Naveen Kumar Uppalapati

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**Professional Summary**

* Accomplished software professional with 10+ years of experience in Health Care services, Banking and Mortgage functional areas, extensively involved and lead PEGA QA efforts for Business Process Management (BPM) and workflow based management applications.
* Worked for Prestigious organizations/Clients like **Elevance Health, Bank of America**, **PriceWatercoopers (PwC).**
* Extensive knowledge on Agile Software development methodology.
* Hands-on testing experience on Pega 8.x platform.
* Experience in leading QA activities includes estimating, planning, Test data management.
* Extensively worked on testing Workflows or Case Types and its stages and Process flows
* Clear understanding and knowledge on testing Decision rules (tables, trees)
* Worked on testing Declarative rules.
* Worked on testing PEGA integration rules -connectors, services.
* Worked on testing integrations rules and its activities (SOAP, REST API)
* Experience in validating and monitoring Kafka topics and data flows.
* Having Knowledge and experience in building BDD Gherkin scripts using RAFT, Cucumber Automation Frameworks
* Adroit in API testing using Postman.
* Works closely with Pega Lead system architects and Business Architects to monitor, review and close the defects.
* Involved in Production support and in defect triage, analyzing issues.
* Involved in automating couple of manual processes being done by production operations teams**.**
* Hands on experience on test management tools **Application Life Cycle management(ALM)**, **qTest, Azure DevOps.**
* Hands on experience on Agile management tool **JIRA, Rally.**
* Strong analytical and problem-solving abilities, with quick adaptation to new technologies, methodologies, and systems.
* Ability to work in a collaborative team environment, Onshore/Offshore support model.

**Certifications**

* PEGA 7.2 Certified System Architect (Achieved in 2018)
* PEGA 7.4 Certified System Architect (Achieved in 2019)
* PEGA 8.5 Certified Senior System Architect (Achieved in 2021)
* Certified Scrum Master from Scrum Alliance (Achieved in 2015)

**Technical Skills**

* Operating Systems : Windows 10/7.
* BPM : PEGA 7.2 ,7.3 ,7.4 & 8.X
* RPA : UI Path, PEGA RPA – Open Span
* Languages : C, Core Java
* Scripting Languages : VB script, Java Script.
* RDBMS : Oracle 11, SQL Server 2012.
* Project Management Tools : JIRA, Rally
* Test Management Tools : HP ALM, qTest, Azure DevOps
* Test Automation Tools : Cypress, Selenium, BDD Gherkin script, UFT
* API Testing Tools : Postman
* Performance Testing Tools : Load Runner, PAL

**Experience**

Elevance Health June 2022-Till date

QA Lead Analyst -PEGA

Title and Description: CI&W (Claims Intake & Workflow).

CI&W is a web-based application that provides a graphic user interface. It assigns claims inventory based on rules set by claims handling standards and workforce management team.

* Drive the PEGA application development QA activities.
* Requirement gathering along with Product owner from line of business team.
* Involved creating test plan for the release.rit
* Define test strategy and test data management for PEGA collections rules.
* Write functional test cases as per the user story acceptance criteria.
* Test case design and execution for PEGA integrations (REST & SOAP), activities, Data pages and Data Transforms.
* Validate API s through Postman.
* Monitor the Kafka topics and validate the out messages and data flow.
* Test case design and execution for PEGA Decision Table and PEGA Decision Tree rules.
* Involved in testing UI interface and PEGA harness rules, Flows and Flow Actions.
* Test email integrations and its correspondence rules.
* Test PEGA report definition rules.
* Testing and debugging using PEGA tracer.
* Creating Unit Test Cases and conduct Unit testing.
* Design high quality automaton test suite for release level regression using Selenium web driver.
* Defects tracking and mentoring team members.
* Maintain regression test suite against releases.
* Provide functional Demos on the implementations to Line of business.

Bank of America April 2020-March 2022

Quality Engineer

Title and Description: HIQAR (Hazard Insurance Quality Assurance Review).

HIQAR is a tool that is used to track the Hazard Insurance Quality Review Process. This project is to migrate HIQAR application to PEGA BPM platform.

* Drive and lead the application QA team.
* Requirement analysis & designing case types and its stages, processes and steps
* Involved in testing integrations, activities, flows and flow actions
* Involved in testing UI interface and harness rules, Data pages and Data transforms.
* Test email integrations and its correspondence rules.
* Test report definition rules.
* Involved in Testing User interface and data integrations for all the existing Hazard review records.
* Involved in testing rules related to design new interface to enter the new Hazard requests using PEGA PRPC.
* Contributed in design and implementing the new functionalities in the test automation framework using Selenium web driver and BDD
* Written high quality functional regression scenarios and design automation test scenarios
* Testing and debugging using tracer.
* Defects tracking and mentoring team members.
* Preparing Application Documentation

Bank of America March 2019-March 2020

Quality Specialist

Title and Description: FMWS (Fulfillment Workflow Management System).

FACS Skills Management system is used to manage the skills update workflow process. This project is to migrate FACS Skills Management system to Fulfillment workflow Management System using PEGA BPM platform.

* Requirement analysis & developing flows.
* Drive and lead the PEGA QA team
* Involved in testing required rules based on process to support business needs, expansion and improvements using PEGA PRPC.
* Involved in testing required functionalities.
* Involved in testing integrations, activities, flows and flow actions
* Involved in testing UI interface rules and Data pages and Data transforms.
* Testing and debugging using tracer.
* Involved in designing automation test scenarios for functional regression and end to end testing using Selenium web driver and BDD frameworks
* Creating Test Cases and Unit testing.
* Defects tracking and mentoring team members.
* Preparing Application Documentation

Bank of America Sept 2018-Feb 2019

Sr. Analyst Apps Prog.

Title and Description: NTP Title orders and Identity Alerts

NTP title orders are services to be placed on all mortgage loans when these loans are being processed in mortgage fulfillment application i.e. iFulfill. Using PRPC created a solution to place and processes them automatically.

* Extensively interacted with business teams to understand the Title order process and requirements.
* Analyze and test the solution on PEGA PRPC
* Involved in testing service integration rules and its functionalities.
* Participated in regular leadership meetings and solution status meetings.
* Verify and support the functionalities and defect fixes pre and postproduction support.

Bank of America Dec 2012-Aug 2018

Analyst –Apps Prog🡪Senior Analyst Apps Prog.

Title and Description: iFulfill –Mortgage Fulfillment System

A Loan Origination System is being selected to replace the existing Loan fulfillment (EDGE) system and several related Loan Origination Systems applications currently in use by Home Loans.

**Responsibilities:**

* Involved in Walkthrough of the Business requirements and external mandate.
* Extensively involved agile scrum methodology to develop and test.
* Lead and manage the test efforts of Initiatives and BAU.
* Involved in preparation Test strategy and Test Plan.
* Involved in Preparation/Execution of end-to-end integration Business Scenarios.
* Involved in creating and Presenting test reports to senior leadership teams.
* In sprint automation adopted and was leading the team to design and execution of BDD Gherkin scripts on the developed features
* Identified audit issues/risks while it is under development.
* Identified couple of risk items at process level and application level
* Involved in process design activities and provided automation solutions to couple of processes.

Price Water House Coopers (PwC) from Infosys Nov 2011-Nov 2012

Performance Engineering Test Analyst.

Title and Description:

The CenterPOINT practices aims to build a Point-of-Hire platform that would be a one stop shop for employment related credits and incentives. This platform is envisioned to be simple, efficient, intuitive as well as capable of handling enormous number of transactions at any given point.

**Responsibilities:**

* Involved in Preparation Test Plan doc.
* Involved in Preparation/Execution of Business Scenarios.
* Preparation and Execution of Test cases.
* Involved in reviewing test cases written by the Team members.
* Performing Smoke testing on Builds.
* Performed GUI and Regression testing.
* Defect tracking and Defect analysis using Quality center and Viper.
* Reporting and ensuring the remedy of environmental issues.
* Performed load testing with Load Runner and other in-house tools.
* Written the Vugen Script, Parameterized and manually correlated the scripts to simulate user load. Capacity planning for the Load runner resources.
* Used Load Runner for managing the Load tests.
* Load test with the help of Load Runner.