**Sriharsha Kottapalli**

**Summary:**

* **8** years of experience in Quality Assurance for the Client-Server, Web-based and ERP applications on various domains like Financial, Insurance, Retail, Logistics/Supply Chain and Telecom.
* Seasoned QA professional with expertise in Manual Testing / Automated Testing
* Experience in testing Web-based / PC-based / E-commerce and Client-Server applications on different environments.
* Strong knowledge of Software Development Life Cycle (SDLC), Testing Methodologies and Techniques.
* Strong experience in developing Test Plans and Test cases using requirements and design documents while specifying Testing Overview, Approach, Strategy, Scope, Roles and Responsibilities.
* Expertise in performing different types of Testing: Functional, Integration, Performance, Regression and User Acceptance Testing (UAT).
* Strong experience in Database/Backend testing using MSSQL Server, Oracle, RDBMS and SQL queries.
* Good experience in both black box testing and Gray box testing
* Hands on experience in writing complex SQL queries to test the data accuracy.
* Good experience in VB script and automation infrastructure development.
* Good experience in using QTP integrated Environment (Step generator, synchronization, Actions, Recovery scenarios and methods etc.)
* Experience in Descriptive programming using QTP.
* Knowledge of Load Runner.
* Participated in the Review meetings, interacted with the Developers and discussed technical problems and reported bugs.
* Excellent interpersonal and customer relational skills. Proven communication, presentation skills, self-starter, goal oriented and leadership qualities.

**Technical Skills:**

Operating Systems: Windows 95/98/NT/2000/ME/XP/Vista, MS DOS

Web Technologies: HTML, ASP, FrontPage, Flash, 3D Studio Max

Languages: C, C++ (OOP), SQL, Visual Basic, Java script, Shell script

RDBMS: MS SQL Server, MS Access, Oracle 10.x, Oracle SQL Developer

Document Tools: MS Word, MS Excel and MS Power point.

Testing Tools: JIRA, Visual Studio, Quality Center 11.0, QTP 11.0, Load Runner 9.5, Web Application Stress Tool, Test Director, Toad

Platforms: J2EE, .net

**Education:**

Masters in Engineering, Engineering Management, Eastern Michigan University **2008**

**Professional Experience:**

**WAHBE-Olympia-WA 05/2013-Till Date**

**Lead QA Analyst**

Washington Health Benefit exchange (WAHBE) is a key provision of the Affordable Care Act that creates a new marketplace to offer health benefits to individuals, families and small businesses. It works in close coordination with other state agency partners, including the Health Care Authority (Medicaid), Office of the Insurance Commissioner and the Department of Social and Health Services.

**Health Plan Finder:** As part of national health care reform, the Washington Health Benefit Exchange is creating Washington Healthplanfinder – an easily accessible, online marketplace for individuals, families and small businesses in Washington State to compare and enroll in quality health insurance plans and access important cost savings.

**Responsibilities:**

* Analyzing the Business Requirement specifications and preparing the testing scenarios and strategies based on the same.
* Coordinate with Development team and business team to ensure new production releases meet Acceptance criteria.
* Used agile methodology to ensure the new features meet the customer requirements and acceptable quality assurance standards.
* Identify potential issues in QA environment and maintaining them in JIRA and HP ALM/QC.
* Reporting to the manager about the project status and addressing the key issues.
* Responsible for test case creation and execution.
* Conduct and/or participate in peer reviews of test cases
* Oversee the creation and maintenance of test data
* Defect tracking and management with tools like JIRA and HP ALM/QC.
* Communicate defect issues to the development team
* Worked with different track leads for testing different tracks like Eligibility, Medicaid, Child Support, Enrollment, Finance, Plan Management and SHOP.
* Comprehensive understanding of Curam Case Management functionality and business process
* Understand the gap between the Curam Out-of-the-box functionality and state requirements.
* Participated in creating Test Plan, created test scenarios and Test Cases to depict the flow of Enrollment and Eligibility based on number of HH and FPL income for projects like Periodic Data Mapping and Curam upgrade.
* Monitor and control UAT issues and risks in coordination with the UAT Project Manager
* Plan and manage execution of UAT activities with the UAT Track Leads and UAT Project Manager
* Assist the UAT Project Manager on definition and estimation of UAT project schedule tasks, deliverables, and milestones
* Review, document and update the QA processes and standards
* Involved in User Acceptance testing and End to End testing using different browsers like IE, Mozilla Firefox and Google Chrome.
* Actively involved in reviews of automated test scripts, maintenance of test scripts as per changes and updates in the application.
* Created Automation Framework (data driven), automated test script Review Checklist and Automation Guidelines and Standards.
* Worked on 820 and 834 EDI file testing and validation.
* Performed Black Box Testing like GUI, Functional testing, Data Driven Testing, Regression Testing and Backend Testing.
* Involved in SOA testing validating XML request and responses.
* Involved in Adobe LiveCycle Applications testing.
* Involved in Automation Environment setup using Selenium.
* Involved in regression testing using Selenium.
* Involved in Child Support System and Welfare’s Eligibility automation.
* Data validation and backend testing using SQL queries in the Toad.
* Document, implement, monitor and enforce all the process and procedures for testing is established as per standards defined by the organization.
* Execute and maintain test scripts and create deliverables as per standard.
* Involved in regression testing and sanity testing.

**Environment:** JIRA, Visual Studio 2013, IBM Curam, Oracle SQL Developer, Sage, Selenium IDE, Internet Explorer, Google Chrome and Mozilla Firefox (front-end browsers), Java Script, HTML, XML, MS Office 2013.

**Nielsen-San Diego-CA 01/2012-04/2013**

**Automation Lead**

The Nielsen Company is a leading global information and measurement company which provides retail market research, insights & data about what people watch & what people buy. Handled Onshore/Offshore model and involved in multiple projects and different applications.

**MarketPlace:** Nielsen MarketPlace is a single, comprehensive online resource for your marketing analysis needs. Designed specifically for marketing managers, field experts and casual users who need immediate answers to their marketing needs, Nielsen MarketPlace provides a simple, logical means for you to gain quick answers to your marketing questions.

This robust on-line offering focuses on more than just demographic reports and maps. Customer analysis, Business to Business marketing and advanced location analysis can be accomplished at any time.

**CPL (Claritas Product Line):** This market analysis application collects and enhances data collected from different sources for giving bull’s eye solution to customers. Nielsen Consumers CPL (Claritas Product Line) is based on Nielsen ongoing projects Spectra and Nielsen Segmentation and Local Market Solutions. Spectra is the world leader in enabling clients to identify their most strategic consumer targets for tactical marketing execution and retail channel development. Nielsen Segmentation and Local Market Solutions provide companies with marketing research demographic data, marketing software and market segmentation services. CPL is empowered with the features of both Spectra and Nielsen Segmentation and Local Market.

**Responsibilities:**

* Actively involved in all aspects of the pre-testing phase such as establishing hard freeze dates, deciding the test strategy, setting up the hardware and software for the test team etc.
* Analyzed business and system requirements. Prepared test scenarios, test plans and test cases.
* Setup and configured QA environment. Performed manual and automation testing.
* Created automated test scripts using Quick test professional.
* Created templates for the automation testing and integrated HP ALM/QC with QTP for test script execution.
* Created automated test scripts for both smoke and regression suites using QTP.
* Reviewed Functional Requirement Specifications and Software Design Documents for the application.
* Created Test Plans and Test Procedures for the various functional Modules in the application.
* Test plan document was prepared based on IEEE 829 standards.
* Conducted Smoke, Functional, Regression and Integration testing of the applications.
* Tested the GUI of the application comparing to the standards.
* Involved in module testing and integration testing.
* Reported the bugs to Developers through Modification Requests (MR) using Quality Center.
* Investigated bugs and interacted with developers to resolve technical issues.
* Attended Daily/weekly defect report meetings and presented progress updates.
* Participated in the conferences, set up to coordinate both offline and onsite resources.

**Environment:** Quality Center 11.0, Quick Test Professional 11.0, Internet Explorer and Mozilla Firefox (front-end browsers), Java Script, HTML,VB Script, MS Office 2013.

**JP Morgan Chase-Newark-DE 04/2011-01/2012**

**Sr Automation Analyst**

JP Morgan chase is one of the leading global financial services firm in investment banking and financial services. Handled multiple projects for Home Lending a LOB which is a part of mortgage banking technology.

**The Home Affordable Modification Program (HAMP):** This program is designed to help financially struggling homeowners avoid foreclosure by modifying loans to a level that is affordable for borrowers now and sustainable over the long term. The program provides clear and consistent loan modification guidelines that the entire mortgage industry can use.

**Retail Shared Interface (RSI):** A stateless middleware application that enables web-based client (front-end) applications to easily interact with Chase’s various host (back-end) applications. RSS uses a synchronous request/reply interaction model that enables a Client to send a single request message to RSS and immediately receive a single response message. RSS is stateless, which means that one transaction does not know about any other previous or concurrent transaction. RSS utilizes Services to process requests and responses

**Responsibilities:**

* Participated in BSD & TSD review meetings.
* Prepared Test Plan, Test Cases and Test Procedures using Business requirements document and Functional requirements document of the system.
* Test plan document was prepared based on IEEE 829 standards
* Involved in performing Functionality testing, Validation testing, Negative and Positive testing.
* Generated the SQL Queries to retrieve the data from databases for validation testing.
* Executed Data driven testing to test application with unique Test Data set.
* Performed smoke test after each and every code drop.
* Performed End-to-End testing after bug fixes and modifications. .
* Generated XML files for testing data transfer from vendors to the client.
* Conducted White Box testing for the ORACLE stored procedures, triggers and packages.
* Used Soap UI for request and response XML's for data validation.
* Involved in Loan processing and loan modification.
* Interfacing with developers to resolve the technical issues.
* Actively participated in the test case review sessions with Business.
* Involved in Loan processing of the loans sent by government every quarterly and modifying them according to HAMP guidelines.
* Created End to End test scenarios and presented to the business owners for sign off on the entry criteria.
* Worked extensively with SQL, PL/SQL and TOAD to test the data from databases for validation testing.
* Created Traceability Matrix between Requirements and test cases.
* Involved in preparing Automation framework and developed Automation Test Suite necessary for regression testing for the new builds using QTP.
* Tracked the defects using HP ALM/QC and generated Defect Summary Reports.
* Validated resolved defects as part of regression testing.
* Cross coordinated with Developers and Business owners to get the issues resolved.

**Environment:** Windows XP, Visual Studio, J2EE, Java, JSP, Apache, SQL Server, HTML, XML, Quality center10.0, Quick Test Professional10.0, DB artisan 8.7.3, MS Office 2007, Passport 6.5.1

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**JP Morgan Chase-Newark-DE 06/2010-03/2011**

**Sr QA Analyst**

JP Morgan chase is one of the leading global financial services firm in investment banking, financial services for consumers, small business and commercial banking, financial transaction processing, asset management, and private equity. The chase credit card services offers different consumer and business credit cards through different channels like Internet, Retail, Server to server and call center through different applications. Working as a QA Lead and responsible for different application models based on web-based and Client-Server application device oriented projects with partners like Amazon, Sears, and Best buy.

E-application capture: The main purpose of this project is to host the instant credit Client-Server oriented application. This is a Server to server device models allows customers to submit applications and get approved with instant credit.

**Responsibilities:**

* Involved in pre-testing that included review of the functional requirement document for developing test plans and test cases.
* Analyzed web applications, documented detail test plans, test cases and expected results based on the business functional requirements.
* Conducted walkthroughs with the team reviewing the test plans and test cases for team input.
* Set schedule estimates, timelines, milestones for the task identified.
* Formulated UAT Test Plan and UAT Test Cases in Quality Center as per the project milestones.
* Tested website features, client server applications(E-comm), running applications, planning and managing test activities, defining features of the applications, defining test approaches, and testing risks.
* Selected and utilized appropriate tools to manage test processes, validate results, and perform various levels of testing.
* Based on project complexity level provided estimates for QA effort after project brief review.
* Part of Requirement Review Meetings and provided feedback to Business Analyst to clarify ambiguous requirements for testing purpose.
* Created Test Data Criteria for every new upcoming project.
* Define Test Strategy and communicated with team on QA's testing approach.
* Extensively involved in transferring User requirements to Test scenario to cover maximum functionality in strict timelines.
* Developing and writing Test Plans based on requirements.
* Distributes Test Plans to Copy writers, copy editors, Testers and Client Service Managers.
* Collects feedback from testers and analyzed Tests Results.
* Log issues in Mantis with appropriate Priority and Severity for development.
* Update Client Service Managers and higher management on testing effort.
* Planning, writing and executing Test Cases. .
* Validate Web Service calls results with QA’s defined Test Data criteria.
* Automated GUI functionality testing using QTP.
* Worked with Object repositories, functions, data tables and descriptive programming in QTP.
* Created Data driven tests for multiple sets of data using QTP and for repetitive tasks.
* Performs Functional, Regression, System and Integration Testing.
* Inserted database checkpoints using SQL queries to validate the backend testing on the application on SQL Server database.
* Tests the applications on different versions of industry standard A-grade browsers Internet Explorer, Mozilla Firefox, Chrome and Safari.
* Updates existing standard Test Plans for Initial, Confirmation, Reminder, Follow-up customer emails in industry standard web and client based Email servers like Gmail, Yahoo, Hotmail, AOL, Outlook and Lotus Notes.
* Working closely in the Review meetings with Business Analyst, Product Managers and Developers.
* Coordinating with the Development team and offshore team for defect analysis.
* Performs Regression Testing to ensure that no defects are introduced from changes made during and between test cycles.
* Managed and delivered multiple projects on timely manner.
* Monitored client’s Testing Results.
* Coordinated with the developers and Client Service Managers on Defect status on regular basis.

**Environment:** Windows XP, Visual Studio, J2EE, Java, JSP, Apache, SQL Server, HTML, XML, Quality center, Quick Test Professional, MS Office.

**The Lacek Group – Minneapolis – MN 02/2009 – 05/2010**

**QA Analyst**

As the Loyalty Marketing Practice of OgilvyOne Worldwide, The Lacek Group specializes in retention marketing and loyalty programs that allow their clients to preserve, protect and grow the value of their best customers. The Lacek Group demonstrate their expertise by devising customized and data-driven concepts, results-driven creative, innovative marketing strategy and smart interactive solutions, while proving our can-do attitude in every measure. Being first QA Analyst expert at company, helped define QA processes, templates, strategies, conducting User Acceptance Testing and find suitable resources for other portfolios, which will best suite agency’s fast paced and dynamic environment.

**Responsibilities:**

* Understand the business requirements and develop test cases to test the complete functionality of the application
* Involved in interaction with the end users along with business analysts and the team mates for better understanding of the business requirements
* Involved in writing Test Plan that detailed the testing scope strategy, hi-level test requirements and necessary resources
* Closely interacted with business analysts, designers and software developers to understand application functionality and navigational flow
* Performed Positive and Negative Testing as per the requirements
* Performed Regression, Functional, System, integration, Interface, Front-end, Back end, Negative, Positive and User Acceptance Testing
* Participated in Manual Testing and Automation Testing.
* Use QTP for automation testing.
* Executed functionality testing to make sure that application works according to functional specification
* Tested Web services as a part of functional testing
* Performed Security Testing as per the requirements
* Writing, maintaining and updating Test Documentation’s for various stages of testing for reference and auditing purposes
* Executing SQL Queries for Database testing
* Analyzed user requirements, attended Change Request meetings to document changes and implemented procedures to test changes
* Responsible for updating existing Test Cases against the change of requirements
* Created and performed Compatibility Testing procedure
* Coordinating with the Development team for defect analysis
* Interacted with business analysts and system analysts in resolving the problems
* Performed issue wise testing(functional and regression)
* Prepared test data using test scenarios for functional testing as documented in the test plan
* Gathered requirements for UAT as per end users requirements
* Performed User Acceptance Testing (UAT)
* Responsible for weekly status meetings showing progress and future testing efforts
* Documented and tracked test scripts, test results, test analysis; reported the defects using HP Quality Center and discussed with developers to resolve technical issues

**Environment:** Cold Fusion, Java, HTML, CSS, Mantis, Flash, Lotus Notes 6.5-8.5, Outlook 2003-2007, Litmus Tool, SharePoint, IE 6-8, Quality center 9.2, Firefox 3-3.5, Chrome 3.0, Safari 3.0-4.0, MS SQL , Lotus Notes, Windows XP/Vista, Mac 10.x, MS WORD, MS EXCEL, QTP 9.5