**SUMMARY:**

A Promising Career in I.T. with **9+ years**of Experience in Software Development, QA / Testing and I.T. Infrastructure in various roles as a Programmer, Senior QA Lead, Environment Coordinator. Expertise in IBM Sterling Commerce application. Hands-on Experience in Testing Applications for **Retail and IAM Domains** specialized in **POS, Order Management.** Strong Experience in System Integration, Component Integration, Regression, UAT, White box and agile methods of Test Life Cycle with Knowledge on **Big Data, Mobile & Cloud based Testing.**

* Experience in Various domains including **Retail, ecommerce, Identity & Access Management**
* Hands-on experience in using **IBM Sterling Order Management System (OMS)**
* Hands-on Experience in  Configuring Order Modifications, Order Creation, Order Fulfillment using Sterling Smarter Commerce
* Experience in Flexible Fulfillment Functionalities.
* Experience in preparing **Test Strategy Management Plans ( TSMP)**
* Experience in writing **UNIX scripts**
* Experience in Various Versions of**Windows**, **UNIX &** **Linux** operating systems
* Experience **in Creating and Managing Enterprise Test Environments**
* Experience in **Triaging and Resolving** Environmental / Technical Issues
* Knowledge in Mobile Technologies Apple iOS & Android
* Managed QA teams of eight or more test engineers.
* Experience in performing Penetration Testing.
* Experience in **Ecommerce** Domain through **Lowes.com**
* Expertise in writing & Reviewing **Test Plans**, **Test Scenarios**, Test Cases
* Hands-on experience in writing and execution of **SQL queries**.
* Experience in Databases **DB2, Oracle, SQL Server**
* Hands-On Experience in Test Management Tools like**HP ALM, HP** **Quality Center, Test Director**.
* Experience in using Test Automation Tools **Selenium, Junit, Cucumber**
* Hands on with RESTful API and SOAP UI web services
* Hands on with Defect Management Tool **Bugzilla**
* Experience in Virtualization Technologies like **Microsoft RDP, Citrix Servers, VMware**
* Experience in **Authentication and Authorization, Cryptography Methods**
* Experience in usage ofRSA Tokens, Key Fobs, Digital Certificates, RSA Authentication Manager
* Experience inusageof Cards in Retail Systems such as Gift Cards, Credit Cards and Rewards **etc.**
* Good Knowledge in Java Technologies
* Good Knowledge on **VPN, SSL, TCP/IP**, Routing and Switching Concepts
* Good skills in **Team Co-Ordination, Management**and**Mentoring**
* Good team player with **excellent** **communication** skills, quick learner and **self-starter**

**TECHNICAL SKILLS**

Languages : C, Java, HTML, XML

Operating Systems : Windows (Various Versions), UNIX, iOS

RDBMS : SQL, Oracle, PL/SQL, DB2

Document Tools : MS Office Suite

Test Automation Tools : Selenium, Cucumber, Junit, Jenkins, Jira

Test Management Tool : HP ALM, HP Quality Center, Test Director, Bugzilla

Order Management Application : Sterling Commerce OMS 8.5 & 9.4 (DOM, COM, SOM)

Web Services : Web Methods (ESB), SOAP UI

**PROFESSIONAL EXPERIENCE**

**Client: Lowe's Companies Inc., NC USA              Apr 2015 – Till Date**

**Role:** Deployment Test Lead – SP Deployment & Release Team

**Project: Lowe's Services Platform – R7.x & Sterling Upgrade 9.4 Projects**

Project Description: R7.x is an extension of Lowe’s SP R7 Release which is part of Services Platform that handles various CR’s, PBI’s and Production Defects occurred after major release R7. Sterling Upgrade 9.4 project is another major milestone beyond R7 and R7.x in Lowe’s Services Platform with upgrade of IBM Sterling Commerce from current 8.5 version to 9.4

**Responsibilities:**

* Validating Interfaces for various applications that connects to Sterling such as Siebel, ESB, MQ, Data power, Mainframes, Click etc.,
* Perform Pre and Post Build Verification Testing (Smoke Test) during Mock Deployments before each release for all the release impacted applications.
* Configuring Sterling OMS using Sterling Console to utilize Sterling SOM/COM Clients.
* Focus on any critical areas of the Release to cover in Smoke Testing
* Create and execute scripts using Seleium for all order management scenarios
* Schedule Meetings with respective App Teams to understand Technical Changes that are taking effect for the Release. (CR’s, PBI’s, Incidents etc.,)
* Support Business Teams for their validation during Mock & Go-live for a Go/No-Go decision of Release.
* Support in Setup Environment for Sterling 8.5 to 9.4 upgrade to execute Mock Deployment a smooth run.
* Participate in Environment and Change Management Meetings to understand Environmental, CRQ level changes that have impact
* Review Sterling Deployment Plan for the release and evaluate all the tasks included.
* Review Sterling Store Onboarding deployment plan as per the scheduled list of stores.
* Own and maintain the Test Environment dedicated for Mocks and build validations.
* Create and execute SQL Queries as needed during validations.
* Prepare and Execute Test Strategy, Test Plans for each release.

**Client: Lowe's Companies Inc., NC USA              Oct 2013 – Apr 2015**

**Role:** Environments Coordinator – Environments & Infrastructure Team

**Project: Lowe's Services Platform - Release 7**

Release 7 is the very Major milestone in Lowe’s Services Platform, which enhances selling mechanism from basic products scaled up to Labor Items by integrating with Siebel CRM and other existing third party applications with Sterling Commerce. The release also introduced deep linking which allows the associate to navigate between the apps through Single Sign-On

**Responsibilities:**

* Analyzing the existing Systems and architecture of Lowe's
* Perform Daily Health Checks across all R7 Project Environments
* Sterling Deployment Support for SOM (Store) and COM (Call Center)
* Triage Environmental Defects and Incidents.
* Fix Sterling Application Integration Environment Issues
* Create and execute scripts using Seleium for all order management scenarios
* Support ESB (Web Methods and Data Power)
* Preparing Stubs for XML inputs received through ESB
* Verifying and mappings and testing interfaces and setting up Environment
* Involved in writing / executing SQL Queries & Unix Scripts
* Creating dedicated QA Environment for Lowe's Testing Center
* Configuring Sterling Environment for SOM, COM, DOM, Sterling Configurator
* Configuring Interfaces for Sterling,  ESB, MQ, data power, Mainframes
* Setting up Store (Unix) Environment for Lowe's Stores for Testing
* Identifying, Reviewing and creating test cases covering all the integration points for Environment Checks

**Client: Lowe's Companies Inc., NC USA              Dec 2012 – Apr 2013**

**Role:** QA Consultant

**Project: Services Platform Release 6 (Sterling Selling & Fulfillment Implementation)**

**Project Description:** Through Release 6, Lowe’s enabled Selling using Sterling Channels across the Lowe’s Stores that are on boarded with Sterling application. Implementation of Release 6 to production involves lot of challenges including making the Store Sterling Enabled

**Responsibilities:**

* Analyzing the existing Systems and architecture of Lowe's
* Interacting with **Business Analysts & SMEs** for the requirements.
* Identifying the **Integration Check Points**.
* **Checking validity of the data in PCM, Sterling console, Configurator, COM, Database**
* Defined, maintained and delivered Test Artifacts to Client QA Architect
* Verifying mappings and testing interfaces with OMS, e-Com, Product Catalog, Warehouse, tax, billing, Pricing and Promotion systems.
* Acted as liaison between the senior management and different teams with effective presentations.
* Provided constant maintenance support for the application.
* Created Use-Cases and Business Use-Case Model after accessing the status and scope of the project and understanding the business processes : POS (Point of Sale), Merchandising, Pricing, Inventory Management, Order Management
* Executing Mainframe jobs for Store Sales / Returns
* Involved in writing / executing SQL Queries & Unix Scripts
* Creating dedicated QA Environment for Lowe's Testing Center
* Performing Deployment Testing & Backout Testing
* Instrumental in designing test scenario, test case template and approach for end-to-end testing phase.
* Coordinated with System Analysts, Dev Teams and third party Vendors for efficient resolution of open issues on testing & End-to-End test case preparation.
* Creating orders/shipments through lowes.com site, Sterling API tester and through COM.
* Checking validity of the data in PCM, Sterling console, Configurator, COM, Database Configuring Interfaces for Sterling, ESB, MQ, data power, Mainframes
* Configuring and Setting workforce management application Click Software for Lowe's Delivery
* Identifying, Reviewing and creating test cases covering all the integration points.

**Client: Lowe's Companies Inc., NC USA Jan 2012 – Nov 2012**

**Role**: Environment coordinator

**Project: Release 6 - Y090 – Lowe's Environments Management**

Lowe's Companies, Inc. initiative of **Environments Management**Team on Dedicated QA Environment for Testing , Y090 is found where Y090 is an independent Host (Mainframe) Environment which is a new LPAR for which all the other applications has to be configured accordingly to create a dedicated QA Environment for Lowe's Major Services Platform - Release 6

**Responsibilities:**

* Analyzing the existing Systems and architecture of Lowe's
* Interacting with **Business Analysts & SMEs** for the requirements.
* Identifying the **Integration Check Points**.
* Executing Mainframe jobs for Store Sales / Returns
* Setup Sterling and its integration with various Lowe’s applications
* Create a Sourcing Profile
* **Configuring Interfaces for Sterling,  ESB, MQ, data power, Mainframes**
* Setting up Store (Unix) Environment for Lowe's Stores for Testing
* Triage Technical / Environmental issues
* Identify and configuring ESB Interfaces in the environment
* Identify the scenarios that touch all the integration points.
* Reviewing and creating test cases covering all the integration points.

**Client: Lowe's Companies Inc., Mooresville, NC USA           May 2011 – Dec 2011**

**Role:** UAT Coordinator

**Project: Lowe's Services Platform SP3-R4 (Sterling Fulfillment Project)**

**Project Description:** Services Platform Release4 is Lowe’s Omni Channel Fulfillment Project using Sterling Commerce application, targeted to handle Flexible fulfillment for Lowe’s Order Management System.

**Responsibilities:**

* Studying & reviewing the **requirements.**
* Creating Test environment for interfaces such as **ESB, Sterling, MQ, and Data power**
* Interacting with **Business Analysts** for the requirements.
* Identifying the **Integration Check Points**.
* Setting up **Test Environment**with expertise in**Retail Store Systems**
* Configuring and Administering **Sterling ecommerce** for Order Management.
* Validation of Test Results through **logs**
* **Preparation of Metrics** as per Change Request from B.A's
* Allocation of Work & Co-ordination with team members.
* Reviewing**Test Cases, Test Scenarios and Defects** created by Team.
* Triage Technical / Environmental issues
* Coordinating with It Support Team at Client Site for **Environmental Issues.**
* **Troubleshooting Technical** Issues.
* Preparing & Sending **Daily Status, Dashboards** to Test Manager.
* Involved in major Enhancements which will change the way Lowes does the Business today.
* Used **CVS, vi editor** for testing and **MS Visio**, **MS word** for Documentation.

**Client: Lowe's Companies Inc., NC USA                        April 2010 – April 2011**

**Role:** QA Analyst

**Project: Services Platform Program for Lowe's Repair Services**

**Project Description:** Through this Project, Lowe’s introduced Repair Services to all the major products that Lowe’s Sells at Stores. The objective of the project is to integrate Lowe’s legacy selling POS system Genesis with Siebel CRM, Service Bench etc. third party Systems and have the visibility of the Order from the point a product is received for repair until it is delivered back to Customer after repair

**Responsibilities:**

* Studying & reviewing the **requirements.**
* Interacting with **Business Analysts** for the requirements.
* Identifying the **Integration Check Points**.
* Coordinating and Gathering inputs from **Vendors**for Integration Check Points
* Setting up **Test Environment**
* Validation of Test Results through **logs**
* **Preparation of Metrics** as per Change Request from B.A's
* **Configuring Sterling Environment for SOM, COM, DOM, Sterling Configurator**
* Allocation of Work & Co-ordination with team members.
* Reviewing**Test Cases, Test Scenarios and Defects** created by Team.
* Coordinating with It Support Team at Client Site for **Environmental Issues.**
* **Troubleshooting Technical** Issues.
* Preparing & Sending **Daily Status, Dashboards** to Test Manager.
* Involved in major Enhancements which changed the way Lowes does the Business today.
* Used**CVS, vi editor** for testing and**MS Visio**,**MS word** for Documentation**.**
* Got appreciation from Client couple of times for prompt action.

**Client: Lowe's Companies Inc., NC USA               April 2009 – March 2010**

**Role:** QA Analyst

**Project:** **Credit Expansion Program**

**Description:** Through this project, Lowe’s Introduced Lowe’s branded Credit Cards that are partnered with GE such as LVISA and Amex i.e. LAMEX and enhance Lowe’s Credit Card operations with existing cards Lowes Consumer Credit (LCC) Lowes Project Card (LPC), Lowes Business Account (LBA) and Lowes Accounts Receivables (LAR) credit cards.

**Responsibilities:**

* Expertise in**Retail Store Systems,**Specialist in**POS, Pricing, Sales, and Credit Card systems.**
* Studying & reviewing the **requirements.**
* Interacting with **Business Analysts** for the requirements.
* Identifying the **Integration Check Points**.
* Setting up **Test Environment for**Lowe's Specific**POS Systems**such as**Self-Checkout, Selling Center, lowes.com etc.,**
* Expertise in Capturing **Error Logs** from Servers when issues found.
* **Preparation of Metrics** as per Change Request from B.A's
* Allocation of Work & Co-ordination with team members.
* Reviewing**Test Cases, Test Scenarios and Defects** created by Team.
* Coordinating with Technical Team at Client Site for **Environmental Issues.**
* **Troubleshooting Technical** Issues.
* Preparing & Sending Daily Status and Dashboards to Test Manager.
* Involved in major Enhancements which will change the way Lowes does the Business today.
* Outcome of the Release is expected to allow the system to Sell Lowe's owned Protection Plans, Allow Repair Services for the appliances bought by Customers
* Used **CVS, vi editor** for testing and **MS Visio**, **MS word** for Documentation.

**Client: Lowe's Companies Inc., NC USA                 April 2008 – March 2009**

**Role:** QA Engineer

**Project:** **Sybase-UDB Database Migration**

Lowe's Companies, Inc. (NYSE: LOW) is a U.S.-based chain of retail home improvement and appliance stores. Lowe's Companies, Inc. is 47 on the Fortune 500 list. The chain now serves over 14+ million customers a week in its 1,717 stores in the United States and Canada.

**Responsibilities:**

* Interacting with **Subject Matter Experts** for identifying the Business Flow
* Analyzing the **Source code** to identify the module flow for **SQL Queries** that are on Sybase
* Involved in preparing **Baseline Testing** Flow for testing which is before migration on **Sybase**
* Involved in Preparing **Converted Code** Flow for testing which is after Migration on **DB2**
* Setting up **Test Environment to**perform Baseline and Converted Code Testing on Unix Boxes.
* Involved in Automating the Scripts using**QTP** for identified modules.
* Used "**Terminal Emulator**" as Add-in to perform Automation Testing on QTP
* Used **CVS**on UNIX and Windows for Version Control of Scripts.
* Used **Test Director 8.1** for Test Management
* Expertise in Capturing **Error Logs** from Servers when issues found.
* Guiding and Mentoring the Offshore Team to understand the System
* Allocation of Work & Co-ordination with team members.
* Reviewing**Test Cases, Test Scenarios and Defects** created by Team.
* Coordinating with Technical Team at Client Site for **Environmental Issues.**
* **Troubleshooting Technical** Issues
* Preparing and Sending Daily Status, Dashboards to Test Manager.

**Client: RSA Security Inc., Bedford, USA                   Aug 2006 – Feb 2008**

**Role:** Test Engineer

Project: **RSA Authentication Client 2.1 with RSA Card Manager 7.1**

RSA Security Inc. is well known for Cryptographic systems and is the Foremost Company in System Security for the IT Industry and has developed various products that cater the need for Security on Local Network, Web and Other hardware devices.

**Responsibilities:**

* Understanding and Configuring RSA Authentication Manager Server to sync with RSA Authentication Client
* Installing RSA Authentication Client on Different Compatible Operating Systems such as Windows 2000, Windows XP-SP2,  Windows XP-SP3, Mac OS
* Involved in Installing, Configuring and Setting up Test Environment for Different Compatible Systems of RSA Product such as SMS Server, Citrix Server and Remote Desktop
* Setting up and handling **Thin Client** Environment using **Citrix**
* Performed Testing over various network topologies such as LAN and WAN including firewall and Intrusion detection system testing
* Identifying Vulnerabilities by Penetration Testing of RSA Products
* Guiding and Mentoring the Offshore Team to understand the System
* Allocation of Work & Co-ordination with team members.
* Performing**System Integration Testing**, **Regression** and Security Testing
* Preparing Test cases from requirements, design documents.
* Bug Verification and tracking the Defects using **Bugzilla.**
* Test Environment Setup and **Troubleshooting**Issues
* Preparing **Daily Status Report** of testing to the client.
* Testing in different compatible flavors of supporting operating systems using **VMware**.
* Involved in **Internationalization(i18N)** and Localization **(L10N)** Testing
* Setting up and handling **Thin Client** Environment using **Citrix**.
* Performing**System Integration Testing**, **Regression** and **Security Testing**
* Preparing Test cases from requirements, design documents.