**Ramya Mahendran**

**SUMMARY**

* **More than 11** years of experience in **Manual** and **Automated testing** in web-based applications on Windows.
* Experience in performing the **white box testing** (Unit Testing), **Black box testing**, **integration testing**, **Regression testing**, **Database testing**, **System** **Integration testing**, and supported user acceptance testing (UAT) with business users.
* **Extensive** experience in **Quality Assurance** activities with **Health Care**, **Financial**, **Automobile**, and **Aerospace** domain.
* Highly experienced in **Web Services & Rest API** Testing using **SoapUI** and **Postman**.
* Experienced in testing **AWS Micro Services** in **Postman**.
* Experienced in Automation and White box testing using **Selenium WebDriver**
* **Experience on Data driven, Modular and Page Object Model (POM) Framework.**
* Good experience with writing and utilizing **SQL queries** for data verification **SQL Server.**
* Developed and **implemented tables, queries, and store procedures for testing**.
* Experience in querying Hive, Impala, Postgres and SQL **DB**
* Excellent knowledge and working experience of the **SDLC** and **STLC**.
* Experience in preparing **Test Strategy, Test plan, Test scenarios, Test cases, and Test** **Scripts** based on User requirements and System Requirement Documents.
* Experience in working with **Agile**, **SCRUM** and **Waterfall** methodologies.
* Experienced in performing **Load test** using **JMeter**.
* Experience using **SVN**, **TFS and GIT** version control
* Responsible for Analysis and **Defect Tracking** using **JIRA, ALM and Rally.**
* Experienced in **JAMA** for requirement update
* **Leading QA team** and conducted knowledge sharing session.
* **Coordinated team members and encouraged** them to meet the deadline of the project.
* **Responsible for coordinating offshore team and gathered project status**

**TECHNICAL SKILLS**

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| --- | --- |
| **Languages** | C# |
| **Windows Platforms** | Windows 10, 11 |
| **Databases** | MS SQL Server 2014/2005/2000 and MYSQL, RedShift, Aurora and DynamoDB |
| **Project Management Tools** | ALM, JIRA, JAMA, Rally, Bugzilla |
| **Testing Tools** | SOAP UI, Postman, Splunk, JMeter,Selenium Web Driver, NUNIT, Visual Studio Code |
| **Version Control** | TFS, GIT |

**EDUCATION** Bachelor of Technology -Electrical & Electronics Engineering, Amrita University, Tamilnadu, India

**PROFESSIONAL EXPERIENCE**

**SGS Technologies March 2023 – Sept 2024**

**Client:** Blue Cross Blue Shield Florida (Guide well), Jacksonville, FL

**Senior QA Specialist**

**Project 1: Enrollment and Billing Compute (EBC)**

EB Compute processes the enrollment and billing data that is received from different sources, apply the business rules and sending the data to the downstream system for further processing.

**Responsibilities:**

* Involved in **requirement gathering** meeting.
* Created **Test Approach and test plan** documents after analyzing SRS (Software Requirement Specification) and Design documents.
* Worked closely business to gather/clarify the requirements.
* Performed **Test data set up** based on specific test conditions.
* Conducted a Test case review with the team to collect feedback on test coverage.
* Created **moderately complex SQL queries** for functional testing.
* Executed the queries in **Hive and Impala** to validate the business rule on EMB data.
* Developed a query to check **Kafka message and events in Postgres tables**.
* **API testing** was performed for Recycle process in **Postman tool**.
* **Traceability matrix** was developed to match the business requirements.
* Performed system testing, regression testing & Adhoc testing
* Ensuring adequate test coverage by reviewing the test planning documents
* Actively involved in **End-to-End** testing.
* Test scripts were executed and logged **defects in ALM**.
* Coordinated with other team for resolution of system defects. Ensured appropriate hand-offs and re-testing
* Involved in **POC testing**.
* Tested various **system input/output files; XML, Flat and 834**
* Helped other IT Testing Specialist in the team to perform the task to meet the deadline.
* Actively involved in Sprint and Retro meeting
* Worked Agile two-week sprint methodology.

**Environment: Hadoop – Hive, Impala, and Postgres (PGAdmin), ALM, Toad, Postman, SQL, VSS Code and Jenkins**

**HCL America Inc. March 2019 – March 2023**

**Client:** Collins Aerospace, Cedar Rapids, IA

**Lead Test Engineer**

**Project 2: Venue High-Definition Cabin Management system**

Venue is a Hi-Definition Cabin Management System (HCMS) that provides Hi-Def Audio/Video, Cabin, and Maintenance functionalities to Business Jet aircraft.

**Responsibilities:**

* Involved in **Functional and Regression testing.**
* Study and Analyze the System as well as the Requirements Specification of System Definition Document.
* Participate in product **brain-storming meetings** System Engineers, Project Managers, and other stake holders
* Generated test cases based on the requirements and other documents.
* Worked in **Agile methodology.**
* **Developed SQL queries and store procedures** to compare results with UI.
* Design and created test conditions and **scripts** to address business and **technical use cases**.
* Prepared and validated the **traceability matrix** for the software requirements from Concept of Operations to System Operational Test.
* **Support Integration Test Plan (ITP) execution**.
* **Set up the required test beds**.
* **As a Team Lead, Divided work based on modules** of the application and choose team members as point of contacts for each module
* Performed Peer review and commented test plan documents.
* Helped new testers with catching on with the current application
* Support **IOS and Android application testing** for venue system
* Generate test cases based on the requirements and other documents.
* Set up the required test beds.
* **Familiar with Azure DevOps test plans after the deployment**
* Debug integration issues when testing venue system.

**Environment: C#, Selenium IDE, Selenium Web Driver, SQL Server, NUnit, Jira, Jenkins, Postman**

**CAKE Corporation, Newport Beach, CA March 2018 – Nov 2018**

**Lead QA Analyst**

**Project 3: New Navigation & Analytics Report**

New improved admin navigation UI and Analytics report were launched for users to complete tasks by consolidating like features in the same location, removing steps taken to access certain features and restructuring the layout so that more real estate opens for core content that users need to complete their tasks.

Additionally, they were built in a new framework that allows CAKE to iterate more quickly and get CAKE closer to a single page app without memory concerns of the old framework.

**Responsibilities:**

* Involved in **Planning**, **Designing**, **Developing** and Executing Test Scenarios for Manual Test cases.
* Prepared **Mind map** for Functional testing.
* Involved in **test cases review** by development team, product owner and modified the test cases based on their feedback
* New Navigation functionalities are thoroughly validated
* Gathered information about report needs, objectives, functions, and features.
* Contributed to **UI automation framework** that was developed using **C# and Selenium Web driver**
* Worked in **Agile** environment.
* **Performance** testing conducted on newly developed UI
* Performed **GO API** testing in **Postman**
* Analytics report results are verified with API response
* **Analyzed & developed a SQL Query to get consolidated data to match with API.**
* **Applied queries in RedShift, Aurora & SQL databases to compare with API response**
* Manipulated **data in DB to verify the result on reports.**
* **React** components are verified before integration.
* **Integration/End to End testing** of UI & API are performed in Regression environment
* Logged **defects in Jira** and performed regression after resolving
* Used **Jenkins** for build and deploy.

**Environment: C#, Selenium Web Driver, ReactJS, SQL Server, Jira, HTML, GIT, Jenkins, Postman, Bit Bucket, Red Shift, Aurora (MySQL)**

**Enexsus Global Jan 2016 – Dec 2017**

**Client:** Kelley Blue Book, Irvine, CA

**Sr. QA Analyst**

**Project 4: Unified Price Advisor & Info Driver Web Service**

Unified price advisor application built to display all types of prices for all Used and New car on the KBB.com and Autotrader Page. Provides valuation based on KBB ids and VIN.

Info Driver Web Service (IDWS) provides Kelley Blue Book vehicle information, which includes valid vehicle configurations of new and used vehicles for years; makes; models; trims; engines; transmissions; drivetrains; and equipment options.

**Responsibilities:**

* Involved in **Planning**, **Designing**, **developing** and Executing Test Scenarios for Manual and **Automated** Test cases
* Created **Modular Driven Automation Framework** from the **Scratch**
* Performed **AWS/Restful service** testing using **Postman.**
* **Developed SQL query** and response has been **compared** against **AWS** service response.
* Developed **API automation** using **C#** in NUnit framework
* Performed load test using **JMeter**
* Developed UI **automated test scripts** using **Selenium** and in C#.
* Involved in test cases review by development team, product management and modified the test cases based on their feedback
* Incorporated **HTML reporting** system.
* Performed Regression testing for new builds and every modification in the application using **Selenium** WebDriver.
* Developed automation scripts using Selenium Web driver.
* Participated in migration of automation scripts through Web Driver, in order to provide an API that established a well-designed standard programming interface for web application testing.
* Used **Firebug Tool** to identify the **Object’s id**, Name, **XPath**, link in the application
* Performed cross-browser testing.
* Created Selenium Web driver tests using page library.
* Used **Selenium GRID** to execute test cases on multiple platforms.
* Responsible for updating and maintenance of existing selenium scripts.
* Reported defects through Rally and performing Regression to resolve bugs fixes
* Extensively involved in resolving bugs fixes with Development Team.
* API cop
* Worked closely **with Product owner** to gather more clarification on workflow.
* Evaluated the **exit criteria for when to stop testing**
* Shared the results of the exit criteria evaluation. If the exit criteria are all satisfied, make the test closure report and send it to the **stake holders providing the official QA sign off**, include a list of known issues
* Performed Functional, Regression and Integration testing.
* Actively participated in daily Agile Scrum meetings and involved in bi-weekly Sprint releases.

**Environment: C#, Selenium IDE, Selenium Web Driver, SQL Server, NUnit, Rally, HTML, GIT, Jenkins, SOAP UI, Postman, JMeter**

**Project 5:**   
This application is built for the VINSolutions and Dealers. This application is helpful for the Users/Dealers to do VIN decode. After successful decode, the application will show year, make and model with different price types (Retail, Private Party, Trade in etc.) selected by the dealers. The dealers can do upload a file and do bulk decode of VINs.

**Responsibilities:**

* Created, executed, and updated **Functional**, **Regression**, **Integration**, and Unit test cases.
* Created **Page Object Model (POM) Automation framework from the scratch**
* Automated the Manual test cases using **Selenium WebDriver.**
* Developed automation scripts using **Selenium WebDriver, Eclipse, JUnit, and Java**
* Tested compatibility of application for dynamic and static content under various cross browsers using **DOM and XPath in Selenium**.
* Developed re-usable functions using JUnit for the Test Automation.
* Created **Ant** based build Scripts.
* Ensured quality levels are maintains in all phases of testing.
* Developed manual test cases for positive, negative tests and documented the results.
* Extensively worked on **Rest API testing**
* Used **REST protocol Web Services** implementation
* Wrote **SQL** Queries to extract data from **MySQL** to validate back-end data.
* Followed **Agile Scrum** methodology
* Coordinated with developers and record defects in **Quality Center** to track until they are resolve.

**Environment: SQL Server, Java, Junit, Eclipse, Selenium Web Driver, Selenium IDE, Selenium Grid, Jenkins, Quality Center, REST**

**Inautix Technologies,** **affiliate of Bank of New York Mellon Nov 2007 - March 2012**

**Chennai, TamilNadu, India**

**.Net Applications Developer & Sr. QA Analyst**

**Project 6: Legacy Proposal System-Cross Site Scripting**

The Web-Based Managed Money Platform designed for the User (Advisor, Assistant) to gather information for an Investor, create a proposed portfolio, and generate a proposal with account opening documents.

Strategic Proposal System (SPS) is Inautilus Architecture design based new version of Proposal System to replace existing .Net based Legacy Proposal system. This is an effort which is used to project the high/low value of the assets for a particular period depending on the investment object and risk tolerance selected by the client or money manager.

Agile Testing methodology is used to test this project, in which there will not be any definite baseline for the requirement, testing will be done in Sprints, the requirements will be gathered in the Scrum meeting. Agile testing methodology is very new testing method and used first time in Pershing for this project.

Cross Site scripting vulnerability has been remediated by validating the input data. This enhancement made the application more secure.

**Responsibilities:**

* Converted business/user requirements into high level design and technical specifications.
* Developed Use case, class and sequence diagrams, and system specification documentation.
* Wrote **business logic** and code **behind logic** in **C#**.
* Server-side Validation has been implemented throughout the input fields in the entire **application.**
* Validated for special characters in each character of input value and **error message** has been thrown as a message box to the end user to rectify their input values.
* Implemented Query Sting validation in code behind so that it should not redirect to other website/application.
* Performed **functional testing** for most of the **business functionality**
* Performed **Automation testing** using **selenium IDE**.
* Executed the Test Cases to verify **actual results** to **expected results**.
* All the input fields in the application have been tested using **web scrap** tool.
* Involved in bug fixing and trouble shooting.

**Environment: C#.NET, ASP.NET, MS SQL Server 2005, HTML, VB Script, Java, Selenium and Java Script**

**Project 7: Legacy Proposal System-Session Token Entropy**

A session ID is a unique number that Lockwood Advisors Web site assigns a specific user for the duration of that user's visit. These session IDs are simply incrementing static numbers and easily guessable. This has been tested.

**Responsibilities:**

* Involved in **System Software Life Cycle** design, development, Testing, and documentation.
* Developed the **code behind files in C#.Net**.
* Written **stored procedures** made session id to more complex.
* Used **DLLs** to implement **business** **logic** in application.
* New WSDL has been build and deployed to accept the new changes of Session id.
* Made DLLs to build with compatibility.
* Created more complex Session IDs which are randomly generated and increased in digits.
* Executed all possible test cases.
* Involved in production support activities.

**Environment: ASP.NET, MS SQL Server 2005, C#.NET, IIS 7.5 and JavaScript, Remedy 7, Quality Center**

**Project 8: Legacy Proposal System-Data Server Migration**

The Web-Based Managed Money Platform designed for the User (Advisor, Assistant) to gather information for an Investor, create a proposed portfolio, and generate a proposal with account opening documents. This Application was migrated from IIS 6.0, Windows 2000 Server to IIS 7.5 and Windows 2008 Server.

**Responsibilities:**

* Studied the system requirements and understand the business modeling of the system.
* Made **Web Services to run in IIS 7.5.**
* Created Test Cases for System Testing.
* Involved in Unit testing and System testing.
* Involved in setting up application environment.
* Used **web-config** to set configuration settings for the application.
* Involved in configuring the environment to run our application in **IIS 7.5 and Windows 2008 Server.**
* Fixed all those issues found while configuring the set up.

**Environment: C#, ASP.NET, IIS 7.5, MS SQL Server 2005, HTML**