  
**HARSHINI S**

**Lead QA Automation and Manual Engineer**

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**313-726-4847**

**Available to work immediately and willing to relocate across US on day 1. Only C2C roles**

**SUMMARY:**

* **Around 10 years** in **Software Designing, Development**, and **Quality Testing** and proficient in performing **Manual** and **Automated Testing** on **Web-Based** and **Client-Server** **Applications** using **Java** and **Selenium**.
* Worked in various domains like **Banking**, **Payments**, **E-commerce**, **Insurance** and **Health Care**.
* Experienced in complete **Software Development Life Cycle (SDLC)**, like **Agile (Scrum and Kanban)**, **Waterfall**, **V-model**, **Software Testing Life Cycle (STLC)**, and **Bug Life Cycle**.
* Extensively used **Selenium** (XPath and CSS locators) to test the web application.
* Expert in developing Automation Framework Using **Selenium** Web Driver.
* Experience in **Java** Testing Frameworks like **Test NG** and **JUNIT.**
* Handled **API integration** **test automation** with API integration, Automation, and Testing on various scales for the highest Efficiency and Coverage.
* Performed comprehensive **API** testing using **Karate**, including testing **RESTful APIs**, **web services**, and **microservices** to validate their functionality and behavior.
* Experience in testing **API** with **Postman**.
* Expertise in Testing **REST API** using **Robot** Framework and **SOAP UI**.
* Implemented **Selenium WebDriver** to develop robust **UI automation frameworks**, utilizing **Cucumber** and **Rest Assured** for **BDD-style API testing**.
* Experience working with **Appium** and writing mobile automation scripts for **iOS** and **Android**.
* Created six user-friendly, aesthetically pleasing, and fully functional applications for **Android** and **iOS**.
* Strong knowledge in web services testing via Tool **SOAP UI**/ **Restful** web services
* Strong knowledge of **No-SQL** databases like **Mongo DB**, **Oracle**, and **SQL Server**.
* Responsible for testing the product using **SQL** Queries/ **UNIX** command for the **DB** check and server startup/new builds, and backend data validations.
* Experience in **System Testing**, **Integration Testing**, **Regression Testing**, **Smoke Testing**, **Sanity Testing**, **Data Driven Testing**, **User Acceptance** and **Functional Testing**.
* Possess a strong grasp of **JavaScript**, **ReactJS**, and advanced **HTML/CSS**, amplifying capabilities to ensure top-tier user interface testing.
* Good knowledge of cloud technologies like **AWS** and **Azure**.
* Good Knowledge of **Azure** in the context of **Continuous Integration** and **Continuous Delivery** (CICD).
* Experience with **AWS** in establishing and managing test environments on the cloud platform.
* Experience in testing **POS** Modules such as **Inventory Management Module**, **Warehouse Management Module**, **Purchase Order Management Module**, and **Payment Management Module**.
* Experience with Cloud Technologies, **Kubernetes**, **Microservices**, **Docker**, **Cloud Storage**, **Cloud Networking** and programming languages like **Python**, **Java**, and **C++**.
* In-depth knowledge of testing cloud-based applications, including **SaaS, PaaS, and IaaS**, ensuring seamless integration, data security, and scalability.
* Experience building and maintaining DevOps pipelines in **GitLab**, **Docker** containers, **orchestration** frameworks, and **databases**.
* Experienced in manual testing and automate **SOAP** and **RESTful** Web Services using **SoapUI**, **Apache** **Http** **Client**, **REST Assured**.
* Excellent experience with using repositories such as **Bitbucket & Git**.
* Integrating automation test suites on **Jenkins** for continuous integration (CI).
* UFT Tools (Test Director/Quality Center, LoadRunner, and QTP), and **JMeter** based on business/functional specifications.
* Working experience with defect tracking tools like **Jira**, and **Test Director/Quality Center** (QC) and Team Foundation Server.
* Integrated **Espresso** tests into a CI/CD pipeline to enable automatic testing on every build or code change.
* Led test planning efforts, defining testing objectives and strategies considering the various dimensions of a project.
* Proficient in Requirements, Analysis, Documentation, and writing Test strategy, Test Plan Preparation and Implementation, Test Case Design, Test Tool usage, Test execution, Defect Management, and Defect Tracking.
* Excellent communication skills, team playing spirit and strong analytical & problem-solving abilities.

**TECHNICAL SKILLS:**

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| Languages | JAVA, SQL, PLSQL, JavaScript, Python |
| Testing Tools | Selenium Web Driver/IDE/GRID, JUnit, TestNG, Cucumber, Firebug, FirePath, SOAPUI, Postman, Rest Assured, Appium, Cypress, Karate, Zephyr, Jasmine, JMeter |
| Web Services | SOAP, REST, REST API |
| Application/  Web Servers | Apache Tomcat 9.x, JBoss |
| Methodologies | Agile, Scrum, Java Design Patterns, Kanban, Waterfall |
| Build Tools | Jenkins, Docker, Azure, AWS, Maven, CI/CD |
| Web Technologies | HTML5, AJAX, XML, JSON, jQuery, JavaScript ES6, CSS3, Angular JS, Angular 6/7, Node JS, React JS, JSF, JSTL, DOM, JAXB, JAXP |
| IDE Tools | Eclipse, STS |
| Bug Tracking Tools | Jira, Bugzilla |
| AWS | EC2, RDS, S3, ELB, Lambda, Device Farm, Kinesis |
| Azure | Virtual Machines, Functions, Application Insights, SQL, Pipelines, File, DevTest Labs, Logic Apps, DevOps Test Hub, Test Plans |
| Databases/API | Oracle, SQL, PLSQL, NoSQL, DB Visualizer, MongoDB, MySQL, MS Access, MS SQL Server, Toad, Postman, Triggers, View, Criteria |
| Operating Systems | UNIX/Linux, Windows |
| Data Modeling | Microsoft Visio, Rational Rose, UML Design |
| Versioning Tools | GIT, SVN |
| Development Tools | Ant, Maven, JUnit |

**PROFESSIONAL EXPERIENCE:**

**Bank of America, Charlotte, NC**  **Dec2020 – Nov 2023**

**Role: Lead QA Automation and Manual Engineer**

**Responsibilities:**

* Worked as a manual and automated tester and **Analyzed Business** and **Functional requirements** of the application and worked with Business users to understand project requirements and to figure out the scope of the test strategy.
* Developed framework from the scratch for using **Cypress** to automate UI and used Java script, NodeJS and NPM for Angular based user interface.
* Worked on the **OAuth 2.0** for accesing the cloud storages like Box, one drive, Google Drive ,Drop box.
* Performed UI and API testing using **Cypress** and created from framework from the scratch
* Collaborated with the development team to design and execute end-to-end **API tests** using **Postman** and **SoapUI** to validate the functionality, reliability, and security of the digital banking **APIs**.
* Effectively communicate the testing progress, results, and issues to various **stakeholders**, including technical and non-technical team members.
* Extensively used **Selenium Webdriver** API (org.openqa.selenium.\*), **Junit AP**I (org.junit.\*), and **TestNG** API (org.testng.\*, org.testng.annotations.\*) to write test cases and automate all the test cases.
* Involved in **SCRUM** meetings with the Development and Product Management team, analyzed, developed product stories, and included them in **Sprint backlog**. Involved in complete SDLC -Agile methodology. Test scripts were automated using the **TestNG framework with Selenium** **WebDriver** for the application.
* **Cucumber** was used for the entire regression testing and functional testing with **Selenium** as a primary tool for the Test Scenarios, Test Cases, and Test conditions identified.
* Created a modular **Appium** test framework using **Java**, leveraging **Page Object Model (POM)** for enhanced code maintainability and reusability.
* Created and enhanced numerous test scripts to handle changes in the objects, in the tested application's GUI and in the testing environment using Selenium WebDriver
* Written **Espresso** test scripts in Java to automate interactions with the Android app, including UI interactions, validations, and data-driven tests.
* Developed end-to-end test automation scripts using **Protractor** and **Jasmine** to validate the functionality of the cloud-based application.
* Analyzed Replay, Cruncher, Reports and followed retesting and regression testing for improving quality of the **IVR**.
* Modification and execution of Test Case Scripts (Java-Selenium WebDriver) in Eclipse IDE, design of automation test framework (TestNG and Maven).
* Configured and managed NGINX web servers to ensure high performance and availability of web applications.
* Created NGINX reverse proxy configurations to route traffic to different backend servers.
* Responsible for developing and executing detailed, comprehensive and well-structured test plans and test cases for Healthcare Management and Reporting Softwares, **ETL** and Reporting applications..
* Analyze Business Requirements of ETL structural mapping of source and target towards creating test cases to perform data integrity, functional and regression for Reporting and **ETL** testing.
* Prepared test Scripts for conducting **User Acceptance Testing** (**UAT**) Designed and developed strong background in coding for automation, without reliance on record and playback scripting.
* Worked on Reports developed in **CYARA** tool for functional testing with Replay and for performance testing with Cruncher as part of **IVR** testing.
* Build scripts to run Sanity Test scripts developed in Selenium WebDriver.
* Configured **Jenkins** built job for Continues **Integration** and for **Regression Testing**.
* Used JUnit and TestNG as testing framework and **Maven** for project building.
* Managed the framework dependency jars using **Maven**.
* Validated requirements with various states like Success, Satisfactory, Failed for test cases in **CYARA**.
* Used New Block, Import, Audio files in **CYARA** as part of scheduling testing.
* Understanding of mapping performed on Kafka topics and verifying it in Kibana UI.
* Insert test data for Fin Messages in database based on the test scenarios/use cases and verification of the same in **Kafka** Topics and **Kibana UI** based on mapping provided in Data Dictionary document.
* Insert test data through **IBM** Infrared 360 tool in Xml format for injecting the messages and verifying it in **Kafka** and **Kibana** **UI**.
* Performed end-to-end testing of **Talend ETL** jobs to ensure data accuracy, completeness, and reliability.
* Used **Jenkins** for contentious integration and **GitHub** for version control management.
* Also, generate reports from **Jenkins** and shared with team members by email.
* Use Maven for checking build and use **Jenkins** as CI. Manage Automation project with Maven Build tool
* Integrating **Robot Framework** into continuous integration and continuous delivery (**CI/CD**) pipelines for automated testing of each code commit.
* Assessed the performance of **Talend ETL** jobs, identifying bottlenecks and optimizing workflows for efficiency.
* Created detailed test cases, test scripts, and test scenarios for **Angular 2.0** components and user interfaces.
* Designed and executed **performance** and **load-testing** scripts using Java-based tools and libraries like **JMeter** to assess system scalability and performance under various conditions.
* Implemented tests using the **Karate** test runner as per client requirements.
* Knowledge of testing the process of moving data from one system to **SAP S4 HANA**.
* Implemented automated **UI tests** using **Selenium** to validate critical user workflows and ensure seamless user experiences across different browsers and platforms.
* Created and executed **ETL** test cases to validate the accuracy and completeness of data transformation and loading processes.
* Utilized **Stash** for version control, branching, and merging to manage code changes and collaborate effectively with development teams.
* Implemented **Stash** review workflows to ensure code quality and adherence to coding standards.
* Assessed the **IVR application's** performance under different load conditions.
* Conducted **manual exploratory testing** to identify visual inconsistencies and usability issues.
* Ensuring banking applications comply with security and regulatory standards, such as **PCI DSS** and **GDPR**, to protect sensitive financial information.
* Integrated **Docker** into **CI/CD pipelines** to automate the building, testing, and deployment of containers, enabling a streamlined and agile development workflow.
* Created and executed **ETL test cases** to validate the accuracy and completeness of data transformation and loading processes.
* Evaluated **Kafka** cluster scalability, throughput, and latency, identifying bottlenecks and optimizing configurations.
* Proficient in **Grunt.js** configuration and scripting, leveraging its capabilities for task automation, asset processing, and build management
* Conducted end-to-end testing of web applications using **Cypress**, ensuring the functionality, performance, and security of the software.
* Assisted in the development and maintenance of automated test scripts using **Cypress**
* Designed test cases to validate API endpoints and backend functionality in **Node.js**.
* Hands-on experience in writing and executing unit tests for **Python** code using **PyTest** and Unit test frameworks.
* Worked closely with the data engineering team to identify **data discrepancies** and ensure **data integrity**.
* Developed and maintained a robust test automation framework using **Rest Assured** and **Cucumber**, allowing for efficient API and acceptance test automation.
* Integrated the test automation suite with **Jenkins** for continuous integration, executing tests with each new code commit.
* Led the testing efforts for ActiveMQ messaging systems, ensuring the reliability and scalability of the platform.
* proficiently utilizing Hadoop (Hive/Impala) and Spark SQL, to ensure the accuracy and reliability of data pipelines and transformations.
* Designed and executed performance tests simulating high user loads on applications leveraging Hazelcast distributed in-memory data grid.
* Analyzed Hazelcast metrics and logs to identify performance bottlenecks and memory utilization issues
* Integrated **Katalon** Studio with CI technologies like **Azure DevOps** or **Jenkins** to automate test execution in the **CI/CD** process.
* Utilized Grunt.js to automate repetitive tasks like pre-test environment setup, asset minification, and test report generation.
* Verified the integration of **subscription management** with payment gateways, billing systems, and user authentication.
* Studied and stayed current on features and functionality of **PostgreSQL**.
* Utilized **JMeter, LoadRunner**, and **Blazemeter** to conduct performance tests on the digital banking platform to identify bottlenecks and ensure optimal system performance under various loads.
* Conducted extensive **mobile testing** using **Appium** for Android and iOS platforms, ensuring seamless banking experiences on different devices.
* Leveraged **BrowserStack** and **Sauce Labs** for cross-device and cross-browser compatibility testing.
* Utilized **Terraform** to provision and manage infrastructure resources for testing purposes.
* Employed **Docker** to containerize application components, ensuring consistent environments for testing and development.
* Created and executed test cases to ensure the accuracy and reliability of RPA solutions.
* We are involved in **security testing**, including vulnerability scanning and **penetration testing** using **WebDriverIO**.
* Used **ISO 8583** messages to authorize and process the transaction.
* Demonstrated proficiency in functional programming, including expertise in styled-components **CSS in JS**, state management using **Redux**, and the **context API**.
* Developed **UNIX** Shell scripts to execute different **SQL**(TM)s to test the sanctity and integrity of the tables.
* Utilized Docker Compose for orchestrating multi-container setups for complex test scenarios.
* Integrated **QTP/UFT** and **Cypress.io** into the test automation suite to extend test coverage for certain application modules and enhance end-to-end testing capabilities.
* Conducted **end-to-end** testing on the **Point of Sale (POS)** system, ensuring smooth payment processing at physical payment terminals.
* Ensured that test data management practices adhered to relevant industry standards, and data protection regulations.
* Conducted load testing, stress testing, and scalability testing to identify performance bottlenecks and optimize **Salesforce** performance.
* Utilized **Zephyr** for **Jira** to manage test cases, test executions, and traceability, ensuring comprehensive test coverage.
* Worked on ping central to create standardized **OAuth**, **OIDC**, and **SAML** **SP** templates based on best-practice configurations.
* Integrated microservices tests into the **CI/CD** pipeline, enabling continuous testing and immediate feedback to development teams.
* Designed and executed comprehensive **API** tests using **Postman**, validating the functionality and data integrity of API endpoints.
* Utilized **Karate's** capabilities to simulate file uploads, downloads, and other file-based interactions when testing APIs that involve file handling.
* Troubleshooting and resolving user issues related to **SharePoint**.
* Performed **manual testing** to validate critical functionalities and scenarios not covered by automated tests.
* Managed the QA Project planning activities by identifying the resources, **Timelines, Schedules, Testing Cycles, QA Strategy documentation, and automation**.
* Worked on **ISO 8583** response message including fields indicating the outcome of the transaction like **fields 39, 38, and 63**.
* Implemented advanced testing techniques such as **BDD** using tools like **Cucumber**, **Gherkin**, and **Java** bindings.
* Install, configure, test, monitor, upgrade, and tune new and existing **PostgreSQL**  databases.
* Implemented performance and load testing of applications using ActiveMQ to assess message throughput and system scalability.
* Monitored and analyzed ActiveMQ metrics and logs to identify and troubleshoot messaging issues.
* Reviewed **test plans**, test cases, and test scripts to ensure consistency with strategic direction, goals, and objectives of QA resources working on the project with **Agile SCRUM methodology**.
* ensuring alignment with user expectations in all **dimensions**
* Implemented **Databricks** security best practices, including access controls and encryption, ensuring the confidentiality and integrity of sensitive data processed within the platform.

**Best Buy, Minneapolis, MN**   **Apr 2019 - Nov 2020**

**Role: Lead QA Automation and Manual Engineer**

**Responsibilities:**

* Worked on creating Test Plans, Test Cases, Test Scripts, and the entire Testing process.
* Involved in **UAT** & Release Testing.
* Used **Selenium WebDriver** to handle various web page controls like textbox, button, dropdown, Checkbox, radio button, labels using **XPath**, and **other** **locators**.
* Designed and executed comprehensive **API tests** using **Postman** and **SoapUI** to validate the functionality and security of e-commerce website **APIs**.
* Ensured adherence to Payment Card Industry Data Security Standard (**PCI DSS**) guidelines while handling payment-related data.
* Installing and configuring nagios check postgresql.pl plugins for Monitoring **PostgreSQL** instances effectively.
* Enhanced Selenium WebDriver automation framework according to the requirements.
* Automated post-test cleanup routines using Grunt.js, reducing manual effort and ensuring consistent test environment configuration.
* Designing and developing robust **RESTful APIs** using **Java** and frameworks like **Spring REST**.
* Validated the security of **subscription-related** data and transactions to prevent unauthorized access.
* Leverage my understanding of **B2B and B2C** dynamics to optimize the end-to-end customer journey, from awareness to post-purchase support.
* Established and maintained the **Espresso** test automation framework, ensuring it's up-to-date and compatible with the Android app under test.
* Developed load testing scripts using tools like JMeter or **Gatling** to measure **Hazelcast** response times and throughput under increasing user traffic.
* Proactive in updating the latest security patches to database, which are provided by **PostgreSQL** open source community.
* Integrated **OAuth** with PingFederate to protect RESTful API's.
* Involved in automation tools in using test automation tools such as Selenium WebDriver/RC to develop automation testing scripts for the applications.
* Designed Test Cases report validation in **HP ALM** for **UAT** testing with end customers responsible for execution of regression scripts on each Service pack release and updated results in Jira.
* Depicting the flow of data within and between technology systems and business functions/operations Automated Functional and Regression Testing using **Selenium IDE, WebDriver, JUnit, ANT, and Java**.
* Implemented automated **UI tests** using **Selenium** and **TestNG**, covering critical user workflows to ensure a seamless shopping experience for customers.
* Wrote **BDD** (Behavior-Driven Development) and **TDD** test scripts using **Cucumber**, enhancing communication among cross-functional teams.
* Maintained a library of reusable **Karate** test components to streamline test creation and reduce duplication of effort.
* Utilized ActiveMQ in CI/CD pipelines to automate integration testing and ensure quality releases.
* Proficient in identifying web elements, performing actions, and validating web page content using Selenium WebDriver with **Python**.
* Hands on experience on working **Cypress** for angular application end to end testing
* Conducted **cross-browser** **testing** to verify website compatibility across various browsers.
* Created customized Documentation templates in MSWord, and MS Excel for use by the entire Testing team.
* Identify, report, and track defects using bug-tracking tools like **JIRA** and **TFS**.
* Conducted **Integration testing** for all the modules.
* During load and stress testing, we used **SQL** queries to evaluate and assess database performance. Identified bottlenecks in performance and optimized queries for effective data retrieval.
* Conducted extensive **ETL testing** to validate data transformation and loading processes, ensuring accurate product information and inventory updates.
* Responsible for configuring, integrating, and maintaining all Development, QA, Staging and Production **PostgreSQL** databases within the organization.
* Involved in designing of Automation Test cases using Selenium WebDriver with Java on Eclipse.
* Ensured that test cases covered the requirements and user stories defined in **Azure DevOps**, maintaining traceability between tests and requirements.
* Used **Cypress** in combination with other tools for performance and load testing to assess the application's scalability and response times.
* Innovatively employed **Cypress.io** for developing and maintaining modular **test scripts**, facilitating end-to-end testing of modern web applications.
* Verified compliance with General Data Protection Regulation (**GDPR**) guidelines for handling customer data.
* Review test cases and requirement **traceability matrix** with the business.
* Developed and maintained a scalable test automation framework using **Rest Assured**, **Selenium**, and **Page Object Model** (POM), enabling efficient **API** and **UI test automation**.
* Implemented XPath locators in the Page Object Model (**POM**) design pattern to separate test scripts from the web elements' locators, enhancing test script readability and maintainability.
* Implemented CI/CD pipelines using **Jenkins, Maven, and Terraform**, automating the build, testing, and deployment process for faster and more reliable releases.
* Integrated **JMeter** tests into **CI/CD pipelines** to automate performance testing as part of the software delivery workflow.
* Conducted performance testing to evaluate the speed, responsiveness, and scalability of the **.NET** application.
* Collaborated closely with development teams to uphold quality standards, ensuring that code changes met **company guidelines** and best practices.
* Utilized **Zephyr** for efficient test management, organizing test cases, execution cycles, and tracking results.
* Developed and maintained automated test scripts using **RestAssured** to execute API tests efficiently and repeatably, ensuring quick feedback on the API's quality.
* Supported the integration of **Karate** with **UI automation** tools like **Selenium** to perform end-to-end testing of complex systems.
* Proven ability to adapt to changing project requirements and workflows, efficiently configuring **Jira** to support **Agile, Scrum, or Kanban** methodologies.

**AIG Insurance, New York, NY**  **Oct 2017 – Mar 2019**

**Role: Senior QA Automation and Manual Engineer**

**Responsibilities:**

* Responsible for preparation of Test cycle/progress reports, analysis of defect metrics & implement improvement actions for next iterations.
* Participated in **Agile** software testing process with regular QA meetings to discuss major features of the application, test cases to write and execute.
* Responsible for fixing and maintaining regression automation test scripts for end-to-end testing using **Selenium Web Driver** (using **Java**).
* Designed and Developed **UAT Regression automation** script and Automation of functional testing framework for all modules using Selenium and Web Driver.
* Wrote scripts in **Python** for monitoring crawl performance/monitoring health of the **GSA** for different versions like mini, clusters etc.
* Converted **QTP** scripts to **Selenium WebDriver** scripts. Used Java language and **Junit** framework for scripting.
* Created **Data Driven** Framework to test with different sets of test data.
* Designed and executed the **Automation Test** Scripts using **Selenium Web Driver and Junit**.
* Worked on distributed test automation execution on different environment as part of **Continuous Integration** Process using **Selenium Grid** and **Jenkins**.
* Performed different testing tasks using various test scripts on Selenium Web Driver and **Junit**.
* Used Firebug to identify web elements using **XPath and CSS** selectors.
* Understanding the requirement of project and requirement gathering directly from client.
* Executed **SOAP** based web services API testing (Java client and SOAPUI).
* Worked on creating test case for **Object -driven framework** for Selenium Web Driver.
* Performed data driven testing by using **JDBC** as a data source in **SOAP UI** and configured **SQL** queries to fetch data from the **Oracle database**.
* Worked on **OAuth** Integration using **PingFederate** and **PingAccess** and implementing Federation **SAML** services to **SSO** into third-party vendors.
* Used XML files in Sending/receiving **XML** requests using **SOAPUI**.
* Involved manual testing of various test cases with respective test scripts on Selenium and generate analysis report with Quality Center.
* Involved in testing of web application by creating **XML** test suite.
* Conducted backend testing using **SQL** queries to validate data for database and Used **SQL** queries for retrieving data from database for executing user specific test cases.
* Closely involved with development team, maintenance team and business team regarding changing requirements, builds and releases.

**Molina Health Care, Long Beach, CA**  **Nov 2015 – Aug 2016**

**Role: QA Automation and Manual Engineer**

**Responsibilities:**

* Developed and executed test cases, test scripts, and test scenarios to ensure thorough coverage of the **EHR** system functionalities, including patient demographics, medical history, prescriptions, lab results, and clinical documentation.
* Designed and executed **performance tests** using tools such as **JMeter**, **LoadRunner**, and **Blazemeter** to assess application scalability, responsiveness, and stability under various load conditions.
* Presented testing progress and results to executive **stakeholders** in a concise and meaningful manner, enabling them to make informed decisions about release timelines and quality.
* Written automated test scripts using **WebDriverIO** to test web applications.
* Conducting both manual and automated testing, using dimension tools such as **Selenium** or **HP UFT**, to validate the functionality, accuracy, and performance of the **EHR** system.
* Verifying data integrity and conducting **database testing** to ensure accurate storage and retrieval of healthcare data within the **EHR** system and **regression testing** to ensure that new enhancements do not adversely impact the existing functionality.
* Developed and maintained tests for **APIs** and backend services using **Java and RESTful API** testing libraries like **Rest Assured**.
* Designed and executed end-to-end **API tests** using **Postman** and **SoapUI** to validate the functionality, reliability, and security of healthcare claims processing APIs.
* Ensured compliance with healthcare industry standards, such as the Health Insurance Portability and Accountability Act (**HIPAA**), while handling sensitive patient data.
* Utilized **Cucumber** to write and execute **BDD** (**Behavior-Driven Development**) test scripts for effective communication among cross-functional teams.
* Diagnosed and resolved Kafka-related issues by analyzing log files, monitoring metrics.
* Implemented parsers to extract data from **ISO 8583** messages accurately.
* Good understanding of (**4010A and 5010**) State Companion guides, **4010A to 5010** Side by Side changes document, Business Requirement Document (**BRD**), Functional Requirement Document (**FRD**), and a good understanding of each transaction Implementation guide.
* Solid understanding of claims process, hands-on experience in **837, 834, 270/271** transactions.
* Validated **837 and 834** files using the Edifecs tool for all snip-level errors.
* Worked on **Biztalk** **2020** for sending inbound 837 files and validating the outbound files.
* Worked on **999 and 277CA** Acknowledgement files.
* Tested the scalability of **Talend ETL** jobs to ensure they can handle increased data volumes.
* Utilized **Karate** as a built-in support for handling authentication.
* Performed regression testing after replacing the (Microsoft) **BizTalk (**converting **X12 file to flat file)**.
* Validated **EDI 837** Institutional, Professional, and Dental **Claims** and responses are **HIPAA** Compliant.
* Implemented automated **UI tests** using **Selenium** to validate critical user workflows, ensuring a seamless user experience in the healthcare claims processing application.
* Utilized **Appium** to perform mobile testing on **Android** and **iOS** devices, ensuring the application's functionality and user experience across different platforms.
* Created custom dashboards and reports in **Azure DevOps** to provide visibility into test results and progress.
* Wrote automated test scripts using **UI automation tools** and frameworks like **Espresso, and XCUITest** to interact with mobile applications to cover critical healthcare workflows.
* Possess experience with **Microsoft's Azure Dev Ops (TFS)**, showcasing our capability to leverage these tools for efficient testing processes.
* Verified error handling and data reconciliation processes within **Talend** jobs, ensuring proper error logging and alerting.
* Validated the accuracy of the scripts used by the **IVR system**, including the wording of prompts and responses.
* Collaborated with the testing team to leverage cloud-based testing services like **BrowserStack** and **Sauce Labs** to test on a wide range of real devices and browsers.
* Conducted load and stress testing to evaluate how well the **.NET** application handles increased user loads and stress conditions.
* Automated **E2E** tests using appropriate tools and frameworks, such as Selenium WebDriver, to ensure repeatability and efficiency.
* Displayed adeptness in **TypeScript**, exemplified by proficiency in **JEST** and **CYPRESS**, bolstering the overall testing process.
* Developed **performance** test scripts in **Java** using tools like **JMeter** to assess system performance under load.
* Managed test cases, scripts, and other testing artifacts using **version control tools like Git** for efficient collaboration and tracking changes.
* Tracked and reported defects using **Jira**, communicating with development teams to ensure timely resolution.
* Verified compliance with the Americans with Disabilities Act (**ADA)** guidelines for accessible user interfaces.
* Utilized **SQL and PL/SQL** to analyze and query complex datasets.
* Conducted comprehensive **ETL testing** to validate the accuracy and completeness of data transformation and loading processes in the claims processing system.
* Integrated **Appium** tests with **Jenkins CI/CD** pipeline, enabling regular and consistent testing of code changes, and for automated nightly builds, ensuring thorough mobile app testing with each code iteration.
* Collaborated with cross-functional teams to establish performance benchmarks and conducted **load testing** using tools like **JMeter** to identify bottlenecks and optimize microservices' performance.
* Integrated **Rest Assured** for **API** automation within the **CI/CD** process, enhancing the feedback loop and accelerating development cycles.
* Provided feedback to the development team to improve the **subscription management** system's quality and user experience.
* Integrating **SharePoint** with other Microsoft 365 services like Teams, OneDrive, and Power BI.
* Test Environment Management, ensuring readiness across multiple **dimensions**
* Utilized **Zephyr** for test management, organizing test cases, test suites, and execution cycles.

**Atos, Chennai, India**  **July 2012 – Sep 2014**

**Role: QA Automation and Manual Engineer**

**Responsibilities:**

* Designed and executed comprehensive **API test** scenarios using **Postman** and **SoapUI** to validate the functionality, performance, and security of backend APIs.
* Created and executed **API** tests using **Java** libraries like **RestAssured** to validate data exchange between components.
* Developed and executed test cases for **UI** testing to ensure the proper functionality and user experience of **web** and **mobile applications**.
* Utilized **REST API** and React **Hooks** experience to comprehensively assess the functionality and integration of application components.
* Debugged and resolved issues related to gem installation, **version management**, and **RVM** configurations.
* Proficiently designed and executed automated **API** tests using Rest Assured to verify data integrity, response codes, and payloads.
* Extensive hands-on experience in designing, developing, and executing automated test scripts using **Selenium WebDriver** to ensure **UI** functionality and responsiveness.
* Ensure test cases cover various aspects of the **MVC** application, including model, view, and controller components.
* Validated the responsiveness, layout, and visual elements of the user interface across various devices and browsers.
* Performed Extract, Transform, Load (**ETL**) testing to validate the accurate and efficient data processing and transformation within the data warehouse and other data-related systems.
* Verified data integrity and completeness during the ETL process to ensure data quality and reliability.
* Utilized Postman and SoapUI to create and execute automated API tests, enabling continuous integration and faster feedback in the development process.
* Collaborated with development teams to troubleshoot and resolve **API-related** issues identified through these tools.
* Created, developed, and managed test plans, test scenarios, test cases, and test scripts using **Microsoft's Azure Dev Ops (TFS)** platform.
* Set up, configured, and managed **continuous integration** (CI) pipelines using Hudson to automate the build, test, and deployment processes.
* Integrated automated test suites with Hudson to facilitate regular test execution and deliver timely reports on test results.
* Became proficient in performance testing and tuning of Java applications.
* Identified, documented, and tracked defects using defect tracking tools, ensuring timely resolution and verification of defect fixes.
* Employed frameworks like **Jest, React Testing Library**, etc., for automating front-end tests.
* Developed automated **SQL** scripts for data setup, data validation, and database verification to streamline testing processes and increase test efficiency.
* Planned and executed regression testing to validate the stability of existing functionalities after each software release or change.
* Conducted exploratory testing to identify defects and usability issues, ensuring a positive user experience.
* Managed and maintained test data sets for various testing scenarios, ensuring the availability of relevant and diverse data to support testing activities.
* Created and maintained test documentation, including test plans, test cases, and test execution reports, adhering to the company's testing standards and best practices.
* Stayed up to date with the latest testing trends, tools, and technologies, continuously enhancing skills to improve the overall testing process.
* Applied risk-based testing approaches to focus testing efforts on critical areas of the application, ensuring maximum risk coverage.
* Embraced **Agile development** methodologies, participating in sprint planning, retrospectives, and other Agile ceremonies to align testing activities with development iterations.
* Collaborated with infrastructure teams to set up and manage test environments, ensuring the availability of appropriate configurations for testing.
* Conducted performance testing activities using tools like **JMeter** to assess system scalability, response times, and resource utilization.
* Contributed to the design and maintenance of automation frameworks for efficient and scalable test automation.

**EDUCATION:**

**Bachelor of Technology in Computer Science**, INDIA

**CERTIFICATION:**

* **AWS Certified Cloud Practitioner**