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# NAGARAJU KRISHNA

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**Summary**

* Over **11 years** of experience in Software Business analysis and Quality Assurance Testing using Manual and Automated testing in Financial and Healthcare domains.
* Experience working with **Waterfall and** **Agile methodology** onsite-offshore model.
* Thorough understanding of Software development life cycle and involved in various testing. phases of software systems (Development, Integration and Real Time)
* Involved in various Client meetings with the team and the Project manager to discuss improvements/amendments in the software systems.
* Define and document Quality Assurance testing processes, best practices, and test governance.
* Result oriented management level professional with excellent presentation, communication, client interface and organizational skills
* Experience in, effectively planning the productivity improvement and defect detection through software testing, using modern structured quality control techniques
* Extensive experience in **Testing and validation of taxes on IRS, CRA Tax receipts and CUNA Insurance Single and Monthly premium charges** as per business rules.
* Reporting & Tracking of Bugs, Test Results and Test Metrics along with analysis to Stakeholders.
* Experienced in developing Test Cases, Test Plans and generating various Reports.
* Experience testing web based applications both manually and by automation.
* Proficient in Web Testing, Database Testing, Functional Testing, Performance Testing and Regression Testing.
* Possess good documentation skills, ability to create new documents, change existing rules/procedures to fit the needs of the company.
* Active listener, self-motivated, detail-oriented as well as a team player.
* Extensive experience writing use cases, gathering requirements, writing functional specs and requirements documents and test case scenarios.
* Ability to manage/prioritize own time and tasks
* Providing feedback to project managers/management on goal/task completion.
* Owning the internal process audits both configuration and Functional audits.
* Complete understanding of QA Methodology and QA Strategy including **Software Development Life Cycle (SDLC).**
* Exceptional ability to quickly master new concepts and technologies.
* Capable of working in a group as well as independently with excellent communication skills.
* Played an important role in getting **CUNA Certification** for Core Account processor and **RL2, RL3 XML’s certification** from Govt. of Revenue Quebec, and **PBF(Positive Balance File) certification** from PSCU.
* Experience in using **JAWS** tool for **508 Compliance testing.**

**Areas of Expertise**

* Working as a **QA lead on Agile Methodology and Water fall methodologies.**
* **Expert in Teller & Express Transactions, Interest Accrual calculations and Postings, Shared Branch Transactions, Savings Bonds calculations, US and CA Tax receipts and XML validations etc.**
* Preparing Test Strategies, Test plans, Test Scripts and Documenting errors and Project functionality.
* Functional Testing, Regression Testing, Smoke Testing, Configuration Testing, Integration Testing, System Testing, Load Testing, and Back-end (DB) Testing.
* Programming Knowledge of C, C++, Java, SQL, PL/SQL.
* Experienced in QA for large and complex Internet, Intranet and client/server applications.

**Technical Skills:**

**Programming languages :** C, C++.

**Web Technologies :** Html and XML

**Defect Tracking Tools :** Rational Clear Quest, Bugzilla, Quality Center, ALM and Facets

**Testing Tools :** QTP, Win Runner, Load Runner, Quality Center, Test Director, Soap UI, ALM and JAWS.

**Application Tools / Software :** Rational Clear Case, Eclipse3.0, Toad8.0, VM Ware, Visual Studio, Tomcat, Putty, Winscp, Glassfish, CA Clarity PPM.

**Databases :** SQL Server, Oracle, Visual FoxPro, and MS Access

**Platforms :** Windows 98, 2000, NT, XP, W7 and Linux

**Awards and recognition:** Received several on the spot and living proof awards for client support and excellent performance. I was nominated for the best performance of the year category in the year 2012.

**Certifications: CTFL** (Certified Tester Foundation Level), **CTAL – TM** (Certified Testers Advanced Level -Test manager) from **ASTQB** (American Software Testing Qualifications Board).

**QSSI** **Baltimore, MD**

**Position: Lead Software QA** **Period: April 2015 - Present**

**MACBIS:** The purpose of MACPRO (**Medicaid and Child Health Insurance Program** - Task 2) is to automate, and thereby improve the processes used by States to submit and amend the Adult Quality Measures (AQM), Child Quality Measures (CQM), Health home Quality measures (HHQM) and Health Home State Plan Amendments (HHSPA) applications including approved Medicaid State Plans, CHIP State Plans, State Medicaid HIT (Health Information Technology Plans to CMS. The system will provide a repository for historical actions taken by the state or Centers for Medicare & Medicaid Services **(CMS)** and will support policy analysis.

**Role & Responsibilities:**

* Analyzed the business requirements and worked with the business users, functional leads and developers to make sure the system adhered to the user’s needs.
* Interacted with developers on daily basis for requirement analysis and requirement gathering, design review, testing, bug review and documentation for application developed in agile process with frequent changing requirements and features set.
* Actively participated in Grooming sessions and came up with appropriate acceptance criteria for all the stories.
* Participated in Sprint Planning meetings and estimated the stories accurately with proper understanding of the application.
* Peer reviewed Integration Test Plan and 508 Test plan and suggested changes.
* Demo application to new QA members and train them on JAWS tool, ALM and JIRA.
* Manage and mentor a team of testers to execute test cases at various phases in the test lifecycle.
* Written Test strategy, Test scenarios and reviewing the test cases and test scripts and approving the same.
* Participated in retrospective meetings actively suggesting great ideas to improve the scrum process to achieve better results.
* Worked closely with the Scrum masters for the bug fixing, bug retesting and replication issues.
* Proactively came up with innovative methods to improve software quality, test coverage efficiency and regression coverage.
* Point of Contact for UAT testing issues and actively responded to the customer issues which were escalated to QA in situations where the customers were not familiar with the new application.
* Verifying Bug reports and updating/posting the bugs in bug tracker Atlassian JIRA™ the Professional Issue Tracker.
* Conducting status calls and reports the project status.
* Effectively delegate, schedule and prioritize testing tasks to be completed by the team while ensuring completion of own tasks.
* Involved in all stages of testing process–development of Test Plan and Test cases based upon requirements for Functional Testing, Regression Testing, Integration Testing, and support for User Acceptance Testing (UAT).
* Prepared assignments for Regression team and conducted daily status call for the regression testing progress.

**Environment:** JIRA, HP ALM, UTF, RedHat Linux, JBOSS, EIDM, CMS Portal, BDC Cloud Setup, Java, Oracle, SharePoint, Appian, XLC.

**FISERV Corvallis, Oregon**

**Position: Lead Software Engineer (QA) Period: Aug 2008 – April 2015**

Acumen is the newest account processing solution available for large, forward thinking credit unions. It has all the features (a one stop shop) for a credit union to perform the business with their members. It has 3-tier architecture (Presentation, Business and DB Layer). Features are categorized into different tabs such as Customer, Teller, Lender, Batch processing, and Configuration. It also supports IVR, Online Banking, ATM and Shared Branching.

I was involved in testing various functionalities in Acumen project including Tax forms, CUNA Insurance Processing, Individual retirement accounts (US) like Traditional, ROTH, SEP and ESA Plans, Registered Savings products (CA) like RRSP,RRIF, LIF etc., Savings Bond Redemption, Shared Branching, Stop Payments, Automated Holds, ONUS Checks, Interest deposit accounts Tax receipts like 1099INT, 1099OID, 1098, 1099C, IRS transmittals files, ACH In clearing, Schedule transfers, Different Teller Transactions and Loans approvals & disbursals

**Role & Responsibilities:**

* Reviewed requirement assessment with Product Analyst and customers to determine adequacy of Requirements and guarantee that they are testable and resolved any requirement insufficiency.
* Analyze impacts of requirement changes and oversee effective change management.
* Create and present test estimates to project management team.
* Work with System Admin and/or Test Manager to ensure infrastructure is in place for the team.
* Coordinating onshore and offshore testing team members.
* Support Test Manager in providing guidance, training and mentoring to Quality Assurance and project teams.
* Conducting status calls and reports the project status.
* Writing Test strategy, Test scenarios and reviewing the test cases and test scripts and approving the same.
* Effectively delegate, schedule and prioritize testing tasks to be completed by the team while ensuring completion of own tasks.
* Involved in all stages of testing process–development of Test Plan and Test cases based upon requirements for Functional Testing, Regression Testing, Integration Testing, and support for User Acceptance Testing(UAT).
* Involved in checking the balance inquiry on Master or Visa cards using IVR.
* Played key role in getting ATM – Positive Balance File (PBF) certification from PSCU.
* Tracked the progress of test case planning, implementation and execution results.
* Tested SOAP Web Services using SOAPUI.
* Extensively used SQL scripts/queried for data verification at the backend by using joins.
* Used Rational Clear Quest for tracking and reporting defects, enhancement requests.
* Expert at testing Buy/Sell, Interest deposits, checks ordering, Safety deposit box, Financial worksheet, Foreign currency exchange & CTR transactions, BSA reports, AML extracts and ID images verification.
* Thoroughly review the work done by the team members and assume ownership for the quality of the deliverables.
* Worked with CUNA Mutual for the certification of the CUNA insurance functionality and verification of Single and monthly premiums with CUNA Mutual Calc Engine. Played Product analyst role by discussing with the third party vendor frequently in identifying requirements and assisted development team in developing the full-fledged functionality.
* Worked on Amortized 30/360(FNMA) loans, Skip Payments, Payments reversals and Late charges.
* Triage client issues and provide immediate work around or propose solutions.
* Provide help to support team on production issues, UC4 Job Scheduler and validation of IRS/CRA XML Transmittals.

**Environment:** Rational Clear Quest, Rational Clear Case, Facets, Eclipse, SQL Developer, Microsoft Office, MS Excel, Win SCP, Java, Tom Cat, J2EE, VB Script, HTML,.Net, XML, SQL, Windows Server 2003, Visual Studio .Net, MS Visio, ASP, TOAD, Glassfish, Putty, Soap UI, Clarity, Win Merge, Java Script, UC4.

**EDS** Cary, North Carolina

Position: Sr. QA Analyst Period: March 2008 – July 2008

**CTS Project**

The Commonwealth has chosen to upgrade its tax system with the Comprehensive Tax

System (CTS) Project. ETM is an Expansive suite of Taxpayer management functions that

Range from necessities like recording taxpayer details and managing tax returns, to highly

Configurable processing for late payments and overdue debt, managing adjustments to tax

Obligations and Complex taxpayer relationships.

**Role & Responsibilities:**

* Analyzed Business and Requirement Specifications document.
* Created Test Strategy, Test Plans, and Test Cases in Quality Center for the Functional, Integration, End-to-End, and Regression testing.
* Defined the test conditions & Review of Test Cases.
* Extensively used SQL scripts/queried for data verification at the backend by using joins.
* Execute different SQL Stored Procedures to generate data in the Database.
* Experienced with large databases (Oracle, Microsoft SQL Server, Sybase etc.)
* Good in XML and related technologies such as XSD, JAXB, XSLT. Automation of regression testing using QuickTestPro and TSL scripts for testing functional, acceptance and limit validations.
* Assist and guide project teams to implement and document standards, procedures, artifacts, and plans consistent with QA and Test deliverables for the project team.
* Tracked the progress of test case planning, implementation and execution results.
* Involved in developing Automation strategies define and implement automation scripts using QuickTestPro.
* Managed project requirements, trace ability and artifacts using Quality Center.
* Identify the RISKS and identifying the mitigation plans.
* Coordinated work plan between project manager and client with Microsoft Project; implemented and managed migration process & developer fixes; retested fixes; scheduled and tracked progress for team members of project through completion.
* Collected test metrics weekly from the Quality Center that reflected the current status of the test execution and the state of the defects.

**Environment:** Java, C++, J2EE, VB Script, HTML, XML,SQL, QTP, Load Runner, ALM, MS SQL Server 2000, C#, Visual Studio .Net, MS Visio, Crystal Reports, ASP, TOAD, Rational Clear Quest, Rational Clear Case, SQL Enterprise Manager v8.0.

**Metavante**  Norman, Oklahoma

Position: Sr. Software Engineer (QA) Period: Jan 2007 to Feb 2008

Financial Reports & Admin Tool

The System Administration Tool allows submission, tracking, and approval of change requests made to the Endpoint Exchange Production Environment. This tool is intended to replace manual updating of the Production databases. The system will also maintain a history of all approved/rejected change requests (submitted thru this Tool) for audit purposes.

Role & Responsibilities:

* Analyzed Business requirement documents and Functional requirement documents.
* Created Test Environments/Data setup under Windows/UNIX/Mainframe technologies.
* Assisted project teams to implement and document standards, procedures, artifacts, and plans consistent with QA and Test deliverables for the project team.
* Created Test Plans and Test Cases in Quality Center for Functional, Integration, and Regression testing in UAT.
* Created and executed Manual Test scripts to verify complex system requirements and to validate new functionality.
* Executed the test cases manually in Test Lab and updated the status of the same for every build based on the status of the relevant Defects, if any.
* Executed stored procedures for different times and dates to generate data in the database.
* Extensively used SQL scripts/queried for data verification at the backend by using joins.
* Executed different Stored Procedures to generate data in the Database.
* Used Team Foundation Server to log defects and for Defect Tracking.
* Tracked the progress of test case planning, implementation and execution results.
* Performed various boundary tests as well as data validation to ensure record retrieval tests.
* Pulled defect reports from the Team foundation server on weekly basis and submitted the defect status to the managers.
* Pulled and Prepared different metrics from the Quality Center on weekly basis.
* Trained Testers on using Quality Center 9.0.
* Installed and tested web services(Status mailer Service, EpSysAdmin web app service, EpSys Admin WS, Export manager service, Import manager service)

**Environment:** .NET, SQL Server 2003/2005, SQL Enterprise Manager v8.0, VM ware Server Console, Rational Clear Quest, Rational Clear Case, Microsoft Visual Studio 2005, MS Visio, Microsoft Project, IE7.0, IIS, Message Queuing, Active directory, Share point, MS office, Check 21, QACalypso, Vision IP, XVision, Web Services, TFS, X9.37, Java, C++, J2EE, VB Script, HTML, Visual Basic, C, XML, PL/SQL,JCL, Load Runner, Quality Center, MS Visual Studio .Net, Crystal Reports, TOAD.

**US BANK** Milwaukee, WI

Position: Software Engineer (QA) Period: Jan 2005 to Dec 2006

**SOLAR/EVAL:**

SOLAR Application is a large Commercial loans and Eval is a small business loans on .NET environment with SQL Server database. The scope of the SBLC Automation project is to re-engineer the existing manual processes and the current technology platforms into a seamless, electronic delivery of the entire Small Business lending Process, from loan origination through portfolio management.

**CLW** (Commercial Loan Work Flow): It is used for Loan Boarding and booking loans. Evaluation of

The Bank’s commercial loan operations and practices, determined significant efficiency gains and

cost Savings could be achieved through process improvements and systems automation.

**Role & Responsibilities:**

* Involved in Functional and Regression Testing of SOLAR/EVAL and CLW applications.
* Analyzed the Test plan, which detailed the testing scope, strategy, test requirements, and necessary resources. Suggested enhancements in Test Plan.
* Analyzed the Business Requirements document and developed Test conditions (Business Use Cases), and logged into Test Director.
* Developed Test Cases based on Use Cases, Screenshots and Wire frames.
* Conditioning data that is needed from the repository as per the front end of the application under test.
* Executed the Test cases from Test Director and logged Defects in Rational Clear Quest.
* Performed Functional Testing, Regression Testing, End to End Testing and Production Validation
* Participated in requirement and design meetings and hosted Test case review meetings.
* Participated in Daily Defect Review Meetings to review the status and resolution of Defects.
* Provide a weekly project report that includes testing metrics and status reports.
* Queried Database using different SQL statements and compared to expected data.
* Extensively used SQL scripts/queried for data verification at the backend. Reported bugs and interacted with developers to resolve the problems.
* Worked in CICS IT(Mainframe) and UAT regions to validate the data on the Application.
* Pulled different metrics from the Test director and submitted for the reporting to the Management.

Environment: .NET, Oracle9.x, SQL server, Test Director 8.0, Rational Clear Quest, Rational Clear Case, Rational Test Manager, MS Visio, Microsoft Project, IE6.0, NN4.7, Lotus Notes, MS office, MVS 9000, TSO/ISPF, CICS0, IBMDB2, CICS, Java, C++, COBOL, J2EE, VB Script, HTML, Visual Basic, .Net, C, XML, PL/SQL, Win Runner, Load Runner, Visual Studio .Net, MS Visio, Crystal Reports, ASP.

**CIGNA Heath Care** Location: Wilmington, DE

Position: Software Engineer (QA) Period: Jan 2003 to Dec 2004

**Role & Responsibilities:**

* Developed Test Plan/Test Cases and executing test cases and test scripts for EDI 271, 834,835, 837 and 999 in Test Director 8.0.
* Responsible for setting up the standards and procedures for the preparation of test plans, test cases and their smooth execution throughout the company.
* Provided technical leadership and mentoring to team members.
* Responsible for on-schedule testing of features for PMO/HMO online insurance protocol.
* Reviewed solution specifications detailing product functionality.
* Ensured test case design and execution methods were technically sound.
* Continually increased the complexity of functional, performance, and stress tests.
* Testing validates code set values for HIPAA mandated codes,EDI 837,820
* Solid Testing background on EDI Codes
  + - EDI 271 - Eligibility, Coverage or Benefit Information
    - EDI 834 - Benefit Enrollment and Maintenance
    - EDI 834 - Transaction-Benefit Enrollment and Maintenance document.
    - EDI 835 - Health Care Claim Payment/Advice
    - EDI 835 - Health Care Claim Payment and Remittance Advice. It has been specified by HIPAA 5010 requirements for t...
    - EDI 837 - Health Care Claim
    - EDI 999 - Implementation Acknowledgment
* Performed hands-on testing for complex features.
* Analyzed defect queues for duplicate or inaccurate categorizations.
* Reported test status in cross-functional meetings.
* Researched problems with application server, database and operating system setup.
* Identified areas to improve testing efficiency.
* Developed new testing approaches to accommodate tight schedules and resource constraints

**Environment:** PBM, RxClaim Adjudication, PHMS, AS/400 systems, ASP, Visual Basic 6.0, JavaScript, VBScript, HTML, COM, DCOM, Java, JSP, IIS, Web Logic, EJB, PL/SQL, Oracle 8.i, Windows2000/NT/98 & 95, IE 5.5/5.0/4.0, Netscape Navigator4.76/4.74, Visual Source Safe, Win Runner 6.02/6.0/5.0, Test Director 7.ix/6.0, and Load Runner 6.5, Rational Suite Test Studio, Rational Robot, Rational ClearQuest/ClearCase/Medicare Part D, PBM, SQL/DB2,CIGNA CBOR, DB2, MVS, Test Director, HIPAA ,Developer/2000 (Forms 4.5/5.0, Reports 3.0/2.5), PL/SQL 2.3, SMARTDB Tool.