**Satya Narayana**

**Email:** [**Satyana0606@gmail.com**](mailto:Satyana0606@gmail.com)

**Phone No: 647-608-8874**

**Professional Summary:**

* Having **13 years** of experience in IT industry with specialization in **Software Quality Assurance and Testing**, across diverse domains including **Banking, eCommerce, healthcare, Finance** and **Insurance.**
* Experienced in end-to-end software testing processes for various software releases. Proficient in both **Waterfall** and **Agile** scrum methodologies.
* Skilled in a wide range of software testing methodologies including usability, smoke, sanity , positive, negative, data-driven, regression, unit, black box, white box, and integration testing.
* Experienced in test automation using different automation tools/techniques, Unit testing by using **Selenium WebDriver**/RC/IDE/Grid, **Cucumber** and **Soap UI.** Proficient in **Java**, **TestNG**, **Rest Assured**, **Cypress**,Zephyr, and various API testing tools such as **Postman** and **ReadyAPI**.
* Skilled in developing **Behavior-Driven Development (BDD)** scripts with **Cucumber**. Proficient in using **Cypress** and **Gherkin** for BDD and end-to-end testing.
* Proficient in writing clear step-definitions and features in **Gherkin** to effectively translate complex business requirement into executable scenarios.
* Proficient in crafting comprehensive test cases and plans, as well as creating automation scripts using **UI testing** with **Selenium** and **Cucumber BDD**, **API testing** with **Rest Assured** or **Karate**, and **mobile testing** using **Appium**.
* Experienced with web technologies crucial for software testing such as **HTML**, **CSS**, **JavaScript**, **XML**, **Java**, **FirePath**, **Firebug**, **TestNG**, and **JUnit**, enabling comprehensive testing across various layers of web applications.
* Skilled in utilizing automation tools such as **Cypress**, **Selenium WebDriver**, **Selenium Grid**, **Cucumber**, and **Playwright** across multiple browsers like Edge, Firefox, Safari, and Chrome ensuring through application validation.
* Proficient in designing and implementing frameworks such as **Behavior-Driven Development**, **Keyword-Driven**, **Data-Driven**, and **Page Object Model (POM)**.
* Planning, Design, Road maps, POC implementations for AWS Cloud technologies, adopting a cloud-first strategy.
* Experienced in creating and maintaining **Continuous Integration/Continuous Development (CI/CD) pipelines** for automation projects using **GIT, Jenkins, and Azure** involving tasks such as pipeline configuration, version control integration, and continuous integration setup.
* Performed integration testing to verify data flow and integration between ERP systems and third-party applications (e.g., CRM, HRMS, SCM systems).
* Validated data exchange, consistency, and error handling between different system modules.
* Strong experience with **SOA** architecture which include **SoapWeb Service** and **RestFul Web Service** Testing.
* Skilled in managing **defects**, **tracking bugs**, and reporting issues using tools like **Jira** and **Bugzilla**.
* Proficient in creating, executing and troubleshooting performance test scripts using **JMeter** and **LoadRunner**.
* Expert in writing **SQL** statements to test the result of deployment for correct business logic for **Back-end testing**. Used **SQL** queries for retrieving data from the **database** for executing specific test cases.
* Proficient in utilizing GitHub for source code management and version control.
* Proficient in collaborating with developers and DevOps teams to facilitate the seamless integration of automated testing scripts with CI/CD pipelines which entails establishing efficient testing workflows, automating build and deployment processes and enhancing overall software development practices.
* Excellent analytical, problem-solving, communication and interpersonal skills.
* Ability to adopt to new methodologies, tools and technologies and domains depending on the job responsibilities**.**

**TECHNICAL SKILLS:**

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| **Testing Tools** | Selenium WebDriver/IDE / GRID, Cucumber, Cypress, Zephyr,SOAP UI, JUnit, TestNG, Appium, JMeter, Load Runner, WAPT Pro, Postman, Rest Assured. |
| **Programming Languages** | Java, SQL, JavaScript |
| **Web Services** | REST, SOAP |
| **Version Control/IDE** | GIT, GitHub, Bitbucket, Eclipse, Intellij IDEA |
| **Build & Integration Tools** | Jenkins, Maven, Gradle |
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| **Methodologies** | Agile(Scrum), Waterfall |
| **Defect Tracking** | JIRA, Xray, HP ALM, Bugzilla, Zephyr |
| **Databases** | MySQL, SQL Server, Oracle, MS Access |
| **Operating Systems** | Windows (All Variants), Linux, UNIX, Mac OS |

**PROFESSIONAL EXPERIENCE:**

**Client: Protego Trust Bank (Remote) Jan 2024 - Present**

**Role: Sr. Quality Assurance Analyst**

**Responsibilities:**

* Designed and implemented automation frameworks (**Selenium WebDriver**, **TestNG**, **Cucumber**) for testing core digital banking functionalities, including customer onboarding, fund transfers, and bill payments. Automated test frameworks using **Cypress** and **Gherkin** for a wide range of web applications.
* Developed end-to-end test automation scripts for banking portals (web and mobile) to validate functionalities like account management, loan applications, and credit card processing.
* Automated the testing of payment gateway integrations, covering scenarios such as successful transactions, declines, and timeouts.
* Used Zephyr Scale to create Testing deliverables such as Test Plans, Test Cases, Test Cycles, and Test Scripts for each Sprint.
* Conducted functional testing of ERP modules such as Finance, Inventory, Manufacturing, and Procurement, ensuring that all business processes function as expected.
* Validated user roles, permissions, and workflows for different ERP modules to ensure correct system access and security.
* Lead the design and implementation of a comprehensive test automation suite using **Cypress** and **Gherkin** for **Behavior-Driven Development (BDD)**, improving test coverage by 40%.
* Collaborated with product owners and developers to create **Gherkin** based scenarios and ensure alignment with business requirements. Optimized existing **Cypress** test scripts, reducing test execution time by 30% through effective refactoring and parallel test execution.
* Performed API automation testing for RESTful services (account balance inquiries, transaction history) using Postman and Rest Assured, ensuring compliance with response time SLAs.
* Automated mobile application testing for Android and iOS using Appium to validate biometric login, OTP authentication, and push notifications.
* Worked with AWS cloud machines to set up **selenium** GRID and also Jenkins server on HUB machine.
* Conducted security testing by validating encryption mechanisms, ensuring compliance with PCI DSS and banking standards for transaction security.
* Led the testing of core banking systems (Fiserv), including API and backend integrations, to ensure smooth transactions and secure user experiences.
* Collaborated with developers and business analysts to identify automation candidates, reducing manual effort by 60% through robust automation solutions.
* Integrated automation suites into CI/CD pipelines using Jenkins and Azure DevOps for continuous testing, ensuring quick feedback on application builds.
* Managed Test activities by executing the test cases using Jira and Zephyr Scale
* Tested backend data workflows, validating ETL processes and financial data accuracy in reporting systems using SQL queries.
* Led the integration testing of Fiserv’s banking modules and third-party services to ensure compatibility and compliance with regulatory requirements.
* Coordinated cross-functional collaboration with development teams and product owners within Agile/Scrum frameworks.
* Mentored junior QA engineers, providing guidance on automation practices, test case creation, and best practices for **Agile** environments.

**Environment:** Java, Selenium WebDriver, .NET, Cucumber, Cypress, Gherkin, Jira, Appium, Android, SQL, Postman, TestNG, IntelliJ IDEA, REST services, Soap UI, GIT, Jenkins, JMeter, Maven, Windows.

**Client: Mi9 Retail, Miami, Florida (Remote) Oct 2021 – Dec 2023**

**Role: Quality Engineer**

**Responsibilities:**

* Analyzed business requirements and functional documents, created the test strategy document that define the test environment, phases of testing, entrance and exit criteria into different phases of testing. Spearheaded the development of detailed technical understanding of client needs and project data requirements.
* Designed and implemented of custom Test automation framework using **Java**, **Selenium**, **Cucumber**, and **TestNG** to streamline regression testing, reducing test cycle times by 40%. Devised and implemented manual test cases and plans to verify software functionality, usability, and performance.
* Conducted research and development **POCs** for integrating cutting-edge test automation tools, including **Cypress** and **JMeter**, resulting in improved automation efficiency.
* Developed and maintained end-to-end testing framework using **Cypress** and **Gherkin** for **BDD**, converting critical user workflows. Implemented **Cypress** for automate UI and used JavaScript for Angular based user interface.
* Worked with product managers and business analysts to translate feature requirements into Gherkin scenarios and automated test case.
* Performed UI and API testing using Cypress and created from framework from the scratch.
* Led the development of REST API testing frameworks using **Postman** and **RestAssured** improving API testing coverage and reliability.
* Performed data migration testing to verify the accuracy, completeness, and integrity of data migrated from legacy systems to the ERP system.
* Ensured that data was correctly mapped, transformed, and loaded into the ERP system without data loss.
* Used Docker container to run parallel test in AWS and create disposable infrastructure.
* Involved in design and implementation of Selenium WebDriver automation framework for smoke and regression test suites (**TestNG** and **Maven**).
* Performed in BDD (Behavior-Driven Development) with Data-Driven Test Automation Framework using **Cucumber** features, scenarios and step definitions in Gherkins Format.
* Developed and maintained automated test scripts for Android applications using Android Studio and Espresso.
* Utilized tools like Appium for cross-platform testing, ensuring thorough coverage of both Android and iOS applications. Conducted functional, regression, and performance testing to ensure the stability and reliability of Android applications.
* Experience with **Gradle** and **Maven** for managing test dependencies and building test automation projects.
* Automated **API test scripts** using **RestAssured** and integrated them into CI/CD pipelines with **Jenkins**, enabling faster release cycles. Implemented automated execution of tests (nightly and need based) using Maven and Jenkins.
* Conducted cross browser and parallel testing to verify the functionality of web applications across different browsers and environments leveraging **TestNG**.
* Performed backend testing using **SQL queries** to make sure that data entered has been uploaded correctly into the database tables.
* Using **Maven** to configure the dependencies to run framework and **GIT** for version control.
* Integrated REST API tests to validate services such as payment gateway APIs, achieving 90% reduction in manual testing time. Conducted API testing, validating JSON responses and using JSON data for test cases.
* Utilized **Jira** for test case management and defect tracking, ensuring transparency in progress and issues.
* Participated in all phases of Agile methodology including sprint planning meetings, daily standup, demo, grooming and retro.
* Engaged with diverse teams (Software Engineers, product owners, business analysts) to comprehend requirements and validate test outcomes by demonstrating tested features.

**Environment:** Java, Selenium WebDriver, Cucumber, Cypress, Gherkin, JavaScript, Jira, Appium, Android, SQL, Postman, TestNG, IntelliJ IDEA, REST services, Soap UI, GIT, Jenkins, Jmeter, WAPT Pro, Maven, Windows.

**Client: Real Matters, Markham, Ontario May 2020 – Sep 2021**

**Role: QA Specialist**

**Responsibilities:**

* Crafted and performed manual test cases, test plans, and scripts to ensure software quality and reliability.
* Designed and implemented an API test automation framework using **RestAssured**, reducing manual testing efforts by 40%.
* Lead end-to-end testing of digital banking applications (online banking, mobile banking apps, and customer-facing portals) ensuring accurate functionality, data integrity, and user security across platforms.
* Developed and executed comprehensive test cases for core banking applications, including credit card processing, loan origination, and account management systems.
* Leveraged expertise in automation tools/frameworks (**Selenium**, **Playwright**, **Cypress**) and programming languages (**Java**) for test automation. Created automated test scripts for **Cypress** to streamline UI testing, resulting in quicker identification of front-end issues.
* Implemented **Page Object Model** automation framework with **Java**, **Selenium WebDriver**, and **Cucumber**.
* Configured Selenium WebDriver with Maven tool and created selenium automation scripts in java using **Eclipse IDE**.
* Involved in creation of automation regression framework in **Selenium WebDriver** using **TestNG**.
* Setup Maven project for Selenium, perform Data Driven Testing in Selenium.
* Utilized issue tracking systems such as Jira and Azure DevOps to manage defects and track testing progress.
* Build Jenkins (Continuous Integration tool) jobs to perform remote execution. Contributed to the continuous improvement of testing processes and methodologies.
* Performed GUI, Functional and Regression testing by automated using Selenium, TestNG and Maven.
* Assisted manual testing team to develop and design test cases for functional and regression testing.
* Automated workflows using CI/CD tools like Jenkins and version control systems such as Git.
* Automated regression testing using hybrid framework i.e. both data-driven & keyword-driven using Selenium WebDriver.
* Collaborated closely with development and product teams to identify testing requirements and ensure comprehensive test coverage. Provided valuable feedback on software quality and usability.

**Environment:** Java, Selenium WebDriver, Cypress, JavaScript, Postman, TestNG, Atlassian, Maven, XPath, GIT, Eclipse IDE**,** Atlassian Bitbucket, Jira, Bamboo, Agile, Windows.

**Client: TickSmith, Montreal, Quebec Sep 2017 – Apr 2020**

**Role: QA Test Engineer**

**Responsibilities:**

* Developed automated test cases for backend APIs using **Postman** and **SoapUI**, ensuring the robustness of the API layer. Created and maintained JSON test data for various testing scenarios.
* Collaborated closely with development teams to implement automated scripts, ensuring tests were up-to-date with the latest code changes.
* Assisted in the manual testing of banking and mobile applications, performing functional, regression, and smoke tests on new features and bug fixes.
* Performed cross-browser testing to ensure compatibility of banking applications with various web browsers (Chrome, Firefox, Safari, etc.)
* Led the end-to-end testing of a mobile banking app, validating features such as account balance checks, fund transfers, bill payments, and security features (biometric login, 2FA). Ensured smooth functionality across different devices and browsers.
* Integrated automated tests into CI/CD pipelines, enhancing the efficiency of the development process.
* Used Selenium WebDriver APIs for writing TestNG test suites and test cases for testing functionality.
* Configured Selenium WebDriver, TestNG, Maven tool and created selenium automation scripts in java using TestNG prior to agile release.
* Improved the overall quality of the software by integrating automated test suites into **CI/CD pipelines**, facilitating faster feedback and resolution of issues.
* Integrated Automation scripts (Selenium WebDriver API) on Continuous Integration tools Jenkins for nightly batch run of the Script.
* Managed version control with Git and utilized build tools such as Gradle for software deployment.
* Performed GUI, Functional and Regression testing by automated using Selenium, TestNG, Maven, and Jenkins.
* Used Selenium (data-driven, XPath locator) WebDriver to test the web application and client-server-based applications.
* Verified WSDL files, asserting the files using various In-build assertions, performed Data Driven testing, in SOAP UI.
* Used SOAP UI tool to test SOA based architecture application to test SOAP services and REST API.
* Involved in testing the database and data validation using SQL Queries.
* Involved in testing the application utilizing the AGILE (Scrum) methodology.

**Environment:** Java, Selenium WebDriver, Cypress, JavaScript, Postman, TestNG, Jenkins, Maven, Cucumber, XPath, SOAP UI, GIT, Eclipse**,** Quality Center, Agile, SQL, Windows.

**Client: Alimentiv, London, Ontario Jun 2016 – Aug 2017**

**Role: Automation Test Engineer**

**Responsibilities:**

* Involved in analyzing Business Requirement Documents and Technical Specification document and developed test plan and test cases for testing the application.
* Participated in test planning and execution, ensuring adherence to project timelines and quality standards.
* Developed expertise in all phases of the Software Testing Lifecycle.
* Conducted manual testing of software functionality, usability, and performance.
* Identified test cases to automate. Automate those test cases using Selenium WebDriver, TestNG and Java technologies (Eclipse IDE). Contributed in framework creation.
* Wrote Maven build scripts to automate the compilation and execution of TestNG test cases/suites for Lens Measurement screen, Lens Type Screen, Aftercare screen and two eye replication screens.
* Performed build acceptance testing and smoke testing using Cucumber automation tool.
* Created Project plan on Continuous Integration (Jenkins), configured scheduled using Cron job.
* Managed version control with GitHub and utilized build tools such as Gradle for software deployment.
* Involved in writing unique XPath using firebug and fire path to identify web elements.
* Performed the testing of Restful web services for mobile apps for the Using SOAP UI.
* Used Jira for bug tracking and reporting, also followed up with development team to verify bug fixes and update bug status.
* Collaborated with software engineers, Business partners, and product management teams in an agile environment to develop a comprehensive set of tests for web-based applications.

**Environment:** Java, Selenium WebDriver, TestNG, Jenkins, Maven, Cucumber, SOAP UI, GIT, Eclipse, Firebug, Firepath, Xpath, Jira, Agile, SQL, Windows, HTML, UNIX.

**Client: Mmodal Global Services Feb 2010 to May 2015**

**Role: Programmer analyst**

**Responsibilities:**

* Developed and maintained automation regression tests cases in **Selenium WebDriver** using **Java** programming language and JUnit framework.
* Prepared test plan and test cases based on the function specifications. Testing the application manually before automating the desired test cases.
* Developed test code in Java language using Eclipse IDE and JUnit framework. Used several HTTP methods like PUT, POST, SET, DELETE for advanced validation expressions.
* Performed BDD (Behavior Driven Development) using Cucumber features, scenarios and step definitions in Gherkin format.
* Created automation scripts for testing API services using Postman and tested Restful API using RestAssured.
* Worked effectively with Developers to achieve Selenium automation, high quality, release deadlines and QA processes improvements.
* Wrote SQL queries and statements to test database for retrieving information.
* Worked closely with development team in creating automated scripts for the application.

**Environment:** Java, Selenium, JIRA, UAT (User Acceptance Testing), Agile, LINUX, Windows, GIT, Postman.

**PROFESSIONAL QUALIFICATION:**

Bachelor of Technology from JNTU Hyderabad (Telangana, India)

PG Diploma in Quality Engineering Management (Toronto, Canada)