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| **Karthik Lingasamy** | |
| **Profile Summary:**  Lead – Projects with 12+ Years of experience in Performance testing of applications and products for various domains such Banking, Telecom and Insurance domains  Managed project in Singapore – StartHub Telecom, GIRD Mobile, Ministry of Education (MOE), Government Cloud (G-Cloud), The Australia and New Zealand Bank Group (ANZ Bank), AVAIVA Insurance, Sing Post, Sentosa Development Corp (SDC), Singapore iSOS, The Singapore Institute of Technology (SIT), Mapletree and Great American Insurance (GAI), THALES, CIMB Bank – Malaysia and Standard Charted Bank (SCB) -India  Expertise in performance testing tools like HP Stormrunner, HP Loadrunner, HP Performance Center, HP ALM, Jmeter & RPT  Programming Skills: Python (Data Science libraries Pandas and Matplotlib) & JAVA Script  Robotic Process Automation (RPA): UiPath & Selenium WebDriver  Worked on client locations India, Singapore & Malaysia for Project Requirement gathering Initiation, and execution  Strong Client Interaction skills – worked with the Client’s Technical, Business, and Testing teams to validate and determine Test requirements  Experience in End-to-End Performance Testing lifecycle  Involved in all the phases of performance testing which includes Requirement gathering, Effort Estimation, Test plan preparation, Scripting, Test execution, Monitoring, Profiling, Result analysis and Report preparation  Involved in Performance Engineering  Involved in analyzing the CPU, Memory, IO (Disk and Network) Utilization Problems by using the Open source tools as well with In-house tools  Hands-on experience on Java profiling tools (Thread dump analysis, Heap dump analysis), HP Diagnostics (JAVA & Dot Net Profiling tools and Database Profiling tools), HP Site Scope  Experienced working towards building a strong team/work environment, and can acclimate to new technologies and situations with ease  Best and Industry standard practices are being followed across all the project teams | |
| **Personal details** Nationality Indian Location Singapore Languages English, Tamil Stanton House Contact Name Laura Taylor | **Education & Qualifications** B.E – ECE 2003 – 2007: P.S.R Engineering College – ANNA University XII 2002 – 2003: S.H.N Edward Higher Secondary School, Sattur – State Board X 2000 – 2001: S.H.N Edward Higher Secondary School, Sattur – State Board |

**Employment History**

Newton

Technical Lead

Mar 2020 – to date

## Responsibilities:

* Testing Areas: Performance Testing & Performance Engineering

## Achievements:

Qassure Technologies Pte Ltd, Singapore

Technical Lead

Oct 2011 – Mar 2020

## Responsibilities:

* Testing Areas: Performance Testing & Performance Engineering

## Achievements:

Cognizant Technologies

Associate – Project

Mar 2010 – Oct 2011

## Responsibilities:

* Testing Areas: Performance Testing & Performance Engineering

## Achievements:

Qassure Technologies (India) Pvt Ltd

Test Analyst

May 2007 – Feb 2010

## Responsibilities:

* Testing Areas: Performance Testing

## Achievements:

Summary of Projects Handled- QASSURe, Singapore

Client: StarHub, Singapore

Test Lead

* Project Title: IDEAL, Sonic, Web Form, EAI Upgrade, Siebel Upgraded, Order Priority, RMS, Any Time TV & Reunion

## Responsibilities:

* Managed multiple Projects simultaneously
* Interacted stakeholders and Application groups for engagements
* Responsible for Creating Project team and defining the individual Roles and Responsibilities
* Ensure Process document are followed as per Company Norms
* Ensure all Quality and Audit metrics are implemented
* Communicating the Status, dependencies, risks and setting expectations to the stakeholders constantly
* Managed day to day Team's work allocation, prioritizing the issues and mentoring
* Provided regular status of the projects to the Delivery Head
* Conducting Weekly team meetings, Technical Scrum Meetings, Daily Stand-up calls and customer conference calls
* Identify and drive automation opportunities that will improve operational efficiency and service effectiveness
* Handled direct interaction with users and their expectations in issue resolution, within their SLA in short duration time
* Evaluated many the Open source software and customaries to the internal needs
* Project
* EAI application integrates other system IOM and Billing stubs. Its uses Siebel as a front end to load the orders. The IOM (Integration Order Management) application captures service orders, generates their associated flows, and drives and monitors the processes required to get the services fulfilled also integrates and seamlessly puts together the parties involved in the end to end fulfillment processes, providing a unified view of the order through all the systems involved, allowing also tracking its status and metrics consistently along the fulfillment chain
* Team Size: 4
* Tools: HP LoadRunner 12.53, web (HTTP/HTML), Web Services, MQ Scripting and Siebel Web

## Achievements:

Summary of Projects Handled- QASSURe, Singapore

Client: Ministry of Education, Singapore

Test Lead

* Project Title: iFAAS2

## Responsibilities:

* Managed multiple Projects simultaneously
* Interacted stakeholders and Application groups for engagements
* Responsible for Creating Project team and defining the individual Roles and Responsibilities
* Ensure Process document are followed as per Company Norms
* Ensure all Quality and Audit metrics are implemented
* Communicating the Status, dependencies, risks and setting expectations to the stakeholders constantly
* Managed day to day Team's work allocation, prioritizing the issues and mentoring
* Provided regular status of the projects to the Delivery Head
* Conducting Weekly team meetings, Technical Scrum Meetings, Daily Stand-up calls and customer conference calls
* Identify and drive automation opportunities that will improve operational efficiency and service effectiveness
* Handled direct interaction with users and their expectations in issue resolution, within their SLA in short duration time
* Evaluated many the Open source software and customaries to the internal needs
* Project
* Performance Test carried out on Oracle E business solutions, Oracle Hyperion and Oracle Business Intelligent
* Team Size: 4
* Tools: HP LoadRunner 12.53, web (HTTP/HTML), Oracle NCA Protocol

## Achievements:

Summary of Projects Handled- QASSURe, Singapore

Client: ANZ Bank, Singapore

Test Lead

* Project Title: RCE HK

## Responsibilities:

* Handled different projects Requirements gathering till the projects get Signed- Off
* Managing offshore team members for the projects effectively and completed the project before the given deadline and project management related activities
* Gathered Performance Testing questionnaire, Business Process Monitoring questionnaire and project estimates for PT and BPM related services
* Proactively participated in CoE related activities, given presentation to the different business team and to the Application and Business Team
* Addressed and Coordinated PT related issues with different business stakeholders of the projects
* Involved in server side monitoring and executing load tests
* Provided AWR report analysis to the application team
* Measured client side activities using HTTP watch tool and provided client side analysis to the application team
* Attending Performance Engineering call in a weekly basis and suggested the required PE services
* Project
* RCE HK is ebanking system with over 1 million customers, the key to ANZ bank success is its ability to deliver new products and continuously improve customer management. With 1000 online users requiring access to ebanking systems(RCE), and 50 end customer requiting access to back office and other sources like FINACLE hose systems were becoming increasingly complex and in need of streamlining
* Team Size: 2
* Tools: Performance Center 9.5, web (HTTP/HTML)

## Achievements:

Summary of Projects Handled- QASSURe, Singapore

Client: ANZ Bank, Singapore

Test Lead

* Project Title: TAS

## Responsibilities:

* Participate in meetings with client to come up with new Performance test scenarios
* Involved in Requirement gathering, Test strategy & Estimating test efforts and managing test efforts
* Responsible to build application server for performance testing
* Raise outages and follow-up with on-call team to resolve all errors across Performance test servers
* Develop test scripts for Performance test using Vugen
* Responsible in running the Vugen script in Multi User mode using the HP ALM
* Used vmstat for monitoring the Server utilization during Performance test execution
* Performance test execution and analyze the capability of the application
* Given recommendation for bottleneck of the application using AWR monitoring data
* Analyzed and shared recommendations for the page rendering issues using HTTP Watch and Fiddler tools
* Project
* ANZ Bank is implementing ANZ Transactive Asia program to provide Cash Management Services to their corporate customers. The Transactive Asia (TAS) Program has two cash management applications – GCP (Global Cash Plus) and LM (Liquidity Management) we are doing the performance and volume testing of both the GCP and the LM applications. The P&V testing includes load, stress and volume scenarios. The P&V testing is done in terms of No. of concurrent users, Transaction response and Transaction volume. The testing would be done for the most critical business functionalities to ensure that the system performs as expected under load, stress and volume conditions
* Team Size: 4
* Tools: Performance Center 9.5, web (HTTP/ HTML)

## Achievements:

Summary of Projects Handled- QASSURe, Malaysia

Client: CIMB Bank, Malaysia

Test Lead

* Project Title: 1Platform / BDS

## Responsibilities:

* Lead the performance testing team with a team of 5 which includes Testing team, Architecture team, CoE team, development team, Database team, Environment support team and Interface team
* Closely worked with business personnel and gathered the performance test requirements
* Involved in preparation of Budgeting, Test Strategy, Run Plan, Test Scenario and Business Intelligible Test Report
* Timely provided the project status report, weekly status report and interim test reports to senior management
* Responsible to build application server for performance testing
* Apart from Online user access performance test different tests conducted such as bandwidth testing, interface testing, batch testing and volume testing
* Involved in the Script development and carried load testing using Loadrunner 11
* Given Recommendation for the bottleneck identified (Memory Leakage and Database) during the performance test and eliminated the issues using HP Diagnostics & Nmon Analyzer
* Done Server Side Monitoring during performance test execution
* Performance test execution and analyzing the capability of the application
* Project
* BDS is a heterogeneous core banking system with over 10 million customers, the key to CIMB bank success is its ability to deliver new products and continuously improve customer management. With 3,000 employees requiring access to internal core banking systems(BDS), and 3000 end customer requiting access to ATM Servers and other sources like ESB, CBDS and SIBS those systems were becoming increasingly complex and in need of streamlining
* Team Size: 6
* Tools: HP ALM, Winsock and Web Services

## Achievements:

Summary of Projects Handled- QASSURe, Singapore

Client: IDA, Singapore

Test Lead

* Project Title: G Cloud

## Responsibilities:

* Understand the application technology, architecture and its workload model
* Finalizing the application performance requirements
* Parameterize and correlate the test scripts for dynamic parameters and session handling to execute in various environments
* Designing and executing the scenarios as per the usage patterns determined using Load Runner controller (or) Performance Centre
* Monitor the web resource utilizations and the average response time for all the business transactions using Load Runner monitors
* The server resource utilizations were monitored during the execution period using the Perfmon (in windows) and VMSTAT (in UNIX)
* Generate interim performance test reports and results for analysis
* Analyze the reports and shared the observations to application team
* Participated in regular update meetings on the project status with all stakeholders
* Publishing the Final Test Report to all the stake holders along with the observations and recommendations
* Collect network statistics of the application using Application Vantage
* Project
* G-Cloud is the next generation whole-of-government infrastructure. It will provide efficient, scalable and resilient cloud computing resources and will be designed to meet different levels of security and governance requirements
* High Assurance Zone – a physically dedicated computing resource pool which will only be used by Government to serve its high assurance needs
* Medium Assurance Zone – a computing resource pool which will be shared with non-government cloud users to lower cost of computing resources for Government
* Basic Assurance Zone – a computing resource pool which is shared with public cloud users
* Team Size: 8
* Tools: HP LoadRunner 11.52, web (HTTP/HTML)

## Achievements:

Summary of Projects Handled- Cognizant, India

Client: MetLife Insurance, USA

Associate – Project

* Project Title: Order Priority

## Responsibilities:

* Worked as an offshore lead and reviewed all test deliverables on a daily basis and followed performance testing process in Quality center
* Involved in Server side analysis and given recommendation to the client once the load and endurance test executed on MetLife test environment
* Created LoadRunner scripts using Citrix ICA protocol, Flex protocol
* Created LoadRunner scripts using SAP – GUI, SAP-web protocol
* Involved in performance test Plan creation. Traversal flow document creation
* Project
* Metropolitan Life Insurance Company (MetLife) is one of the top insurance companies in the world and leading insurance company in USA. It has a wide range of enterprise applications including legacy, ERP and eBusiness supported in multiple languages. The Company, through its subsidiaries and affiliates, is a provider of insurance and other financial services to individual and institutional customers; offers life insurance, annuities, automobile and homeowner's insurance and retail banking services
* Team Size: 4
* Tools: HP LoadRunner 11, SAP – GUI, SAP-web protocol, Citrix ICA protocol, Flex protocol

## Achievements:

Summary of Projects Handled- QASSURe, India

Client: Standard Charted Bank, India

Test Analyst

* Project Title: eBBS

## Responsibilities:

* Worked as a team member and involved in the test plan creation
* Preparation of Test Scripts for the Performance test by Loadrunner
* Performance test execution and analysis the capability of the application
* Done Server Side Monitoring during performance test execution
* Native OS commands are used for monitoring the Server usage activities
* Project
* Ebbs are a core banking product based on n tier architecture. It uses Java applets/JSP for presentation layer and j2ee for Application layer and Db2 for presentation layer. It also uses crystal as reporting architecture and CMOD as archival solution. It uses a customized compression technique which requires a different technique to co-relate
* Team Size: 4
* Tools: HP LoadRunner 9.1, web (HTTP/ HTML)

## Achievements:

Summary of Projects Handled- QASSURe, India

Client: Standard Charted Bank, India

Test Analyst

* Project Title: PeopleSoft HRMS

## Responsibilities:

* Performance Test Script preparation in Web (HTTP/HTML)
* Test Execution
* Report Preparation
* Analysis
* Project
* PeopleSoft HRMS is an integrated suite of applications and business processes that are based on PeopleSoft’s Pure Internet Architecture (PIA) and enterprise portal technologies. The sophisticated features and collaborative, self-service functionality available in PeopleSoft HRMS enable to manage the human resources from recruitment to retirement while aligning the workforce initiatives with strategic business goals and objectives
* Team Size: 4
* Tools: HP LoadRunner 9.1, web (HTTP/HTML)

## Achievements:

Certifications

* HP Accredited Solution Expert Load Runner 11
* HP Accredited Integration Specialist Load Runner 11
* NewRelic
* Sun Certification in Java Technology

Travel Summary

* Country: Singapore
* Visa Type: EP
* Duration: 8.5 Years
* Remarks: End to End Performance Testing
* Client: StarHub, GRID Mobile Ministry of Education, G-Cloud (HP & NCS), Singapore Post, Sentosa Development Center, ANZ Bank, IDA, SIT, AVAIVA & iSOS
* Country: Malaysia
* Visa Type: Business Visa
* Duration: 8 Month
* Remarks: End to End Performance Testing
* Client: CIMB Bank

Systems Skills

* Hardware/ Platforms: Windows 2000, Windows XP, Windows 7, Unix
* Technology: HP Loadrunner, Jmeter and Java
* Programming Languages: C/C++, Java
* Databases: MS-Access, Oracle, SQL Server
* Testing tools: Loadrunner, Performance center, ALM and Jmeter
* Profiling Tools: HP Site Scope, HP Diagnostics JProfiler, JConsole and SQL Profiler