



Hema Nalabanda



Trainee Software Developer

Experienced ISTQB® Certified Tester with 9 years of experience in software testing of Client/Server and Web based applications, and an excellent track record of successfully delivering complex CRM and large government e-programmes in the UK.

Currently training with TechSwitch to be a Full Stack Developer and looking forward to resuming my professional career after a two year break.

BusBoard

This web application displayed the upcoming buses and their times for the nearest two bus stops based on the post code that was provided. The application used RestSharp library to connect to the TFL APIs to retrieve the information.

► **Technologies used:** C# with ASP.NET Core MVC framework

Chessington

This was a Chess AI application. The application was developed using the Test Driven Development approach to program all the edge cases of the pieces. Two testing frameworks, NUnit for unit testing and FluentAssertions were used. The FakeitEasy library was used to set up mock boards to test the program logic.

► **Technologies used:** C# with ASP.NET Core MVC framework

MyFace

Myface is a social networking app. The app is made of 2 parts, a C# .NET Core API and a React Frontend. Entity Framework was used to manage all the interactions with the database. A salt was added to the hashing process when storing user passwords. Users were authenticated using Basic Auth and role based authorization was implemented. The React front end was built using the Create React App tool chain with TypeScript and Sass. HTML templates were created using JSX. Data was passed between the React components using props, states and context. React Router was used to give the user the feel of moving between pages. I used Controlled Components to manage the state of the React forms. The Jest test framework was used for testing. Unit, Component and Snapshot tests were written to test this program.

► **Technologies used:** C# with ASP.NET Core MVC framework, React with JSX, TypeScript, Sass

Education

2018

Bangalore, India
Post Graduate Diploma in International Education

2013

BCS
ISTQB Certified Tester Foundation Level

1995

Bangalore University, India
Bachelor of Engineering in Computer Science

Skills

Technical

Unit Testing Frameworks: NUnit, Test NG

Programming Languages: C#, ASP.NET Core MVC, VB.NET, VBA, ASP, VBScript, React, JavaScript, Java

Web Technologies: HTML, CSS, XSLT /XML

Databases: SQL Server

IDE Tools: Rider, Eclipse

Build and Continuous Integration Tools: Github, Maven, Jenkins

Other Tools: SOAP UI, Acunetix Scanner, LoadRunner

Test Automation tools: Selenium WebDriver

Management tools: JIRA, Zephyr

Others

Ability to adapt to new environment quickly

Strong team player

Enthusiastic learner

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Advanced Computer Software Group, UK (Mar 2013 - Dec 2017)

Senior Quality Engineer

Product: OpenEngage - Membership Management System

OpenEngage is a CRM solution designed specifically for the Not-for-Profit sector. The product provides a customer database with the ability to manage complex business processes with modules to manage memberships, donors, events etc.

Successfully tested the migration of the OpenEngage product from the legacy Gupta-based application to Microsoft .NET Platform. Got very good feedback for the detailed test scripts that I had written which facilitated a smooth UAT.

- ▶ Responsible for ensuring the quality of every new release of the Backoffice and web based front end (incl. sprint meetings, requirement analysis, collaborating with developers and product owners, test case design and execution, defect management)
- ▶ Investigation of customer issues, to establish the root cause and steps to reproduce.
- ▶ Analysed database triggers, stored procedures and functions; implemented SQL queries to validate and generate test data; used SQL Server Management Studio Profiler for debugging
- ▶ Tested Web Services using SoapUI
- ▶ Security tested the web applications using Acunetix before every release
- ▶ Trained the new offshore team set up in India
- ▶ Trained application support team and product consultants on software changes
- ▶ Lead automation of the Backoffice application using Test Complete
- ▶ Automated regression tests of the Web based front end using Selenium WebDriver/Java with TestNG for unit testing on a Maven framework

PA Consulting Group, UK (Mar 2001 - Jul 2012)

My career with PA, started as a Developer of PA's internal applications where I worked with technologies like ASP, VB COM Objects and SQL Server. I was later promoted as a Consultant and performed various roles like Developer, System and UAT Tester.

During my 11 years with PA, I have worked with a number of public and private sector clients.

Some of projects have been listed below:

- ▶ UK Trade & Investment (UKTI)
- ▶ Norton Rose
- ▶ London Deanery
- ▶ Department for Education
- ▶ Intermediate Capital Group
- ▶ The Home Office
- ▶ Severn Trent Water
- ▶ Scottish NHS

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Norton Rose, London

PA Consulting Group - Developer

PA developed a web-based product called the Risk Manager for Norton Rose, which can be used by in-house teams when approaching transactions and advisory work of various types. The system was developed using C#, Visual Studio 2008 and SQL Server 2008.

- ▶ Was appreciated by the management for proving that our system met the performance requirements, which led to the client releasing the payment that was due to us for a long time. This involved coordinating with the client and third party vendor who had failed our system and prove that our system met the requirements and analyse the vendor's code and highlight issues.
- ▶ I was the developer for the support phase of the project and was involved with defect fixing, analysing and developing change requests.

London Deanery, London

PA Consulting Group - Developer

PA was asked to develop a web-based solution to process over 8000 applications by Doctors. The solution was built using .Net and SQL Server

- ▶ I was involved in enhancing the existing system to accommodate some changes to the application forms and add a new feature to save the application form as a pdf document.

Department for Education, London

PA Consulting Group - UAT Tester

This was a National eCAF Project, an IT system that allows practitioners to assess children's needs appropriately. PA oversaw the User Acceptance of this system being built by Logica

- ▶ Interacted with user groups from schools, social services and various charities to prepare high level test scenarios
- ▶ Involved in test case design and test case execution.
- ▶ Prepared a tool in Excel, which used macros to map the test cases to test script to ensure adequate coverage
- ▶ Facilitated the User Acceptance Testing at the client site which was attended by representatives from schools, social services and charities
- ▶ Logged in all system defects in an accurate and detailed manner with steps taken, actual results, expected results, severity of the bugs and proposed possible solutions.

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The Home Office, UK

PA Consulting Group - Lead Developer & Tester

PA was working on a Drug Intervention Programme which was a critical part of the Government's strategy for reducing drug-related crimes.

- ▶ **System Tester:** Test the XSLT protocols compliance with all the business rules.
- ▶ Conducted database testing and identified SQL procedures and functions with slow running queries. Suggested changes which reduced the query time from 20 mins to few seconds.
- ▶ **Developer:** Was a lead developer of the web application.
- ▶ Developed a tool to migrate legacy data stored in MS Access Database to the new web application.
- ▶ Wrote a windows service that checked if the XML data submitted by DATs conformed to the defined protocol and sent an automated response back.