


## ANUPAM TIWARI

### Senior Professional: Software Testing

Technocrat & Solution-driven Professional and Peoples' Person with a photo  
concept to execution approach and career history of turning visions into  
winning strategies; targeting assignments in Software Testing Lifecycle,  
Quality Assurance, Performance Testing and Test Management

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### Core Competencies

Software Testing

Test Management

Quality Assurance

Bug Tracking/Debugging

Defect Management

Test Cases/Test Plans

Core Functional Testing

Cross Platform Testing

Regression Testing

Performance & Capacity Testing

Agile Methodology (Scrum)

DevOps

Team Management

### Career Summary

Nearly 10+ years of experience (national & international) in functional and performance  
Testing & Capacity Management, Test Management

**Domain Expertise:** (Banking, Financial Service and Insurance) BFSI, Logistics, Oil & Gas,  
Telecom, Energy domains (both offshore & onshore)

- Showcased excellence in establishing & enforcing standard test processes and deliverables (including defect management & quality metric reporting) within the specific process to streamline testing, API and Manual Testing efforts
- Skilled in spearheading all phases of performance testing by using tools such as JMeter, Gatling, RPT; Knowledge in working application technologies, define work experience on manual and performance testing solution
- **Expert in formulating test designs (Test Plan, Test Cases, RTM)**, along with test case execution; ensuring reported defects into ALM
- Steered efforts in delivering proactive Performance & Capacity Testing Consultation and conducting analysis of the production processes & work on essential quality control and testing operations to manage such critical issues
- Experienced in **deployment of Cloud Business Services (CBS), Internet of Things (IoT), AWS with an exposure of DevOps**; proficient in Web, SAP & Siebel Application Testing
- Hands-on experience in working on Agile & Scrum methodologies and performing sprint planning
- **Highly motivated, focused, hardworking, result oriented individual** and ability to work in a team environment
- Gained Knowledge of:
  - Performance trouble shooting (heap dump & thread dump analysis) is preferred
  - (OAT/ORT) Operational Acceptance/Readiness Testing ex- Fail over, disaster recovery, resilience testing & batch jobs
  - APM technologies with server and application (real and synthetic) monitoring components, integrating Dynatrace with tool, env. Work with root cause diagnostics and correlate software & business performance metrics, through log files and resolve the issues

### Personal Details

**Date of Birth:** 2nd July 1978

**Languages Known:** English & Hindi

**Passport No.:** Z3213003 (New)

**Singapore FIN:** G5434018X (Date of  
Issue: 25-09-2013)

**Address:** Greater Noida West, UP

### IT Skills

**Testing Concepts:**

**Performance Testing Tools:**

**Monitoring Tools:**

**DB profiling tools**

**Performance Bottlenecks Tools**

**Automation Tools:**

**Operating System:**

**Application and DB Server:**

**Configuration Mgmt. Tools:**

**Test Management Tools:**

**Third Party Tools:**

**Protocols:**

**Scripting Languages:**

**Environments Used:**

**Applications/Domains Used:**

STLC, Testing Types, Test Management, Testing Process, Agile

RPT v8.6/8.7, Load Runner 9.5/12.0, JMeter, NeoLoad, Gatling, Soap UI

New Relic, NMon, PerfMon, Dynatrace, PerfCentre, AppDynamics, Splunk  
Statspack / AWR / SQL profiler etc.

JProfiler, Chrome Dev tools, APM etc.

Selenium, Tectia, QTP,

Windows (98, XP), Unix

Data Studio 4.1.2 Client, Oracle10gR3, PL/SQL Server 2005, Toad, SQL Dev.

IBM Clear Case, VSS, Sharepoint, Scheduler

Confluence, JIRA, GitHub, Bugzilla, QC9.2, RQM and HP ALM

Putty, Win SCP, VNC-Viewer-5.3.1, RStudio

HTTP, HTML (Web protocol), SAP, Web Services Apache Kafka, Rest Client

Basic knowledge of Java Scripting & Java

VMware, Citrix XenApp, RSA Secure ID

Cloud-based and IoT, SAP, BFSI, Telecom, Energy, Mobile and E-commerce

## Certifications

- Certificate of Completion of AZ-900 Microsoft Azure Fundamental online course by Udemy
- Certificate of Completion of AWS Certified Cloud Practitioner online course by Udemy
- PtU - Certified Performance Tester with JMeter (PtU-CPTJM)
- Certificate of completion of Apache JMeter Intro by BlazeMeter
- Certified Scrum Master (CSM) by Scrum Alliance
- Certified in IBM Blue mix essentials, Cloud, Banking Jumpstart
- Certified in IBM Agile Beginner and Leadership course completion under Agile IBM

## Professional Experience

### Jan'15 to Present with IBM India Pvt. Ltd., Noida

#### Growth Path/Deputation

Jan'21 to Present	Test Lead: Performance & Capacity Management (Noida)
Jan'15 to Dec'20	Testing Specialist: Performance & Capacity Management (Noida)

### Jul'07 to Dec'14 with Nucleus Software Exports Ltd., Noida/Singapore

#### Growth Path/Deputation:

Jul'07 to Mar'10	Software Engineer (Noida)
Apr'11 to Mar'13	Sr. Software Engineer (Noida)
April'13 to Mar'14	UOB & BCSIS in Nucleus Software Solution Pte Ltd. (Singapore)
	Systems Analyst (Noida)
Apr'14 to Dec'14	Test Lead (Noida)

### Sep'06 to Jul'07 with Fidelity Information Services India Pvt. Ltd., Chandigarh as Consultant

#### Key Result Areas:

- **Managing the Software Testing process;** establishing and enforcing Standard Test Processes and Deliverables (including defect management and quality metric reporting) within the process to streamline testing and support manual testing efforts
- **Assigning work to team members, monitoring their performance,** and delivering outstanding results through coaching, direction, and mentoring
- Participating in test scripts/plan preparation, test design & execution, test data creation, QCTP preparation, black box testing, multi-platform, integration & regression testing for Product & Web Based application and review of results
- Experience with hands on Performance Testing/Engineering with good analytical skills and innovation bent of mind
- Expertise in Performance Testing tools like Jmeter, Performance Center, IBM RPT, OATS, Neoload, Gatling
- **Gathering and analyzing data in support of business cases, writing test plans and scripts for tracking defects and fixes in product development,** software application development, information systems, and operations systems
- Scripting in multiple protocols, Web Http/HTML, SAP, Citrix, RDP, Oracle, Siebel, Webservices, API/Microservices
- Facilitating Scrum events, promoting Agile life cycle practices leading to Scrum team success in delivering valuable product; knowledge and experience to have Agile and DevOps methodologies, container-based applications
- Monitoring testing activities **to ensure the quality** and functionality of assigned systems, ensuring timely and accurate test communication with Development Leads, Project Manager and Senior Management throughout the project life cycle
- **Reviewing project test and implementation schedules;** monitoring, documenting, and reporting the status of defects for each testing cycle and overall project to the management
- Preparing, **designing, and leading the Test Strategy** and Test Plan for all projects; reviewing activities such as Requirements Review, Design Review, Test Strategy Review and Test Case Review
- **Providing scope, resource and time estimates for projects presented to QA** for testing and analysis, designing & coordinating implementation and availability of QA test environments
- **Communicating the various testing issues with Project Manager, Developers and Client members** during the status and review sessions
- Investigating Infrastructure and Application Metrics to identify potential bottlenecks

#### Highlights:

- Recognized with Deep Skills Award for presenting excellence in high demand & IBM designated critical skill
- Successfully resolved problems pertaining to Performance Bottlenecks, Setup & Patch Deployment Issues
- Showcased intelligence by streamlining Safexpress 3PL, NBS, FinnOne CAS, LMS.

## Academic Details

- Pursuing Post Graduate Diploma in Business Management from Narsee Monjee (NMIMS) with online mode of learning
- M.C.A. from Dr. Ram Manohar Lohia Awadh University, Faizabad in 2005

- DST (Diploma in Software Technology) from CMC Computer Ltd., Allahabad, UP in 2002
- B.Com. from University of Allahabad, Allahabad, UP in 1999

*Please refer to annexure for project details:*

## ANNEXURE

### Projects

#### IBM India Pvt. Ltd., Noida

**Title: iDV1 Evolution Project Build**

**Title: 3PL Operations Module Dev & Reports**

**Title: PB AMS**

**Title: DMS Implementation**

**Client: Dixons Carphone PLC (UK)**

**Client: Safe Express, India**

**Client: Pitney Bowes (US, UK, France & Germany)**

**Client: IOCL, India**

**Environments Used:** IBM Cloud base SAAS services, iDMobile application, Telecom, Angular base web application, UI web based, BFF API with Single UI, Different Core Microservices, AWS, Ecommerce & Your Account, CRM Siebel Application, JMeter, Jenkins, Swagger, Jira, GitLab, AppDynamics, Dynatrace, Confluence, OATS tool, SQL Developer user for database testing.

**Role:** Performance Test Lead, Prepare Test Plan, Estimation & Planning, Resource Management, Defect Management, Test Management, Traceability Matrix, Report Preparation and Publish the same

#### Highlights:

##### Utilized JMeter & OATS Tool to perform following activities:

- Understanding the business requirements and discussion with of SLA's with Customer.
- Preparing high quality Stress, Load & Performance Test Strategies
- Performing steps entailing creating Tests Scripts, creating Test Script Skeleton, recording of HTTP Requests
- Experience with performance testing and benchmarking in a SIT/UAT or application environment.
- Performance testing of microservices, JMeter -Rest API, AWS ECS Cluster, Auto scaling, AWS Lambda.
- Extensive experience using Azure Cloud services for performance test and related functions.
- Adding JMeter elements Thread Group, Timers, Listeners, Graph Result,
- Perform Correlation using Regular Expression Extractor and Parameterization,
- Scripting of APIs workflows and GUI scenarios through JMeter.
- Scripting of APIs via parametrizing IDs in JSON structure and correlation of learner and tokenIds.
- Performance suite execution for 200 VUs via controllers and onboarding multiple Load Generators.
- Augmenting virtual users as per load test plan; effectively dry run the test
- Monitoring the Performance stats through ElasticSearch logs post integrating it to with Amazon Cloudwatch & Grafana.
- Strong experience with performance testing tools JMeter and monitoring tools Grafana/Dynatrace.
- Analysing Performance bottlenecks through Prometheus and creation of new Grafana Monitors through it.
- API integration testing through Postman for GET, POST, PUT and DELETE requests and tracing of same through swagger.
- Hands on experience in Cloud, CI/CD, GitLab, Confluence etc.
- Leading a team with 4 to 5 software engineers from requirement phase to signoff involvement in Safexpress till now
- As Test Lead schedule, the meeting, client demo for configuring & scheduling the load test with JMeter Tool
- Executing API swagger UI, SoapUI, Postman Running suit, analysing the test results and publishing the report
- Working as per defined performance testing solution and some time for functional scenarios.
- TCP/IP, network knowledge and troubleshooting and Unix/Linux internals.
- Workload increases in a ramping load test, Reduce the number of transactions
- Ramp up the load with concurrent user load scenarios and Identify bottlenecks,
- The engineering transactions are executing on a sampling rate, so graph them in correlation with the user load
- Strong experience on SQL query debugging for the functional and parameters
- Experience in mobile performance testing with zebra device/android v10, in different modules of Logistics domain.

**Title: MSIL (Cloud-Based IoT Application)**

**Title: Jabil InControl 2.0 (Cloud-based Application)**

**Title: Management Operating Systems, SAP Application**

**Title: SAP Logon Application**

**Title: South Asian University (SAU)**

**Title: Nationwide Building Society (UK)**

**Title: Service Delivery Platform**

**Title: TPK-Whanau Ora Information System**

**Client: Maruti Suzuki India Ltd., India**

**Client: Jabil Circuit, US**

**Client: Water Corporation, Australia**

**Client: Xcel Energy Inc, USA**

**Client: South Asian University (SAU), Singapore**

**Client: Nationwide Building Society, UK**

**Client: Bharti Infratel Ltd, India**

**Client: Ministry of Health, New Zealand**

**Environments Used:** Cloud-based Azure, PaaS and AWS business application services, New Relic, Unix, WinSCP, SAP and Telecom Application, PPM, Agile methodology, ERP system-PeopleSoft application, Oracle10gR3, jazz, RQM, IBM-RPT8.6,

SQL Dev., HP-ALM, Data Studio 4.1.2 client, Cloud-based IoT Application, NMon, Unix, Rest Client, Kafka using Agile Techniques.

**Role:** As Performance analyst using IBM RPTv8.7/8.9/9.1 Load Runner v11, Performance Centre, UAT Support in Banking Payment, Mortgage, Rest Client/Kafka, Rest API Testing, used JIRA and SQL database.

**Highlights:**

- Gathered & analyzed the requirements; Established & conceptualized the application with performance tools.
- Level for assuring Quality - Drafting POC's on performance new tools and challenges.
- Created Performance Test Scripts using tool JMeter, IBM RPT (8.2), (8.6)
- Successfully created Test blocks, Data Pools & Data Volume; designed, built, executed & monitored performance tests
- Validated Test Scripts & Load Distribution Plans and Test Agents
- As Project Lead performed the Performance Testing for test scripting, execution, scheduling, and setup agents
- Configured & executed test suites and compiled the result; prepared the report, analyzed the results and published the same
- Provided analytical stats, page health summary stats, observations & findings; conducted comparative analysis for all pages
- Raised new defects for degrade/new high response time pages/API's
- Experience in CI/CD tools such as Jenkins, well versed with DevOps concepts and setting up build & release pipeline.
- Monitored performance and tuning tools using HP OpenView
- Identified & isolated performance bottlenecks, defects & problems with backend support.
- Suggested with some recommendations to optimize performance, RCA of performance issues in complex multi-tiered system
- Proficiency in SQL Queries, Configuring and Debugging Database for applications.
- Generated performance, load & scalability testing, performance engineering framework and custom code solutions
- Validated, identified & troubleshoot performance issues for JAVA & JMS based apps
- Designed load scenarios/workload models for high throughput systems
- Managed the workload balancing, modelling & benchmarking prod/pre-prod environments,
- Analysed JVM parameters (Heap/GC/Threads & so on) and profiling tools
- Administered various protocols using JMeter, IBM RPT, LR entailing HTTP/S, TCP, TLS/UDP, SAP-Web Services, Soap & so on
- Tracking the memory leakage through JConsole and VisualVM and monitoring through heap dump and thread dump.
- Performance tracing of different containers through New-Relic APM and monitoring other performance metrics.
- Involved in performance roadmap planning, drafting of workload model for performance testing approach and planning.
- Tested the application at various levels such a Regression, Integration and System

**Nucleus Software Exports Ltd., Noida/Singapore**

**Title:** UOB – PLCE Unsecured Instant Approval

**Title:** SACH – G3 System

**Title:** P@CE- IndusInd Bank and FinnAxia Receivables

**Title:** FinnOne- Communication Module

**Title: FinnOne Suite Clients:** EWB-RMS Thailand, BankMed, ADF (Abu Dhabi Finance), India Bulls, HDFC, ING Vysya Bank, RCL- CAS Sanction Letter, ICICI Bank, L&T Finance, RAK Bank, DLB, GMAC Enhancements, FinnOnePro- GCS & LMS

**Environments Used:** Oracle11gR3, AIX5.3 IBM Clear Case, IBM RPT, use automation tool Selenium, SQL Dev. HP ALM, JIRA

**Role:** Functional SIT, UAT, Regression, Interface, Retesting, Network, Sanity, GUI & Master data creation and testing in agile

**Highlights:**

- Nearly 9 years banking experience in Retail and Corporate lending, CAS, LMS and Collections, loan system, Settlement payment, mortgage, Investment banking, Asset management and Capital market & insurance in terms of testing;
- Gathering and analysing data in support of use cases, writing test plans and scripts for tracking defects & fixes
- Executing IT Projects based on IT Software Testing, encompassing planning, design and compliance with IT quality standards
- Managing program & project progress as per scheduled deadlines for various tasks and taking necessary steps for ensuring completion within time and effort parameters; ensuring zero defects within time, postproduction support and backend support & knowledge transfer, Understand product requirements specifications, and test plans related to the SDLC
- Spearheading, leading & mentoring a Software Testing Team consisting of 4 members for delivering assistance on all phases of application testing; ensuring that information systems, products, and services met or exceeded organization/ industry quality standards and end-user requirements ,Administering Offshore & Onsite QA resources for project completion;
- Formulating test summary reports, proposals, estimations, ROI, audit related docs, metrics, resource management

**Fidelity Information Services India Pvt. Ltd., Chandigarh**

**Title:** Dexterra- BlackBerry SFA Enterprise

**Title:** Market Live-Armani Exchange

**Environment Used:** SQL Server 2000, Oracle 8.0, Window XP, Testing Approach

**Device:** Windows Mobile (HTC-1605, Palm Treo), Black Berry and MIDP

**Role:** Sanity, Mobile functional testing/android, Regression, GUI, Device & Web testing

**Client:** UOB, Singapore/Thailand

**Client:** BCSIS, Singapore

**Client:** Abu Dhabi Finance, Abu Dhabi (UAE)

**Client:** TFS, Singapore

**Client:** Dexterra Inc. and MarketLive Inc., USA

**Client:** Dexterra Inc. and MarketLive Inc., USA