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**Availability**: Immediate

# Over all 9 years of experience in IT industry with 3 years of experience in BPM application using APPIAN20.x and 21.x in Analysis, Design, Development, Testing and Maintenance and 7+ years of professional experience in Quality Assurance and Proficient in ATM software testing. In depth knowledge of Software Development Life Cycle and testing methodologies. Proficient in System, Functional, Regression and Performance testing of Client/Server and Web Based applications.

# Summary

* Experience in Designing, Capturing and Implementing requirements using **Appian BPM** suite
* Worked with Business to understand their requirement and design and develop them into Process flows and Models within Appian
* Utilized **SAML** authentication in Appian
* Experience working in versions 17 to 21.4.
* Experience in Appian Application development using **SAIL**, **Process models**, **Creating Tempo, Reports, Records, creating Expression rules** and **trouble shooting**
* Experience working in **SAIL** which indicates **utilized All Object Components** to build **Dashboards, Sites** and **Reports** inUser Interface (UI)
* Leveraging all **smart services** in **process model** while creating workflows based on the requirements
* Experienced with List view and Summary view **reports**
* Experience in the Implementation of **Appian** sites
* Strong knowledge of the **Software Development Life Cycle** **(SDLC**)
* Extensive knowledge of QA Standards methodology, QA framework, and QA process
* Proficient in ATM application testing
* Experience with QA Methodology and QA Validations to ensure Quality Assurance and Control
* Excellent Knowledge in **Agile (Scrum)** development methodology, **Waterfall, and agile** models of SDLC
* Goodexperience in ATM Testingboth Hardware and Software**,** proficientinBankingDomain
* Strong analytical and QA/testing skills, capacity for work and diagnostic ability, gathering different kind of project requirements
* Well versed with defect tracking tools Quality Center/ ALM, and JIRA
* Experience in mobile web or mobile app testing, regression
* **Basic Knowledge about networking TCP/IP**
* Experienced on working with Excel sheets, like loading data in and out
* Participated in bug meetings with developers to validate the severity of the bug. Manually retested the application for smoke testing and regression testing
* Experience in **Black box testing** and **White box testing**
* Involved in regression testing, system testing, integration testing, smoke testing, performance volume, stress, and ad-hoc testing for Mobile projects
* Excellent Verbal and Written communications
* Exceptional ability to quickly master new concepts to applications and a team Player
* Excellent oral and written communication skills combined with good business acumen
* Self-motivated, pro-active, innovative and approaches challenges with a positive attitude

**Professional Experience:**

**Organization: Net Orbit, Inc. Dec 2020 – Present**

**Client: Midwest Loan services- Detroit, MI**

**Appian Developer**

**Project- Request Management system**

**Responsibilities:**

* Provided support to setup infrastructure for Appian Enterprise BPM Suite considering internal requirements
* Derived the process flows from the functional requirements using Microsoft Visio
* Created groups in order to ensure the security levels in the application
* Created folders based on the object criteria
* Designed sites and tempo enabled forms using SAIL, created CDT’s based on the design DB schema, created Constant and Expression Rules to drill the data and display them on UI, used Appian shared components and smart services in order to create flows
* Experience in document management for business and user level
* Have setup MYSQL and MS SQL server on Appian and also worked on Appian environment transfer from MY SQL-to-SQL server
* Used MS SQL server for DB
* Wrote SQL queries and used store procedures in SQL
* Created process models for the workflows and worked on the record types to display multiple record views for the users to review up-to-date status of the designated candidates
* Created Grid layouts to display the candidates in a grid view with the respective decisions
* Providing technical assistance by supporting the production end users on the issues and queries they come across
* Experience in manual and automated deployments and import packages in all environments
* Followed all the best practices which were suitable to the organization

**Tools used:** Jira, Oracle DB, ServiceNow, Appian 21.4

**Organization: Net Orbit June 2018 – Dec 2019**

**Client: Truist Bank- Richmond, VA**

**ATM Software QA Tester**

Truist Financial Corporation is an American [bank holding company](https://en.wikipedia.org/wiki/Bank_holding_company) headquartered in [Charlotte, North Carolina](https://en.wikipedia.org/wiki/Charlotte,_North_Carolina). The company was formed in December 2019 as the result of the merger of BB&T (Branch Banking and Trust Company) and [SunTrust Banks](https://en.wikipedia.org/wiki/SunTrust_Banks). Its bank operates 2,781 [branches](https://en.wikipedia.org/wiki/Branch_(banking)) in 15 states and Washington, D.C., and offers consumer and commercial banking, securities brokerage, asset management, mortgage, and insurance products and services. It is on the [list of largest banks in the United States](https://en.wikipedia.org/wiki/List_of_largest_banks_in_the_United_States) by assets, as of June 2021 it is the 10th largest bank with $509 billion in assets. As of January 2021 Truist Insurance Holdings is the 7th largest [insurance broker](https://en.wikipedia.org/wiki/Insurance_broker) in the world with $2.27 billion in annual revenue.

**Responsibilities:**

* Analysis of Requirement documents, Design documents & Business requirements for designing testing activities that typically involves Test procedures, write test case scenarios, review, and verify quality standards
* Create, prepare and implement systems quality assurance reviews for numerous applications.
* Perform moderately complex to complex test data conditioning, regression testing, and testing validation
* Analyze and evaluate the business and technical requirements for implementing the software/systems
* Design, Develop, and Integrate complex modules in the project and standard Design Patterns, while meeting the required quality standards
* Verify Base 24 changes for Internal Switch by validating CAF changes for converted MasterCard debit cards
* Validated PIN/SIGN and Foreign ATM transactions are routed to 1 Link
* Validated hST PIN/SIGN and Foreign ATM Transaction authorization on 1 Link
* Validated STAR & 1 Link reports
* Validated the ATM screens to display the transaction decline message to clients using hST MasterCard debit cards, requesting them to activate new Truist Visa debit card
* Testing code and integrating them to the deployment process. Also responsible for the overall code quality of the application.
* Create and close the User story in Azure (TFS)
* Hands on experience using AIMS- ATM Information Management System
* Analyze new software which needs to be installed on the terminal for any abnormalities, also evaluate the code if it’s compatible with the existing systems. Work with XFS team to setup the ATM Terminals to appropriate environment before the execution cycle begins
* Verify NCR Vision, ProCash NDC CCPROT/JOURNAL logs and event logs at the end of the transaction
* Participated in daily SCRUM meetings to provide daily status of testing
* Documented the defects in quality center and assigned them to relevant developer.
* Reported Project related activities and statuses to the Project Manager and stakeholders.
* Provides specific guidance on defects to developers.
* Logs, tracks, and verifies resolution of software and specification defects.
* Documents all phases of the systems QA Process.
* Performed and executed regression test plan for every build and on different vendor ATM’s like Wincor, NCR, Hyosung, and Diebold.
* Hardware certification
* ATM Hardware faults and alarm testing.

**Environment:** ALM, AIMS, Azure, BlueZone, Outside view, Base 24, NetOps, Documet direct, X9 File editor, NCR Vision.

**Organization: Net Orbit Nov 2016 – June 2018**

**Client: PNC Bank- Cleveland, OH**

**ATM QA Tester**

**Projects: NCR MVS Upgrade, XFS Proview Upgrades/DBD Series and Opteva, GFO Exit, Windows 10 Conversion, NCR-Video Banking.**

PNC Financial Services Group, Inc. (stylized as PNC) is a [bank holding company](https://en.wikipedia.org/wiki/Bank_holding_company) and [financial services](https://en.wikipedia.org/wiki/Financial_services) corporation based in [Pittsburgh](https://en.wikipedia.org/wiki/Pittsburgh). Its [bank](https://en.wikipedia.org/wiki/Bank) operates in 19 [states](https://en.wikipedia.org/wiki/U.S._state) and the [District of Columbia](https://en.wikipedia.org/wiki/District_of_Columbia) with 2,459 [branches](https://en.wikipedia.org/wiki/Branch_(banking)) and 9,051 [ATMs](https://en.wikipedia.org/wiki/Automated_teller_machine). The company also provides financial services such as [asset management](https://en.wikipedia.org/wiki/Asset_management), [wealth management](https://en.wikipedia.org/wiki/Wealth_management), [estate planning](https://en.wikipedia.org/wiki/Estate_planning), loan servicing, and [information processing](https://en.wikipedia.org/wiki/Information_processing). PNC is ranked 8th on the [list of largest banks in the United States](https://en.wikipedia.org/wiki/List_of_largest_banks_in_the_United_States) by assets. It is the 5th largest bank by number of branches, 6th largest by deposits, and 4th largest in number of ATMs.

**Responsibilities:**

* Perform requirement analysis, planning, estimation, design, development, testing and delivery aspects of the project for PNC bank and hence have acquired the business knowledge of the project for future leveraging during the upcoming implementation, modification and enhancement phrases of the project.
* Creates, prepares and implements systems quality assurance reviews for numerous applications.
* Responsible for primary development of testing strategies.
* Consults with users, providing advice and direction.
* Performs more complex analysis of business requirements and system specifications.
* Serves as a coordinator for all testing activities on a project.
* Creates test plans and test scripts for own projects.
* Lead and review test plans written by others.
* Performs moderately complex to complex test data conditioning, regression testing, and testing validation.
* Documented the defects in quality center and assigned them to relevant developer.
* Provides specific guidance on defects to developers.
* Logs, tracks, and verifies resolution of software and specification defects.
* Documents all phases of the systems QA Process.
* Performed and executed regression test plan for every build and on different vendor ATM’s like Wincor, NCR, Hyosung, and Diebold.
* Hardware certification
* ATM Hardware faults and alarm testing.
* Used SOAP UI to generate OTPs.
* Performed Smoke testing for every build to determine if the build is stable and ready to perform System Testing.
* Responsible for weekly status meetings showing progress and future testing efforts to the QA Manager.
* Verified Proview, PCE JOURNAL logs and XML and system ware reports.
* Create Test Data for QA and UAT
* Provided the logs and screenshots while raising the bugs which gives more information to developer to fix the defect on-time.

**Environments**: ALM, PCE, ProView, ACH Processing, ACI Desktop, XML, SOAP UI, Notepad++, First Data, TSS- Transaction Security System, NCR/Wincor ATM’s,



**Organization: Net Orbit**

**Client: Fifth Third Bank, Cincinnati, OH June 2014 – Oct 2016**

**QA Tester (ATM)**

Fifth Third Bank (5/3 Bank) is a [bank](https://en.wikipedia.org/wiki/Bank) headquartered in [Cincinnati](https://en.wikipedia.org/wiki/Cincinnati), [Ohio](https://en.wikipedia.org/wiki/Ohio) at [Fifth Third Center](https://en.wikipedia.org/wiki/Fifth_Third_Center_(Cincinnati)). It is the principal subsidiary of Fifth Third Bancorp, a [bank holding company](https://en.wikipedia.org/wiki/Bank_holding_company). The bank operates 1,154 [branches](https://en.wikipedia.org/wiki/Branch_(banking)) and its teller machines in [Ohio](https://en.wikipedia.org/wiki/Ohio), [Kentucky](https://en.wikipedia.org/wiki/Kentucky), [Indiana](https://en.wikipedia.org/wiki/Indiana), [Michigan](https://en.wikipedia.org/wiki/Michigan), [Illinois](https://en.wikipedia.org/wiki/Illinois), [Florida](https://en.wikipedia.org/wiki/Florida), [Tennessee](https://en.wikipedia.org/wiki/Tennessee), [West Virginia](https://en.wikipedia.org/wiki/West_Virginia), [Georgia](https://en.wikipedia.org/wiki/Georgia_(U.S._state)), and [North Carolina](https://en.wikipedia.org/wiki/North_Carolina). It also owns 4.9% of [World pay Inc.](https://en.wikipedia.org/wiki/Worldpay_Inc.) The company is ranked 389th on the [Fortune 500](https://en.wikipedia.org/wiki/Fortune_500). It is on the [list of largest banks in the United States](https://en.wikipedia.org/wiki/List_of_largest_banks_in_the_United_States). The name "Fifth Third" is derived from the names of both bank’s two predecessor companies: Third National Bank and Fifth National Bank, which merged in 1908.

**Responsibilities:**

* Analysis of Requirement documents, Design documents & Business Rules for designing testing activities that typically involves Test procedures, write test case scenarios, review, and verify quality standards.
* Performed and executed regression test plan for every build and on different vendor ATM’s like Wincor, NCR, Hyosung, and Diebold.
* Created and executed detailed test cases with step-by-step procedure and expected results and maintained the test logs, test reports, test issues, defect tracking using Quality Center.
* Performed Smoke testing for every build to determine if the build is stable and ready to perform System Testing.
* Retest the defects appeared in UAT when fix deployed back on Testing environment and responsible to identify & test regression package.
* Used Quality Center for Defect Management and Test management.
* Tested custom screens, views, and applets in Siebel to suit the business requirements.
* Co-ordinated Defect Triage calls and was responsible to take all the defects to closure.
* Used **Quality Center** for generating Requirements, test plan, and test sets and for reporting defects.
* Worked closely with engineering team to discuss the design and testing aspects of the applications.
* Responsible for weekly status meetings showing progress and future testing efforts to the **QA Manager.**
* Documented the defects in quality center and assigned them to relevant developer.
* Reported the testing activity and status to the Project Manager and stakeholders.
* Assist with configuring and management of all aspects of the EFT system. Provide technical end-user support of all functions related to ATM including implementation and maintenance in addition to providing monthly and quarterly reports.
* Performed mainframe applications ATM testing on **EFT** network, Debit Card processing, EFT processing system and data communications. Knowledge of Network messaging structure and PULSE ISO 8583 message format.
* Performed testing on ATM/EBK Test Plan for SDP and PROCASH projects.
* Verify ProCash NDC CCPROT/JOURNAL logs and event logs.
* Work with Base24 team to setup the QA machines and to ensure **VDPS** simulator is running in correct environment for any Check Cashing transactions.

**ENVIRONMENT**: **QC/ALM 11.0, Base24, ACI Desktop, Gasper, AS 400 Mainframe, Transaction Security System (TSS), NCR/WINCOR ATMs, ACH Processing, POS Terminals**

**Client: First America, PVT LTD India (Full Time) Jan 2014 - Jun 2014**

**Role: QA Tester**

**Responsibilities:**

* Was involved in designing and creating test plans with respect to the functional specs.
* Updated the test cases to new versions according to the updated VUI document
* Reviewed existing test cases for error proof, and to validate the results according to the new VUI document.
* Validated the system output results with respect to the input values given by the callers to ensure the test results match the functional specs.
* Tested NOSPEECH and NOMATCH functionality of the Call Flows.
* Managed and supported IVR QA for every IVR release
* Extracted data to test various IVR call flows such as Member Menu, Provider Menu in the VRU system.
* Mentored the business users and CSRs of how to use the IVR system effectively.
* Designed grammars and Dialog states
* Involved in User Acceptance Test (UAT) and coordinated with users and business during the User Acceptance Tests.
* Reported project status with the Project Managers and Development Managers.
* Worked in flexible schedules to deliver the project on time.
* Prepared documentation for some of the recurring defects and resolutions and business comments for those defects.
* Assist QA Team with defining and implementing a defect resolution process including defect priority, severity, next steps, and assigned owner.
* Worked with Business and validated the actual results with the expected results and ensured that test results indeed meet the functional specs.
* Worked with the Team Leads and prepared test cases in matching the Phone survey requirements.
* Reviewed the caller’s responses towards the Phone Survey and analyzed and presented to the QA management.
* Conducted IVR Speech Recognition to validate callers’ inputs.
* User both DTMF and Speech methods during the IVR testing.
* Utilized Web services in testing the patients and provider’s information.
* Using Quality Center for storing, maintaining the test repository, bug tracking and reporting Prepared CALL FLOW diagrams using VISIO.
* Supported On call for the production system and worked flexibly after hours and weekends.

**Environment: Quality Center, Win SQL, MS SQL, Genesys Server, Mainframes, XML, Java, SOAP UI, Unix, Environment.**

**Education:**

* Executive Master’s in information security systems at University of the Cumberland’s 2020.
* Master’s in Business Organization Leadership at The University of Findlay, Findlay, OH 2016.
* Bachelor of Commerce in Osmania University, Hyderabad, India.