**Lalitha Boddeti**

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**Experience Summary**:

* 10+ years of total IT experience in industry domains such as Banking, HealthCare, Insurance, Retail, Ecommerce and Marketing analytics.
* **7 years of experience in Lead QA team ,Performance Testing, Functional Testing and automation**
  + Design, implement, and take ownership of the QA environment within a defined framework to verify reliability, scalability, and security in all Phases of testing (Unit, System, UAT, Production phases).
  + Help to develop and document test strategies, procedures, and policies to ensure software deliverables meet quality standards
  + Prepare and document Test Plans.
  + Write and execute both manual and automated test scripts
  + Identify and resolve software inconsistencies, ambiguities and defects during the design and implementation phase and perform root cause analysis
  + Provide subject matter expertise on quality assurance best practices and tools
  + Work closely with the project manager and software developers to ensure successful high quality releases
  + Knowledge on Software Testing Life Cycle (STLC) - Planning, Test Design, Risk Analysis, Test Execution, Defect Tracking Management and Test Reporting.
  + Ensure that changes do not adversely affect other areas of a given application or system, or related interfacing applications and systems
  + Keep abreast of current and emerging information technology especially regarding quality assurance
  + Assist in preparation of cost benefit analysis and estimates
  + Direct and delegate tasks effectively to others, balancing resources with skills and priorities
  + Lead and/or participate in design meetings and post-implementation project reviews
  + Trains others on the use of QA test management tool (HP Quality Center)
* **5 years of experience in Build and Release Management using TFS (Team foundation Server), Project Management**
  + TFS 2010 & TFS 2012 Installation.
  + Create Collections, new team projects
  + Security configuration management – policies, groups and permission
  + TFS-2010,TFS-2012 based version management knowledge - Check-in, Checkout
  + TFS integration with Sharepoint
  + Setup and customize Project dashboards in Sharepoint sites
  + Change sets management - Branching, Merging and labeling strategies
  + Build & package the web projects using Web deploy tool.
  + Customize of TFS build process templates (XAML)and TFS work items
  + Create builds definition in TFS using MSBuild
  + Label the Released version as per the CM naming Conventions.
  + Continuous integration implementation
  + Automated .Net Application deployments, Database deployments using TFS.
  + Integration of TFS with other ALM tools like Quality Center
  + TFS Reports configuration
* Extensive knowledge in different SDLC methodologies like Agile, waterfall, RAD and Software Quality Standards and Metrics.
* Good experience in leading multiple projects and perform multitasking with diversified technologies.
* Strong working experience in Windows and UNIX environments.
* Extensively used SQL and PL/SQL.

**EDUCATIONAL QUALIFICATION:** Bachelor of Engineering in Electronics and Communications

**CERTIFICATIONS**

* HP LoadRunner 9.0 Certification
* ITIL Foundation Certification

**SKILLSET**

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| --- | --- |
| **Functional Areas** | Build and Release management, Automated and Manual Testing, Business Analysis, Project management |
| **Programming Languages** | C, HTML, PL/SQL, XML, JCL, VB |
| **Operating Systems** | Windows NT/2000/XP/2007/Vista/2013, Unix, Linux |
| **Version Control System tools** | Team Foundation Server (TFS) 2010/2012, Clearcase, , Virtual SourceSafe (VSS) |
| **Tools/Applications** | Visual studio 2008/2010/2012, HP QualityCenter (QC) 11.0 ,QuickTestPro(QTP) 9.5 ,LoadRunner 7.8/8.0, ClearQuest, Plan View, Microsoft Office Suite, IIS, Sharepoint 2010 Foundation, Sharepoint 2013 Windows Sharepoint Services (WSS) |
| **Databases** | MS SQL Server 2005/2008 R2/2012, Oracle 9i, DB2 |
| **Build Scripting Language** | MSBUILD, Powershell |

**CAREER PROFILE:**

**Project 1 Oct’13 – Till date**

Title:   Senior Implementation/QA Lead

Location:  **Dunnhumby, USA**

Project:

The overall purpose of this role is to complete technical tasks to drive technical tasks to implement dunnhumby's software products to the global clients. Lead implementation activities and be accountable for all deployment & improvement initiatives for a product area, keeping tabs on cross-solution initiatives to streamline best practices on implementation.

**Responsibilities**:

* Act as reference point for all environment management and deployment tasks across projects for the main product area assigned.
* Create project plans with timelines, resolves problems, controls project, and ensures deadlines and project budgets are met, when defined as project Manager.
* Prepare and document Test plans
* Assist in converting business requirements to test cases
* Analyze, review and modify Test plans to ensure quality control guidelines are met
* Assist in preparation of cost benefit analysis and estimates
* Direct and delegate tasks effectively to others, balancing resources with skills and priorities
* Participate in design meetings and post-implementation project reviews
* Schedule and execute environment implementation in line with our delivery commitments.
* Drive teams for development and enhancement of technical scripts to deploy all applications and solutions.
* Develop and enhance monitoring components to ensure environments are complete and configured correctly
* Deliver process improvements to drive out efficiencies in the way we manage, deploy and support our software
* Build key initiatives to implement best practices in implementation. Drive people / teams towards the end result, both within the product area and across the wider implementation team
* Work as single point of contact for development and testing to own all environment, configuration and deployment activities for multiple projects
* End to End implementation accountability for all projects on a product area from development through to testing, market acceptance and go-live into Production. Trace issues encountered during software configuration and testing to root cause.

**Tools/Special software:** Team Foundation Server 2012, MS SQL Server 2008/2012, HP Quality Center , Sharepoint Foundation 2010/2013, Teamcity V8.1, SQL developer, Visual Studio Professional 2012, Web deploy 3.5, Microstrategy.

**Project 2 Jun’13 – Aug’13**

Title:   **Cognizant – Associate Operations Manager**

Location:  **Mattel**

Project:     The project is part of Mattel, Inc. which is the worldwide leader in the design, manufacture and marketing of toys and family products. The Mattel family is comprised of such best-selling brands as Barbie®, the most popular fashion doll ever introduced, Hot Wheels®, and a wide array of entertainment-inspired toy lines.

**Responsibilities**:

* Develop, execute and document test plans, scenarios and test cases for current and new application components.
* Validate the Test Plans developed by others.
* Create and execute test automation scripts.
* Follow established processes for defect management and overall product quality assurance.
* Participate in reporting to practice management on testing efforts.
* Interact with stakeholders and QA Lead to understand Product test requirements.
* Interact with key stakeholders from the Engineering, Infrastructure, Hosting and Support teams to understand product requirements.
* End to end management of Build lifecycle for the assigned projects

**Tools/Special software:  Team foundation Server 2010 & 2012 (TFS),** Visual Studio 2010 & 2012, HP QC

**Project 3 Oct’12 – May’13**

Title:   **Cognizant – Associate Operations Manager**

Location:  **Microsoft**

Project:     The Project is part of Microsoft service engineering team that supports critical volume licensing applications processing over $34 Billion a year. Enterprise Commerce IT (ECIT) supports core Microsoft business enabling agreement to Order Fulfillment process. As an Operations Manager in MS Build Engineering, am responsible for developing and automating build & deploying systems to ensure reliable, predictable, and supportable processing systems. Build Engineering team optimizes the management of the release pipeline, ensure agile build, code analysis, and verification infrastructure, and firmly impact the quality, and stability of the licensing ecosystem.

**Responsibilities**:

* End to end management of Build lifecycle for the assigned projects
* Build and compile code of varying complexity using automated and manual efforts to ensure complete and accurate code compilation for release into various critical environments.
* Coordinate individual and Master Release Schedule(s)
* Develop Service.xml, config.xml for deploying the bits into server using Octopus (automation tool for deployment).
* Create Octopus deployment guides for installation
* Manage build servers
* Handle TFS administrative activities from offshore such as providing access to the users, unlocking source files and clearing logs etc.
* Manage the extended services warranty for critical applications such as Surface, Kinect, Xbox, Zune etc.
* Fix any bugs arising out of build and deployment automation issues in DIT, SIT, UAT and any other deployment process.
* Customize the build process templates using windows workflow foundation for one touch deployment.
* Identify, troubleshoot and resolve most of the TFS related issues like merge conflicts, branching, labeling and TFS reports fix etc.
* Manage communications and status reporting to senior leadership/management teams
* Maintain build controllers and build test environments
* Develop reusable framework for continuous integration and deployment, integrating BVT test suites in the build process
* Assess and manage risks due to changes in the program scope in the course of execution.
* Create Work items for bugs and task for the test cases and pulling the reports and sending the same to the project management and QA Teams.
* Implement end-to-end traceability for the project
* Participate in analysis and design walkthroughs with review committees

**Tools/Special software:  Team foundation Server 2010 & 2012 (TFS),** MS-SQL Server 2008 & 2012, Visual Studio 2010 & 2012, IIS, MSBuild, Windows Workflow Foundation.

**Project 4 Sep’11 – Apr’12**

Title:   **IBM – QA/Release Lead**

Location:  **Express Scripts Inc., Minneapolis**

Project:     Express Scripts is one of the largest [pharmacy benefit managers](http://en.wikipedia.org/wiki/Pharmacy_benefit_management) (PBM) in the US. The company processes [pharmaceutical](http://en.wikipedia.org/wiki/Pharmaceutical) claims for members at network pharmacies and at their own [mail order](http://en.wikipedia.org/wiki/Mail_order) pharmacies. As Build & Release lead, managed the build and release of 6+ project releases which include Non Calendar Year enhancements, Medicare, Compounds and [United States Department of Defense](http://en.wikipedia.org/wiki/United_States_Department_of_Defense)'s (DOD) [TRICARE](http://en.wikipedia.org/wiki/TRICARE) projects.

**Responsibilities**:

* Lead testing activities for the project team
* Contribute to the overall testing approach
* Implement the appropriate testing tools for the project
* Define test conditions and develops test scripts and leads others with this development
* Monitor test cycles and testing team progress
* Identify and escalate project level quality issues and risks
* Track and report status of the project and testing deliverables
* Support root cause analysis of quality issues in test projects
* Identify, describe, and mentor test analysts in appropriate test techniques
* Verify the required test environment configurations and updates
* Assist with the resolution of prioritized defects
* Develop and implement reusable, efficient and effective testing strategy, test conditions and test scripts for approved projects
* Manage demand-capacity for optimal utilization of resources

**Tools/Special software:  Team foundation Server 2010 (TFS),** Quality Center 10.0, MS-SQL Server 2008, Visual Studio 2010

**Project 5 May’11 – Aug’11**

Title:   **TCS –Release/QA Manager**

Location:  **Ameriprise Financial Inc., Minneapolis**

Project:    Ameriprise has 300+ IT applications that are protected using Single Sign On (SSO) technology stack, deployed on a high availability platform. Each week, 20 to 30 major changes go into production. My role involves Build and release determination through priority management, conflict resolution and balancing quality vs risk, risk assessment.

**Responsibilities**:

* Manage end to end Build and Release process and Software Configuration management (SCM).
* Create and maintain scripts to automatically build and deploy the solution to development, test, and integration environments
* Facilitate the packaging of the software
* Ensure adherence to the processes defined for the project
* Liaise with Iteration leads and update release notes for each release of the software for testing
* Liaise with Iteration leads, DB Specialist and Techmanager for proper DB maintenance plan, Build server and TFS server maintenance
* Understanding the relevant application development, infrastructure and operations implications of the designed/developed solution
* Build knowledge base and gather best practices on technology, products, business processes, and the industry
* Attend production release calls with client, escalate the development issues to the respective dev team and drive to closure of the production issue.

**Tools/Special software:** TFS 2010, Visual Studio 2010, MS-SQL Server 2008 R2, Quality Center 10.0, Clarity.

**Project 6 Nov’09 – Apr’11**

Title:   Sr. QA Lead

Location:  **Wells Fargo Insurance Inc., Minneapolis**

Project:    National Conversion (Wachovia 🡪 Wells Fargo) - The project scope is to ensure seamless integration of Wachovia’s insurance products and customer related data into Wells Fargo IT system, as part of Wells Fargo and Wachovia merger. It involves working with Wachovia business and dev teams for planning and managing the execution of all the Build, release and quality assurance activities, phased for quarterly releases. Successfully executed multiple releases of major projects like Enterprise Debt Cancellation System (EDCS) and SFE (Sales Front End)

**Responsibilities**:

* Implement END-END Traceability for the Project.
* Develop and lead test planning activities
* Define, maintain and execute test cases in Quality Center
* Develop and maintain traceability of requirements to test cases, scripts, results, defects and changes
* Track testing efforts across multiple projects bundled in to the quarterly release
* Functional testing of Accounts modules, Reports modules in EDCS
* Consolidate and publish reports to senior Management on weekly basis
* Automate test scripts using QuickTestPro and execute the Tests
* Manage the linking of Requirements and test cased in QualityCenter to defects in ClearQuest.
* Collaborate with business teams for development of business rules and use case documents

**Tools/Special software:** Quality Center 9.0, QuickTestPro 9.5 , SFE, SCS – Front End Systems, Mainframe servicing Systems (CICS) – Shaw, ACAPS, Hogan, EDCS . MS Office 2003.

**Project 7 Mar’08 – Jun’09**

Title:   **QA Manager**

Client: **Kentech**, **India**

Project: Enterprise Call Center Customer Portal (ECCCP) application upgrade. Worked at the Vendor location Kentech Solutions. ECCCP is a knowledge management web based center tool which provides a step by step guide in the form of a decision tree, for advisor in the assisting customer problems. ECCCP provides links to guide content in the form of diagnostic guides and it follows True Case Based Reasoning (CBR). It provides management team with detailed reports about call volumes, advisor efficiency, right first time, etc. ECCCP guides advisor through the call based on predefined case flows designed by a small set of expert business analysts. The application will ask advisors, questions intended to ask to customers on phone and based on the answers the next logical question is populated. This assists the advisor to route the call to a predefined solution based on the type of problem. As a QA Lead to the project, I was responsible for the end to end quality of the application upgrade, developing test cases from requirements, developing manual and automated test scripts, establishing traceability and general project management task.

**Responsibilities:**

* Create the test scenarios and test cases for both system and performance tests.
* Ability to do strategize Performance Testing activities based on customers need
* Identifying Business Process Transactions for scripting load tests
* Develop load test scripts (Recording, Correlating, Parameterization and Data-pooling) using HP LoadRunner Vugen.
* Project management – project initiation, planning, effort estimation, resource management, scheduling and status tracking
* Status reporting to business teams and senior management – weekly and monthly reports
* Test the Customer/Calls/Reports/ Admin modules of the Web application ECCC.
* Contribute to weekly QA Status and bug triage meetings with application development team.
* Review and update the documents in version control system.
* Execute testing of individual modules
* Execute testing of integration layers by using web app stubs developed by the development team
* Involved in front-end GUI testing and also Backend SQL Server database validations testing.
* Automate regression test cases using QTP 9.2

**Tools/Special Software:** LoadRunner 8.1, Quality Center 9.0, QTP 9.2

**Project 8 Oct’06 – May’07**

Title:   **QA Automation Test Lead**

Location:  **Wells Fargo Home Mortgage, Minneapolis**

Project:  Auto Loans to Home Mortgage Customer Conversion - Wells Fargo started offering Auto loans to existing home mortgage customers at a discounted price. My job involves testing the enhancement of Auto Loan CICS systems where customer data is retrieved from the Loan servicing systems (Legacy Mainframe Systems) and integrated into CICS screens to accommodate the Auto loans features.

**Responsibilities**:

* Non-functional requirements definition, validation and feasibility analysis
* Ability to do strategize Performance Testing activities based on customers need
* Identifying Business Process Transactions for scripting load tests
* Develop load test scripts (Recording, Correlating, Parameterization and Data-pooling) using HP LoadRunner Vugen.
* Calculate the metrics and publish the reports
* Project management – project initiation, planning, effort estimation, resource management, scheduling and status tracking
* Status reporting to business teams and senior management – weekly and monthly reports
* Documents all phases of QA process

**Tools/Special software:** LoadRunner 8.1**,** Loan Production System (LPS), Telesales counselor (TSC), ClearQuest, QualityCenter, QTP.

**Project 9 Sep’05 – Sep’06**

Title:   Business Analyst – Release Management

Location:  **Wells Fargo Technology Services, Minneapolis, MN**

Project:Primary job involves managing the quarterly release of projects by monitoring and tracking all changes for each project and approving the changes based on the defined guidelines. It also involves notifications to teams and publishing reports to management. Part of the project also involves manual testing of few projects supplementing the QA pool as required.

**Responsibilities**:

* Monitor the Code notifications sent by the developers
* Validate submissions for approval criteria
* Test the scripts in UAT (User Acceptance Testing) manually and execute the Regression testing
* Participate in JAD sessions with clients and development team to gather specific and technical requirements.
* Facilitate meetings with Business to review release meetings
* Prepare and publish weekly status reports describing the new goals, accomplishments and predictable impediments.
* Lead Release managers meeting to discuss and decide on the status of the releases
* Documents all phases of the project

**Tools/Special Software:** Endevor (Mainframe application), ClearCase, ClearQuest, MS Office, manual testing

**Project 10 Mar’05 – Sep’05**

 Title:   QA Analyst

Location:  **Wells Fargo Home Mortgage, Minneapolis, MN**

Project**:** Wells Fargorolled out new offering of home loans to non US residents with valid Credit score. My role involves testing of enhancements to the loan system with features to support the loan offering to non US resident. It involves adding provisions for verification of the customer assets of customer in their home country and their financial status, both past and present.

**Responsibilities**:

* Analyze the Non Functional requirements.
* Test strategy and planning – Load, Stress, Endurance, Volume testing
* Ability to do strategize Performance Testing activities based on customers need
* Identifying Business Process Transactions for scripting load tests
* Develop load test scripts (Recording, Correlating, Parameterization and Data-pooling) using HP LoadRunner Vugen.
* Calculate the metrics and publish the reports
* Report daily and weekly status highlighting progress, issues and offshore activities
* Prepare and execute test scripts in QualityCenter
* Analyze, test, and certify application-specific software and perform ambiguity reviews of business requirements and functional specification documents
* Execute mainframe jobs and validation of data and logs for errors.
* Log, track, and verify resolution of software and specification defects using ClearQuest

**Tools/Special software:** Loan Production System (LPS), Telesales counselor (TSC), Mainframe – CICS sessions, Java, J2EE,   QualityCenter, ClearQuest, MS Office 2003

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