Gayathri Krishnamoorthy

QA Analyst - SAP America Inc

Garnet Valley, PA - Email me on Indeed: indeed.com/r/Gayathri-Krishnamoorthy/2616a918fdcdd131

• 5 years of experience in Quality Assurance testing for Web based client/server Applications and various windows OS upgrade solutions and products

• Architected Cloud data testing solutions and highly skilled in detailed use case preparation across multiple devices varying from desktops to mobiles.

• Strong experience in analyzing and testing in Retail, manufacturing ecommerce domains

• Hands on experience with full life cycle of Software Development (Planning, Analysis, Design, Development, Testing, Integration and Support)

• Participated in traditional delivery model as well as AGILE methodologies.

• Proficient in developing Test Plans, Test Scenarios, Test Cases and Test Reports.

• Skilled in Black Box Testing, Performance Testing and Functional Testing.

• Adept in developing detailed Functional, Integration and System test specs and converting high-level test requirements into reliable, repeatable, and maintainable test cases.

• Extensively used both Quick Test Professional (QTP) and Unified Functional Testing (UFT)

• Hands on experience in Quality Center focusing on various manual testing flows

• Strong expertise in windows imaging of various OS levels and hardware

• Highly skilled in OS upgrade and installation testing specifically on Windows 10 and Office 365 products

• Experienced in high level and low level design document preparation for core commerce business logics

• Extensively worked in IBM WebSphere Commerce Suite v6.0 and experienced in core Java backend programming, IBM DB2, JSP and Java Scripts

• Adept in power shell scripting to automate manual test cases per QTP

• Strong technical engineering academic background with excellent analytical skills.

• Specialized in projects related to Retail domain and completed multiple certifications in JAVA and Retail domain.

• Highly motivated, capable to self-train and guide teams, coordinate and deliver projects successfully.

• Excellent communication skills with a positive service-oriented demeanor.

WORK EXPERIENCE

QA Analyst

SAP America Inc   -   Newtown Square, PA   -   October 2015 to Present

SAP is the world leader in enterprise applications for software and software-related services. Based on market capitalization, SAP is the world's third largest independent software manufacturer. SAP solutions cover everything from project management to professional services automation (PSA); it establishes a repeatable process for delivering high quality services, fine tunes resource planning, and take business development to the next level.

The project I worked on involves extensive testing of Windows 10 and Office 365 products on SAP solutions. I worked exclusively on ALM, windows imaging, software upgrade testing, installation/uninstallation defect testing across multiple hardware systems.

Key Achievement
Test machines availability is one of the challenges of this project that determines timely delivery of various test runs. As a senior member of the team I expertly performed imaging of available test machines in a semi-automated fashion. The best practices and techniques to achieve such faster and successful imaging is shared and documented; which helped all testers achieve their delivery on time and improved overall productivity.

Role & Responsibilities:
• Responsible for creating automation scripts in UFT for manual test cases per project docs
• Extensive imaging of various windows machines with multiple OS levels and dependencies for project testing
• Performed Direct Access (DA) testing and Connected Backup testing as well as various MS products testing like Visio and Project professional across multiple OS level machines.
• Responsible for windows 10 OS upgrades on various test machines - Lenova, HP, surface Pro - through dock, monitor, wireless and USB HD.
• Thorough testing of Office 365 on various test machines for both install and un-install flow
• Performed monthly patch cycle testing and review and document all test results
• Responsible for project test metric collection by maintaining an extensive excel worksheet of test data and results.
• Cloud Data Solution - instrumental in high level and detailed test cases preparation for User stories like document access, password authentication, Unicode, Corporate folders and more.
• UFT - experienced in windows based applications automation from scratch and also thoroughly trained on advanced concepts
• IT Tools test case - responsible for performance testing test cases from scratch and as well as detailed new machine verifications
• Desktop - performed win 10 extended hardware support testing on platforms including VMware
• Performed detailed citrix receiver testing on Windows 10
• Trained a team of interns on Quality center concepts , imaging techniques and overall product testing responsibilities

Environment: ALM 12.0, UFT 12.01, MS Office 2013/2016 applications, Windows 7, 8 and 10, 95/98/NT/2000/XP

QA Analyst

Sears-Kmart Retail   -   February 2013 to June 2015

The project I worked on is an ecommerce transformation project for Sears-Kmart Retail website migrated existing ecommerce websites (Sears.com, Kmart.com, Craftsman.com and Kenmore.com) to the new platform IBM WebSphere Commerce Server version 6.0 and added several custom functionalities.

Key Achievement
Customer check out module was one of the critical functionality of the ecommerce engine that I prepared the test plan for from the scratch as an individual contributor. I added specific quality assurance checks like page to page navigation and customer edit options until the final rendering of the checkout cart.

A step by step detailed test case document that I prepared for the above module was the bed rock on which all added functionalities was stress tested throughout the development phase.

I received key performer of the project award for the solution.

Role & Responsibilities:
• As a senior QA analyst responsible for developing test plan design for page construction and commerce business logic during initial project requirement gathering phase.
• Prepared both a high level test spec for the commerce engine as well as supporting test plans to address the design of its subsystems.
• Developed a comprehensive test system for shopping cart checkout module that tests the logic for various backend processing and calculations.
• Responsible for session management and user tracking testing focusing on server side programming modules.
• Performed system tests of new pages, functionality tests of specific cart checkout enhancements, usability testing of shopping logic to satisfy all the requirements of the users.
• Responsible for execution of test Cases manually for specific scenarios like duplicate elements in the cart, session idle time reminder to customers etc.
• Created data-driven test cases, by generating a generic test case that operates on varying data values specified in the test plan.
• Performed all phases of end-to-end testing which includes windows testing, functionality testing, regression testing, interface testing and system testing of the Application.
• Involved in writing the conversion test cases, executed manually and automated the cases, entered defects as per the results
• Worked Active Data Sheet for data driven testing to support automation scripts.
• Performed Regression Testing of the affected test cases to confirm that the defect has been resolved when defect corrections are delivered in a build.
• Provided testing production support for critical fixes and enhancements
• Regular client interaction to gather new business requirement and translating them to detailed test spec with steps. Represented entire team on many occasions.

Environment: Quality Center, Quick Test Pro, MS Office applications, Windows95/98/NT/2000/XP, UNIX, IBM Websphere Commerce Suite v6.0, Java Script HTML, DHTML, XML, JSP

QA Analyst

Texas Instruments Inc - August 2011 to January 2013

The project I worked on is a Transaction management system that fully migrated Texas Instruments existing Sample Device application to the new platform IBM WebSphere Commerce Server version 6.0.

Key Achievement

As a part of the core team I developed a comprehensive test system solution to test the new transaction flow user session that replaced the client's existing legacy system.

Conducted QA workshops with the team where project design points and testing methodologies were discussed and vetted. This helped accelerate the contribution and productivity of the overall project team.

Role & Responsibilities:
• Responsible for requirement and use case analysis, reviewing Business Requirements document, project test phase estimation and approach.
• Prepared low level and high level test plan documents focusing on various transaction flows as well as ACID properties of such database commit
• Performed Business functionality testing, which involved testing of all core functions of the application.
• Involved in preparation of Test Plans for different modules and documented test cases and scripts for various screens of the application.
• Performed Functional and User Acceptance Testing (UAT) using QTP.
• Converted Manual Integration tests into automated tests. Used QTP extensively for the purpose of GUI and Functionality testing.
• Responsible for categorizing bugs based on severity and Regression testing after bug fixes and verified those fixes.
• Lead a 15 member team, conducted presentations and knowledge transfer sessions about phases of project testing, test system and automation tools used.

Environment: QTP, Mercury Quality Center, Win Runner, MS-Word, MS-Excel, Windows95/98/NT/2000/XP, UNIX, IBM Websphere Commerce Suite v6.0, Java Script HTML, DHTML, XML, JSP

EDUCATION

Bachelors in Electrical and Electronics Engineering
Anna University - Chennai, Tamil Nadu

Information Systems for Decision
Strayer university

ADDITIONAL INFORMATION

TECHNICAL SKILLS

Hardware: IBM PC/AT compatibles, Dell, HP
Operating Systems: UNIX, Windows NT, Windows […] DOS 6.1
Testing Tools: Quick Test Pro, Load Runner, Test Director/Mercury Quality Center, Win Runner
Testing Methods: GUI, Black Box, Integration, Regression, Functional, Back End, UAT, System and Smoke Testing
Languages C, C++, JAVA
Scripting Languages: Java Script, HTML, DHTML, XML
Databases: IBM DB2, Oracle 8, Oracle SQL Plus, MS-Access, and MS- SQL
Web Technology - IBM Websphere Commerce Suite v6.0
GUI/Front end- JSP
Application packages: MS Office, PowerPoint, Excel