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**Carrier Overview**

As QE Project Manager having 13 years of experience, well-versed with the **Testing Project Management,** Scheduling, Estimation, Risk/Mitigation, Planning, Cost Management, **and Test Automation. Over all 23 year** of IT Experience offshore and onsite.

**Experience Summary**

* **Currently Managing the Testing Projects across *“Horizon BCBSA HealthCare Account – Provider Portfolio, and API Portfolio”* with emphasis on QE Automation.**
* **Multiple project Management:** Managed Cigna, Citi Bank and CISCO accounts on testing projects with an excellent delivery track record, project planning, resource management, risk management, Invoicing, and Proposal.
* **QA Responsibilities** handled successfully E2E testing projects – hands-on test strategy, test methodologies, design, plan, defect management, and metric reporting in a multivendor environment.
* **9+ years** of experience in Micro Focus **UFT/QTP automation -** laying out the **Automation framework, Proof of Concept,** and implementing the challenging Test scripts or functions.
* QA Transformation, using **Selenium, cucumber BDD Framework** on **SOAP UI/RESTful** application to loading heavy volume of various data elements into the application.
* Highly skilled in **Manual and Automation testing** on the web application, windows client-server applications, java consoles, and Printer Drivers.
* **Domain exposure** includes **HealthCare** (Horizon, Cigna Provider), **Banking** (CitiBank, SBSA), **Retail** (Mobile Apps, Healthcare Pharmacy Dispensing App), and **Embedded** Printer Drivers (HP, TOSHIBA TEC, and SHARP).

**Education:**

* **Master of Computer Application** from Gulbarga University Gulbarga, Karnataka in the Year 2000 with **75% aggregate.**

**Certifications:**

* **Python** Fundamentals - 2022
* **SAFe Agile** – 2018
* **ISTQB** International Software Testing Qualifications Board – Foundation Level.
* **PM Academy (6 Month Training)** – 2010
  + Statistical Analysis, Change Management, Project Planning, Req Gathering, Scheduling, Tracking, Estimation Methodology, Risk, Cost Management, and Lean Implementation
* **Future Manager** Certifications - 2007
  + Web Testing, Testing Concepts, New Leadership Program, Self-Leadership Program
* **Microsoft** Certified Professional – Visual Basic - 2000

**Skill Summary:**

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| **Description** | **Experience Years** |  | **Description** | **Experience Years** |
| **QE/QA/Test Project Management** | 13 |  | **Agile-Scrum (Rally)** | 5.5 |
| **Application Testing** | 13 |  | **Agile-Scrum JIRA** | 3.0 |
| **Test Automate UFT (QTP)** | 8.3 |  | **SharePoint/Confluence** | 5.0 |
| **UFT/QTP Test Automation** | 8.3 |  | **SQL /Oracle** | 4.6 |
| Testing Automation Framework | 7.5 |  | **HP – QC/ALM** | 8.2 |
| Selenium | 3.0 |  | Embedded and System Software | 3.5 |
| JMeter/Rational Performance Test | 1.0 |  | ETL/Data Management | 3.5 |
| **SOAPUI/RESTful API – XML/JSON** | 4.6 |  | VB.NET | 5.5 |
| Clear Case | 3.5 |  | ASP.NET | 1.0 |
| **GIT Hub/ Jenkins/CICD** | 3.2 |  | WF - Windows Workflow Foundation | 1.4 |
| VC++ / C++ | 3.5 |  | CRM (Similar to Salesforce CRM) | 1.5 |
| Device Drivers | 1.3 |  | Unix Networking | 1.5 |
| Python/Cucumber | 0.6 |  | AWS Web-Services API | 1.5 |

**Project Summary:**

# **Horizon BCBS Healthcare – Provider and API Portfolio**

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| **Role:** SrQE Manager  **Start Date:** 07/12/2021  **End Date:** Till Date  **Period:** 2-Yr 1-Months  **Team Size:** 18 | **Description:** Horizon BCBS Healthcare Projects –  **Provider Projects** consists of Provider as an institutional or Professional entity, which provides healthcare services. Provider Network Operations application used for managing provider Demographic, Networks, Enrollment, credentialing, Affiliations etc.  **API Project** is supporting 410 API Applications which needs to bring applications together in order to perform a designed function built around shared data and executing pre-defined processes. API will get the Member, Subscriber, Provider, and Claims etc., data from downstream applications then it’s pushed to MongoDB. Miltiple clients uses AWS Cloud web-service API request and get the response data to display on the front end application. Horizon has over 1 million customer who use our application.  **PNO and API Automation,** UI Automation Framework and Rest API Automation Framework is used to test PNO application and 410+ AWS Cloud web-service APIs which includes major functionality like Member, Subscriber, Provider, and Claims APIs. |
| **Skills** | Automation Framework Design, Cucumber, Gherkin, Oracle SQL, Putty Unix, HP ALM, POSTMAN API, AWS Cloud web-service API, Confluence, SharePoint, GIT Hub, Jenkins and JIRA. Automation scripting, step definition, features using eclipse. |
| **Contribution** | **QE Management:**   * Quality Engineering Management, working with a Horizon BCBS HealthCare client as a QE Project Manager to transform the entire Provider Application and API Portfolio, Automated 100 out of 410 AWS Cloud web-service API applications. * Single point of contact for Provider and API portfolio QE testing deliverables. * QE Transformation, managing the Provider and API automation projects with specialization in multiple automation frameworks – Selenium Cucumber framework, In-house framework with UI, customizing the automation frameworks, optimization methods, demo, ROI, and release automation delivery. * Delivering a managed service solution for projects, minimizing the need for the client to track supplier resources. * Provider ETL testing and AWS Web-service testing using API for loading heavy volume of various data elements. * Strategic partnership with client leads on planning, estimation, forecasting & overall execution of QR services. * Analyze and identifying the automation scope within the project and propose a feasible automation framework and tools. * Confluence and SharePoint are used for maintaining all the test evidence and documentation of testing projects, which is extensively used by all the team members with controlled access levels. * Coordinate, schedule, and facilitate functional and system test evidence reviews with all stakeholders, including follow up on signoffs. * Agile Management, to ensure the system team Program Increment (PI) Planning, features, user stories, task are updated for the sprint, accepting the stories and the dashboard report is on track using the JIRA application. * Weekly connect with Project team leads on identifying risks, plan mitigation pertaining to project delivery, resource utilization, testing schedule and timelines. * Weekly connect with client to review on the resource capacity and demand management. Create the Application Test Strategy, facilitate a review of the strategy and secure approvals from appropriate stakeholders. * Create a risk-based classification of scenarios, prioritize test cases, and obtain appropriate sign-offs on the risk assessment. |

# **Cigna Healthcare – Provider Data Management and Consumption (PDMC)**

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| **Role:** SrQA Manager  And BSA  **Start Date:**03/01/2016  **End Date:** 07/09/2021  **Period:** 5yr 4Months  **Team Size:**73 | **Description**  PDMC is the critical track under the Value Based Solution (VBS) ART which explicitly deals with CIGNA provider details - demographic information, contract details, network details etc.   * Centralized Provider File provider data sources are loaded to the “ProviderRead-Only Data” with multiple layer of data transformation and data is edited through web-based application. * Provider Read Only Data is a single stop data store where all the provider related information is being stored. Through different data mart consumers are getting the provider information. |
| **Skills** | Automation Framework Design, HP UFT/QTP Automation, DevTest (Services),SOAP/ RESTful API, Python, Selenium, Cucumber, ETL, Oracle DB, SQL, Hadoop, ALM, Confluence, SharePoint, Rally(CA) Agile, GIT Hub, Jenkins and Jira. |
| **Contribution** | **QA Management:**  To perform Quality Engineering (QE) activities for Cigna's Value-Based Solution(VBS) ART which has multiple applications grouped under the following ASGs:   * Currently working in Cigna as a Project Manager (QA Transformation Manager) to transform the entire VBS (Value-based solution) Portfolio – Provider Data Management and Consumption (PDMC) applications. * QA Transformation, managing the PDMC automation projects with specialization in multiple automation frameworks Behavior Driven Development (BDD), and Acceptance Test Driven Development (ATDD),develop Creamer framework using selenium, Java and cucumber, laying out automation frameworks, optimization methods, demo POCs, and automation delivery. * ETL Testing and Hadoop tables, comparing the layers across the Provider store data flow by developing BDD framework using Python, C# and Java laying out the automation framework. * Web service testing using SOAP UI / RESTful API for loading heavy volume of various data elements for Provider and Practitioner. * Single Point of Contact for all testing delivery for Value Based Solution group (VBS). * Strategic Partnership with client leads on planning, estimation, forecasting & overall execution of QE services * Work with Cigna QE leads on identifying risks and plan mitigation pertaining to project delivery, resource utilization, testing schedule and timelines * Work with Cigna QE leads on resource capacity and demand management. Creates the Application Test Strategy, facilitates review of the strategy and secures approvals from appropriate stakeholders. * Establishes the Requirement Traceability Matrix for the Systems Test Phase * Create a risk-based classification of scenarios, prioritize test cases, and obtain appropriate sign-offs on the risk assessment * SharePoint is used for maintaining all the test evidence and documentation of testing projects. It’s extensively used by all the team members with controlled access levels. * Coordinate, schedule and facilitate system test evidence reviews with all stakeholders, including follow up on signoffs * Assist with troubleshooting issues/defects with delivery team with support from Cigna resources * Single point of contact for supplier QE activities to Cigna resources for a domain or set of applications |
| **Awards** | **Cigna Testing CSAT rating was 7/7 for the Year 2020**  **Best Team award for VBS-PDMC Automation Transition 2018** |

# **CITI Bank – Finance Full Suit Application Testing (Automation)**

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| **Role:**  QA Manager  **Start Date:** 02/10/2015  **End Date:** 02/23/2016  **Period:** 1 yr  **Team Size:** 27 | **Description:**  **Finance Full Suit Application Testing** - The Financial Full Suite (FFS) is an integrated set of financial applications to create balanced data that will be deployed to all countries.  It is implemented in three regions: APAC (CH, TH, PH..), NAM(USA), LATAM(BR)  **Applications:**   * MapHub: A web based product which contains business rules and configurations at global level. * OPS Portal: A web based user interface whose data is maintained and sync with MapHub at global level. * CRM (Country Reporting Mart): It is a final database with balanced data. The balanced data is made available for down streams as a reference and also used for reporting. |
| **Skills** | Automation Framework design, UFT/QTP, Application Testing, QC/ALM, Oracle DB, and SQL. |
| **Contribution** | **TEST PROJECT:** Managing the Testing Projects with specialization in application testing, automation tools, optimization methods, project delivery, resourcing, capacity, estimation, stakeholder management, and reporting.   * Coordinating and Communicating with the client and scrum team to do an automation feasibility study for the new project. * Automation Tool Analysis - Analyze the application feasibility for automation and would recommend the automation tool that can be used to automate the application. * Demo and present the live automation to the client and support the User Acceptance Test team. * Risk Management - Promptly escalate issues, which affect product delivery and quality that are beyond the scope of influence and report the same into the report manager. * Dashboard Reporting – Complete status of the entire program projects with all the graphical depicting the daily and weekly status, Defect status and residual defects. Projecting metrics to higher stake holders. * Co-ordinate with offshore/onsite teams to review the test cases prepared by them. * Attend various meetings\calls with the stakeholders and take appropriate actions on deliverables. * Ensure smooth and hassle-free environment among each and every team member both in onshore and offshore. * Ensure the completion of the task with 100% coverage and 100% quality and we got 7/6.5 CSAT. * Successfully driving the team without any escalations from client/Internal Peers |

# **Australia RACQ Bank - Automation Tool Analysis (POC)**

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| **Role:** Sr Test Proj Lead  **Start Date:** 01/08/2015  **End Date:** 02/09/2015  **Period:**1 Month  **Team Reporting:**12 | **Description:**  **RACQ Automation Tool Analysis/Feasibility** - Analyze all the Roadside Assistance track application feasibility for automation and would recommend the automation tool that can be used to automate the application. POCs - Giving project live demonstration to the client and supporting for User Acceptance Test (UAT). |
| **Skills** | Automation Framework, Automation Feasibility, Web Apps, QTP/UFT, and POC. |
| **Contribution** | **TEST PROJECT LEAD:** Understand the RACQ insurance applications and conduct a feasibility study for automation.   * Coordinating and Communicating with clients and team members to do a feasibility study for the new project. * Laying out the Automation Test Agnostic framework for the RACQ applications Automation Regression Test Scenarios. * Co-ordinate with offshore teams to review the test cases prepared by them. * Attend various meetings\calls with the stakeholders and take appropriate actions on deliverables. * Adhere to company and project standards and guidelines. |

# **SBSA – Standard Bank South Africa - Automation**

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| **Role:** Sr Test Proj Lead  **Start Date:** 09/12/2014  **End Date:** 01/05/2015  **Period:**4 Months  **Team Reporting:**27 | **Description:**  SBSA Client is the leading provider of Global Banking & Financial solutions in Africa. Hence managing the existing customer’s details and adding the new customers is critical factor for our banking organization.  Standard Bank has multiple portfolios across the business:   * BR – Business Release (Release5, Release6), PBB – Personal & Business Banking, SBG – Standard Banking Group, ACB – African Core Banking. |
| **Skills** | Web Apps, Java, Automation – Selenium, and QTP |
| **Contribution** | **QA PROJECT:** Managing the automation projects with specialization in multiple automation tools, optimization methods, project delivery, resourcing, capacity, estimation, stakeholder management, and reporting.   * Automation Feasibility - Analyze the application feasibility for automation and would recommend the automation tool that can be used to automate the application. * Monitoring test case executions and generating reports for all non-production environments. * Sync up with another project within the account and identify the initiatives and best practices followed there to be implemented in the project (Lean Methods or Optimization). * Coordinating and Communicating with clients and team members to do a feasibility study for the new project. * Risk Management - Promptly escalate issues, which affect product delivery and quality that are beyond the scope of influence and report same to manager. * Dashboard Reporting – Complete status of the entire program projects with all the graphical depicting the daily and weekly status, Defect status and residual defects. Projecting metrics to higher stake holders. * Involve in corrective actions on customer feedback or complaints. * Ensure smooth and hassle-free environment among each and every team members both in onshore and offshore. |

# **CISCO-Supply Chain Automation**

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| **Role:** Sr Test Proj Lead  **Start Date:** 11/18/2013  **End Date:** 09/11/2014  **Period:**10 Months  **Team Reporting:** 24 | **Description:**  Scope of this project is testing of releases for below areas of business as shared by Cisco QA  Automation Projects: 1. SCM-Supply Chain Management2. CITS and 3. IF  Increasing customer demands, competition, and rising development costs are changing the face of business. By implementing networked and integrated supply-chain management processes/systems, companies can reduce their inventory and associated costs, make better real-time forecasting decisions, speed the delivery of products and services, streamline the payment cycle, increase revenues, and improve service. Today's technology-driven supply chain also enables customers to manage their own buying experiences and increases coordination and connectivity among supply partners. |
| **Skills** | SCM Automation POCs, Java, Automation, Oracle Application Test Suite (OATS), QTP |
| **Contribution** | **Responsibility:**  **CISCO:** Privileged to care for 3 accounts with 12 projects in telecom domain, responsible for deliverables for CISCO QA – 4 automation projects which are running on OATS automation tool.  **Mobily account:** Manual + automation project which is running on OSS-BSS–Siebel CRM, BRM, Web Apps and automation using QTP tool.  Managing multiple projects on a QA delivery with Automation.   * **Project management processes**: Project schedule, quality management, resource management, cost management, risk/issue management, and change management.   + Laying out the automation framework for new projects.   + Proof of concept for upcoming projects and new applications.   + Test script review and Progression test case authoring.   + Report progress reviews.   + Automation demo to all stakeholders.   + Managing the automation team and resources. * **Value Adds:** Lean Implementation on SCM Content Check. Optimizing the regression suit using optimization suit, which reduces the number of TCs, reduces TC design & review effort, max requirement coverage, reduces execution effort, and find max defects with less effort. |

# **ETHIHAD-TELECOM**

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| **Role:** Test Proj Lead  **Start Date:** 06/18/2012  **End Date:** 11/15/2013  **Period:**1yr 5Months  **Team Reporting:**21 | Mobily is one of the top telecom company in SA, its planning to automate the Siebel, BRM and e-Portal regression suites. This automation exercise should also yield the automation framework using which Mobily could be able to automate the rest of their applications requiring testing. |
| **Skills** | Web Applications – Siebel CRM, BRM, ePortal, Unix Networking, Easy Automate, QTP, and Selenium |
| **Contribution** | **Responsibility:** Test Plan, Microsoft Project Plan (MPP), POC, Estimation, Regression Automation Framework, DSR, WSR.   * **Microsoft Project Plan:** Detailed project plan was prepared in MPP format with all details covering the automation phases, duration of each task, planned dates, actual dates, predecessor of each task, having critical path with auto schedule. * **Test Design:** All the test cases were written in QC with a detailed manual steps to help automation, also a detailed steps given to prepare test data to be used for each test case. * **Automation Framework:** It was challenging as the expectation from the framework was to support current and also to support upcoming applications, keeping this in mind the HYBRID framework was developed and integrated with HP-QC. In this HYBRID framework the descriptive, keyword, function, data driven methods were used. * **POC Presentation:** For POC was provided for each application eportal, Siebel CRM, and Oracle BRM. Live meeting demo was given to client with a POC presentation document for signoff. * **Scheduling:** Based on the time, resources, experience bulge test cases were allocated to the resources with the right expectations of output on a daily basis. * **Test Metrics Reporting:** Automation framework will generate a report and all the test cases are run from QC and the customized reports will be generated directly from QC. |

# **WalMart - Retail Workforce Management**

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| **Role:** Test Lead  **Start Date:** 10/01/2011  **End Date:** 05/31/2012  **Period:**7 Months  **Team Reporting:** 7 | Wal-Mart is implementing the **Red Prairie** Retail Workforce Management (WFM) Suite to take advantage of the forecasting and scheduling modules and their functionalities. In order to facilitate this effort, specific interfaces will be built to enable RedPrairie WFM to integrate with the third party Human Resources Management Systems and Data Management Systems. |
| **Skills** | Web Applications, Test Project Management, SQL Server, XML |
| **Contribution** | **Responsibility:** Balancing the challenge of team emotions, performance, motivation, and delegation was part of daily life. Apart from this following were the responsibilities taken up.   * **WalMart** account dashboard: collecting the metric data from all the projects and generating the dashboard which depicts – Stability Metrics (Test Case-Efficiency, productivity, stability, reusability …etc). * **Test Plan:** Defined the Test plan for RedPrairie GLOBAL Workforce Management Project. It contained the objectives, assumptions, dependencies, entry and exit criteria, and test execution strategy. * **Estimation:** Forecasting the upcoming country specific releases was done in detail and the same was presented to client Test Manager. Even, I have done a couple of other project estimations – CFEO and WDS projects. * **Test Design:** Analyzing the global and all country specific requirements, mapping documents, and TDD given by Business Analyst’s and dev team, updating the country specific test cases in HP-QC. Making sure the requirements to test cases Traceability is 100% for all the interface test cases. * **Scheduling:** Based on the overall project plan a detailed testing scheduling plan was created and the resources were identified/allocated for tasks. * **Test Metrics Reporting:** Usually, on Friday we sit for hours to send out an accurate weekly report to client. Automation was the key to make the weekly report and test summary faster and accurate. Red Prairie reports are excelling automated and it takes not more than 30min to send out the report. Even any of my team members can generate the report. * **Software Methodologies:** Used the Pareto chart to determine what is contributing to 80% failure among the defects logged. Presentation on the Red Prairie – Case Study to the account. |
| **Awards** | Winner of **MNC Mission Quality Annual Award 2011** – Process Excellence (Lean Implementation) for Target Project. |

# **Best Buy - Mobile Tools Automation**

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| **Role:** Test Lead (QA)  **Start Date:** 11/04/2010  **End Date:** 07/08/2011  **Period:**8 Months  **Team Reporting:**8 | **Upgrade Checker Service (UCS):** is a web service which can be used all Best Buy stores and customers spread the United States, to check mobile upgrade eligibility for customers and to subscribe/unsubscribe the customer for notification of upgrade eligibility via text or voice. UCS depends on CAP (Carrier Activations Platform) for upgrade eligibility data. CAP in turn relies on all carrier systems.  Upgrade Checker Service can be accessed through multiple sites – Content, data transfer, MyCokeReqard, Facebook, phoneshame and ETK.  **Other Projects:**   * **White Label** – is a web based application through which you can buy the cell phone and select the eligible plans. Once your checkout you cell will be shipped and get activated automatically. * **Trade-In Promotions** – is also a web based application which will be plugged into the Trade-In application. At this point in time this application will give promotions only for gaming. * **Mobile Mapper –** is a Mobile application which gets downloaded into the Android mobile phones and users will be able to upload the signal strength in their area or where ever they travel. This will also help other users to select the carrier. |
| **Skills** | Windows-XP, Base Camp**, Tortoise CVS, VersionOne(Agile),Bugzilla**, **QTP 11,**PostgerSQL, US- Retail |
| **Contribution** | **Upgrade Checker Service (UCS):**  **Automation Architecture and Framework -** In order to achieve robust automation for Tools Group, the **Hybrid framework** is followed.  Keyword based test design is founded on the premise that the discrete screen based events that make up any web application, can be described using a short text description (Keyword) and associated parameter value pairs (arguments).  Data stored in Excel sheets will provide a Data Driven approach to parameterize the test data using similar flows hence providing greater test coverage.  The Framework uses unique combination of descriptive approach along with dynamic object repository and QTP’s Object Repository which helps in increasing performance and maintenance of the scripts.   * **Test Plan for Automation:** I had prepared a comprehensive web application test plan considering compatibility, usability, functionality, risk and estimation. I have also provided a high level development and execution plan. * **Test Scripting:** I had to get QTP installed on all virtual machines and made sure it’s working find and ready to be used by onsite and offshore team. I have done the construction of an automation framework, laying down the automation best practices and strategically identifying the test scenarios for the team. In a short span of time team has already developed around 40% test scenarios and most of the common and page functions are ready for use. Most of the time I got involved in developing some complicated common functions and develop some complex test scenarios. * **Execution & Reporting**: Scripts generate a summary of execution of all test scenarios in an output excel sheet. In that summary sheet a link is provided for each test scenario which will take you to a detailed html step wise execution report. A high level report with graphs is also generated by using an excel macro.   **Other Projects:**   * **White Label –** This application is already in production and is ready for automating the test scenarios. I am preparing a proposal for White Label project to take the project to offshore and also understanding the application and coming up with automation framework. * **Trade-In Promotions** – This projects requirement is getting finalized. I am going through requirements and coming up with the test plan. * **Mobile Mapper –** Third party vendor is developing this project, I have to make sure the QA process is in place and follow up on the status report. |

# **Target - RedRock Regression Test Automation**

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| **Role:** Test Lead (QA)  **Start Date:** 12/04/2009  **End Date:** 09/20/2010  **Period:**9 Months  **Team Reporting:** 11 | Target Corporation has embarked on a journey to build a world class **pharmacy** solution, code named **RedRock** that will be deployed at its pharmacies spread across the United States. RedRock application is being developed in-house to replace the existing vendor package deployed at Target pharmacies. The solution is going to production will be deployed to its pharmacies, will serve as a key differentiator for Target’s pharmacy business. RedRock program is split into multiple meaningful and manageable projects. |
| **Skills** | **Win-XP, QTP 9.5,** SQL server 2008, ASP.NET, .NET Framework, US- Pharmaceuticals, Citrix, Mercury **Quality Center,** TFS and SharePoint. |
| **Contribution** | As this is the largest project in MNC Test Service unit and its one of the largest projects as well for the Target Client.   * **Automation POC (Proof of Concept):** It was a great challenge to come up with the technical feasibility analysis and an appropriate tool for automation as there was a Red Check Automation tool was used by developers for unit testing. Simulated the End-to-End test scenario using QTP and Identified the risks and challenges comparison with Red Check. Came up with the proposed Automation Solution Architecture, Pros and cons were also mentioned to make clients be clear on the decision making. The road map ahead, automation phases and estimation on RedRock automation were also mentioned in the POC. * **Test Plan:** As the application is very complex and volume of the application is huge the concentration was more towards Scope, Risk and schedule. Plan also includes Objective, Assumptions, Design approach, Roles and Responsibilities, Test Env, Test Data and communication plan. All the documents are maintained in SharePoint with version control. * **Test Scripting:** Onsite team installed the QTP and .Net add-ins for us in all the machines. I laying down the automation framework structure and strategically identifying the scenarios starting with Happy Path group. Instructing the team to have strong coding standard ethics and checklist to start upon coding. We have developed around 130 test scenarios. I * **Execution & Reporting**: Test Cases are stored in Mercury QC and executed automation test scenarios were done from the QC test lab. We have made sure to best match the test steps with the checkpoints and the high level report with dynamic application output data is exported to the excel sheet. |
| **Awards** | **1. TITANS Award** for Best Delivery for Automation Team - from Sr. Vice President |

# **Target - RedRock Dispensing Application**

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| **Role:** Test Lead (QA)  **Start Date:** 08/11/2008  **End Date:** 12/03/2009  **Period:**1yr 3 Months  **Team Reporting**: 12 | Target Corporation has embarked on a journey to build a world class pharmacy solution, code named **RedRock** that will be deployed at its pharmacies spread across the United States. The business goal of the Pharmacy program is to increase brand loyalty and market share by increasing Guest satisfaction in the fulfillment of pharmacy services. RedRock application is being developed in-house to replace the existing vendor package deployed at Target pharmacies. The solution, when deployed to its pharmacies, will serve as a key differentiator for Target’s pharmacy business. The solution will be built on cutting edge technology. The application would also have interfaces with close to 30 enterprise applications within Target and external interfaces thereby allowing an integrated view of the pharmacy business. RedRock program is split into multiple meaningful and manageable projects. |
| **Skills** | WinXP, SQL server 2008,Visual Studio.NET,ASP.NET,.NET Framework, US- Pharmaceuticals, Citrix, Mercury Quality Center and SharePoint. |
| **Contribution** | As this is a largest project in MNC Test Service unit and its one of the largest project as well for the Target Client.  It was a great challenge to go through all the 92 Component requirements in a record time 2 months, with that understanding.   * **Master Test Plan:** Keeping in mind the complexity of the application and volume of the application we came up with the testing Objective, Scope, Assumptions, Risks, Design approach, Roles and Responsibilities, Test Env, Test Data, Tools and communication plan. * **Test Design:** Analyzing the scenarios given by Business Analyst’s clients expected us to write around 2000 Test cases, but by using the Orthogonal Array tool the combination of Test Case was around 300, which is 83% reduction in design effort. **Traceability** is done for all the test cases. * **Scheduling**: Considering the Scenario and the available of resources we had a challenge to do estimation as the most of the resources were fresher’s. We had to divide the estimation in to complex components (functionalities) and simple components. The test cases were having average around 50 steps, by considering the data, environment and other risks we estimated around ½ test case man hours. We had come up with milestone based scheduling for 6 months. But, later on we had to do weekly scheduling as the application was unstable and performance was very slow. * **Test Metrics Reporting**: Initially we used to do reporting manually by using the Mercury Quality Center (QC). It used to take around crucial 2 hours at the end of every day, with VB-Macro Scripting I came up with the excel Automated report if we give the QC Test Cases and Defects input to this automated report it generates a detailed output – *Execution report sheet, Defect Report sheet, Quality Metrics sheet, Defect trend sheet*. * **SharePoint**: This is our central repository to store all our documents and version of process and plan documents. I used to maintain this on a regular basis to make sure all the process documents are up to date. * **Software Methodologies**: In this project I came up with a couple of good methodologies – Orthogonal Array tool, Defect Flow Analysis which will give you the residual defects, Dependency Structure Matrix which will give the testing flow with interdependency modules (components). * **Defect Fix Strategy Report**: I bagged an award for this excellent tool, I myself didn’t believed I could deliver this tool. * In spite of multiple rounds of System Testing the test case pass % was not improving and the application was not getting stable to the expected level in spite of Development team meeting their “Fix productivity” and Testing team meeting their “Test Case Execution Productivity”. This was impacting the program timeline and go live date. * Automated Daily Test Case Vs Defect Matrix to show one too many relationships between TC to defects as well to show the defects causing the TC failure. * Introduced the concept of “Scenario Grouping” to get the health of the application in various functional dimensions * Introduced the concept of “Functional Module” to have dedicated Fix It Team based on the type of defects * **Auditing:** This project was twice audited and awarded as **CMMI Level 5**. * **Gains**: I planned well in advance to gain the Automation Project for the above mention Regression Test Cases. We are planning to use Mercury ATP tool to generate some sample scripts and present the same to clients. |
| **Awards** | 1. **Client Individual Award** – saying “You have made significant contribution in System test reporting with your brilliant approach to automate the daily execution report and Defect Fix Strategy report, it has reduced the effort of leads and testers drastically and helped development team to fix the defects in a systematic manner – **from Director.**  2. Team Appreciation in All Hands meet - from Target COE and Vice President.  3. TITANS Award for Best delivery - from **Sr. Vice President** |

# **Weyerhaeuser - IT-Finance Applications**

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| **Role:** Test Lead (QA)  **Start Date:** 07/25/2005  **End Date:** 07/23/2008  **Period:**3yr  **Team Reporting**: 4  **Team Size:**10 | **Description: Multiple Finance Applications**   * **Web Check Request**: is an on-line process for reviewing and approving check request payments generated by the Web Check Request (WCR) system. This process will generate an electronic request that is sent to the SAP AP system. Processing time is reduced by routing the request electronically and by eliminating the need to re-key data. Errors are reduced due to the fact that vendor and general ledger validation takes place at the time of entry. We have successfully moved the existing WCR application from ASP, VB to .Net by using the existing web check request process as a role model and porting the ASP, VB pages .Net pages. * **Corporate Sale**: This POS system manages customer purchases, accepts payments and provides receipts. A point of sale is also where a merchant and customer conduct a retail transaction. It is where the merchant calculates the sale price for the customer, creates a record of the transaction and provides payment options. * **Tax Dimensions:** is a third party software package purchased to replace the CORPTAX application. This package aids the Tax Department in preparing Federal, State, and International Tax Returns. * **Zip Sales**: is a third party software package that enables users to look up sales and use tax rates for every location throughout the US., its territories, and Canada. It also provides fast lookup of all USA state, county, city, and local taxing information, and provides Statistical analysis, graphics, and reporting. |
| **Skills** | WinXP, MS SQL Server, Microsoft SQL Server 2005 Beta 2,MS - FrontPage, VisualStudio.NET,ASP.NET,IT Finance Management, Purchase, Retail - Invoice Management,SOX,VB.NET,XML,.NET Framework, SOX and VSS |
| **Contribution** | * **Web Check Request & Corporate Card:** Creating the test plan with test metrics with graphical representation. Maintenance of the test cases and by creating the new test cases for enhancements using the client standard test case guidelines and following the SOX compliance process. **Server backup** status for all the IT-Finance server is check on weekly basis. Updating the disaster recovery, SMTP, Hi-Level Architecture document and technical document by using the standard template. Promotion to production process is maintained and documented. * **Tax Dimensions:** I am responsible for installations and subsequent updates. Currently the Tax Department subscribes to below five modules, SOX process is maintained.   + 1120\_2006 Federal Income Tax   + StateC\_2006 State Income Tax   + StateP\_2006 State Income Tax   + CFC\_2006 International Income Tax   + 1065\_2006 Federal Income Tax * **Zip Sales:** The database is updated monthly, just prior to the end of the month. The update must be completed prior to the first of the month or the users will be locked out of the application. * **CHALLENGES:**   + To ensure product quality before moving into live environment.   + Multiple Technology challenges.   + Capability of quick solution for production issues.   + Ensure a strict follow-up of SOX process.   + To test the product with various External Entities.   + Time Management – live requests (Scheduling).   + Supporting for different Time Zones. * **TASKS**:   • To execute system/regression/user acceptance testing for all the application in different Servers/OS.  • To identify bugs in the system testing applications and make sure the quality and performance of the application.  • Testing of bug fixes and to maintain the quality and performance.  • Documentation & maintaining the unit/system test results.  • Preparation of Test Plan and Metrics for new projects. |
| **Awards** | 1. Client and Customer Award - Outstanding commitment and extra effort to stabilize Corporate Card Application and meet the demanding deadlines.  2. MNC Senior Vice President - Feather-In-My-Cap award for outstanding contribution in stabilizing the Corporate Card application. |

# **Transco - GEMINI Automation**

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| **Client** | Transco |
| **Role:** Test Lead  **Start Date:**05/01/2005  **End Date:**07/24/2005  **Period:**3Months  **Team Reporting:** 4 | Transaction and energy balancing of gas and distributing of gas. |
| **Skills** | Windows, **Rational Robot test automation tool,** SQL Base, Retail, and VB |
| **Contribution** | Transaction and energy balancing of gas and distributing of gas.  **GEMINI**: This is a web application which is used to control the distribution of gas. We started the test automation for this fixed price project. I contributed in preparing the test plan for the project and guiding the fellow mates to understand the application by giving the presentation and going through the modules, using QA environment GEMINI web application.  **TASKS:**  • Understanding the modules of the application and Preparing the test plan.  • Presentation for the new members of the project to make them understand their respective modules.  • By using the **Rational Robot test automation tool**, I developed the test scripts for the Gas Allocation Module.  • Documentation & maintaining the test scripts of all modules. |

# **AIRBUS A380 - In-Flight Entertainment (IFE)**

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| **Role:** Sr Software Engineer  **Start Date:** 02/02/2005  **End Date:** 04/22/2005  **Period:**3Months | In-Flight Entertainment is an interface between the passenger requests and main board controller. Through IFE interface there will be a communication for passenger seat belt status, Music Status, Light Status and so on. |
| **Skills** | Makefile, Turbo C++, vi, C/C++, Clear Case, UML, Embedded Systems, Automate Testing: RT-Tester(RTOS). |
| **Contribution** | **Responsibilities**:   * Initially we went through the requirements to understand the functionalities. * Develop test scripts using RTOS and prioritize testing activities. * Execute all the test scripts, report defects, define severity and priority for each defect. * Carry out regression testing every time when changes are made to the code to fix defects. |

# **HP - WIZARD Printer Drivers**

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| **Role:** Sr Software Engineer  **Start Date:** 06/01/2001  **End Date:** 02/01/2005  **Period:**3yr 7 Months  **Team Size:** 17 | HP-PrinterDriver maintenance - "Wizard" is the name given to the Printer Driver Framework, which supports a large no of Monolithic LaserJet & Inkjet printers for HP (Hewlett - Packard). With this framework one can have multiple drivers in short duration. The whole framework is separated into Core & driver specific part. The core remains the same always and we modify the Driver specific part or add new features and get new drivers on Windows 9x/2K/XP in short duration of time. |
| **Skills** | MS Access, DDK, Makefile, SOFTICE, VC++, platform SDK, vi, Maintenance, C/C++, XML, Bounds Checker, COM/DCOM, Clear Case, Purify, Rational ClearQuest, **Rational Test Manager**, Visual Test, Embedded Systems, SoftIce and Test Automation: Visual Test. |
| **Contribution** | **Responsibilities**:  Development and issues resolution of Printer Driver UIs and some of the Core (Filters) defect fixes done at the Architecture level.   * **Responsible** to take care of Pele (9050), Serrano (9050) and K2 (9500) printer driver development. * These Printer Drivers were delivered on time with good quality * Initially developed test cases to make test cases stable. Around 1500 test cases have been developed. By using **Rational Visual Test tool**, automated 60% of test cases which reduced almost 50% of test execution time. * Other activities like monitoring the printer driver as well as Software design and development in the field of Printer Device Drivers for Win 9X/2K and XP. * Maintaining defects through Rational ClearQuest. Specs update through CDP site. Sending request and queries to client was appreciated. Tools developed: I had developed the internal defect tracker tool using VC++ and MS-Access, RDBMS. * Hands on CLEARECASE - Merging and building the drivers and preparing RELEASE notes. * Client CSAT rating was 4/4 from clients. |
| **Awards** | Feather-In-My-Cap award for high level customer satisfaction by HP, General Manager HP-ODC. |

# **Sharp - Printer Driver Framework (SPDF)**

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| **Role:** Software Developer  **Start Date:** 02/02/2001  **End Date:** 05/28/2001  **Period:**3 Months | SPDF (Unidriver) is an attempt to create a driver framework using which printer drivers can be created on the fly for new printer models. This framework was created to support Win 9X and Windows 2000 OS. Developing test cases and testing all functionality of the driver. |
| **Skills** | DDK, SOFTICE, VC++, C/C++,PVCS, Embedded Systems |
| **Contribution** | **Responsibility**:  **Development** on Generic Printer Driver, rendering and GUI. Participate in design, implementation and testing.  • Prepare test plans (Integration, System, Regression)  • Performing system/Regression Test. Preparing Test Script /Code.  • Involved in developing the GUI for both Windows 9X and Windows 2000, defect fixing in Rendering & Print Processor module.  • The Windows 95 version has been developed using 16-bit API and the Windows 2000 version uses 32-bit API.  • In Windows 2000 the driver is built around the Unidriver architecture. In this case the newly developed GUI was merged with system supplied default property pages using the Unidriver architecture.  • Did GENOA testing. Handled QA activities (Test requirement, Planning, Test design, Test execution and allocation, Release/acceptance/Test cycle closure.) |

# **Toshiba Tec - MFP Printer Driver**

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| **Role:** Software Engineer  **Start Date:** 08/05/2000  **End Date:** 01/22/2001  **Period:** 5 Months | The project was to globalize the existing source code for Toshiba’s Multi-Function Peripheral (MFP) called SC2 (Produce has Scanner, Printer & Copier) and maintenance of the same after globalization. |
| **Skills** | VC++, Maintenance, Production,C/C++,MS Visual SourceSafe, Rational Rose, Embedded Systems |
| **Contribution** | **Responsibility**: Globalization of existing SC2 source code to support Unicode. Preparation of Design documents using Rational Rose.   * Involve in preparing the process document for Globalization. * The Globalization Document contained information about the section of code that will have an effect on globalization and the changes to be done in the module. * Handled SNMP and DSM modules which included Shared Memory Manager (SMM) & Inter-process Message Management (IPMM). Maintenance phase involved bug fixes and enhancements. Even tried to develop a VSS tool as an internal project. |

# **Lucent Technologies - NTC\_ATGT - Automatic Test Generator Tool.**

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| **Role:** Software Engineer  **Start Date:** 01/15/2000  **End Date:** 06/22/2000  **Period:**5 Months  **Team Size:** 3 | Automatic Test Generator Tool was a simulator to store the messages received through GSM. |
| **Skills** | GSM,C/C++, CGI-scripts, JAVA-scripts, C, HTML, UNIX. |
| **Contribution** | **Responsibility**: Web page designing which has the functionality to simulate the GSM messages by creating, sending and receiving messages and storing in the repository.  Testing the functionality by creating, editing, deleting, updating the messages. |

**Personal Details:**

**Gender :** Male

**Marital Status** : Married

**Nationality** : Indian

**Declaration:**

**I hereby declare that all the information provided above is true and correct to the best of my knowledge and belief.**

***Raghavendra Chavan***