**Krishnapriya Thangavel**

Quality Assurance | Agile Methodology|IBM OMS

**Professional Summary:**

* Over **9+ years** of extensive experience in Analyzing, Designing, Developing, and Implementation of QA testing for Web-based and mobile applications using **Manual** **testing**.
* Results-driven Senior Lead Quality Analyst with a proven track record in effectively developing and executing comprehensive test plans across multiple teams.
* Experienced in **Software Development Life Cycle (SDLC),** Defect life cycle management, and different methodologies like Waterfall, Agile, Software Testing Life Cycle (STLC).
* Skilled in analyzing QA needs and collaborating with external teams to ensure successful production validations.
* Proficient in requirement gathering, web application, database, and interface testing. Proven ability to write and execute **test cases**, maintaining **traceability** between different phases of requirements.
* Experienced in Quality Analysis, Audit, and Management, ensuring project adherence to high-quality standards.
* Proficient in providing internal **team reporting** and preparing client project **status reports**, fostering clear and concise communication across different departments.
* Successful in capacity planning and resource management to ensure seamless project execution. Expert in **handling cross-team dependencies** and leading a team of four QA professionals in analyzing Business and System Requirements.
* Adept in conducting peer reviews of test cases and scenarios**, coordinating bug fixes** with development teams, and maintaining defect logs.
* Proficient in using Splunk, **AppDynamics, Jira, Putty, and Linux technologies** to facilitate testing processes. Extensive experience testing WMoS integration systems, including Order Management, Inventory Management, and ATG Ecommerce applications.
* Skilled in testing software systems and mobile applications across various platforms and software versions. Effectively participating in User story workshops and Iteration Planning meetings to ensure clear definition and capture of requirements.
* Proficient in managing PROD releases, coordinating audits, and ensuring proper defect tracking in HP Quality Center and JIRA. Skilled in using Test Management tools like **HP QC, Rally, and Jira** to organize and streamline testing processes.
* Experienced in using JMeter for Performance Testing, Load Testing, and Stress Testing to assess application scalability and performance.
* Proficient in programming languages like Java to create robust and maintainable automated test scripts. Knowledgeable in API Testing using tools like Postman and SOAP UI to validate the functionality of web services and APIs.
* Capable of conducting Database Testing using Microsoft SQL, Oracle SQL, and Cassandra to ensure data integrity and consistency. Skilled in CI/CD practices using tools like Github, Jenkins, Azure Devops and SVN to automate build and deployment processes.
* Experienced in API/REST services testing involving XML and JSON formats to ensure seamless communication and data exchange.
* Analyzing and resolving issues related to design, execution, and automation, engaging stakeholders proactively for timely resolutions. Responsible for manual testing, UAT delivery management, and preparing requirement traceability matrices for test cases.
* Good Experience in **REST** **API Testing** using **Postman Tool**
* Expertise in end-to-end functional testing in Oracle web applications, including DB level and integration testing. Skilled in data validation and comparison using SQL queries to ensure accurate reporting.
* Trained in Selenium for test automation, automating functional modules in the application.
* Providing regular reports and statistics to build, business, and test teams, ensuring effective communication and collaboration. Proficient in SQL, PL/SQL, triggers, and stored procedures. Strong understanding of Web Services methodologies like SOAP.
* Strong skills in various areas of testing including system testing, unit testing, performance testing, volume testing, white box testing**, Interface testing, Integration testing, Smoke, End to End, Security, grey box,** black box testing, regression testing, and user acceptance testing (UAT).
* Experienced in object-oriented software and .Net web applications testing using manual, automated test tools, functionality UI, regression testing, and data testing in a structured, full software development life-cycle (SDLC), software testing life cycle (STLC) methodologies, and validation environment.
* Proficient in identifying, analyzing, validating, verifying, and documenting defects, anomalies, questionable functions, errors, and inconsistencies in software program functions, outputs, content, and security.

Technical Skills:

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| Operating Systems | Windows NT, Windows XP, Windows 95/98, UNIX and LINUX. Databases: MS SQL Server 2005/2012/2018, MySql, MS Access 2012, Windows 7 Ultimate/Professional 32/64 bits, Oracle 9i, Oracle 10g, TOAD |
| Automation Test Tools | Selenium Web Driver, Postman |
| Error Tracking Tools | Jira, Clear Quest, Bugzilla, HP ALM, Mercury Quality Center. |
| Others | IBM Sterling OMS, GIV, WMOS |
| Databases | SQL DB, DB2, MYSQL, Oracle DB, Cassandra, MongoDB |
| Applications Learnt/Worked on | Sterling Applications (such as Order Management System and Global Inventory Visibility), Cassandra, Art Technology Group (Ecommerce), Web service, SOAP UI, Kafka, Openshift, GCP Bucket, WinSCP, postman AppWatch, Qpassa |
| Test Management Tool | HP Quality Centre, Rally, JIRA, qTest |
| Integration Tools | Jenkins |

**Professional Experience:**

**Empower/Accenture, India|** **July 2021 to Present**

Role: **Test Architect**

Team Name: **Money Out**

Team Size: **6**

**Project Description:**

Empower is a retirement plan recordkeeping financial holding company. As a Money Out team member, maintains and records the payments and expenses flowing out.

**Key Job Responsibilities:**

* Develop test plans, co-ordinate testing across different teams, mitigate issues in testing/validation and prepare test reports.
* Analyzing QA needs and procuring help from external teams and supporting Business/Product teams as needed for Production Validations.
* Quality Analysis, Quality Audit and Quality Management for Project.
* Internal Team Reporting and Project status reports to Client.
* Managing clear and concise communication across Program, QA, Product, Engineering and Business teams
* Developed Automation Scripts using Selenium Webdriver for Regression Testing.
* Used Maven as a build tool to develop the application.
* Detailed manual and Automation testing of new functionality & regression of existing functionality.
* Planning capacity needed for successful project execution and managing resources across different teams.
* Working with other teams for cross-team dependencies.

**Client: TESCO/Wipro Technologies, India|** **May 2013 to June 2021**

**Role: Senior QA Lead**

**Team Name: Fulfillment**

**Team Size: 5**

**Key Job Responsibilities:**

* Lead and manage a team of 5 QA professionals, analyzing business and system requirements while interacting with users and developers.
* Analyze business and system requirements, interact with users and developers, and ensure seamless integration of Splunk and AppDynamics for effective monitoring and troubleshooting.
* Conduct peer reviews of test cases and test scenarios, utilizing Git for version control and collaboration with Product Owners.
* Coordinate bug fixes with development teams, using Putty for remote access and Shell Scripting for automation.
* Keep management informed of project schedules, status, issues, and metrics using Jira and Confluence for efficient project management and documentation.
* Report defects and enhancements, acting as the Defect Manager, and maintain the error log for all identified issues using Jira.
* Develop and create the Project Master Test Plan, QA Sign-off, and Root Cause Analysis (RCA) Test Matrices, ensuring comprehensive test coverage.
* Define and implement test automation strategies using Selenium and Jenkins for continuous integration and continuous testing.
* Oversee the execution of various testing types, including functional, regression, integration, and performance, leveraging SQL, Oracle, MySQL, AWS, Azure, and Google Cloud Platform (GCP) to set up test environments.
* Track and analyze test execution results, defects, and quality metrics using SQL queries, Python scripts, and data visualization tools like Tableau.
* Collaborate with development teams to implement automated testing solutions using Docker and VirtualBox for containerization and virtualization.
* Utilize HTML, CSS, JavaScript, XML, and JSON for front-end testing and validating user interfaces.

**Environment:** Linux, Windows, Splunk, AppDynamics, Git, Putty, Selenium, Jenkins, SQL, Oracle, MySQL, Jira, Confluence, Shell Scripting, Python, AWS, Azure, Google Cloud Platform (GCP), HTML, CSS, JavaScript, XML, JSON, Docker, VirtualBox

**Project# 3:**

**Client: KOHL’S Corporation| Wipro Technologies, India**

**Role: Senior QA Lead**

**Team Name: Systems Team (Agile methodology)**

**Team Size: 4**

**Project Description:**

A specialized agile team, to support the maintenance of end-to-end integration, performs several cycles of regression testing through various integrations and releasing them to production. Ensuring correct data flows from E-Comm end points, OMS and GIV so that ATP values are computed correctly, and we don’t over promise or under promise the inventory.

**Key Job Responsibilities:**

* Checking for Schedule Adherence to all milestones and preparing Production Readiness Documents and Monthly Scorecards for VP Deck.
* Worked in WMoS integration systems like Order Management System (OMS), Inventory Management and ATG Ecommerce applications.
* Responsibilities include creation of creation of test cases and test case execution on android devices
* Testing software systems and mobile applications across over five different platforms
* Testing the mobile application with different software versions.
* Participating in User story workshops and Iteration Planning meetings to ensure that the user story is well defined, all the Requirements are captured, and Acceptance Criteria is clearly understood and mentioned in Rally.
* Communicating the changes to existing teams which might have their functionalities impacted and making sure all the impacted modules are Regression tested and issues fixed, if any, before PROD release
* Coordinating Audit for the project at the end of each Release
* Ensuring proper logging/tracking of defects in HP Quality Center
* Analyzing the issues faced by team in Design/Execution/Automation and resolving all the issues timely by involving all the stakeholders proactively.

**Project# 4:**

**Client: KOHL’S Corporation | Wipro Technologies, India**

**Role: Senior QA**

**Team Name: Omni Channel Fulfillment (Agile methodology)**

**Team Size: 8**

**Project Description:**

OCF (Omni Channel Fulfillment) where they manage multiple types of orders like BOPUS, SDD, SFS, EFC, RDC, DSV and 3PL fulfillments. Jenkins Pipeline is used to create mock orders created as same as ecommerce environments and fulfill the orders in order management system for all types of items for every new build or fix in order management system.

**Key Job Responsibilities:**

* Manage and coordinate the testing activities for multiple types of orders including BOPUS, SDD, SFS, EFC, RDC, DSV, and 3PL fulfillments in the Omni Channel Fulfillment (OCF) system.
* Plan and schedule timelines for testing activities, ensuring timely UAT (User Acceptance Testing) delivery management.
* Prepare the requirement traceability matrix for test cases, ensuring comprehensive test coverage. Execute test cases and thoroughly document the test results, defects, and issues encountered during testing.
* Provide end-to-end functional testing for the Oracle web application, database-level, and integration testing to ensure seamless order processing.
* Validate and compare data with the database and reports using SQL queries to ensure data accuracy and consistency.
* Facilitate the transition from business requirements to new enhancements, providing walkthroughs and clarifications to the team.
* Identify the priority of defects and log them in HP ALM QC and JIRA for effective defect management and tracking.
* Conduct follow-ups with the build team and testers to ensure timely closure of defects and issues.
* Enhance testing efficiency by automating certain functional modules in the application using Selenium.
* Generate and send various reports and statistics to the build team, business stakeholders, and test team on a regular basis, keeping all stakeholders informed of the testing progress and results.

**Education:**

* **MS (Information TECHNOLOGY) - (2013 – 2018)**

vEllore instuite of technology, chennai, May-2018.

* **b.sC (Information TECHNOLOGY) - (2010 - 2013)**

PSG Collecge of arts and science, Coimbatore, Bharathiyar uNIVERSITY. April - 2013.