MOUNICA ANUGU

QUALITY ASSURANCE DIRECTOR

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Experienced QA Automation Director with a focus on delivering results, boasting 13 years of expertise. Demonstrated proficiency in implementing advanced QA techniques and crafting adaptable Automation frameworks utilizing tools such as Selenium, Cypress, Playwright, CYARA, Ranorex, and Appium, thus minimizing manual testing requirements. Skilled in guiding and nurturing teams to lower software defect occurrences and enhance overall productivity. Utilize extensive knowledge to consistently deliver top-notch software promptly and accurately.

SUMMARY

KEY SKILLS

* Quality Assurance
* Test Automation
* Web Applications
* Contact Center / IVR Application
* Voice/Chat Applications
* Desktop Applications
* Mobile Applications
* Service Now Application
* API Testing
* Database Testing
* Test Driven Development
* Behavior Driven Development
* Business Analysis
* Team Leadership
* Mentoring/COE
* Program Management
* Product Management
* Incident/ Release Management
* Stakeholder Management
* Business Process Management (BPM) – Appian, PACE, PEGA
* Salesforce/Siebel CRM
* Mainframes – TSYS/ OMNI
* CICD-Jenkins/ GoCD
* AWS Cloud Apps
* Azure Devops
* Genesys Cloud
* Agile software Development
* Software Development
* Pair Programming
* Web Development

EDUCATION

Master of Science (2010) Electrical Engineering

Lamar University, TX, USA Bachelor of Technology (2008) Electronics & Communications JNTU, Hyderabad, India

* Led a team of 10+ automation engineers and QA professionals in developing and implementing automation testing strategies and frameworks.
* Extensively worked on Automation tools such as Selenium, Ranorex, CYARA, Cypress and Playwright.
* Integrated automated testing into CI/CD pipelines, streamlining the software delivery process and ensuring rapid and reliable deployment.
* Collaborated with cross-functional teams to define test plans, scenarios, and acceptance criteria, ensuring comprehensive test coverage.
* Evaluated and recommended automation testing tools and technologies to improve efficiency and effectiveness of testing processes.
* Established quality assurance standards, metrics, and processes, ensuring compliance with industry best practices and regulatory requirements.
* Provided training, mentorship, and guidance to automation engineers and QA team members, fostering a culture of continuous learning and innovation.
* Conducted performance evaluations, provided feedback, and facilitated professional development opportunities for team members.

TECHNICAL SKILLS

* QA Tools – Selenium WebDriver, Ranorex, Cypress, Playwright, CYARA, Appium. TestNG, Jasmine, Mocha, ATF, Chai Assertions, Cucumber, Specflow. Postman, Soap UI, Kafka, karate, Kibana, New Relic.
* Program Management – Agile, SafeAgile, JIRA, QC ALM, Azure Devops
* CI/CD – Jenkins/ GOCD
* Cloud Experience – AWS Services (Cloud computing / S3/ DynamoDB / Cloud Formation / CloudWatch / Athena, RedShift, AWS Lamda), Azure, GCP.
* Database- mySQL, Mongo DB, Oracle, TOAD, Sql Developer, RDBMS
* Programming skills: Java, .net, OOPS, Python, C#, Maven, Typescript, Java script, HTML, CSS, DOM, Angular, MSTest, nUnit, xUnit, Xcode, Swift, Intellij, Visual studio, Visual studio Code
* External tools – Appian, Salesforce, Service Now, PACE, Pega, IBM BPM , TSYS, OMNI

PROFESSIONAL EXPERIENCE

ISACA

*Remote*

*Quality Assurance Automation Director* *2024 – Current*

Manage and lead a Software Engineer Team responsible for overseeing the quality of ISACA’s products and services, ensuring they meet high standards and fulfill the needs of the organization’s members and stakeholders. Responsible for improving processes, collaborating with internal teams, and maintaining a strong focus on customer satisfaction and compliance.

* Facilitated Test Plan meetings, where I collaborated with both the Technical and Business teams to review the strategy and scope. ·
* Develop and manage QA processes, ensuring that the team follows best practices and maintains high standards of quality.
* Create and implement comprehensive QA strategies for ISACA’s offerings, including certification programs, training courses, and resources.
* Design and oversee the execution of test plans, including functional, performance, and user acceptance testing.
* Collaborate with internal stakeholders, including product development teams, content creators, and management, to ensure alignment on quality goals and expectations.
* Provide regular updates and reports on the status of QA activities, issues, and improvements.
* Designed Cypress and Playwright Test Automation framework using Typescript to Automate the Front End and Back End Applications in Salesforce.
* Gain deep knowledge of the Salesforce platform, including standard and custom objects, workflows, process builders, and Apex code
* Stay updated with Salesforce releases, new features, and best practices to ensure effective testing and utilization of platform capabilities.

BARCLAYCARD

*Whippany, NJ*

*Quality Assurance Automation Manager* *2014 – 2024*

Manage and lead a Software Engineer Team of 10+ as a Direct Manager overseeing the implementation of Test Automation frameworks and Test script creation and Overall Testing process for the Cards and Payments Applications. Coordinate resource allocations, create work assignments for team, maintain timelines / milestones, and ensure compliance with quality standards.

* Facilitated Test Plan meetings, where I collaborated with both the Technical and Business teams to review the strategy and scope. ·
* Created documentation outlining QA testing policies and risk mitigation strategies, aiming to establish standardization and enhance effectiveness.
* Implemented quality assurance best practices within a Center of Excellence framework, facilitating the team in recognizing and acquiring necessary skills.
* Oversaw and managed multiple Quality Engineering (QE) test phases, including Black Box, White Box Testing, Smoke, Regression, Functional, User Acceptance, and Exploratory Testing, ensuring the delivery of high-quality code ready for production deployment.
* Collaborated with cross-functional teams, including development, product management, and customer support, to drive product quality initiatives.
* Extensively worked on migration of In-house IVR Application to AWS Cloud leading to significantly improved performance in Contact Center Applications.
* Developed automated test scripts using CYARA Velocity to streamline testing processes and improve efficiency.
* Conducted performance testing to evaluate system responsiveness, scalability, and reliability under different load conditions using CYARA Cruncher.
* Engaged in backend testing of APIs and microservices using tools such as Postman and SOAP UI. Additionally, developed test automation scripts utilizing Cypress/ Playwright and JavaScript.
* Conducted API testing using Postman to verify the functionality, reliability, and performance of RESTful APIs.
* Designed and executed API test cases to validate API endpoints, request and response payloads, and error handling mechanisms.
* Reviewed and analyzed logs using industry-leading tools such as ELK, Kibana and New Relic to identify system issues, troubleshoot errors, and improve performance.
* Created and enhanced the Selenium Test automation framework in JAVA and Python scripting using WebDriver, Page Object Model, Maven, TestNG and Cucumber enabling it to be reusable across the team.
* Experienced in developing end to end Automation testing in different platforms using Python, Pytest and Selenium Library.
* Designed and implemented a scalable test automation framework using Page Object Model (POM) using Selenium and Python using Pycharm IDE resulted in improved test maintenance and reusability.
* Designed Cypress BDD Test Automation framework in Java script/Typescript using Node.js/NPM to Automate the Front End and Back End Applications. Integrated the same in Jenkins within the Build pipelines.
* Involved in the POC for Playwright for Angular JS Applications with BDD cucumber framework and demonstrated the advantages of Playwright over Cypress/Selenium.
* Migrated all the Regression scripts from Selenium to Cypress/Playwright in Java script/Typescript which improved the Performance of the Test Automation scripts, reduced synchronization issues in identifying the Web Elements via Automation.
* Designed and created Test Automation scripts in Ranorex using C# for the contact center application bases in .Net resulted in Faster Regression runs.
* Developed user defined functions using C# and .Net using Ranorex in C# and integrated them with Jenkins for Daily and Weekly runs.
* Worked with continuous integration tools such as Jenkins Build Server, and source control tools such as GIT to manage different versions of the source code.
* Worked in DevOps, installing, configuring, and integrating Automation scripts on Continuous Integration tool (CI/CD) Jenkins for nightly test suite execution.
* Considered expert in using Behavior-Driven Development (BDD/TDD) by writing Gherkin language using cucumber tool; developed Scenarios, Scenario outlines, features, and Step definitions, generating the cucumber reports.
* Designed, executed, and maintained comprehensive test plans and test cases for ETL processes, ensuring data completeness, accuracy, and consistency.
* Tested number of complex ETL mappings and reusable Transformations for Daily Data loads.
* Strong Hands-on experience on TS2 (TSYS mainframes) systems, end to end knowledge on Credit Card systems, Online Applications, Banking systems, Call center and Voice applications.
* Extensive experience in managing Credit card Test data requests in TSYS.
* Developed SQL queries to extract and manipulate data from relational databases for testing purposes, identifying and resolving data anomalies and discrepancies.
* Proficient in ServiceNow platform functionalities, including IT Service Management (ITSM), IT Operations Management (ITOM), and IT Business Management (ITBM)
* Performed manual testing of ServiceNow features, including Incident Management, Change Management, Service Catalog, and Reporting
* Conducted knowledge-sharing sessions and provided training to new team members, ensuring they are well-equipped. Additionally, ensured timely delivery of all testing artifacts from the QA team.

TIAA CREF

*Charlotte, NC*

*QA Automation Engineer* *2011 – 2014*

Worked on Complex Integration Testing between Applications which managed the Life Insurance Policies and banking profiles.

* Worked with business analysts, developers, and product owners, assisting to understand requirements and define Test Scripts.
* Develop Test Plan, Test Strategy &amp; define Testing scope. Effort estimation for enhancing and building test packs and estimate test execution efforts.
* Conducted intricate Integration Testing between the OMNI Recording Keeping System and Siebel to validate the end-to-end transaction flows across both systems.
* Implemented QA strategies and best practices to ensure consistent quality across OMNI channels, including web, mobile, and brick-and-mortar stores.
* Creation of Automation Project Plan, Test Strategy, Test Data creation strategy, Test Metrics, and Automated Test scripts and created a Regression pack covering all the critical Modules within the application.
* Utilized the Selenium / WebDriver framework with Java creating highly reliable and reusable Regression Test Suite, reducing manual test efforts.
* Collaborated with a team of 10+ software developers to design Test Automation frameworks.

ING DIRECT

*Wilmington, DE*

*QA Automation Engineer* *2010 – 2011*

Worked primarily with Quality Center 9.2 and Quick Test Pro 9.2 (QTP) automating the entire

Regression suite. Worked on Source Control Management tools such as AnthillPro and Subversion.

* Analyzed business requirements, functional specifications, and mock ups of financials, providing functional decomposition.
* Generated test scenarios, test cases, and test data, executed tests, and created problem reports, ensuring thoroughness and communicating effectively.
* Created Automated Functional regression test scripts using QTP, scheduled, organized, and executed the test scripts in QC-QTP integrate environment, and documented all test results. Coordinated with developers, business analysts, and other departments defect analysis,

ensuring high code quality.