Praveen S N

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# ****Experience Summary:****

* Have around **14 + Years** of experience in Performance Testing & QA.
* Have Certified with HP Certification on **HP Load Runner.**
* ‘Hands-on’ experience on **Chaos Engineering** to implement on Complex applications.
* Strong experience on working with Performance testing **(LoadRunner, Performance Center,Jmeter,Neoload,Blazemeter**),Automation**(SeleniumWebDriver&QTP**), Middleware **(SoapUI**), Jenkins, Batch Jobs and Test Management **(Quality Center**).
* Strong experience on working with protocols **Web-HTTP/HTML, SAP, Web Services, Citrix\_ICA, Siebel, Winsocket & Multiple protocols** using **Loadrunner**.
* Proficient in working with **Jmeter**,**Loadrunner**,**Neoload** **Fiddler** and **SOAPUI tools**.
* Experience in executing **Load Tests,Stress Tests,Endurance Tests** and creating the scenarios similar to Prod by using **Performance Center,Blazemeter & Jmeter**.
* Proficient in working with **AWS & Azure Cloud applications**.
* Have experience on working with **Disaster Recovery & Database** performance testing.
* Involved in analyzing the different types of **Monitors** and finding the **bottlenecks** by using APM tool’s(**Newrelic,Datadog,AppDynamics & Dynatrace**).
* Perform **Performance Engineering,Performance Improvement & Tuning** activities.
* Involved in developing **Automation Frameworks (Hybrid, Keyword** and **Datadriven frameworks**) according to the project needs.
* Experience in performing **Sanity Testing, Functional, Regression, Load Testing, GUI Testing** and **SIT Testing** according to the Test Plan& Test Strategy Documents.
* Involved in Preparing Project **Estimation Report**, **Test Plan**, **Test Interim Report**.
* Developed automated scripts using Selenium **WebDriver**, **Java**, **Junit** in **Eclipse IDE** to perform functional and regression testing for web based applications.
* Good **GUI QA testing** skills in terms of compliance with standards and functionality.
* Preparing **QA** **Dashboard** and reporting the daily status.
* Designed and executed performance tests for **Teamcenter** environments, identifying bottlenecks and optimization opportunities.
* Have experience Writing Test Scenarios and Test cases by understanding **BRD** & **FSD.**

**Technical Experience:**

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| Languages & Scripting | C,VBScript, Java(Core), Javascript |
| Automation Testing | Selenium Web Driver, QTP, Test Partner |
| Performance Testing | Load Runner,Performance Center, Jmeter,Neoload |
| Monitoring Tool | Dynatrace(APM),Datadog,Newrelic,AWS Cloudwatch |
| Framework’s | TDD,BDD,TestNG,Hybrid,Data Driven,Keyword Driven |
| Middleware Testing | SoapUI, Fiddler |
| Test Management | ALM 11,HP Quality Center,CMIS |
| Operating system | Windows 98, 2000/NT/XP/Vista/2003/W7 |

**Professional and Project Experience:**

Feb 2020 to till date Verizon,USA

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| Client | Verizon, Tampa Florida USA |
| Application | Locus,Delphi,TFS& Fuze Applications |
| Role | Performance Test Lead |
| Tools used | Jmeter,Loadrunner,Performance Center, AppDynamics, Javascript |

**Roles & Responsibilities:**

* Schedule workshop sessions to understand the system architecture, Setup performance testing meetings with system architects, subject matter experts and other technical teams to understand the goal of the project.
* Implement & execute Chaos Engineering scenarios on applications.
* Lead and frontend all performance testing activities being the point of contact for Performance testing.
* Have good working experience on K6 tool.
* By using K6 tool created Scripts for APi’s and Websites.
* Executed load tests and analysis by using k6 tool.
* Designed and executed performance tests for web applications using JavaScript.
* Created custom performance testing scripts using JavaScript.
* Design workload model based on the discussions and identify the suitable approach for Performance tests and Review the performance test plan, approach and scenarios under test with key project stakeholders for approval.
* Involved in driving the adoption of **Chaos Engineering** practices for all the projects.
* Created **Chaos Engineering** scenarios and implemented those scenarios on applications.
* Monitored **PODS,DB,App servers** performance when executing Chaos Scenarios.
* Worked on **Jmeter,Loadrunner,Neoload tools** for creating scripts and executing load tests.
* Perform environment warmup runs using **Blazemeter** and ensure that the application servers, load balancers and load generating agents are intact and stable enough for the test run.
* Worked on **AWS Cloud applications** to perform distributed load tests verify the latency & throughput and involved in tuning the AWS Cloud backend Infra.
* Worked **on Disaster Recovery** performance tests for locus application.
* Designed and executed high-load scenarios using Gatling, identifying bottlenecks and improving application response times by optimizing critical endpoints and infrastructure configurations.
* Monitor the CPU, Memory and Network utilization such as Processor usage, interrupts, available physical memory, virtual memory, page read rate, received and sent network data, total bytes transferred using **AppDynamics, Newrelic,Datadog,Dynatrace** and **Splunk monitoring**.
* Analyze average and 90percentile response times for the Key business transactions using various performance testing tools such as the Performance Center/LoadRunner, JMeter and Neoload.
* Analyze the test results using the Load Runner & Jmeter Analysis, App Dynamics, Dynatrace, Splunk and Microsoft Excel tools and Analyze the slow responding transactions, Errors, slowest Data base calls to the Database server, network traffic, CPU and Memory utilization, Garbage Collection Time spent etc.
* Created detailed performance test reports and recommendations for **Teamcenter** optimization.
* Coordinate and report observations and issues to the support teams during the performance test runtime.

Sep 2019 to Jan 2020 United Airlines,USA

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| Client | United Airlines, Chicago USA |
| Application | DotCom Web & Mobile Applications |
| Role | Performance Test Lead |
| Tools used | Jmeter,Loadrunner,Performance Center, AppDynamics |

**United Airlines:**

It is a [major American airline](https://en.wikipedia.org/wiki/Major_airlines_of_the_United_States) headquartered at [Willis Tower](https://en.wikipedia.org/wiki/Willis_Tower) in [Chicago](https://en.wikipedia.org/wiki/Chicago), [Illinois](https://en.wikipedia.org/wiki/Illinois). It is the [3rd largest airline in the world](https://en.wikipedia.org/wiki/World%27s_largest_airlines), measured by fleet size and route network. United operates a large domestic and international route network, with an extensive presence in the Asia-Pacific region. It is a founding member of the [Star Alliance](https://en.wikipedia.org/wiki/Star_Alliance), the world's largest airline alliance with a total of 28 member airlines.

**Roles & Responsibilities:**

* Initiate discussions with the project SMEs, product owners and system architects to collect the Non Functional requirements and analyze the business need.
* Provide effort estimates, delegate and manage all performance testing activities.
* Derive workload model, design, execute and maintain performance testing artifacts such as the test plan, test scripts, scenarios that validate the system performance.
* Coordinate with support teams for environment and application readiness, DB teams for the data backups and restores before and after the tests, execute tests and monitor the servers.
* Evaluate system performance under load and stress using HP LoadRunner, JMeter and AppDynamics.
* SAP Performance Testing evaluates the efficiency, scalability, and reliability of SAP systems, ensuring optimal performance under various workloads.
* Analyze and document the results and observations. Analyze Performance bottlenecks and identify the root cause with support from project team.
* Using JIRA & Rational Clear Quest tools, log performance defects for transactions deviating from SLA. Setup discussions with project stakeholders on the next steps.
* Participate in scrums, release planning meetings, defect meetings and provide performance testing updates/status, escalate blockers and issues in a timely manner and ensure optimal utilization of operational and financial resources consistently.
* Designed and executed performance tests for Teamcenter deployments.
* Prepare and publish summary report with recommendations and outstanding issues. Involve in decisions of go/no go with the project stakeholders.
* Document lessons learnt challenges/issues and how they were overcome.

Jan 2019 to Aug 2019 Fifth Third Bank,USA

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| Client | Fifth Third Bank,Cincinnati,USA |
| Application | IRIS Application |
| Role | Performance Test Lead |
| Tools used | Jmeter,Loadrunner,Performance Center, Dynatrace |

**Fifth Third Bank:**Fifth Third Bank provides banking products and services for personal and business needs. Its personal banking products and services include checking accounts, savings accounts, preferred programs, credit cards, debit cards, real life rewards, reloadable prepaid cards, cash banking, mortgages, equity lines and loans, auto financing, personal lines of credit and loans, CDs, IRAs, investments, insurance strategies, planning center, Internet banking and online bill payment, mobile banking, overdraft coverage, early access, and identity theft protection.

**Roles &Responsibilities:**

* Prepare estimates for performance testing efforts and maintain ongoing testing statistics tomeasure the accuracy of the estimation process and seek areas for ongoing improvement.
* Plan and execute complex performance testing strategies and tactics to ensure the system meets the expected reliability, capacity and scalability.
* Develop performance testing documentation in an efficient manner according to PMO standards.
* Develop automated test scenarios and environments for performance testing
* Use testing tools (Jmeter,Load Runner, Performance Center) to execute load and performance scripts
* Conducted performance testing for Teamcenter deployments on various platforms (e.g., Windows, Linux)
* Use tools (like DynaTrace) to analyze/monitor test result and communicate project stakeholders of any application performance issues.
* Actively review testing metrics to identify areas for improvement to the testing processes and procedures.
* Provide timely and accurate status reports to Management and the project team regarding testing progress, environment stability, identified risks/issues as well as proposed solutions.

Oct 2016 to Nov 2018 HCSC,USA

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| Client | Health Care Services Corporation(HCSC), USA |
| Application | Web Application |
| Role | Test Analyst |
| Tools used | Jmeter,Dynatrace |

**Health Care Service Corporation (HCSC)** is a [not-for-profit corporation](https://en.wikipedia.org/wiki/Not-for-profit_corporation) [health insurance](https://en.wikipedia.org/wiki/Health_insurance) company in the United States. Health Care Service Corporation, a Mutual Legal Reserve Company (HCSC), and an Independent Licensee of the Blue Cross and Blue Shield Association, is the largest customer-owned health insurer in the United States and fourth largest overall, operating through our Blue Cross and Blue Shield® Plans in Illinois, Montana, New Mexico, Oklahoma and Texas. HCSC affiliates and subsidiaries such as Dearborn National® and Medecision offer group life, disability and dental solutions, as well as a range of other individual solutions. The company also provides various care management and wellness resources.

**Roles &Responsibilities:**

* Basic Understanding of business requirements application components and Non-Functional requirements.
* Developed Performance scripts by Using Jmeter.
* Involved in enhancing the scripts with Thread groups, Assertions, Timers, Controllers and Configuration Elements.
* Involved in executing the scripts with various loads according to the business scenario’s.
* Reviewing Jmeter Test Results with the help of different Listeners and Created Test Summary reports as deliverables to the client.
* Evaluated performance impact of Teamcenter upgrades and patches.
* Co-coordinating Test team members and Development team in order to resolve the issues.
* Reviewing the Test Reports and Preparing Test Summary Report.
* Involving in giving daily and weekly status reports to clients.

Feb 2015 to Sep 2016 Innovapost Inc,Canada

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| Client | Innovapost Inc(Canada Post), Canada |
| Application | Purolator,SCI |
| Role | Test Analyst |
| Tools used | Jmeter Dynatrace |

**Innovapost Inc Project:** Innovapost is the information Technology Shared Services provider for the Canada Post Group of companies, Including Canada Post, Purolator, and SCI Group. Canada Post is facing several performance challenges with its old middleware technology and planning to incorporate latest technology for Middleware Integration. Latest technology best practices recommend the use of SOA/ReST (Representational State transfer) services and JMS (Java Message Service) for real-time services.

**Roles &Responsibilities as Performance tester:**

* Understanding the application technology, architecture and its workload Model.
* Gathering non-functional requirements and analyzing the same.
* Providing the Estimation of the Project.
* Preparing test strategy and test plan documents.
* Preparation of performance test scripts for the identified business flows with Jmeter.
* Designing and executing the scenarios as per the usage pattern determined.
* Analysis of the raw results using base lined values provided by the client and preparing a detailed report for the test execution with the results after analysis.
* Identifying every transaction performance statistics with APM Dynatrace tool.
* Preparing analaysis reports by using APM tool Dynatrace.
* Participation in regular update meetings on the project status.

Feb 2014 to Jan 2015 Westpac Bank Australia

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| Client | Westpac Bank,Australia |
| Application | ESB, Web Services Protocol |
| Role | Test Analyst |
| Tools used | Loadrunner 11.52, Performance center and QC |

**WestpacBank:** Westpac Bank ESB was mid-level layer to applications such as RB Simplification, Salesexpress, Bank wow and NPP etc.ESB Project is backend services performance testing project through XML’s. ESB Project uses web services protocolto test the back end. Services and profiling for different services (XML’s) in different environments (SIT,DP-infra, DP-ma, Single vip, ALL vips) and validating it.

**Roles & Responsibilities:**

* Gathering non-functional requirements and analyzing the same.
* Involved in enhancing the XML’s with Vugen by using Web services protocol.
* Validating the enhanced XML(Soap &Rest)services scripts in different environments.
* Designing and executing the scenarios as per the usage pattern determined using Performance Centre.
* Server side Monitoring logs and viewing the events in application servers during the test.
* Client side Monitoring- Monitoring of application under test in Http Watch.

Dec 2013 to Jan 2014 National Australia Bank(NAB), Australia

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| Client | National Australia Bank,Australia |
| Application | ACE application |
| Role | Test Analyst |
| Tools used | Selenium WebDriver,Eclipse IDE |

**National Australia Bank(NAB):**NAB SAP portal,This portal used by all the NAB employees, Consists of requisition and learning modules .In requisition employees can able to do shopping and can search an item and order it.Learning module employees can search for course, register for course’s and apply for course’s and check for their leaves, it was integrated with Leaves(LMS),EMS.

**Roles &Responsibilities:**

* Identifying areas/test cases for Automation by using Selenium Web Driver.
* Designing & Implementing Test Automation Strategy.
* Creating Data driven Tests and Running through framework.
* Creating and enhancing Test Cases (Test Scripts) using Element locators, WebDriver methods, Java programming concepts.
* Finding solutions for Object Identification issues and error handling issues.
* Cross Browser Testing (Executing test cases against various browsers like Mozilla Firefox, Google chrome, IE and Safari etc.
* Organizing, monitoring defect management process.
* Analyzing Test Results and Reporting Defects.
* Co-coordinating Test team members and Development team in order to resolve the issues.
* Implemented automation using Selenium WebDriver, JAVA, Selenium Grid, Cucumber, Maven.

Oct 2013 to Oct 2013 Deloitte Consulting services

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| Client | Deloitte Consulting Services, USA |
| Application | DCP(Deloitte Compliance Portal) |
| Role | Senior Test Engineer |
| Tools used | Loadrunner 11.52 |

**DCP (Deloitte Compliance Portal) Project: DCP** is an web portal which shares the data to the Google.DCP was integrated to Google which has data related to Deloitte and clients can access these data through Google application.DCP will manages Tax management, Risk management, BP inventory management related details.DCP will maintain and register all fields (Accounting, architecture, consulting, Legal, marketing etc) of business partners.

**Roles &Responsibilities:**

* Involved in enhancing the existing scripts by using LoadRunner.
* Involved in preparing the test data for execution.
* Involved in creating the scenario’s with different load’s as per the defined work load model by using Performance center.
* Analyzing the load test by using HP sitescope and analysis tool.
* Preparing the detailed test results as per the client requirement.

May 2011– Jan 2013 Verizon Data Services India Pvt Ltd

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| Client | Verizon Data Services India Pvt Ltd,USA |
| Application | Cofee Ordering Services |
| Role | Senior Test Engineer |
| Tools used | Jmeter(Performance Testing) |

**Verizon Data Services India Ltd Project: National CoFEE (Converged Front End Engine) or CoFEE Anywhere (CoA):**National COFEE is an integrated platform for handling voice, data and video products for FIOS and Copper based Consumer and Small business services. This is the National platform for all Verizon Telecom (VzT) Consumer and Small Business Order Negotiation. It is used by 10,000 VzT call center reps on a daily basis and handles more than 40K orders per day. This single desktop system for Consumer & Mass Business Markets sales and service brings together many functions into one web-based application that “does it all” – ordering, provisioning and more.

**Roles &Responsibilities:**

* Basic Understanding of business requirements application components and Non-Functional requirements.
* Developed Performance scripts by Using Jmeter.
* Involved in enhancing the scripts with Thread groups, Assertions, Timers, Controllers and Configuration Elements.
* Involved in executing the scripts with various loads according to the business scenario’s.
* Reviewing Jmeter Test Results with the help of different Listeners and Created Test Summary reports as deliverables to the client.
* Co-coordinating Test team members and Development team in order to resolve the issues.
* Reviewing the Test Reports and Preparing Test Summary Report.
* Involving in giving daily and weekly status reports to clients.

Aug 2010– May 2011 SBI General Insurance

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| Client | State Bank of India |
| Application | SBI General Insurance |
| Role | Test Engineer |
| Tools used | Loadrunner 9.52, Performance center and QC |

**SBI**: MOC (Marine Open Cover)is a commercial product. MOC insurance is taken for one year; this policy broadly covers loss or damage caused to the cargo whilst in transit between any two points either by Sea / Air / Rail / Road / Courier. MOC involves Quote generation, Agreement creation & certificate issuance. Quote is generated, approved by underwriter and Quote is bound & issued. Agreement for the quote issued is created & issued. Agreement issued will act as a Master policy. Based on Agreement, Certificate is issued each and every time for the cargo that has to be dispatched. If Loss or Damage is occurred to the Cargo dispatched, then Claims is processed for certificate issued for the same cargo.

**Roles &Responsibilities:**

* Gathering non-functional requirements and analyzing the same.
* Preparation of performance test scripts for the identified business flows with Load Runner.
* Designing and executing the scenarios as per the usage pattern determined using Performance Centre or Controller.
* Server side Monitoring- Monitoring of logs and event viewer in application servers during the test.
* Client side Monitoring- Monitoring of application under test in Http Watch.

Jan 2009 – Jul 2010 The Indian Hume Pipe Co Ltd

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| Client | The Indian Hume Pipe Co Ltd,India |
| Client | ERP Application |
| Role | Test Engineer |
| Tools used | Loadrunner 9.52,QTP and QC |

**IHP**: IHP ERP holds core business processes such as production, order processing, and inventory management, tied together by ERP applications software and a common database maintained by database management systems. This ERP system will track business resources of (cash, raw materials, and production capacity) and the status of commitments made by the business (such as customer orders, purchase orders, and employee payroll).It will facilitates information flow between all business functions inside the organization, and manages connections to outside stakeholders.

**Roles &Responsibilities:**

* Preparation of Test scripts for the new functionalities
* Executing the test scenarios by using QTP.
* Preparing Test Data and Test Cases.
* Reviewing of Test Cases and Reworking of Test Cases.
* Execution of Test Cases for various Scenarios.
* Checking the Front End Inputs with Back end database tables.
* Preparation of performance test scripts with Load Runner
* Involved in preparing the test data for execution.
* Involved in identifying and fixing the performance bottlenecks.
* Involved in creating and executing the scenarios with different load’s using Performance center.