# Sandhya Daggubati

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**Professional Summary**

* Over 8 years of Experience in Software Quality Assurance and Software Quality Control
* Experience working in Waterfall, V-Model and Agile Environments
* Experience in all phases of Software Development Life Cycle (SDLC) and Software Testing Life Cycle
* Expertise in preparing Test documentations during Test Planning, Test Design, Test Execution and Defect life cycle
* Expertise in Version control and bug tracking tools like CVS/Rational Clear Case, Quality Center, Rational Clear Quest, JIRA
* Experience in performance of build validation and verification, ad-hoc (Exploratory), cross-browser, user interface testing
* Expertise in manual and automation testing of web-based Applications.
* Extensive work experience in designing test plans, developing test cases, analyzing defects and involving in test closure activities
* Engage with business analysts and developers to gather testing requirements
* Flexible and resourceful, applying strong organizational, time-management and planning skills to deliver projects on time
* Planning and estimating the test efforts on each milestone from test development stand-point.
* Track and report upon testing activities, including testing results, test case coverage, required resources, defects discovered and their status, performance baselines, etc
* Attend daily and weekly review meetings and client conferences
* Identify risks and suggest contingency plans, monitor and control changes
* Estimating, planning and tracking of all the Quality Assurance and Quality Control activities.
* Have excellent analytical, problem solving, communication and interpersonal skills, with ability to interact with individuals at all levels.

**Education**

Master’s Degree in Computer Applications from Nagarjuna University, India

Bachelor’s Degree in Computer Science from Nagarjuna University, India

### Technical Expertise

**Operating System** Solaris8 and 9, UNIX, Linux, Windows, CentOS, Red Hat, Kali Linux

**Languages** C, C++, Java, C#, HTML 5,

**Databases** Oracle 11i, MS SQL Server 2005/2008, MS Access, MySQL, DB2

**Web/ Application Servers** Windows Server 2003/2008, Tomcat, Apache, Nginx

**Tools & Utilities** Win Runner,BugTraq, CVS, Quality Center, Quick Test   
Professional, Test Director, Bugzilla, JIRA,HP ALM, Team Foundation Server(TFS), Excel Spread sheets, Rational Clear Case, VersionOne, Rational Clear Quest, Rational Robot, Rational Quality Management, Selenium, TOAD, and SoapUI.

**Domain Knowledge** Finance, Banking, Health Insurance, Retail

**Work Experience**

**Senior QA Analyst, Mississippi Department of Employment Security, Jackson, MS January 2016 to Till Date**

Project Description

MDES modernize the current UI Benefit systems that will maximize services to all customers while streamlining internal MDES, RIDOL and MDOL process will replace the UI Benefit and Tax systems (Benefit Payments, Benefit Payment Control, Appeals, UI Technical services, local office operations, Tax and Wage Reporting, Collections and Audit) by customizing a single “Base System” that support all of the standard UI functional processes. The basic objective of this project is to redefine how all three states interact with its customers and the system. Creating a customer-friendly system will meet the public demand for new, more responsive, and expanded services. Renovation includes the advancement from predominantly non-relational to relational database, batch to real-time updates, paper to Browser-based user interfaces and mainframe computing to an n-Tier technical architecture. Unemployment Insurance (UI) is a program designed to ease the economic burden of unemployment by providing a temporary source of income for individuals who are unemployed through no fault of their own. The project aims at providing tools to support the unemployment insurance services for Employers. Using these tools the employers can register their business, register third party agents.

Roles and Responsibilities

* Responsible for Planning, Design, and execution of tests for Intake of Claims, Weekly Cert & Appeals Module in a distributed environment
* Participate in review meetings to ensure that engagement work
* Products and deliverables are of the highest quality
* Maintained Requirement Traceability matrix for use cases
* Prepare Root Cause Analysis Report for the management
* Worked with business team to test and validate the reports for accuracy
* Ensure all deliverables are tracked and provided on time and on budget
* Had utilized Quality Centre, Rational Robot, Rational Clear Case and Clear quest
* Wrote SQL scripts for validation of table load, joins and lookups
* Performed Data mapping tests extensively by using SQL queries
* Manually Performed Back end testing extensively using SQL queries.
* Performed Interface Testing -web service Both SOAP and REST using standard SOAP-UI Tool.
* Performed Automated Application testing using I-macros plugin which is open source and easily and flexible to use.
* Performed Batch Testing on Linux, involving Quartz scheduler & simple Linux commands.

Environment: RQM(IBM Rational Quality Management), Java, IBM iSeries, DB2, Siebel, Load Runner, TFS, VMWare, Mobile Testing (IOS & Android) DB2, TFS, HTML5, CSS3, Linux, Web Services(SoapUI 5.2.1), I-macros KALI Linux.

**Senior QA Analyst, Blue Cross Blue Shield, Jackson, MS April 2015 to Dec 2015**

Project Description

The BHMS project is aimed to provide a better integrated and communication system with regard to the members and providers. The project goal is to improve the member’s overall health, increased accountability, demonstrate case results and provide access to member’s biometric information.

Roles and Responsibilities

* Analyze and dissect system requirements and technical specifications to create and execute test cases for application modules
* Working closely with business analysts to develop test specifications
* Build test cases to rigorously test product functionality
* Develop automated testing systems using commercial tools, scripts and data set.
* Participate in all aspects of testing, including functional, regression, load and system testing.
* Test new applications, with or without the use of formal test cases/scripts
* Plan, document, evaluate and track testing results to ensure system applications are free from defects
* Data validations and Backed Testing in DB2 and SQL server databases
* Member and Provider XML verifications
* Ensure compatibility and interoperability of all systems through effective testing processes.
* Coordinate and support user acceptance testing processes and end user reviews.
* Assist the development team in debugging and replicating issues
* Test Internet and client server applications against specifications and documentation
* Actively participate in walkthrough, inspection, review and user , group meetings for quality assurance
* Participate in production implementation verification and being accountable for validating system quality
* Performed Regression testing by using Selenium IDE.

Environment: Java, Java Script, SQL Server, Web Services, Oracle, DB2, TFS, Bugzilla, Selenium IDE, HTML5, CSS3

**Senior QA Analyst, CitiFinancial-Tampa FL March 2013 to March 2015**

Project Description

The scope of the project was to upgrade their existing web-based loan application process to integrate with the IVR system in an agile environment. This would provide a user-friendly automated telephone self-service system for a variety of customer needs.

Roles & Responsibilities

* Responsible for the development of test strategies, test plans, test schedules, test scenarios, and test cases to ensure accuracy and quality of design and functionality to conform to company standards and business requirements.
* Utilized functional and technical specifications, user stories, entity relationship diagrams, and other supporting documentation to develop detailed test scenarios and test data.
* Executed unit, functional, regression, interface, system integration, User Acceptance testing.
* Test SOAP and REST web services using SOAPUI web service testing tool
* Tested Application on LAMP (Linux ,Apache, MSQL, PHP) stack environment
* Created Entity Relationship(ER) diagrams to the proposed database.
* Created database objects such as tables, views, stored procedures, triggers etc.
* Maintain referential integrity, domain integrity and column integrity by using the available options such as constraints etc.
* Successfully completed project on web page development in core java.
* Develop block diagrams and login flow charts for core java.
* Executed the test cases and logged the defects in Quality Center(QC)
* Develop core java program complying with coding standards defined by technical management.
* Participate discussions involving the application creation and understand requirements and provide the back end functionality for the application.
* Identify columns for primary keys in all the tables at the design time and create them.
* Be able to take a finished design from a wireframes, and create a functional presentation using HTML, CSS, and JavaScript.
* Build UI features in JavaScript utilizing RESTful JSON APIs
* Be aware of new and emerging front end technologies.
* Developing interactive page feature using javascript libraries and custom code.
* Written scripts to export defects from Team Foundation Server (TFS) to Quality center.
* Tested UI built on Bootstrap framework and JQuery
* Trained business customers on the testing process to assist with execution of testing procedures.
* Assisted business customer with product issues and technical solutions as they relate to testing, training and quality control.
* Prepare automation scripts in Selenium WebDriver
* Created the UI locators, test data, business actions and test suite
* Designing Automation Framework and implementing Automation framework
* Debugged the scripts and executed and Managed automation test scripts using selenium
* Working with open source tools selenium, TestNG, Junit and Eclipse.
* Provided Daily and weekly status reports to the Test Lead

Environment: Linux, Apache, PHP, SQL, Java, Java Script, Web Services, Oracle, DB2, TFS, Quality Center, Selenium, SoapUI.

**Senior QA Analyst, BlueCross Blue Shield of Minnesota April 2011 to February2013**

Project Description

BCBS Consumer Portal is built on the IBM Web Sphere Portal framework and will take advantage of built in capabilities. Customers will be able to register to the portal and will have the access to the new additional functionalities targeted in security, claims, spending-accounts, pharmacy components, benefits and accumulations systems.

Roles & Responsibilities

* Analyzed business processes and work flows and identify key areas concerning application functionality and behavior
* Used traceability matrix to verify the test cases are in sync with user stories and technical specs
* Automation and Manual Testing for various aspects of the system
* Performed System, Integration and User Acceptance Testing
* Verify and validated the HIPPA EDI 837/835 transactions according to test scenarios.
* Validated CPT, HCPCS, and ICD 9 code sets from Data Flat files to support configured benefit plan building.
* Integration Testing between Internal and 3rd party applications.
* Executed the test cases and logged the defects
* Contribute to application related integration and testing strategies and procedures.
* Review integration and testing strategies and procedures and deliverables
* Conduct testing for all new and modified equipment, software and services, including system, performance and integration testing and other testing activities as specified in the procedures Manual and specific test plans.
* Developed test plans and test cases for implementation for new EDI (HL7 and X12) interfaces.
* Analyzed and tested HIPAA 4010 and 5010 standards for 837P EDI X12 transactions, related to providers, payers, subscribers and other related entities.
* Written DB2 queries and execute shell scripts in Linux environment
* Validated the Enrollment data in the Mainframe datasets
* Retrieve customer information using CICS screens
* Running Control M Jobs in Main frames
* Involving in Functional testing, End to End testing and Regression Testing
* Tested SOAP and REST web services
* Create functions to provide custom functionality as per the requirements
* Develop reports in SQL Server reporting services.
* Ensure that the code is written keeping in mind any security issues such as SQL Injection.
* Analyzed the test results and generated reports on status of defects progress
* Worked with Developers and Business Analyst in resolving the critical issues.
* Created Test data for testing in test environment
* Executed test scripts using Selenium
* Created Defect Analysis Reports for various versions/releases of the application using Clear Quest
* Developed test scripts to automate process of testing in Selenium WebDriver
* Developed and maintained automated regression test cases in Selenium WebDriver

Environment: Clear Quest, IBM Web Sphere Portal, IBM Mainframe, Unix, Linux, Java, .Net, C#, Web services, Selenium, HTML, MySQL , DB2, FTP Secure shell, Team Foundation Server(TFS), SQL, Rational Robot, Version One, MS Office

**QA Analyst, Coventry Health Care, Minneapolis, MN January 2009 to February 2011**

Project Description

Coventry Members is a web-based application used by external customers to allow them to view their policy and claim related information.

Roles & Responsibilities

* Created Test Scenarios and Test Case Design for System Testing and User Acceptance Testing (UAT)
* Conducted review meeting with Business teams to review user stories
* Identify the data requirements and get the required data from data team
* Created, managed and executed test scripts using Selenium.
* Performed UAT Testing, Regression Testing and Database Testing
* Written SQL queries to get member related information from database tables
* Executed the test cases and logged the defects in Quality Center(QC)
* Performed Backend testing in Oracle, MySQL and DB2 databases
* Involved in the full HIPAA compliance lifecycle from GAP analysis, mapping, implementation, and testing for processing of Medicaid Claims
* Improved processes through continuous controlled experimentation
* Make decision based on long term improvement
* Update or create standardized processes to reduce variation and waste and promote continuos improvement.
* Coordinated UAT activities and participated in daily scrum and defect triage meetings
* Used HP Quality Center(QC) as the test management tool for requirements coverage, test plan, test execution, report and track the defects
* Generate defect reports to review in the daily defect triage meeting during test execution
* Worked closely with IT, Business and Development for UAT Testing needs
* Used IBM mainframe CICS environment for testing claims processing

Environment: Java, JSP, XML, Oracle 9, HTML, UNIX, Linux, Version One, SQL, Quality Center, SoapUI, Jira.

**Sr. Quality Analyst, Royal Bank of Scotland, Miami, FL October 2007 to November 2008**

Project Description

International platform team comprises of associates from Technology, Development, Testing, and Implementation practices. Rainbow segregation, separation, cutover, tactical MI, ICAD Currency Audit is the ongoing long term projects currently being worked upon. Apart from that there are various small changes projects also. The technology is mainly on mainframe batch (COBOL, JCL, PL/I, Assembler) programs and Online (CICS) applications with DB2 being the database. New functionalities are added with new programs, new fields to the online screens. Also changes are made to the existing batch programs as well as online screens as part of the project. Testing team analyses the design and write scripts on Mercury test director, do data mining using File-aid, develop SQL queries using SPUFI, batch jobs are run to verify the results updated in the DB2 tables. Results are recorded in test director and defects are logged in PVCS tracker.

Roles & Responsibilities

* Used IBM mainframe CICS environment for testing claims processing
* Developed and execute test cases, test scenarios and followed-up defects.
* Studied User Requirement Specifications (URS) and converted them to Functional Requirement Specifications (FRS) and Software Requirement Specifications (SRS) for application modules.
* Used Quality center to import test data, defects and test cases
* Performed Positive and Negative testing manually.
* Writing queries in DB2 and validating them against the API response
* Retrive customer information using CICS screens
* Conducted heavy data-driven testing using QTP
* Bug reporting, tracking and documentation on the Bug tracking System using Quality Center(QC).
* Analyzed the results of manual and automated tests
* Performed GUI/ Usability Testing
* Written shell scripts for performing Load tests on applications
* Conducted functional and regression testing using QTP
* Participated in daily defect tracking conference calls with developers, UAT and CA team
* Participated in requirement walkthroughs and creation of test plan
* Conducted Gap Analysis to ensure all Business Requirements was covered by test cases
* Performed Sanity Testing and Smoke Testing
* Involved in testing the databases using complex SQL queries executed in SPUFI
* Developed test jobs for testing needs using SAS
* Involved in the complex Rainbow program for RBS from start to end
* Wrote complex test JCL's to validate production jobs
* Tested the UI thru CICS environment
* Used Quality center to import test data, keywords, and test cases.

Environment : HP Quality Center (QC), QuickTestPro(QTP), IBM Mainframe, UNIX, Linux, MySQL, PHP, APACHE, Java, JSP, JavaScript, XML, HTML, Oracle

**QA Analyst, Hussmann, MO February 2007 to September 2007**

Project Description

Hussmann has provided innovative products and services for preserving and displaying fresh foods. It is recognized throughout the world as a leader in manufacturing, selling, installing, and servicing merchandising equipment and refrigeration systems for customers in the retail food industry.

Hussmann is dedicated to the passionate pursuit of enabling superior performance in food retailing. The project aimed at collecting customer data regarding the type of food being displayed in each of their refrigeration cases models and to match an ideal refrigeration system based on the customer needs and unmatched value for every customer.

Roles & Responsibilities

* Used Quality center to import test data, keywords, and test cases
* Developed test plan and created a data driven testing framework model
* Identified end-to-end testing scenarios and object identification
* Automated test scenarios for GUI, functionality and performed data driven testing on the application inserting different data reading from Excel
* Performed back end testing using SQL queries to access the main database
* Enhanced the QTP scripts using standard checkpoints
* Project oriented comprehensive understanding of the Unified Functional Testing and the up-gradation from QTP.
* Good exposure in VB Script fundamentals & Features
* Idea on Test automation framework implementation.
* Direct the supply chain functions of Planning, Scheduling, Procurement, warehousing and Transpiration.
* Work closely with customs brokers and carriers
* Maintain raw and finished inventory levels
* Verify and validated that importance of traceability systems in food supply chain management.
* Responsible for manual testing, functional testing and regression testing
* Excelled in finding, analyzing and also categorized the bugs based on severity and used the debug viewer to analyze parameterized values at runtime
* Environment: UNIX, Java, .Net 2.0,JSP, TFS, QC, JavaScript, Rational Clear Quest, MS-Project, Oracle 10g, SQL Server 2005, Toad, QTP