470-397-3529 **ANURADHA K** anuqa2510@gmail.com

***Professional Summary:***

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* **Over 11+ years** of experience working in the **Telecom,** Insurance, Bank and credit risk assessment domains**.**
* Good understanding of Software Development Life Cycle (SDLC) and importance of QA in Development/ Enhancement and Maintenance of software applications
* Involved in complete Software QA Testing Life Cycle (STLC)
* Experience in **Web Services using SOAP UI** tool, POSTMAN and **WebLogic consoler** for retriggering requests in WSDL, JSON and XML format.
* Worked on cucumber **Automation using Intellij, VS code** and **Jenkins** to run automation jobs and using **Javascript and protractor. Good knowledge in Selenium Java and TestNG.**
* Knowledge working on **Katalon test scripts and Drupal tool**
* Expertise in **Manual Testing and Automation testing** in different methodologies like **Agile Scrum, devops agile** and **Waterfall methodologies** etc
* Expertise in designing **Test Strategies** and developing **Test Plans**
* Experience in testing mobile devices, WAN, routers and Network switches.
* Expertise with all phases of testing including **Functional**, **Regression**, **System**, Integration system testing, E**2E**, Load, Performance, **UAT and Production support**
* Working experience with on site and offshore business models
* Hands on experience in **Black box, White box, GUI, Performance using Jmeter, Security, Stress,** and writing SQL queries for backend testing
* Experience in working with **Android and IOS devices**
* **Experience in using AWS service, MongoDB, DBeaver, postgress and Kafka tools**
* Worked on **Visual Studio TFS, Quality center, Jira, Rally** to report and resolve bugs
* Experience with developing **QC/ALM** Dashboards, reports and workflows
* Experience in preparing Test data by retrieving data from Relational Databases Oracle, **MS-SQL, postgress, Dbeaver** and **MongoDB**
* Good knowledge **in UNIX** commands and Hands on experience in using **Putty** and **WinScp** tool
* Hands on experience in using **Jenkins to build and deploy environment versions**
* Attended project review calls with clients, sprint reviews and go live calls
* Participated in Sprint demos and QE Guide calls
* Highly motivated, Result oriented self-starter, committed and hard working with a quest to learn new technologies and undertake challenging tasks, capable of working independently and as a team

***Technical Skills:***

| **Operating Systems** | Windows 95/98/00/NT/XP, MS-DOS and UNIX, IOS, Android |
| --- | --- |
| **Testing Tools** | Rally, Quality Center 10.0, ALM 11.0, SoapUI Putty &WinScp, Visual studio TFS, Jira, zephyr |
| **Languages** | Java, Javascript, Visual Basic (VB), SQL, HTML, XML, VB Script |
| **Databases** | Oracle 9, 10, 11, MS SQL Server, TOAD, Postgress, mongo and DBeaver |
| **Tools** | Microsoft Office Suite, putty, SAOP UI, Postman, intelliJ, Jenkins, kafka,Lambdatest, browserstack, Winscp, Github, VScode, Jmeter, AWS |
| **App/Web Servers** | HTML, XML, SoapUI, Web Services, weblogic consoler, Remedy |

***Education:***

Bachelors-2008 passed – Computer Science and Engineering, Andhra University, India

MS-2013 passed– IET, Southeast Missouri State University, Missouri

***Professional Experience***

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**SiliconValleyBank-UST Global**

***QA Analyst,***

***Banking applications,(Remote) Georgia Dec’21- present***

Silicon Valley Bank is the California bank subsidiary of SVB Financial Group. Innovators and their investors turn bold ideas into success stories with the help of Silicon Valley Bank.

This project addresses the impact of new features implementation and enhancements of the online banking platform to various FCRM(Financial Crime and Risk management) systems, sanction screening, KYC, WPF systems(Fraud monitoring system) and compliance processes. Currently the bank is transitioning to a new digital platform and with every feature release, we need to analyze the downstream system and enhance the components to ensure a streamlined end to end flow.

***Responsibilities***

* Working with Product Management/Product Owners and stakeholders to build understanding of business and solutions on an Agile methodology
* Implement and delivered an automated migration solution to move clients’ holistic profiles from a legacy system to a new digital platform thereby saving approx. 180 hours of projected work efforts predicted over in the manual process
* Identifying gaps and weaknesses in User Stories, Technical Requirements, Acceptance Criteria and Unit Test Cases.
* Extensively worked on web application, API services, SQL databases and Jenkins for continuous integration, build and deploying versions for various environments including Dev, QA, INT (UAT)
* Designed data mapping artifacts to facilitate the implementation of processing clients’ audits near real time to identify transaction risk and block fraudulent activity empowering fraud monitoring systems
* Involved in integration testing with various teams to see the flow of DDR codes from one system to another system**.**
* Driven a team to automate the mapping of non-monetary events to transaction categories, ensured configurability and scalability for fraud monitoring rules to be triggered to capture the online banking user activities. These events can further aid investigators during fraudulent/suspicious activities/case reviews.
* Developed and maintained complex **SQL queries** for data analysis, reporting and visualization purpose
* Extensively used **Postman Tool** and **soapUI** for API Testing and also maintained Swagger tool and documentation with latest updates in the API’s
* Continuously used **Jira** to track, monitor Epic, stories, tasks, Bugs and writing test cases in **zephyr** and close the sprint on time.
* Analyzed the events posted in UI to replicate in backend and frontend.
* Reviewed pull requests in **bitbucket** & github and reviewed code and participated in pull request approvals.
* Updated confluence page with latest functionality, test accounts, external services, and contracts to other teams.
* Used WinSCP for checking logs in different server’s and also checked **AWS cloudwatch logs** for application logs, Audit Logs, Error logs, **kibana audit logs**, grafana logs for all the Alternate flows/error handling
* Utilized SQL to extract and manipulate data for business intelligence reporting and analysis
* Ran Batch jobs, Validated Batch jobs and generated emails and validated them in and outside the network.
* Worked on AWS to test Lambdas and SQS for emails and alerts
* Collaborated with cross-functional teams to develop and implement data-driven solutions using SQL
* Reviewed automation serenity reports, modified Automation script on **Selenium Java** and ran automation jobs using **Jenkins.**
* Participated in Demos during the review session to present on work done by the team during the sprint
* Raised Change requests and helped team in tracking Change requests for supporting internal-prod and prod using **ServiceNow** application
* Actively participated in Sprint planning, retro, off shore, stand up and sprint review.
* Coordinated end-to-end testing efforts with onshore and offshore teams in India and ensured that testing was completed on time.

**ENVIRONMENT:** JIRA, postman,Selenium, Eclipse, Java, SQL server, SOAP UI, Kafka, AWS, WEB application

**Equifax-UST Global**

***QA Analyst,***

***Financial services and applications Alpharetta, Georgia May’18- Nov’21***

Equifax Inc. is a consumer credit reporting agency.

Provides consumers, ability to view their current Equifax Credit report and Score (One-Bureau and Three-Bureau) based on the type of product which users are enrolled. Users are provided with offers based on their eligibility, offers including personal loan, new Auto loan, Refinance Auto loan and Credit cards. Equifax rely on LendingTree to fetch these offers. Alerts will be delivered to customer based on the preferences set by consumers; this includes Fraud alerts, score change alerts and real time monitoring alerts. User can enroll or cancel to Equifax account via call center, desktop or Mobile. Equifax also allowing users to lock, freeze and unlock their accounts for US and Canada users.

***Responsibilities***

* Analyzing, designing, building and testing high-quality product solutions that meet customer expectations.
* Working with Product Management/Product Owners and stakeholders to build understanding of business and solutions on a devops Agile methodology.
* Identifying gaps and weaknesses in User Stories, Technical Requirements, Acceptance criteria and Unit Test Cases.
* Extensively worked on web application, API services and Jenkins for continuous integration, build and deploying versions for various environments including Dev, QA, INT (UAT), Internal-prod and prod.
* Involved in integration testing with various teams to see the alerts flow using the Kafka **tool.**
* Extensively used and written SQL Queries to retrieve data from Various Databases like **Oracle SQL Developer, Postgres, DBeaver** and **MongoDB.**
* Extensively used **Postman Tool** and **soapUI** for API Testing and also maintained Swagger tool and documentation with latest updates in the API’s
* Continuously used **Jira** to track, monitor Epic, stories, tasks, Bugs and writing testcases in **zephyr** and close the sprint on time.
* Worked on UI to analyze and debug the production issue to replicate issue backend and frontend.
* Reviewed pull requests in **bitbucket** & github and reviewed code and participated in pull request approvals.
* Updated confluence page with latest functionality, test accounts, external services, and contracts to other teams.
* Used WinSCP for checking logs in different server’s and also checked **AWS cloudwatchlogs** for application logs, Audit Logs, Error logs, **kibana audit logs**, **Grafana** logs for all the Alternate flows/error handling
* Ran Batch jobs, Validated Batch jobs and generated emails and validated them in and outside the network.
* Worked hand in hand with DBA for table creation of new tables and dropping tables in **SQL** as a process of data cleansing.
* Worked on AWS to test Lambdas and SQS for emails and alerts
* Reviewed automation serenity reports, logs using **intelliJ** and ran automation jobs using **Jenkins.**
* Prioritized the scenarios for automation and reviewed based on the gherkins and worked on writing test scripts and test steps on **VScode** using Javascript/**Typescript/cypress/Protractor**
* Worked on functionality testing for salesforce application and reported issues to salesforce team
* Sign-off: When all bugs have been fixed, validate the acceptance criteria of the software application. This shows that the application meets user requirements and is ready to be rolled out in the market
* Participated in Demos during the review session to present on work done by the team during the sprint
* Worked closely with the fortify **team** and **PEN testing team** to get the approvals on security vulnerabilities.
* Worked on accessibility testing using Axe core and reported bugs
* Raised Change requests and helped team in tracking Change requests for supporting internal-prod and prod using **ServiceNow** application
* Coordinated with Lending tree team and salesforce teams to perform integration testing
* Worked on BrowserStack application and lambdatest automation test application to test application on multiple mobile devices
* Worked on performance testing using **Jmeter** and load test using Postman runner
* Worked on writing the scripts using Javascript for performance testing
* Extensively worked on the E2E Test framework built using Gherkin, **CucumberJS** and
* **Protractor** to create tests in a BDD-style and integrate with User Stories & Epics for product features using **Javascript/Cypress/protractor in VScode.** Tried Using **Katalon** and **Drupal** for content creation on website
* Coordinated with Alpha and beta testing along with volunteers during internal-prod and prod deployment.
* Actively participated in Sprint planning, retro, off shore, stand up and sprint review.
* Coordinated end-to-end testing efforts with onshore and offshore teams in India and ensured that testing was completed on time.

**ENVIRONMENT:** JIRA, postman, intelliJ, JavaScript, SQL server, SOAP UI, MongoDB, Kafka, VScode,AWS, WEB application

**Brighstar Device Protection**

***QA Analyst-HITS,***

***Mobile Insurance Applications Atlanta, Georgia Oct’16- Feb’18***

Brightstar Device Protection provides services and solutions for almost every aspect of a wireless device somewhere in its lifecycle. Brightstar Device Protection offers phone and device protection programs for millions of subscribers around the globe. We help businesses promote and sell product, both in-store and online. We recycle product and help resell it. Brightstar eSecuritel aims to meet consumers’ growing needs for device protection, replacement, trade-in and financing. Our main focus as employees is to maintain CSR applications, POS and self-service web applications to help subscriber provide better service and solutions.

***Responsibilities:***

❖ Working on User stories assigned in Jira which includes writing test cases and creating test documents for QA reference, Regression support, UAT support, and Audit compliance

❖ Analyzing and validating the CSR, POS, and Self-service UI applications for the lifecycle of a peril claim – Adjudication and Fulfillment for Warranty, Lost, Stolen, Damaged devices

❖ Working on testing the Subscriber Online claim and Manage My Account portals

❖ Involving in testing both national and international client launches (US, Canada, and Europe) and SIT (system integration testing) with third party vendors

❖ Involving in creation of automation framework in Selenium Web Driver with Eclipse

❖ Involved in testing different service platforms like Insurance, Forward price (FPC) and Leasing (LMS)

❖ Involve in daily scrum meetings, sprint meeting, and JAD sessions. Involved in test case review meetings and project estimation sessions (sprint planning) to provide rough estimates of work-effort needed to stakeholders and planning teams

❖ Raising bugs in Jira and communicating it to concerned parties for faster and effective response times

❖ Data manipulation and access via Microsoft SQL server 2014 for backend testing. Creating queries to copy and migration of databases from one environment to another

❖ Working on Billing module to verify the process payments for the subscribers and their monthly recurring charges

❖ Involve in executing of QA automation using visual studio TFS and uploading testcases in MTM tool for Automation purpose

❖ Testing subscriber creation, process payments and various update API calls using SOAP UI, webservices and Postman Tool to mock third party vendor responses

❖ Assisting developers with verifying and releasing “Hotfix” issues to technical support to escalated issues

❖ Working with different teams like Finance, Logistics, Enrollment, and Subscriber Experience

Teams to co-ordinate on the implementations.

❖ Working hand in hand with offshore team to co-ordinate on common issues and blocker in the application.

**ENVIRONMENT:** JIRA, Windows 8, IE 8.0, SQL server, SOAP UI, WEB application, visual studio TFS

**T-Mobile, Atlanta, Georgia**

***QA analyst***

***Mobile applications Nov’15 – Oct’16***

Uprising Rebellion is about updating all data bases and customer information to new databases. Business is moving to Ericsson systems. All new transactions will be stored in the new systems and team is working on transferring old data to new systems. The main objective of Test data management team is to support all teams to provide requested data

***Responsibilities:***

❖ continuously monitoring QC requests and providing requested data

❖ Raising defects to respective teams in order to get access for certain third party apps❖ Arranging calls with leads and departments to discuss about the data requests unique to their team

❖ Creating variety of data and providing them to respective teams

❖ Working with offshore to get support from the team

❖ Attending status calls to provide status on the data requests

❖ Managing entire data requests from three different environments

❖ Working hand in hand with Ericsson data team management

❖ Extracting data using UNIX in putty and updating data in SQL Database

❖ Working with sharepoint to share data with offshore and other teams

❖ Using Postman app to create and download coupons data

❖ Working to create data using SOAP UI calls to do activation of mobile numbers

ENVIRONMENT: HP-ALM, Windows 8, IE 8.0, UNIX, SQL DEVELOPER, QAT, DIT, FCT

**Smartcom (AT&T and Verizon), Alpharetta Georgia**

***QA analyst***

***Mobile applications August’15 – nov15***

AT&T is providing Modio LTE Case is currently only compatible with the iPad mini. The user needs to download an AT&T Modio Data (AMD) application in order to manage wireless service connection and media. This application will help user to avoid overage fee by updating data usage time to time, provides additional memory option to see and save data from SD card. User have chance to update his app/case settings from app and can get notification when approaching data limit.

***Responsibilities:***

❖ Continuously monitoring app updates

❖ Interacting with different teams and supporting the testing in all possible means.

❖ Testing app using different IPad and tablets with different version.

❖ Work with business to get the standards in requirements and test scenarios

❖ Identifying bugs and recording them in **TFS** tool

❖ Used web services to see data usage of the user

❖ Performed Adhoc and stress test to see if there is any app crash or major issues

❖ Used the windows tool ifunbox to pull up logs and verify the issues.

❖ Attending review calls to discuss the issues and app updates with AT&T **Verizon:**

Verizon is launching application for updated version for Gizmopal band by LG. It helps user to stay connected with their child. A wearable for children ages 4 and up, GizmoPal can easily make and receive calls with a single button. GizmoPal, a native app should be installed on smartphones like IPhone, Samsung, nexus and etc... It allows user to locate their child on map, GPS service, SMS and have

option to make settings on app. Ringtones, fun sounds, contacts, to-do list can be added to the band from app.

***Responsibilities:***

❖ Tested using different smartphones, like IPhone 4s, 5c, 5s, 6plus and Samsung s6, edge+, note4 and routers

❖ Testing different functionality of native app

❖ Performed both positive and negative test on app

❖ Identifying bugs and reporting them in TFS tool

❖ Managing status of bugs on ALM and TFS and test build regressions

❖ Worked on x-code to code to check logs and analyze issue

❖ worked on automation using Appium for IOS and Andriod devices.

* Tested Networking and routing protocols
* Attended internal offshore calls with developer to discuss the progress on app ENVIRONMENT: HP-ALM, Windows 8, IE 8.0, Visual studio

**AT&T, Atlanta, GA (New Jersey)**

***QA Analyst (Business Operations Assurance & E2E team)***

***Telecom/Ethernet services (Dec’14 – April’15)***

Project HALO automates and simplifies the existing ordering process of Enterprise customer products such as MIS, IPFLEX/BVOIP. OMX and OCX platform under HALO handles the high level orchestration for the order management and provisioning. OMX supports hierarchical workflow visibility functions which allow other service platforms to track the progress of the order.

It is the responsibility of the OCX BOA support team to ensure that all live applications continue to operate and be available to their agreed levels of performance and availability.

***Responsibilities:***

❖ Resolving application-related configuration and data changes issues in production

❖ Performing corrections and unit testing of AT&T out of warranty customized code and Non-code related corrections

❖ Actively Supporting production deployment & Reproducing defects reported by AT&T

❖ Investigating root cause of defect source and resolving issue immediately or bringing concerned person into the Triage

❖ Analyzing discrepancies between network and inventory data and explains to the users the reasons for inventory deficiencies

❖ Analyzing interface defects & concludes the source of the problem and reporting it to the team

❖ Worked closely with **RCA** team in identifying the root cause of the issue

❖ Correcting data issues and updated status and logs in **REMEDY** tool

❖ Working in triage room with developers and users to resolve issues

❖ Communicating corrections to release management for scheduling

❖ Involved in developing SQL queries to validate data in database using **SQL server** and **TOAD**

❖ Generated SQL Queries for Database clean ups and Cancellation of orders

❖ Retriggering orders using **Weblogic** consoler and Soap UI using web services

❖ Involved in login to **UNIX / Linux,** Used **WinScp** and **Putty** to validate log files

❖ Updating database and doing modifications in Production Envy

❖ Involved in attending daily team meetings to provide the status of BOA activities

❖ Attended huddle calls to know status about the hot fixes and issue

❖ Working closely as a team with offshore and coordinating on resolving issues ENVIRONMENT: HP-UNIX, Windows, IE 8.0, Weblogic, JRE 7.6, Web services

**AT&T, Atlanta, GA**

***QA Analyst (Manual Testing (System and Integration System testing team) Telecom/Ethernet services (March’13 –Dec’14)***

Athena-OMX is a workflow application. Workflow applications control the flow of services to provide an overall status of progress and complete large tasks involving multiple systems in a single run.

The Athena project is to provide an Ethernet solution to Enterprise customers. The orders placed for these services will come into an order management module. In AT&T this module is very large, and OMX is only a small part.

***Responsibilities:***

❖ Reviewed User stories to develop **Test Plan and Test Cases**.

❖ Developed effective Test Plan and Test cases based on the user stories, internal review calls with business architect and client

❖ Worked in an **Agile** development environment, attended daily standup meetings, scrum calls, handshake calls with offshore

❖ Validated Web Services request and response xml using **SOAPUI** tool

❖ Worked on routers and tested the network by switching**.**

❖ Worked on log file analysis using **UNIX** commands in **putty** and used **WinScp**.

❖ Interacted with offshore team to resolve defects and functional issues of the application

❖ Extensively used **Rally** for test planning, test execution, bug tracking and reporting

❖ Expertise in QA Testing in distributed Unix, Windows and web based Environment

❖ Performed system testing and integrated system testing

❖ Tested GUI, raised defects and worked on triage call to make them fix

❖ Performed sanity testing for all iterations

❖ Created simulators for virtual testing in Agile environment

❖ In system test, we will require a fully simulated environment to test the application. As all of the real interfaces will not be available

❖ Participated in deployment testing during production

❖ Involved in PVT defect triages and Production issue defect triages

❖ Identified bottlenecks, and discussed the same with the business analysis team, developers and technical architects and attended meetings.

**QuickMD, India**

***QA Analyst (Manual Testing)***

***Medical data entry (March’10 –March’11)***

QuickMD is certified to provide Medication-Assisted Treatment to people suffering from opioid use disorder through telemedicine. All remotely, from the privacy of your home and 100% confidential About the medical issues of the patients.

***Responsibilities:*** :

* Developed and executed test plan, test cases
* Wrote test cases (as per business requirement) for execution of quality assurance tests using QC
* Involved in Manual testing &amp; Tracking defects using Test Management Software (Quality Center)
* Actively involved in Functional, unit and Integration Testing in Agile methodology
* Involved in complete QA Life Cycle
* Performed web services testing using SoapUI Tool
* Executed SQL queries and validated source and destination database
* Provide detailed analysis of all testing carried out in the environment ensuring all bugs, risks and issues be logged correctly.
* Attending sprint planning meetings every two to four weeks to review the user stories
* Detected Defects, Communicated to the developers using Bug Reporting Tool and Tracking the
* Defects using Quality Center
* Interacted with onshore team to resolve defects and functional issues of the application
* Extensively used Quality Center for test planning, bug tracking and reporting
* Experience in data management and data analysis
* Participated in RTM/TC’s Walk-throughs and defect report meetings periodically.

Environment: WebServices, SoapUI tool, Linux, Quality Center 10.0, QTP, MS Power Point, Windows

2000, Windows XP, MS Excel, MS Word, Internet Explorer 6.0, VB script, SQL.