## PAVITHRA RAMAMURTHY

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***Phone ; 901-316-3025 EX 118***

**PROFESSIONAL SUMMARY:**

* An accomplished, results-driven ISTQB certified QA professional with focused experience on manual testing, ,Salesforce testing and automation testing in **Pharmaceutical, Healthcare, Banking & Financial Services, Trading systems, Asset Management, Workday and Dayforce HCM, Education and Insurance domains** with over 13 years of experience
* Experience in **Automation Framework** implementation of Mainframe, Delphi and Web based applications using QTP/UFT and Selenium Webdriver with Java
* Exposure to TestNG, Karate, Maven, Jenkins, SVN, CI/CD, Cucumber/BDD
* Experience in developing Hybrid, Data driven, and Modular automation frameworks
* Develop **Test Plan and Test Strategies**
* Authored Validation Plans and IQ/OQ/PQ protocols for GxP systems
* Experience in **Performance testing** using Visual Studio tool and Loadrunner
* Hands on experience in Functional Testing, ETL, Integration, Regression, API, UAT, Compatibility and Agile testing methodologies with Scrum/Kanban
* WCM tools Adobe AEM 6.1
* Experience in Azure Devops platform
* Excellent knowledge of tracking requirements document, designing and executing test cases and Defect Analysis
* Hands on experience in testing tools which includes HP ALM, Quality Center, Zephyr, Rally, JIRA, TFS and MTM
* Proficiency in Test Analysis, Bug Detection, Bug Reports and Report generation skills
* Extensive experience in writing complex SQL and SOQL queries
* Experience in testing mobile applications on iOS and Android and Ipad devices

**EDUCATION:**

**Bachelor in Electronics & Communication Engineering, May 2007**

**Anna University, Chennai India**

**TECHNICAL SKILLS:**

**Environment:** Windows, Linux, Mainframe AS400

**Programming Languages:** C, C++, SQL, Typescript, VB, Java Script

**Database Tools:** Oracle, MS SQL Server, MS Access, SQL Server, Teradata, Workbench

**Testing Tools:** Selenium Web Driver, QTP/UFT, HP ALM, Quality Center, Zephyr,Rally, TFS, MTM, JIRA

**Methodologies:** Agile Methodologies (Scrum, Kanban), WaterFall,V-Model

**Other:** MS-Office, Postman, JMeter, Webdriver IO, Visual Studio, Load Runner, TrackWise, ETL testing tools (UC4,Informatica),Veeva Vault EDMS, GIT, CI/CD (Jenkins), Appium, Maven,Qlik,NPM, Azure Devops, Workday and Dayforce HCM

**CERTIFICATIONS:**

ISTQB (International Software Testing Qualifications Board) Foundation Level

**PROFESSIONAL EXPERIENCE:**

**Sevita Health (Boston,MA)**

**IT QA Lead July 2020 – Till Date**

Sevita Health (formerly ‘The MENTOR Network’) is a national network of local health and human services providers offering an array of quality, community-based services to adults and children with intellectual and developmental disabilities.

**RESPONSIBILITIES:**

**•** Experience in end-end testing for applications developed in Salesforce Platform and Azure Devops

**•** Collaborate with cross-application teams on continuous improvements to end-to-end processes from sprint grooming/planning/development/test/deploy

**•** Coordinated with Business Users and Pricing team to gather requirements for CPQ Implementation

• Worked On Salesforce CPQ pricing using list, percentage block,price rules, calculator plugins,constraint rules and options

• Authoring web pages using Adobe AEM Components and templates

• Effectively leading teams, coordinating project activities on a day today basis with onshore/offshore

• Experience in designing User Stories in Jira and test management using Zephyr and Azure Devops

• Exceptional experience in Salesforce testing ( Roles, Profiles, Permission Set etc.)

• Experience in testing complex workflows for users in the Salesforce platform and validating the data using Salesforce Workbench

• Troubleshooting a large Distributed web content management system using Adobe AEM Tools.

• Experience in designing SOQL and SQL queries

**Wipro Technologies (Lexington,MA)**

**Technical QA Lead Mar 2017 – Feb 2020**

**Client : Takeda Pharmaceuticals**

Experience leading projects in Technical Operations, Research and Development and Digital Health domains.

**RESPONSIBILITIES:**

* Involved in ETL Testing developed in HIVE and Azure Devops platform and report generation using Qlik
* Extensive experience in writing SQL queries
* Knowledge of healthcare services regulatory environment including HIPAA, Medicare/Medicaid and EDI enforcing PHI Compliance
* Effectively lead and coordinated project activities with teams globally
* Involved in Payment Processing and Claims Processing testing
* Experience in testing and Release Management of new items in Workday Payroll
* Supported team in various Business processes and workday releases
* Worked on Data Migration to load employees data from Dayforce HCM to Workday HCM
* Trained team members, Managers and HR Team on workday as per their role requirements
* Experience in designing Automation scripts in Selenium using Cucumber
* Experience in Validation Processes and preparing all required documents for Computer System Validation (CSV) lifecycle, including Validation Plan, IQ, OQ,PQ protocols and Validation Summary Report
* Used Azure Devops to log bugs and track tasks
* Experience in ServiceNow, Track wise, Solidworks PDM and QbD Stature tools
* Lead Automation projects involving Typescript and NPM
* Performed Salesforce API testing , verified the request and response using the Postman tool
* Coordinated UAT, SIT testing and experience testing CTMS system and CORE applications for Clinical Trials

**OptionsXpress by Charles Schwab(Chicago,IL) Oct 2015 – Feb 2017**

**Sr. QA Analyst**

Charles Schwab - OptionsXpress is a leading online brokerage firm that provides brokerage services for options, stocks, futures, mutual funds, and fixed income investments.

**RESPONSIBILITIES:**

* InvolvedInvolved in Data center Migration project involving System of Record Migration from Chicago to Phoenix
* Designed High level test scenarios and involved in Integration, Regression and Latency testing
* Extensive experience in SQL queries for Data center Migration
* Involved in Change Management activities including releasing of clients and services
* Extensive Salesforce application Standard and Custom functionalities testing experience
* Performed Functional, API , Regression and UAT Testing
* Involved in story point estimates on user stories using business specification
* Prepared various Reports including Test Report, Defect Report and Status Reports

**PNC Financial Services(India) July 2013 - July 2015**

**Sr QA Analyst**

PNC Financial Services Group has businesses engaged in retail banking, corporate and institutional banking, asset management, and residential mortgage banking, providing its products and services nationally and others in its markets located across the US.

**RESPONSIBILITIES:**

* Authored and reviewed business requirements documents and technical specification
* Developed Test cases based on the user stories
* Involved in designing Automation framework using Javascript and Selenium TestNG, Webdriver IO for Regression suite
* Extensively used HP ALM for testing activities including Defects, Test cases,Business scenarios, test planning and reporting
* Experience in writing excel macros
* Developed scripts for complete Regression suite using Hybrid Framework
* Performed Functional, Regression Testing and User Acceptance Testing (UAT)
* Lead daily Scrum Meetings and capture, manage, and follow-up daily action items and Presented testing status

**Charles Stanley(India) Jun 2010 - Jun 2013**

**Sr. Testing Automation Engineer**

Charles Stanley is a UK broking firm which has the integrated equities trading application Figaro which is supports Front, Middle & Back-Office functions; also supports Portfolio Management, Multi-currency, Settlement, Accounts, Reconciliation & Corporate Actions processing

**RESPONSIBILITIES:**

* Performed Automation Testing for Mainframe AS400, Web and Delphi applications using QTP
* Involved in designing frameworks, Estimations and creating VB scripts and excel macros
* Experience in Azure Hive and Devops
* Involved in Performance testing for web applications using VSTS for an Intranet application
* Involved in preparation of Usage Model, created load test scenarios, analyzed the results and identified the bottle necks
* Performed Automation for Java based Web Services for the Figaro system
* Developed automation scripts using Selenium for Enigma, an Intranet application generating Portfolio Valuation Reports

**Pearson VUE (India) Jan 2010 - Jun 2010**

**Sr. QA Analyst**

Pearson VUE is the global leader in electronic testing services for academic admissions, certification and licensure programs. WebApps involves testing the various functionalities of the Pearson VUE website like creating a candidate, Scheduling, Rescheduling, Cancelling an exam and sending the scores to the preferred Institution.

**RESPONSIBILITIES:**

* Involved in analyzing and documenting the requirements
* Test Script Preparation, Script Peer Review, Test Report preparation and Execution in multiple environments
* Involved in Test Plan Preparation and prepared the project level reports and presented it to the higher management
* Involved in Defect Analysis, Requirement Mapping
* Performed Smoke testing, Functional testing and Regression testing in different environments

**Testing Sciences (India)**  **Apr 2009 - Dec 2009**

**QA Tester**

**RESPONSIBILITIES:**

* Understanding the client requirements and Functionalities
* Interaction with Client/Development team for Query resolutions
* Designing test cases for various modules
* Involved in developing reusable functions in QTP for Regression scripts
* Updating the test cases to the latest enhancements/requirements of the tool
* Reporting the bugs to the bug tracking system and prepared the bug reports
* Bug fixes testing on different releases of the tool

**Syntel Ltd (India) Nov 2007 - Mar 2009**

**QA Analyst & Programmer**

Pioneer Investments Testing CoE involves testing of applications Vermilion Reporting Software, AS/400 COBOL Conversion Project Pioneer seeks to reduce the number of applications utilizing COBOL as a base language.

**RESPONSIBILITIES:**

* Developed programs in COBOL
* Designing test scripts in Quality Center and involved in ETL Testing
* Involved in Report generation for Vermilion Reporting Software
* Conducting Functional and Regression for Various Modules
* Preparing Bug Reports and Test Reports
* Extensively performing manual testing process ensuring the quality of the software used