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| **JYOTHI VISWESWARA**  **Quality Assurance Test Consultant** | Bengaluru, India | **🌍** |
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**ABOUT ME**

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Technically-astute and highly-skilled Performance Tester, offering 8+ years of rich experience in providing testing support for assigned software projects by leading test strategy, plan, execution, documentation, and defect management, for telecommunication, retail, and banking applications. Exploring challenging leadership assignment to leverage multifaceted competences and deliver outstanding results aligned to organizational goals and objectives thus, driving the organization to next level of excellence.

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| **EXCELLENCE SPHERE**   * **Performance Testing and Analysis** * **Software Development Lifecycle** * **Software Testing Lifecycle** * **Production Statistics Analysis** * **Test Management** * **Quality Assurance** * **Test Plan Development** * **Test Release Management** * **Defect & Bug Discovery** * **Waterfall/ Agile Methodologies** * **Stakeholder Relations** * **Team Building & Leadership** | **LEADERSHIP STRENGTHS**   * Skilled in application testing with strong knowledge of all aspects of the software development life cycle and in-depth comprehension of software test life cycle. * Demonstrated excellence in testing applications that are built on different software architecture patterns such as three-tier client-server software architecture pattern and micro-services (in cloud computing environment (SAAS/ IAAS)) software architecture pattern. * Proven expertise in preparing test scope, test scenarios, test strategies, test plans, test case design & execution, defect logging & test exit report. * Proficient in reproducing production issue in test environment, analyzing the impact of JVM critical patch updates, and testing applications that were re-engineered, re-hosted and re-architected or re-designed. * Ability to effectively communicate with both technical and non-technical personnel including stakeholders, development teams and the testing team, to monitor/ resolve any issues related to performance of the applications. * Flexible team player to move between projects/ squads to meet the demands of evolving corporate strategy as well as mentoring Agile principles & testing to junior team members. |

**TECHNICAL SKILLS**

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| **Scripting Tool Knowledge** | **MF LR – [Protocols]** Tru-Client, HTTP/Web, Web Services and C Vuser. |
| **JMeter -** (Basics). **UFT** (Windows based application). |
| **Monitoring Tools** | Perfmon, CA Wily, AppDynamics, Dynatrace, Site Scope and JDK tools. |
| **Software Application Testing** | Web Application Testing, Desktop Application Testing, Batch Jobs Testing, Mobile Application Testing |
| **Other Tools** | GIT, MF ALM PC and QC, Fiddler, SQL developer, Rally, JIRA and Confluence. |
| **Programming Languages** | C, Java, Batch scripts and VBA macro. |
| **Service Virtualization Tool** | Parasoft and Mountebank (Essentials) |
| **Client-Side Profiling Tools** | Webpage test, Dynatrace Ajax, Chrome Developer, and Page Speed tools |
| **Automation/Solution Accelerators** | Automation Scripts using .bat, .vba coding and Java. |
| **Operating Systems** | Windows and UNIX/ LINUX (Architecture Basics) |

**DOMAIN EXPERTISE**

**TELECOMMUNICATION (2013 - 2015)**

* Performance tested various ‘service provisioning’ applications of a leading American multinational telecommunication conglomerate.
* Performance Tested customer facing and service agent-based applications.
* Involved in testing provisioning, soft-switches, telephone number director, telephone number porting, telephone number creation and telephone number storing applications.

**RETAIL (2016 - 2017)**

* Involved in testing a supermarket chain, well-operated in providing services across Europe, North America, and Asia.
* Assisted in performance testing both desktop application and mobile native app (APIs).

**BANKING (2017 - 2022)**

* Tested banking products for a good standing bank with its headquarters located in Germany, USA, and Australia.
* Have involved in testing financial supply chain management, invoice processing and payment, internal report generation applications and customer servicing applications.

**PROFESSIONAL EXPERIENCE**

**Infosys**  Bengaluru, India

**Consultant** 2021 - Present

**Senior Associate Consultant** 2017 - 2021

**Key Highlights:**

* Received **Difference Maker Award** for applying tacit/ implicit/ explicit knowledge on to a project by learning a new tool to test an application.
* Completed Infosys Global Agile Certification which covers the theoretical understanding of Agile based models.
* Made significant contributions to the team in certifying software applications.
* Successfully led and contributed several different team projects.
* Steered efforts to assist the onshore team by duly completing the monthly release activities.
* Minimized the cost of setting-up test environment with the downstream systems, by creating Parasoft stubs for downstream and third-party systems.

**Key Deliverables:**

* Led the testing of Micro-services that were deployed in cloud computing environments like SAAS and IAAS.
* Provide better software with minimal performance-related issues, by engaging in all sprint events.
* Ensure the stability and reliability of software/ hardware changes for a conventional waterfall/ long-running/ big-bang based model, by conducting performance testing.
* Work with the team of test engineers for managing testing of all assigned projects, ensuring that project standards are defined, reviews and system tests are conducted and all project completion activities are closed on time.
* Ensure the testing of each application or project or release meets the strategic business requirements and is completed on time, within budget and with a high degree of quality.
* Manage the designing and maintenance of test plans, test scenarios, test scripts, test data and test sets using various tools.
* Identify, document and report bugs, errors, interoperability flaws and other issues in applications developed for clients.
* Design, update and execute technical, functional, and business test scenarios and test cases based on functional and non-functional requirements, ensuring their reusability.
* Execute all the test case and report defects, define severity and priority for each defect; carry out regression testing every time when changes are made to the code to fix defects.
* Used Virtual Table Server (VTS) for sharing of test data and parameters between LR VUsers; improved the recorded scripts by correlating, parameterization, inserting debugging messages and any other script enhancements as required.
* Created Load Runner scenarios and scheduled the Virtual Users to generate realistic load on the server using Load Runner (HP ALM PC).
* Analyze server error logs of web server and app servers either using raw logs or splunk logs and have monitored file system utilization, server disk space growth and other resource utilization metrics.

**Cognizant** Bengaluru, India

**Associate**  2016 - 2017

**Programmer Analyst**  2014 - 2016

**Programmer Analyst Trainee** 2013 - 2014

**Key Highlights:**

* Received client appreciation for being **Best Team Player** and for upstanding help in re-architecting/ re-designing an application used for provision telecommunication services to its subscribers.
* Have certified performance of web services that were designed with ‘Client-Server’ architecture pattern for few modern-day applications where the Web Services connects to various other programming platforms.
* Participated in validating test cases of various business transactions for an application that was re-architected from legacy system (layered 3-tier architecture) to Micro-services architecture pattern for its stability and performance.
* Proven record of completing the testing within the project deadlines.
* Played key role in administering the testing approach and have recommended the best solutions to carry-out the testing effectively that would closely replicate production-like behavior.

**Key Deliverables:**

* Managed testing of all assigned projects, ensuring that project standards are defined, reviews and system tests are conducted and all project completion activities are closed on time.
* Collated and communicated project requirements to the project team and management, and ensured effective planning and implementation of testing activities in alignment with project scope and deadline.
* Ensured that the testing of each application or project meets the business requirements and is completed on time, within budget and with a high degree of quality.
* Managed the designing and maintenance of test plans, test scripts, test data and test sets using various tools.
* Converted user requirement specifications into test plans and created test cases from requirements specifications.
* Gained insight into the system's behaviour under load situations, by evaluating the monitoring tool, based on the technology, and thoroughly analyzing the resource utilization pattern.
* Orchestrated efforts to monitor the micro-services, by studying the cloud computing environment and the orchestration engine (K8s); participated in production support, have monitored key metrics related to application and database servers.
* Provided development teams with detailed reports on quality metrics, identified bugs, flaws, performance defects and recommended fixes.

**EDUCATION**

* **Bachelor of Engineering**, PESIT, Bangalore, India 2009 - 2013
* **P.U.C**, Seshadripuram PU College, Bangalore, India 2007 - 2009

**CERTIFICATIONS**

* SDLC Process models training - Infosys Certification
* Basic Java Certification - Infosys
* Performance Testing - Cognizant Certification

**PERSONAL DETAILS**

* **Date of Birth:** 11 Aug 1991
* **Nationality:** Indian
* **Language Known:** Telugu, Kannada, Hindi, English
* **Location Preference:** Bengaluru