**Kishore Kumar Akkiraju**

Plano, Texas, United States, (214) 892-7699

akkiraju[.kishore@gmail.com](mailto:tigran.muradyan@gmail.com)

## **QA Manager / Senior SDET / QA Lead**

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|  | **Profile** Over 17 years of experience in Software Testing, Test Automation and Team Management, I have a strong experience in developing hybrid automation frameworks and building productive QA teams for seamless delivery of the product. I am now seeking an opportunity to leverage my expertise and apply my skills in a successful company with a positive and dynamic atmosphere. I seek a challenging position in the area of software testing and Test Automation that allows me to continue utilizing my skills and knowledge, while also offering opportunities for professional growth and development. |

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|  | **Skills**  * Software Delivery - Test Plan, Test Strategy , Status reporting, onshore/offshore team management. Scrum methodologies, Global Team Leadership, Continuous Integration/ Deployment, Implementing Automation frameworks. * Software Testing - Integration Tests, System Tests,Regression Tests, Functionality Tests, API Testing, Accessibility Tests,Localization Tests, Automated Test Scripts,Performance Tests, User Acceptance Testing (UAT), Database testing and ETL testing. * UI Automation tools – Selenium Webdriver, Playwright, Cypress and protractor * API Automation tools - RestAssured, Postman and Karate * Coding Languages - Java, Javascript, Python, powershell, TypeScript, Shell Script and c# * Test Frameworks - TestNG, Junit, and Mocha * Performance and Mobile testing - JMeter and Appium * Containerization - Docker * Cloud Platforms - Azure and AWS * CI /CD - Jenkins, Gitlab * Test Management tools - Jira, TestRail, Rally * Database - SQL Server, MySQL * Version control - Git, Gitlab, Bitbucket * AI Modules: NumPy, Pandas, matplotlib, seaborn, sklearn, feature engineering and selection, data analytics, keras, Natural Language Processing, Deep Learning and Neural Networks. |

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|  | **Employment History****TD Bank - QA Lead**  Aug 2023 — till date  TD Bank, America's Most Convenient Bank, is a member of TD Bank Group and a subsidiary of The Toronto-Dominion Bank of Toronto, Canada, a top 10 financial services company in North America. The Toronto-Dominion Bank provides commercial and business banking operations, It provides financial institutions with a comprehensive suite of tools and capabilities to manage various aspects of commercial banking, including relationship management, lending, credit analysis , risk assessment and regulatory compliance.   * Lead the sprint activities like planning, test strategy and execution and retrospective tasks with the Automation and QA teams and evaluate the outcomes like burn down charts, velocity and blocking issues resolutions. * Lead and mentor a team of QA and Automation testers. Define and enforce coding standards, test automation guidelines, and quality processes. * Maintain and create the test cases , test data and test environments based on the Sprint Schedule. Unblock the issues generated with the testdata, test cases functional flow, cross team collaboration. * Identify, analyze, and report defects using bug tracking and systems. Collaborate with cross-functional teams to troubleshoot and resolve issues. * Enhanced the Automation Framework with Selenium webdriver and execute the QA and Automation activities. * Implemented the BDD framework with data driven approach and migrated all the standalone test scenarios to feature files. * Enhance the automation framework by developing generic functions and removing the duplicate locators and function calls, helped in maintenance of the framework. * Working on the RestAssured Framework enhancements with Junit and Cucumber integration. * Managed the bug triages and retrospective action items in JIRA. Used JIRA for updating the status of all the Test Cases, User storites, tasks that are executed during the Sprint. * Provide guidance on tools, technologies, and best practices related to test automation. * Coordinate with stakeholders to prioritize automation efforts and identify suitable test automation tools and frameworks. * Collaborate with development and testing teams to ensure effective automation coverage and efficient test execution. * Create a Jenkins CI/CD pipeline, ensuring that each merged automation pull request is verified by a comprehensive set of tests prior to its deployment.   **BHG – Bankers Health Group - QA Lead**  May 2021 — July 2023  BHG specializes in providing Business Loans, Personal Loans, SBA and Startup Loans.BHG is now with a new name BHG Money, same commitment to service and has remained committed to providing professionals with better lending experience. BHG bases payment amounts on various factors in addition to applicant income and fico. Your actual rate, APR, terms, and monthly payment could be higher or lower depending upon your credit score, loan amount, loan term, and credit usage, history and other information provided in loan application. Optional fees are not included in the payment estimate. Monthly payment, APR, fees, and other loan details vary by customers’ individual profiles.   * Prepared and execute the Test Plan, Test Strategy and streamline the cross team collaboration to have a smooth execution of team activities. * Developed the Automation Framework with Selenium and execute the QA and Automation activities in and out. * Created core automation team for single point of contact for any automation framework issues and unblock the feature QA team automation issues on the fly, which increased the automation test case creation rate by 30%. * Enhanced the mobile automation framework with the Page Object design pattern, data driven and TestNG capabilities. * Implemented the Appium utilities package and extent reports integrated with TestNG for seamless testcases reporting. * Redefined both automation and manual test cases review strategy, which increased the functionality stability and reduced duplicate test cases. * Developed the Automation Test Strategy to resolve the flaky automation tests and high execution time issues and reduced the failure rate of each test cycle from 20% to < 5%. * Enhanced the automation framework with TestNG by implementing Data Provider, Groups, Dependencies, Listeners functionalities which resulted in easy categorization of test cases. * Automated the testing of REST APIs using the Rest-Assured framework, enhancing test coverage and reducing manual testing time by 50%. * Integrated the Selenium and RestAssured frameworks to use the generic functions and API calls in the UI framework, helped to decrease the execution time of UI tests drastically. * Moved to Agile testing methodology, design the test plan and strategies for every Sprint, participated in daily Scrum, bug triages, and retrospective meetings and owned the userstories as a each Sprint deliverables. * Mentoring the QA team in resolving the blocking issues and providing inputs on streamlining the process of test automation techniques, manual testing, regression testing. * Streamlined the integration testing process where cross QA teams are involved and resolved the bottlenecks of environment issues, test data dependencies and test strategies. * Use JIRA for updating the status of all the Test Cases & Test Scripts that are executed during the testing process. * Tracked the test metrics burn down charts, velocity, test coverage, defect densities, and open defect counts, to gain and share insights about quality issues. * Implemented containerized testing infrastructure for rapid creation of customized testing environments using Docker for selenium grid. * Created Jenkins CI/CD pipeline for test deployments. * Created on-boarding documentation for the new hires.  **Resolver - Automation QA Manager** January 2020— April 2021  Resolver is delivering the integrated solutions for Governance, Risk & Compliance management and Information & Corporate Security.   * Worked as a Automation QA manager for a team of 6 for both Automation and Functional testing. Owned the Core Foundation platform of Risk and Compliance management QA and Automation activities in and out. * Streamlined the QA processes for new joinees onboarding, Team review meetings, Scrum process, Cross team collaboration, Test Strategies, Test data maintenance and QA Metrics. * Developed the core automation framework and migrated the Selenium IDE test cases with Selenium Webdriver which helped the QA product teams to run the test cases in a more efficient way which led to improve the test execution time by 80% in a span of 6 months. * Developed the API automation framework with Restassured and decreased the manual efforts of api testing by 60%. * Streamlined the process of code reviews for both framework and automated test cases and added multiple checks for code quality and test execution which reduced functional flow bugs and code bugs in the automated test cases by 60% in a span of 4 months. * Worked on POCs for Cypress and Playwright Automation tools as core foundation is built on SPA based.Finalized the playwright tool as the final go to automate the Release and UAT based TC’s. And also to kick start the Playwright tool for the Corporate Security features. * Containerized both UI and API automation frameworks in Docker and implemented CI/CD pipeline to run the specific test suite seamlessly in jenkins and Gitlab. * Implemented load and stress tests using JMeter for Risk and Compliance management API performance. Analyzed the performance reports for both load and stress tests bottlenecks as per the SLA’s. * Led and coordinated manual and automation testing teams to achieve a product line automation coverage of 80%, enhancing testing efficiency and effectiveness.  **General Electric(GE) Digital - Senior Software Engineer** June 2017 — January 2020  General Electric Digital has a Shared Services BU, where all the Core Technology Competency work is done like Automation, AI&ML, Data Analytics and QA Automation. We have to deliver all the QA Automation framework work items as per the business needs.   * JaaS - JMeter as a Service: Bootstrapped the UI and developed the core UI components with Angular. Containerized the JMeter with docker and develpoed the CI/CD pipelines in Jenkins. Upgraded the dockerized environment with ELK and AppDynamics. Developed shell scripts to deploy the docker containers in a swarm model. This service enabled the core performance team to invoke all the product performance tests on the fly. * ProUINxt – Design and developed a common framework with protractor core methods in TypeScript and common sharing Page Object Model which has business logic objects of applications. Enabled the end users to write the automation tests with Typescript and Cucumber for BDD and report generation. Build and deployment was made easy with grunt and artifactory to maintain the versions. Enhanced the framework with dynamic exception handling and retry mechanism. Guiding the team in design and code reviews and responsible for planning, estimating, monitoring and reporting of all test activities during all project phases. * Kraft - GE Next Gen API Automation Framework – Implemented the Karate template with Cucumber and build the Integration pipeline for Rally for seamless execution of api test cases. Developed the utilities for dynamic payload generation, deep json comparison. * ProUI & MicroTester – Supported the legacy UI and API frameworks of ProUI and MicroTester and guided the product teams to have a smooth migration to ProUINxt and Kraft. * Other Responsibilities – Involved in cross team functional meetings to understand the requirements and created user stories for the shared services core QA Automation team. Participated in all the Bug triages, code reviews and functional teams sprint calls and prioritized the book of work. Streamlined the on-boarding documents based on new tools for smooth onboarding of new joinees. ead the team and responsible for planning, estimating, monitoring and reporting of all test activities during all project phases.  **Meridium – Associate Test Architect** September 2015 — June 2017   * Developed the Automation Framework on top of Selenium which is widely used in the Meridium organization. * Developed Automation test cases with Selenium (c# and Unit Tests) for the APM modules like Asset Health Management, Asset Safety, Foundation and Mechanical Integrity. * Performed performance testing using Visual Studio Web and Load tests. Managing the vendor team of count 15 with right work distribution. Performed Performance tuning of stored procedures by query optimization and query tuning. * Developed Cloud based Environment on Microsoft Azure. Developing Environment Verification Scripts and Installation Verification scripts i.e. EVTs and IVts with PowerShell for both On-Premise and Cloud Environments. * Review requirements, specifications, user documentation, help files. Executed test cases in parallel on Cross-browsers and Cross-platforms with Selenium Grid. * As Associate Architect in PlanIT, developed a base mobile automation framework with Appium and TestNG. Integrated the cucumber framework for better understanding of test cases. Extended my responsibilities in doing the POCs for the clients AXIS Bank, HDFC Life and ING Life Insurance in Mobile Automation for Android Apps and also Robot Framework with Python for acceptance testing.  **Microsoft - SDET2** May 2010 — September 2015   * Incentive Compensation - Worked as an SDET2 in development and testing the MIC specific modules. Initiated the sprint model in MIC modules, spec, detailed design documents. Working on test cases automation for the WEB mic modules using CodedUI. Involved in the core TCF Framework team and implemented the common features needed for the end users. Created API automation test cases using the TCF framework.Actively involved in analyzing and reviewing functional spec, detailed design documents. Managing the vendor team with right work distribution.Developed Automation test cases with Selenium (c# and Unit Tests) for the APM modules like Asset Health Management, Asset Safety, Foundation and Mechanical Integrity. * Data Transfer Management(DTM) - Worked as an SDET in test, development, automation, and building, deploying and maintaining the Test Environments with PHX and CORP domain and Always on Setup. Actively involved in analyzing and reviewing functional specs and detailed design documents. Performed functional and performance testing on various modules like provisioning, notifications, workspace management. Automated the BVT and regression suites with Coded UI and Selenium. Managing the vendor team with the right work distribution. Worked on TCF Framework for the middle tier test cases automation. * Odyssey - Worked as an SDET in developing test harness tools for Web Service testing. Actively involved in analyzing and reviewing functional specs and detailed design documents. Performed functional testing on various modules like PID Next Integration, Order Management and PPI Invoice. Automated Web services with TCF framework. Written complex SQL queries for the database testing. Performed performance testing using Visual Studio Load Test Tools. Managing the vendor team with the right work distribution. Performed performance testing using Visual Studio Load Tests for WCF methods and generated reports of different metrics. Performed Performance tuning of stored procedures by query optimization and query tuning.  **Expedia.com - Module Lead** February 2007 — May 2010   * As a Module Lead, actively involved in analyzing and reviewing functional specs and detailed design documents. * Primarily worked in preparing the Test Plan, review test scenarios, test cases. Managing the team with proper work allocations and preparing the Daily and Weekly Reports. * Worked as a database tester (Testing NT jobs, SQL Jobs and Stored Procedures). Worked as a Business Objects tester (BO XI R2) to verify the BO Reports (DeskI). Verification of BO Reports structure, data comparison and formulae, formula placement for pre and post migrations. * Worked as an Informatica tester (V8.5.1) to verify the Schema in source and target, Workflow, Session and mapping verifications, Transformations as per the business logic, Data mapping between the earlier version and the new Version. |

## **Microsoft – Test Engineer**

November 2005 — January 2007

* Actively involved in analyzing and reviewing functional specifications, detailed design documents.
* Primarily responsible for all the testing activities related to the SCS, CAP and PPI Integration. Worked on the QTP Automation for the BVT and regression test cases.
* Worked on MAUI & MITA Automation Frameworks for BVT and regression test cases. Involved in writing and testing of End-to-end test Scenarios.
* Developed the Test Harness Tool for the AD-SCS Integration in C#.net to do the API testing. Participated in Bug Triage Meetings and helped the team in creation and execution of test cases. Generated BVT Reports.
* Primarily responsible for deploying the builds and troubleshooting the Test Environments. Performed performance testing using Visual Studio Load Tests for Web methods and generated reports of different metrics.

**AI and ML – PGP Certification Course - Projects**

**Cyber Security –** Book-My-Show will enable the ads on their website, but they are also very cautious about their user privacy and information about who visits their website. Some ads URL could contain a malicious link that can trick any recipient and lead to a malware installation, freezing the system as part of a ransomware attack or revealing sensitive information. Book-My-Show now wants to analyze whether the URL is prone to phishing (malicious) or not.

**Technology**: Python, Modules – NumPy, Pandas, matplotlib, seaborn and sklearn

**Responsibilities**:

* Analyzed the given dataset for Feature engineering and Feature selection by using heatmaps and histograms.
* As a ML developer written code for feature selection by identifying the correlation of the features for high positive and negative correlation.
* Build the classification models Logistic Regression, Naïve Bayes Classifier and Random Forest Classifier and ExtraTreeClassifier and performed the train and split with Kfold cross Validation technique and evaluated the accuracy of the model.
* Performed the prediction of test and target values of all the models and evaluated the accuracy and performance with confusion matrix for each fold.

**Stock Trading (Deep Q Learning) –** Prepare an agent by implementing Deep Q-Learning that can perform unsupervised trading in stock trade. The aim of this project is to train an agent that uses Q-learning and neural networks to predict profit or loss by building a model and implementing it on a dataset that is available for evaluation.

**Technology:** Python, Modules – Keras, NumPy, collections, Q Learning model

**Responsibilities:**

* Analyzed the stock data and preprocessed the data based on the window size.
* Defined the Agent with the neural network with proper epsilon, learning rate, actions, state and memory with activation function as Relu.
* Defined the Predicted Action value function based on the state.
* Train and build the model based on the actions.
* Evaluated the model and agent with a good profit of the stock after window size of 10 and batch size of 32

**Topic Analysis of Lenovo Smartphone reviews –** A popular mobile phone brand, Lenovo has launched the budget smartphone in Indian market. The client wants to understand the voice of the customer. This will enable us not just to understand the present product but also to get some directions on the upcoming products. The client is particularly interested in different aspects of customer care about. Product reviews by the customers on a leading e-commerce site should provide a good review.

**Technology:** Python, Modules – nltk, gensim, spacy, pandas, LDA analysis, Coherence

**Responsibilities:**

* Analyzed the reviews of the data or text and normalize the data for lower case, tokenization, Parts of Speech, Lemmatization and Stop Words.
* Created a topic model using LDA (Latent Dirichlet Allocation) on the preprocess data with 12 topics as a start with a coherence score and analyzed the topic through the business lens with a summary.
* Based on summary, Identified the optimal number of topics and performed the LDA again and identified the top 5 topics – camera quality, battery heating, speaker mode, price range and customer service
* Visualized all the top 5 topics with pyLDAvis module of gensim.

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| **Education****Masters in Computer Applications, Acharya Nagarjuna University** 2002 — 2005  **Certification** **Post Graduate Program – Artificial Intelligence and Machine Learning, Purdue university** 2020 — 2021 |
| **References****References available upon request** |