

# PRIYANKA PALANETHRA

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## PROFESSIONAL SUMMARY

- Engineering Manager - Quality Assurance with 16+ years of experience in the software industry, having a fine blend of technical expertise and project management skills.
- Sound understanding of all aspects of the software development life cycle, from requirements, design, and implementation to testing, deployment and support.
- Sound understanding of E-Commerce, and fusion middleware technologies.

## KEY SKILLS

- Team building and People management.
- Designing, architecture developing, managing and implementing core features of the Automation framework.
- Analyse and understand existing test coverage and automation frameworks, identifying opportunities for redesign, replacement, reusability, and improvement in efficiency and performance.
- Understanding of software design patterns, estimation techniques and test automation pyramid.
- Familiar with Google Cloud Platform, container systems like Docker and container orchestration tools like Kubernetes.
- Active listening, Restorative, Empathy, Responsibility, Analytical
- Proven ability to manage multiple projects simultaneously, prioritize tasks, and meet tight deadlines.

## TECHNICAL SKILLS

- **Test Automation Tools/Frameworks:** Selenium WebDriver, WebDriverIO, RC, Cucumber, REST APIs, Junit, TestNG, Robot Framework, Appium
- **Test Management Tool:** JIRA, IBM Rational Quality Manager
- **Defect Management Tool:** Bugzilla, Quality Center, Rational Clear Quest
- **Relational Databases:** SQL Server, MySQL, Oracle and IBM DB2
- **Programming / Scripting Languages:** Java, Python
- **Build Management Tool:** Maven, Apache Ant
- **Continuous Integration:** Jenkins, GitHub, Hudson
- **Version Control:** GIT, SVN
- **RAD Tools:** Eclipse, IntelliJ, PyCharm, Confluence
- **Operating Systems:** Windows, Solaris, Mac, AIX and Redhat Linux
- **Web Debugging:** Firebug, Firepath, ChroPath

## INTEREST AREAS

- Leadership and Management, Software-as-a-Service, E-commerce, Automation frameworks.

## ACADEMIC SUMMARY

- Bachelor of Engineering in Computer Science from Amrita Institute of Technology and Science affiliated to VTU Belgaum in the year 2006 with an aggregate of 73%.

## Engineering Manager – Quality Assurance, Rakuten India Enterprise Private Limited

09/2020 - Present

- Provided end-to-end testing support for business-critical projects by managing the QA team and leading test strategy, plan, execution, documentation, defect management and status reporting.
- Led a high-performing QA team to ensure the quality of Windows, Mobile, and Web-based applications, including cloud native applications.
- Developed strong cross-functional relationships with project stakeholders across different levels of the business.
- Developed and implemented performance management processes, including goal setting, performance reviews, and career development plans.
- Conducted regular one-on-one meetings with team members to provide feedback, coaching, and mentoring.
- Created and fostered a collaborative and inclusive team culture, promoting open communication and knowledge sharing.
- Participated in the regular product, engineering and operations review meetings.
- Built a good understanding of the products, customer base and their needs and work with the Product Owners to help manage customer expectations and queries.

- Drive people management tasks including appraisal, hiring, expenses management, trainings and other employee engagements.
- Conducted root cause analysis and implemented corrective actions to improve the software quality.
- Led the teams to follow QA best practices in an Agile (SCRUM) process.

#### **Senior Technical Lead, Comviva Technologies**

10/2019 - 07/2020

- Developed test automation framework for the Mobilytix project using Java, Selenium WebDriver, TestNG, Maven and Apache POI with BDD (Behavioral driven Development) technique called Gherkin.
- Helped coordinate technical leadership within Architecture, Development, QA and Release Management teams to enable effective automation.
- Performed API testing using Postman and API test automation using Robot Framework and Python.
- Evaluated manual test plans in order to design and implement well-structured test frameworks that are easy to extend and maintain.
- Worked with Engineering and Development teams to integrate the test frameworks into the DevOps pipeline.

#### **Principal Member Technical Staff, Oracle India Private Limited**

03/2011 - 05/2019

- Conducted automated regression test runs, analysed and debugged failures and reported results.
- Reviewed test progress against test schedule and prepared test metrics reports.
- Coordinated in walkthroughs, production release planning, validations, reporting, preparing status, follow-ups, bug tracking, defect review meetings, defect resolution process, risks and escalations management.
- Developed test documentation, reviewed test plans and test cases, analysed test results and generated test reports.
- Prepared status reports and defect reports for daily status meetings and sent them to the senior management.
- Conducted sessions in Selenium for the team and trained them in the automating the tests.
- Performed accessibility testing using JAWS and OGHAG tools.

#### **Senior Software Engineer, IBM (India Software Labs) India Private Limited**

03/2009 - 03/2011

- Developed a build automation framework using Apache Ant and Shell script.
- Co-authored the ETL Test Automation framework and conducted training sessions and mentored the team members in automating the test cases using the ETL Test Automation Framework

#### **Member Technical Staff, Sun Microsystems India Private Limited**

01/2008 - 02/2009

- Automated test cases using Selenium based test framework (Selenium, TestNG and Apache ANT).
- Automated the execution of Google's Open Social Compliance Tests using Selenium RC.
- Involved in functional testing and automation testing of Glassfish v2.1 CLI Installer using Expect and Glassfisv2.1 GUI Installer using Silk Test.

#### **Software Engineer, FCG Software Services India Private Limited**

07/2006 - 01/2008

- Developed test strategy, test plan, test cases, test reports, defect reports and product quality assurance documentation.
- Actively involved in all the stages of Software Development Life Cycle (SDLC)
- Effective defect tracking and reporting to improve communication and reduce delay.

#### **AWARDS AND CERTIFICATES**

- Completed the Rakuten Certified Managerial Program (RCMP)
- Received Rakuten Excellence Award in April 2022 and in Jan 2022.
- Received appreciation and Comviva Reward Points for contributions as internal trainer for Selenium at Comviva.
- Received top performer rating in 2013 & 2014 and the Helping Hand Award at Oracle.
- IBM Certified Database Associate.
- Won the Most Valuable Player of the month award at IBM for co-authoring the ETL Test Automation Framework.
- Won the IBM Thanks Award for developing the build automation framework.
- Abstract on Extract, Transform, Load (ETL) Test Automation Framework got selected for publication in the 2010 AP QSE Symposium at IBM.
- Received a certificate in Bug a ton contest featuring Sun Convergence product.