

## Experience

Quality enthusiast and continuous learner with 14+ years of experience in the field of Information Technology with an emphasis on Quality Assurance and Software Testing in various sectors including ERP, US Property & Casualty Insurance, Utility Management, SFDC, Health Care, and Hospitality domain. Possess excellent project management and experience in both web-based and client/server-based applications including Mobile applications. Proficient in Manual and Automated testing of applications, seeking a position for fully utilizing my skills with exceptional leadership and organizational ability.

## Technical Competencies

Mobile Testing    API Testing - Postman    RESTful API    ERP – HR and Inventory Modules    AWS    Accessibility Testing  
Docker    PostgresSQL    Test Partner    CPQ-Big Machines    SFDC    AS400    CI/CD    Confluence    Agile Methodology  
Quality Center    GraphQL    ALM    Rally    Jira    qTest Manager    Android Studio    XCode    Selenium    Cypress  
Exceed    CPQ-Capture

## Professional Career

### Senior Quality Advocate, World Wide Technology

Oct 2020- To date

**Wingstop:** This project is going to address online solutions for Wingstop restaurant chains in the US and global and its engagement with us on a multi-year program to transform their digital ordering business, and includes elements of application development, As a part of the Admin team where we set up stores of different time-zones, store-timing, menus, updated price trigger from NCR service, food preparation, delivery time, etc.

- My role is to help the India team grow and contribute towards the design and delivery of the Application Modernization effort involving API and mentoring team on garnering on API Test methodologies and framework.
- Involved in a recruitment drive for an expert team for the Project.
- Driving the team on Agile and SAFe modules.
- Interacting with PO and BA in analyzing E2E requirements where have to gather requirements from business people, converting requirements to Epics, and breaking Epics into multiple cards (Stories).
- Working experience in Kanban environment using Jira and actively participated in Story Writing, Refinements, and developed test scenarios.
- Updating functional tests on API Front using Postman based on the new change requests and testing the new enhancements.
- Involved in reviewing API Validation on Application and Server end and updating Postman Scripts
- Performed Security, Exploratory, and Accessibility testing.
- Mentoring the new team members, identifying their training needs, and accommodating them to work in a quick turnaround time is part of the role.
- Evaluating performance process
- Been a part of evaluating automation tool TOSCA

### Test Lead, Delta Technologies

Sep 2015- Oct 2020

**mycare:** by Dignity Health - is a one-stop shop for all things doctor and scheduling related. It's a secure and convenient place to take care of everything, whether you're already a patient, have a loved one who is, or are interested in potentially becoming one. responsible for the Design and Test activities of the mobile application to cater mycare business needs.

- Responsible for providing High-Level Design and ensuring Implementation is delivered as per design with complete test coverage.
- Involved in Mobile testing on both Android and iOS.
- Performed Security, Exploratory, and Accessibility testing.
- Working experience in Kanban environment Rally and actively participated in Story Writing, reviews, and developed test scenarios.
- Mentor for in-house and vendor test teams across geographical locations.
- Work with Product Owners to understand business requirements and convert them into tangible user stories.
- Evaluating Selenium Automation tool for the project.

**Capture:** Testing Capture-Big machines module of web-based application which is a pricing tool used for Republic Services Inc. This category of Revenue Management involves redefining pricing strategy and developing disciplined pricing tactics.

- Worked with an onshore team towards the smooth transition of Business and Functional requirements.
- Interacted with clients/developers in analyzing requirements, design reviews, testing, and documentation.
- Closely monitored requirements, and functional specifications and updated the test scenarios and scripts as per the changes.
- Instrumental in imparting various project-related training to team members and new associates.
- Leading, managing & monitoring the entire quality activity from requirements review until user acceptance test.
- Documenting & sharing of Best Practices & Key learnings within teams.
- Identifying defects and posting into Rally and qTest Manager

### Business Analyst 3, CSC India (Now DXC)

Sept 2008- Aug 2015

**QBE eBusiness** - The QBE Asia network is part of QBE Australia Asia Pacific (AAP) and the worldwide QBE Insurance Group. QBE Insurance has undertaken a strategic review of its business and identified that investments are required in new SME eBusiness functionality to grow its business.

- Attended Workshop conducted in Hong Kong.
- Analyzing Functional Specs and drafting the Bspecs with clients in the Philippines
- Responsible for deriving a test approach (includes test planning and designing) which ensured the thorough testing of the product and adherence to design requirements.
- Assigning valid Test Cases to requirements for Traceability Matrix using ALM.
- Created and executed test cases for AS400.
- Guiding and helping the team members in executing the test cases and finishing the assigned work by the deadline

**Exceed Policy Administration** - ALFA, Southern Farm Bureau (SFB), PEMCO, IFB, and UNITRIN(Kemper).

Exceed is a comprehensive insurance software system for large property and casualty/general insurance carriers worldwide. Exceed Sub Systems are Policy Administration, Billing and collections, Claims administration, Client management, Contracts & commissions, Workload management, Document and image management, Information ordering, Business processor, and Business intelligence.

- Requirement reviews & analysis for all the new requirements.
- Responsible for deriving an FRD and BRD(includes test planning and designing) which ensured the thorough testing of the product and adherence to design requirements.
- Created functional flow using Microsoft Visio.

**Exceed Claims Administration** - Tennessee Farmers Mutual Insurance Company (TFMIC), North Carolina Farm Bureau (NCFB), and Commercial Policy Claims Interface (CPCI)

Exceed is the property and casualty (general) insurance industry's most comprehensive software system. It is one of the most important products from CSC in the insurance sector. Exceed system constitutes subsystems like UWS (Underwriting workstation), CWS (Claims Workstation), DWS (Disbursements Workstation), BCWS (Billing and Collection Workstation), CIWS (Client Information Workstation), CCWS (Contract and Commission Workstation), etc. All subsystems are designed in such a way that they can be used as standalone systems or can be implemented as a total integrated solution.

- Requirement reviews & analysis for all the new requirements using a draft copy of the Functional Specification Document.
- Finalizing the Business Specification Document with the Client have a series of meetings called – Inspection.
- Responsible for deriving an FRD and BRD(includes test planning and designing) which ensured the thorough testing of the product and adherence to design requirements.
- Freezing the Business Specification Document and sharing knowledge with a diverse team.
- Helping the Testing team to write up test cases providing Use Case scenarios.
- Reviewing and Finalizing the Test cases.
- Involved in UAT with Client.
- Testing the application in DUT and DST Environments.

#### Achievements and Certifications

- AINS Certified – Business Analyst
- Workshops on Test Automation tool – Test Partner as an Internal(in-house) Trainer in CSC

#### Education

- B.Tech in Electrical and Electronics from Jawaharlal Nehru Institute of Technology University - 2004
- Intermediate from Ideal Junior College, Hyderabad - 2000
- S.S.C from St. Andrews High School, Hyderabad - 1998