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| Priyanka Sivakumar | |
| Profile Summary :  Building a challenging IT career with a global company and be able to explore various opportunities. 8 years of IT experience doing Performance Testing & Performance Engineering on various Applications. Good knowledge in the functionality and testing of CRM, Telecom and Airline domains.  Software Experience & Strengths   * Involved in End-to-End Performance Testing using Automation Tools in Telecom Domain and CRM Siebel projects * Sound Knowledge of Software Development Life Cycle and the Agile implementation process * Expertise on Performance Testing tools– Load Runner and Jmeter * Involved in Performance Monitoring and Analyzing of Test Results and having good experience in Monitoring tools like NMON/SARMON, Introscope, App dynamics and monitoring using Unix commands * Sound Knowledge in creating various types of Load scenarios and execution * Sound knowledge of Test Management Tool HP Quality Centre and JIRA (Test Scripts, Requirements Traceability, Test Sets, Test Issues, Generate test metrics for reporting) * Experience on creating Load Runner scripts for the Web and Siebel applications * Performed Scalability Testing - Load/Soak/Endurance tests for discovering and fixing performance bottle necks & Scalability issues * Good knowledge in Java and OOP’s concepts * Excellent team player with the ability to meet stringent deadlines and work pressure * Ability to plan and organize things effectively and outstanding knowledge sharing skills * Received individual & team client appreciations (from BT Reward Council) for BT applications in giving the deliverables with utmost quality * Delivered projects individually within stringent timelines * Appeared in Tech M companywideNewsletters for the projects successfully delivered * Competent and Quick Learner of new technologies and easily adaptive to new environments * Good communication skills and flexibility for taking up new roles | |
| Personal details Nationality India Location Singapore Languages English Stanton House Contact Name Laura Taylor | Education & Qualifications BTech Computer Science & Engineering (CSE) HKBK affiliated to VTU, Bangalore, IND |

Employment History

Tech Mahindra

Technical Associate

May 2010 – May 2013

Capgemini

Consultant

Jun 2013 – Sep 2015

Infosys

Technical Test Lead

Oct 2015 – Mar 2019

Projects

## Project: CRM Cisco-Siebel Performance Testing

* Client: Cisco
* Role: Performance Test Analyst
* Team Size: 12
* Test Tools: HP Load Runner 9.5, NMON/SARMON, HP Quality Centre

Description

* The Siebel CRM performance benchmarking project on the CISCO blade servers aims at evaluating the Siebel CRM application performance on Cisco blade servers and benchmarking the performance test results.
* Initially, the benchmark tests are carried out on the Siebel CRM application hosted on the Solaris platform. Once the benchmark is achieved the test environment is migrated to the CISCO blade server while keeping the minimum configurations on the Siebel application. The benchmark tests are conducted on the CISCO platform in order to benchmark the performance of business critical functionalities, and achieve benchmarking of the Siebel application on the CISCO blade servers

Responsibilities

* Capturing NF requirements by involving in initial NF assessment activities with all the stake holders to capture the NF requirements
* Prepare highly impacted Business scenarios for testing on Siebel application.
* Ensuring the progress of non functional testing by preparing the test plan, test approach & test specifications
* Have a sound knowledge in test script preparations using Load runner on Seibel Protocol
* Performed test execution using HP strategic testing solution tool Controller.
* Expertise in Test Scenario creation in Controller/load/soak/Stress testing
* Monitoring the test resource utilizations before, during and after the test by using SARMON/NMON
* Analyzing the Load Runner graphs of load test run
* Preparing the High Level observations based on the Load test results and circulating to all stake holders
* Highlighting the defects and tracking them using test management tool Quality center
* Attending daily catch up calls with the clients to publish the status on daily progress.
* Ensuring all the work done for an application in QC by writing the test cases and executing the test cases in QC
* Defects tracking and closure
* Following & inculcating best practices in & among team to ensure the deliverables reach with utmost quality
* Tracking offshore team updates and circulating the mails on past(pending), current & future work stack
* Involved in the preparation of Progress and Test Completion Reports which include - Percentage of performance test cases executed and passed, Number of performance test issues raised and still open, Probable causes of performance test issues, Severity of performance test issues
* Benchmark the Cisco blade servers for small medium and large customer volumes as per client requirement based on the rigorous high volume Load test results abstracted

Project: United Kingdom Business Solutions Non Functional Testing (UKBS NFT)

* Client: British Telecom (BT)
* Team Size: 12
* Test Tools: HP Load Runner 11, BT-UCPS, Quality Center

Description

* UKBS architecture purpose is to provide a common architecture for all BT’s UK business products supporting the Market Facing Units of GSUK, BT Wholesale and BT Retail Business.  The architecture supports both on-line and agent based journeys (Concept to market C2M, Lead to cash fulfillment L2C and Trouble to repair T2R).
* Objectives for the solution have been extended beyond regulation compliance (TSR) to include transformational goals for both the business and technology.  These goals aim to reduce costs through significant right first time (RFT) and cycle time improvements in the L2C and T2R journeys.
* At the heart of the UKB solution is to build better online and agent journeys for the UKB products that are based around predefined templates.  The primary source of these templates is the Product Master File where product specific details, pricing and are defined and which parts of the common delivery mechanism is required to complete the L2C and T2R journeys.  The definition of these templates is completed as part of the C2M journey and will enable rapid product launch
* The perspective of UKBS is to rollout OneView from BT business and migrate the data records (i.e. Customer profiles, Orders and Billing details etc) to OneSeibel. BT wants to ensure that this migration will not have any performance impact on backend components thus giving the customer a better experience

Responsibilities

* Performed Performance Testing using load runner with Ajax Truclient protocol
* Attending the CFT cross functional team calls for getting the Nonfunctional requirements
* Involved in reviewing solution requirements and business volumetric forecasts and defining the process for selecting the high volume use cases
* Creating Load Runner Scripts using LR 11.0 (Ajax TruClient Protocol)
* Built Performance scenarios (Load, Stress, Soak) to reflect expected live usage of the system, using the pre-defined sets of business transactions to uncover and fix performance and scalability issues
* Creating and Executing the scenario through Load Runner Controller
* Create realistic workload scenarios for Load, Resilience, Platform regression, Functional regression tests and executes tests using Load runner
* Monitoring the Servers through UCPS Monitoring tool
* Analyzing the Performance testing results , AWR Reports & identifying the bottlenecks at application server and Data Base end
* Prepare, Review and circulate the Test Reports to appropriate parties involved on daily, weekly and monthly basis as deemed necessary by the project
* Reported the defects through Quality center

Project: NEC – NMS relaease 4.0

* Client: NEC
* Role: Test Team Member (Functional Testing & Performance Testing)
* Team Size: 12
* Test Tools: Ksar, JIRA

Description

* NEC is currently planning to upgrade its current Femto NMS solution with a new release called as 4.x. The key objective of this new release is to upgrade the existing NMS solution to the latest HP Openview product versions

HP NNMI 9.1 (Network Node Manager)

Additional feature enhancements to support the latest versions of the RAN Gateway devices for Fault management

Responsibilities

* Sound knowledge in the functionality of the product HP NNM(Network Node Manager)
* Good knowledge in functionality of all the RAN Gateway devices and their individual behavior
* Expertise in downloading the binaries , installation and upgrade of NNM Product from NNM 8.0 to NNM 9.10
* Expertise in preparing Functional test cases to test the end to end functionality of the NNM product and the solution developed
* Experienced in executing the test cases on different servers like HP-UX and Linux which include both HA(High Availability) and Non HA setup’s
* Raise the identified bugs in JIRA and follow up with the development team until completion defect cycle
* Expertise in executing multiple cycles of SIT on the defects fixed and the new builds released.
* Update the test case results and produce the detailed final test report
* Expertise in creating virtual networks for the RAN Gateway devices using Advent Net Simulator to send the traps in bulk for load testing of the servers
* Capture the performance parameters such as CPU , Memory , Network Packets & Disk usage using Ksar analyzer and provide the metrics to the customer

Project: Passenger Services System Phase 2

* Client: Cathay Pacific Airlines (Onsite – Hong Kong)
* Role: Performance Test Engineer
* Team Size: 5
* Test Tools: HP Load Runner 11, NMON, HP ALM, P Quality Centre

Description

* PSS Phase 2 is to replace CX and KA’s legacy departure control system, CUPAC, with a new departure control system from Amadeus called Altea DCS. With this product implemented, CX will enjoy the benefits of having an integrated passenger service system with a single source of information shared across the entire Amadeus Altea Suite, i.e. Altea RES, Altea INV and Altea DCS. In order to achieve this goal, all downline applications that are currently integrating with CUPAC must be switched over to integrate with Altea DCS. During this phase we need to observe the End to end performance of downline applications which are affected due to CM roll out and communications via CXIP.Performance of downline applications during different stages of CM roll out i.e.,Split System Period (when both CUPAC and Altea DCS will be running together).Target State Period (when all outports will be successfully migrated to Altea DCS).Performance of various CXIP components (WMB, MQ Server, ODS server) when load will be coming from downlines (in terms of web services, MQ services ), as well as from 1A (in terms of different feeds) .Performance of feed loading and ODS extraction till the point downlines receive the files and process them at their end

Responsibilities

* End to end performance of down line applications which are affected due to CM roll out and communications via CXIP
* Perform feed loading and ODS execution till the point downlines receive the files and process them at their end
* Moniter performance of downlines running independently, as well as concurrently
* Performance of feeds (SBR, BIF, CM and FM) loading together into the ODS table and then extracted to the respective downlines
* Flight configuration control and preparation of documents on the same
* Test Scripts preparation of critical applications.
* Test data management.
* Execution of test scenarios(Average load test, Peak load test) using HP ALM.
* Done platform level monitoring to capture CPU, Disk, Memory and I/O.
* All intermediate and backend systems will be monitored during performance testing for identifying the potential bottlenecks using NMON
* Preparation of test results once executions were completed
* Raising the defects in HPQC and follow – up’s are done till closure of the defects

Project: Amdocs Mediation (AIM)

* Client: EE (Everything Everywhere UK)
* Role: Performance Test Engineer & Test Team Lead
* Team Size: 5
* Test Tools: Unix shell scripting, Toad 9.7.2.5, Quality Center

Description

* Amdocs Mediation is a system which acts as an interface or a middle layer between network elements (MMSC, SMSC, GGSN etc) and billing system/downstream applications like Fraud Management Systems, Revenue Assurance, Data Ware house etc.
* A mediation function is a function that routes or acts on [information](http://en.wikipedia.org/wiki/Information) passing between network elements and network operations. Amdocs mediation is a process that converts call data to pre-defined layout that can be imported by a specific billing system or other [OSS](http://en.wikipedia.org/wiki/Operations_support_system) application.
* Amdocs mediation supports all voice and data mediation in a single converged system because it has brought a significant reduction in hardware as well as operational cost

Responsibilities

* Involved in reviewing solution requirements and attended the CFT calls to identify the performance impacted requirements.
* Set up calls with the business to finalize the non-functional requirements and gather the volumetric for these requirements.
* Prepare Performance Test Strategy and Test Effort Estimates for each release.
* Prepare Performance test scenarios (Load & Soak) and carry out execution.
* Automation of the testing execution and monitoring using shell scripts and SQL queries on TOAD.
* Raising the defects in HPQC and follow – ups are done till closure of the defects
* Prepare Test execution reports and analyzing the Performance testing results and DB stats pack reports to identify the bottlenecks at server and Data Base end.
* Prepare, Review and circulate the Test Reports to the Stake holders

Project: Mortgage Warehouse Lending

* Client: Wells Fargo
* Role: Performance Test Engineer
* Team Size: 15
* Test Tools: Performance Center 12.20, App Dynamics

Responsibilities

* Creating test scripts for application using the Web-HTTP/HTML protocol
* Customizing scripts for parameterization and correlation
* Validation of scripts.
* Test data preparation
* Design Load scenarios.
* Test scenario executions for various loads in controller machine by using multiple load generators.
* Monitor the tests results in Appdynamics , analyze GC , Heap and other graphs
* Preparation of Interim test Results Analysis and final report documentation.
* Involved in Daily Status call, Weekly status Reports shared to customer

Systems Skills

* Languages

Java, C & SQL

* Testing Tools

Load Runner Jmeter

* Defect Management Tools

HP Quality Centre, JIRA

* Monitoring Tools

Appdynamics, Introscope, NMON

* Operating Systems

Windows, Linux & HP-UX