**PROFESSIONAL SUMMARY**

* 8 years of Experience as a Automation Engineer with extensive knowledge in Manual & Automation Testing, Experience in testing Web-based and Client-server applications on different environments.
* Strong knowledge in Software Development Life Cycle (SDLC). Experienced in full life cycle of system development.
* Analyzed, coordinated and tracked QA testing efforts throughout project life cycle; including an executive dashboard to communicate testing status and results.
* Develop testing programs that address areas such as database impacts, software scenarios, regression testing, negative testing, error or bug retests, or usability.
* Expertise in Functional testing, Regression testing and Unit Testing. Collects and analyzes data for software process evaluation and improvements and integrates them into business processes to address the business needs.
* Experience in preparing Test cases, Test scripts and performed System Testing/Integration testing and User Acceptance Testing.
* Extensively used SQL queries to check the data flow through the Front-end and Back-end to extract the data from the database.
* Expertise in analyzing system and functional specifications used cases, Business Requirements, and business rules to prepare Test Plans and design Test Cases.
* Extensive knowledge of different kinds of testing like Back-End Testing, Positive/Negative Testing, White box, Gray box, Black box Testing, Configuration Testing, Data Driven Testing, User Acceptance Testing (UAT), Unit Testing, Integration Testing, System Testing and Regression Testing.
* Experience in performance testing using tools like JMeter and Dynatrace for real time monitoring, enabling instant identification and resolution of performance issues.
* Practical experience with working on multiple environments like production, development, testing.
* Performed service testing with SOAP UI, white box, black box testing.
* Experience in working on different Databases/Data warehouses like Teradata, Oracle, and SQL server.
* Extensive usage of Atlassian tools such as, Jira, Git, Bitbucket and confluence.
* Experience in creating SQL scripts, PL/SQL programming, procedures, packages, functions in Oracle, SQL server, Teradata.
* Solid troubleshooting and problem-solving skills in SQL Server development.
* Excellent communication and presentation skills. Experience working with business users, IT technical staff as well as senior management.
* Effective Time Management skills and the consistent ability to meet client deadline.
* Can work successfully, both independently and in a team environment. Efficient Team Leader.

**TECHNICAL SKILLS**

Methodologies: Waterfall, Agile/ Scrum

Languages: Python, Java, C, C++

Testing Tools: Selenium, Cucumber, Ready API, TestNG, Robot framework, Post Man, Charles Proxy, Quality Center

Defect Tracking Tools: RALLY, JIRA, HP ALM/QC, Neo Track

Operating Systems: UNIX, Windows, Mac OS

RDBMS: SQL Server, PL/SQL, Oracle, DB2, MS Access

Web Technologies HTML, XML, ASP, JSP

Business Tools: MS Office Suites, MS SharePoint

**PROFESSIONAL EXPERIENCE**

**North Carolina Division of Employment Security Commission**

**Lead System Test Engineer/Performance Tester (August 2023 – Current)**

As a system Test Engineer Lead my role is to design, develop, execute and maintain automated and manual test scripts. As a system Test Engineer Lead responsible to conduct testing and verification agency critical application systems primarily DES tax system NCSUITS**.**  My role is to train and guide business users and new additional testers on the QA tasks. Also, responsible for creating metrics and notification for prioritizing failed and pending testing.

**Responsibilities:**

* Involved in Assisting with load, stress, and performance testing required for software applications.
* Duties include reviewing and understanding all business, design, and functional requirements, gathering proper system requirements to create suitable performance test plans, test strategies, test scenarios, load test scripts, and test data.
* Responsible for setting up performance monitoring, executing bottleneck, baseline, scalability, and breakpoints tests to ensure benchmarks are met.
* Responsible for evaluating performance measurements and analysis of test results and working with other project team members to diagnose performance related problems.
* Responsible to coordinate and ensure that all testing activities and deliverables are on time.
* verifies all software applications are thoroughly performance tested and meet performance test goals.
* Developed a complete set of test scenarios for verifying system changes.
* Experienced independently conducting unit, functional, regression and work process testing.
* Worked with Unemployment Tax systems.
* Lead and mentor a team of test engineers, providing guidance on testing processes, methodologies and best practices.
* Distribute tasks effectively and foster a collaborative testing environment.
* Experience in LoadRunner, understanding system architecture, and collaborating with developers to optimize performance.
* Experience in performance testing tools like LoadRunner, JMeter to simulate concurrent user activities and measure system response times.
* Monitor key performance indicators in real time during test execution, such as response times, throughput and resource utilization.
* Experience in pinpoint performance bottlenecks and potential issues in the application or infrastructure that may affect real time user experience.
* Provide real time feedback on performance issues and generate comprehensive reports detailing test results, recommendations, and areas for improvement.
* Configured run time settings for HTTP, iterations.
* Built and analyzed summary reports, HTML reports and worked on transaction reports.
* Involve in walkthroughs and meetings with performance team to discuss related issues.
* Participated in UAT along with the end users during performance testing.

**Paychex, OH (December 2018 – April 2023)**

**Automation Test Lead**

As an Automation Test Engineer my role is to design, develop, execute and maintain automated test scripts. Day to day I perform and utilize test tools to create automated test suites that are robust, performant, and reusable, enabling my Agile team to deliver high-quality releases more efficiently. As an Agile team member, I will collaborate closely with development, product, and other cross-functional groups to deliver high-quality test strategies and frame works.

**Responsibilities:**

* Evaluating all technical documents applicable to tests. Developed various test techniques for software applications.
* Conducting manual execution of test cases for new features with each release cycle to check application functionality.
* Designing, developing and implementing TAF based automation testing framework utilizing Java, TestNG and Selenium WebDriver
* Creating Test plan, High level scenarios, test case construction and test estimates, resource estimates and weekly status reports.
* Implementing Page Object Model Automation framework with Java, Selenium WebDriver.
* Creating automation framework in Selenium WebDriver using behavior driven approach like Cucumber
* Developed API tests for the Web service REST.
* Performed Regression testing for every modification made in the application and new builds.
* Interact with developers, UI/UX and product Managers to identify gaps between requirement and developed feature and also to identify issues by design, won’t fix or plan for future release.
* Test the application on Mobile Web and Mobile Apps (Supporting on iOS & Android Tablets). Using sauce labs and perfecto.
* Developed and maintained reports of all automation issues and test results.
* Updating the Test Automation suite regularly to ensure its accuracy and usefulness.
* Test planning in Functional Testing as Unit test, Method test, Test Suite, Integration Testing using different TestNG methods.
* Creating data-driven automation scripts for testing API Web Services using SOAP UI.
* Testing a complex Web based application with backend validation in mainframes and using SOAP UI
* Using Quality Center/ALM for bug tracking and reporting, also followed up with development team to verify bug fixes, and update bug status.
* Reported the bugs/defects through Quality Center/ALM and Jira.
* Experience in Test driven development for functional and integration testing Robot framework.
* Experience in performance testing using Dynatrace. Implemented Dynatrace user experience monitoring, leading to the discovery of a UI latency issue.
* Collaborated with development team by leveraging Dynatrace data.
* Track automation results on a daily basis for better performance in testing.
* Followed Agile testing methodology, participated in daily scrum meetings and tested each sprint deliverables.
* Closed issues and user stories for each release by manual and automation verification.
* Using GIT for code repositories and Maven for the dependencies.
* Preparing user documentation with screenshots for UAT (User Acceptance testing).

**Environment**: Python, Selenium, Jira, Git, Visual Studio, Robot Framework, Confluence, PyCharm, Git, TAF, HTML.

**Verizon, OH (February 2017 – December 2018)**

**SQL Analyst/QA Tester**

Worked as a SQL Data Base Analyst in Revenue Assurance Department for ASC 606 Government Regulation. Validated customer data from Enterprise Data Warehouse in Teradata with Verizon Billing System (ACSS). Created views and tables for identical customers in the same pricing plan and device payments. Developed Teradata queries to validate billing cycles and contract plans.

**Responsibilities:**

* Create SQL scripts, Tables, Views in Teradata for Data Analysis and to support User Acceptance Testing (UAT) and Postproduction Validation (PPV) of the data in Data warehouse.
* Developed complex SQL queries to verify the data loaded into the target tables.
* Perform Data Integration on the source data from different databases like Oracle, SQL Server, MS Access and load it to Teradata.
* Manage and support Analytic data present in Teradata.
* Assist in the analysis, design, coding and development of building a new schema staging table.
* Data Analysis on the Analytic data present in Teradata using SQL, Teradata SQL Assistant
* Involved in tuning queries and using Teradata indexing to decrease query time.
* Perform in-depth analysis and data & prepared weekly, biweekly, monthly reports.
* Developed test reports and participated in testing prioritization and archived test results and user signoff.
* Involve with Design and Development team to implement the requirements.
* Involved in backend testing with SQL, check the data integrity and referential integrity.
* Performed execution of test cases manually to verify the expected results.
* Involved in creation of tables, writing stored procedures and Triggers.
* Involved in reviewing complex SQL queries, views, functions and stored procedures and spotting issues before/during code migration.

**IBM, Atlanta (November 2014 – December 2016)**

**QA Analyst**

As a QA person, we had responsibility of creating test case and test scenarios like existing application for starting from product browsing to final purchase of the product. Different systems were integrated together and verify the data with backend system whether it was inventory or taxes calculated for purchase based on zip and product category.

**Responsibilities:**

* Preparation of test plan and test cases, review test cases
* Conducting defect review meeting, defect prioritization, issue resolution
* Validated the POS store credits, Saves and voids sales from Data Bases using Teradata and Oracle databases.
* Tested the POS print jobs in the backend, which gives the detailed customer sales receipts and created views for the departments.
* Validated the POS reports for past and current sales numbers comparing different columns and rows.
* Validated the backend jobs for reprints receipts and displays customer item sale histories.
* Tested the POS systems details like item, vendor, and department sales performance.
* Validated the POS workflow for recurring billing with card on file (for club management and service businesses)
* Track the progress and quality of work being performed by design and development team.
* Effectively and accurately communicate relevant project information to the client and project team.
* Ensure clients' needs for quality artifacts and are created in timely manner.
* Facilitating requirements review sessions, meeting business users to establish acceptance criteria for releases.
* Accountable for the accuracy and consistency of development artifacts like functional and system level Requirement specifications

**Education:**

Masters: Engineering Management from Christian Brothers University, Memphis, TN