data for various levels of testing**
* **Verified the stability of the product for various data inputs using data driven testing**.
* **Involved in GUI, Bitmap Check points**.
* **Test Scenario, Test Cases design and execution**
* Developed **Test scripts using Win Runner.**
* **Test Data Creation for all the scenarios**
* **Testing each module for functionality, GUI testing.**
* **Involved in System Testing and Regression Testing**.
* **Defect Reporting and Tracking**.

**Client STG International Ltd**

**Roles: Software Test Engineer/QA Engineer**

**Duration: May 2002 to Nov 2003.**

**Tools and Technologies:** JSP, Java, Oracle project VSS, Test Director, Load Runnerwas used

**Responsibilities:**

* **Prepared test data for various levels of testing the data**
* **Involved in creating Scripts and scenarios**
* Responsible for Functionality testing and Regression testing
* Also done **performance testing using Load Runner**
* Coordinated efforts with Dev team to solve problems.
* **Test Scenario and Test Case design and execution**
* **Prepared Test Data**
* **Defect logging and Tracking.**
* **System Testing and Regression Testing**

**Client Champion Mortgage Inc.**

**Roles: Automation Test Engineer /QA Engineer**

**Duration: July 2001 to Apr 2002.**

**Tools and Technologies:** JSP, Java, Oracle project VSS, Test Director, Win Runnerwas used

**Responsibilities:**

* Analysis of Requirement Specification
* **Writing and execution of Test cases and Test Scripts**
* Prepared **Test Data**
* **Logging the Bug in Bug Tracking Tool**
* Responsible for Functionality System and Regression testing
* Involved in **Usability, Web Testing**
* Involved in **GUI, Bitmap, Database testing by creating checkpoints** using Win Runner
* Involved in **Data Driven testing**
* **Test Cases/Scripts execution, Defect Reporting** and **Tracking**
* **Functional Testing, System Integration Testing and Regression Testing**