



**Viswanathan T | + 91-9535126583 |**

**[thiyaguviswacrm83@gmail.com|](mailto:thiyaguviswacrm83@gmail.com|)**

1. Over 10 years of Experience in **Business Analysis**, **Functional Manual testing,** for delivering of quality software products, and applications.
2. Hands on experience in **Banking and Financial Services**, **Mortgage, HealthCare, and Life Insurance industry** projects in various roles as UAT Tester, functional tester etc.
3. **Sound knowledge and Experience in Agile and Waterfall Methodologies.**
4. Expertise in Loan Origination Systems that includes personal Loan and Mortgage.
5. Expertise in finnone Loan management system and core banking ecosystem.
6. Involved in preparation of **Requirement Traceability Matrix (RTM), Defect Tracking Report, Bug** **Reporting, and Weekly Status Reports.**
7. **Expertise in mobile testing using web site across multiple browsers and mobile devices**
8. **Expertise in Defect coordination and hosting Defect Triage meetings.**
9. Involved in both **Front-End** and **Back-End/Database** QA process of the application using **Black Box** Testing methodologies and performed backend testing using **SQL** Queries.
10. Involved in **Smoke Testing, Integration Testing, System Testing, Regression Testing, Installation** **Testing, Compatibility Testing, Performance (Load & Stress) Testing, Documentation Testing, GUI Testing, User Acceptance Testing (UAT)**.
11. Involved in build and release processes, Software Development Life Cycle **(SDLC) &**Software Testing Life Cycle (**STLC**) phases, agile and **QA** methodologies.
12. Establish a test automation capability leveraging HP UFT with the goal of speeding up the testing cycle and increasing ability to do more regression testing
13. Experience in Temenos T24 applications **testing**
14. Experience in Salesforce CRM **testing** using SFDC Administrative tasks includes creating profiles, Roles, Users, Page Layouts, Workflows, and Reports.

**MANAGEMENT SKILLS**

****

* Excellent Experience in Banking, Financial and Mortgage industry
* Excellent experience in Health care and Pharmacy benefit management systems
* Excellent experience in User Acceptance Testing, System Testing, Regression Testing, and functional Extensively involved in Test planning, strategy and Resource estimations.
* Involved in estimation and proposals
* Handled 15 member offshore and onsite team
* participated in daily defect status meeting.
* Good written and oral communication skills to coordinate with globally located teams.
* Exposed to all phases of Software Development Life Cycle. Involved with teams in requirements gathering, analysis, design, development, testing, implementation and maintenance.

**Experience**

**Project 1:**

**Ally Financial Bank– Advantage One Dealer CRM |Boston MA USA**

**Technologies -Apex, Visual force, Java, Java Web service(s), Oracle and DB2 |CTS**

Ally via the advantage program is replacing the system of record for dealer information from CARS to ACCM.It will support the customers of Ally dealer information transitioning from CARS to Ally Auto advantage.

* Interacted with various business team to gather and document the requirements.
* Responsible for Creating story and review with business.
* Working closely with scrum master and product owner for sprint planning for agile methodologies
* Participate in daily stand up meeting for agile methodologies
* Tested the application under different networks and internet speeds including on 3g,4g LTE and wifi networks
* Tested web app, native app using mobile testing according to the requirements
* Conducted system and system integration testing for close of business
* Involved in different management coordination for Testing Activities.
* Responsible for Functional Testing, Regression Testing and UAT.
* Review the Test Cases scripts.
* Conduct Defect triage meeting.

**Project 2:**

**First Republic Bank- ATM Diebold and Brokerage Testing | Technologies |.Net, Web service(s), UNIX, Mainframe, Oracle and DB2, Sales force | SFO CA |CTS**

FRB deals with loan processing system in united states where it deals with RISKS and collateral for the customers’ applications will transfer the money between FRB customers to BBX application for transferring the money between the accounts for brokerage transactions and ATM Strategic enhancements will upgrade the Win xp to Diebold system for the customers.

Responsibility:

* Interaction with the business and the stakeholders for the requirements analysis and review.
* Certify the website in the iOS and android Mobile phone and tablets.
* Testing both for Native app and web app in iOS and Android.
* Run Compatibility Testing (cross Windows/ Mac and Android/ iOS platforms, cross browsers, cross mobile devices - phones, tablets, iPads etc)
* Prepare and maintain Requirement Traceability matrix
* Perform Browser compatibility testing for most widely used browsers in the industry
* UAT testing for the usability and Web testing.
* Review and update the regression suite for the overall application.
* Performed production deployment and the Business verification testing.
* Interacted with the Business Analyst and application teams to discuss the performance requirements and load test strategy
* Maintain regression test suites for Automation(s) and manual Testing.

Using Test Management tool (QC) and proving Test Metrics report on Daily and weekly

**Project 3:**

**Blue Cross blue shield - Obama Care - RMAS Program |Boston MA USA**

**Technologies |J2EE, Web service(s), UNIX, Mainframe, Oracle and DB2 |CTS**

Insure advantage small group Blue Coat, Testing functionality covered and Replaced the IA system to Salesforce migration.

Health Insurance for U-65 and O-65, Testing functionality covered from exchange to HCSC downstream systems enrolment, Billing and reporting.

Responsibility:

* Worked on Test data management using MMT tool for capturing both new and MMT transactions.
* Work closely with software developers and take an active role in ensuring that the software components meet the highest quality standards.
* Involved in preparation of estimation, testing plan and details, capacity plan and performance strategy docs and conducted assessments and data modeling using excel.
* Worked on Claim Processing Claim, Claim editing, Medical policy, care management, provider performance.
* Worked on large volume test all the business processes affected by the ICD-9 to ICD-10 changes.
* Attending daily defect triage meeting and prioritized the defects and communicate to offshore.
* Performing regression testing for different module when any changes in the infrastructure components.

**Project 4:**

**Freddie Mac-** CEFM – Credit Enhancement front end management | SELLING | HP UFT **|Tampa FL USA |Mphasis |**

**Technologies |.Java,Net,Java Web service(s), Oracle and DB2**

CEFM interacts with Rules engines for exiting customers and produce the results with Agreement and obligation. It will collect the customer information about Single loan and multiple loans with various products.Using finnone application to handle customer service,business operations and system process modules

* Analyzed FRS and SRS on new products/portal development.
* Interacted with various business team to get the functional knowledge about finnone LMS and core banking ecosystem
* Involved in Test cases creation for customer service, business operations and system processes for finnone application
* Execute test, validate results, manage defects and report result for Finnone application for LMS,Selling and CEFM applications.
* Participated in **Integration**, **System, Smoke and User Acceptance Testing.**
* **Selecting or identifying areas/test cases for automation.**
* Creating Automation Test plan and getting approvals.
* Configuring UFT tool settings, object identification and globalizing the settings
* Creating, storing, Organizing and Managing Test automation resources
* Creating, Enhancing, Debugging and Running tests
* Co-ordinating team members and development team to resolve issues
* Interacting with client-side people to solve issues and update status

**Project 5: RBS -Retail Enterprise Credit Risk Information System –**

**Technologies: Java,J2EE ,.Net ,Mainframe | India Capgemini**

**.**

The RBS has involved in to various areas where we have involved in to security Authentication and Authorization of payment module. Where we will involve in to all the payment gateway and payment engine and loan processing systems.

**Responsibility**

* Interacted with Business Analysts, Sourcing and Modeling teams and Project Managers during all phases Prior to QA phase.
* QA lead for the project responsible in planning and mentoring the Onshore and Offshore QA team.
* Developed QA Estimates for test planning and execution
* Created and Reviewed Detailed Test plan, Test cases/Test scenarios for Manual Testing
* Performed Component Integration, Regression and End to End testing to ensure readiness for user acceptance testing
* Participated in Walkthrough and Periodic Meetings with Clients, Business and Development team leads to coordinate, resolve and schedule testing efforts.
* Worked on Android and IOS mobile and Tablet, IPhones using print agent application.
* Worked on Voice and Video Testing for IOS, Tablet, iPhone and Android phones.
* Analyzing the production defects ticket and regression suite for the same based on the fixes and impact analysis document.
* Worked on Native and web application on both mobile and Tablet.
* Mobile Apps for Native Apps and Customized Apps Testing through Perfecto mobile
* Testing in XML validation, Involving Batch jobs, Good experience in Different Type Processing like Batch and Online.

**Project 6: HBOS and RABOBANK - Tandem Non-Stop SQL, Mobile and Infrastructure Testing, FPS (Faster payments, ATM, SEPADD, SEPACT –Technologies |J2EE , Mainframe, DB2 , Web service(s) | Netherland & India | CTS**

Faster payment service is global payment transaction in UK which deals with Single immediate payments (SIP), Standing orders(SO)& Future dated payments(FDP). It will deal with payment engine, payment gateway and settlement, Reconciliation.

Rabobank deals with Agriculture loan processing system in Netherland where it deals with SEPADD, SEPACT transactions which utilize both Tandem Non-stop sql and Mainframe.  includes three sub-systems, Loan Origination, Repayment Management Servicing and Collections. This project caters to the Retail Lending, Leasing and Credit Card Industry. This mission-critical application is a feature-rich multi-user software solution. Lending Solution can be deployed across multiple retail portfolios that include Personal Loans, Home Loans, as well as Credit Cards.

* Preparing and Executing PSQA, CSQA, LSQA infrastructure component testing.
* Providing Critical support to the Users for User Acceptance Testing.
* Involved in User Interface Testing and Web Services Testing using Soap Scope and MQ tools like IR360 for Multichannel Printing System including consumer document printing.
* Testing in XML validation, Involving Batch jobs, Good experience in Different Type Processing like Batch and Online and Validated Web Service(s) Testing methods through Soap-UI tool
* Using a Test Management tool (QC) Involved POC Using the automation tool QTP for regression testing.

**Education**

* B. TECH from Bharathidasan University.

**Certification**

* Software Testing
* TMAP and SMART
* Banking and Financial Services – L0
* Retail Banking

### External certification

* ISEB ISTQB Foundation Certificate in Software Testing-
* Quality Center HP0M15
* Salesforce Certified Administrator (SU16 –ADM 201)