NAME: Swathi

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**OBJECTIVE**

Have experience in Quality analysis on Business side and as a Quality tester as both Manual and Automation ends in design, development, testing and implementation of Business Application. Have combination of Business knowledge, Quality Analytical and technological Skills that provides clients best-in-class solutions.

**SUMMARY**

* Around 10 years of experience as a Quality Analyst in software testing process which includes High Level Test Estimates ,Test Planning, Test Scenarios, Resources Allocation, Test Cases Design, Test Environment Setup, Test Data Setup, Defect Management, Test log, Test results, Test Traceability Matrix and Test Metrics.
* Excellent experience in Manual testing and automated testing using tools
* Extensive experience in running various kinds of tests such as Smoke, Functional, Regression, Integration, System, End to End, Performance, Backend Testing, API Testing, User Acceptance Test (UAT) for Web (N-Tier) and Client/Server Applications.
* Worked in Banking Domain, Logistics Domain and Healthcare Domain
* Involved from the Requirements phase in filling the communication gaps regarding Product to Testing in the Production.
* Performed feasibility, adaptability study and risk analysis to identify the business critical areas from USER perspective and supported multi-tier applications.
* Involved in Requirement Gathering and facilitated the Joint Application Development (JAD) sessions, developing Use Cases, Test Approach, User Acceptance Testing (UAT), and Requirements Traceability Matrix (RTM).
* Good knowledge of Business Analysis methodologies and iterative Systems Development Life Cycle (SDLC); Agile Scrum, and Waterfall
* Very Good experience in Client Server, Web-Based, Backend Applications and Database Applications.
* Used Quality Centre ALM /Test Director and JIRA as repository for maintaining test cases, execution and tracking the defects and also Requirements and Enhancements tracking.
* Experience in Performance/Stress testing using HP Load Runner.
* Have Knowledge and experience in Test management tools like HP ALM/Quality Center, Jira and Jama in Test Planning, designing Test cases, Execution and mapping the requirements for traceability matrix and raising the defects.
* Played an integral role in DevOps robust strategy. Involved in the QA-DevOps Transition plans.
* Database Testing by writing SQL statements and My SQL queries.
* Experience in Loading the test data and Running Batch Process for testing purposes.
* Experience with working on the Java Script, HTML, XML, and .NET Applications.
* Possess knowledge about various Internet Protocols like HTTP, FTP and SMTP.
* Experience with open source tools Selenium (Selenium IDE and Selenium Web Driver) Eclipse and executing automated test cases within the test framework.
* Prepared the test flow for Selenium scripts, for Functional testing, regression testing and for test data preparations.
* Used Apache POI for reading Project configuration data and test data from the Excel files
* Used Page Object Model and Page Factory for developing the POM framework.
* Performed BDD (Behavior Driven Development) using Cucumber Features, Cucumber hooks, Scenarios and Step Definitions in Gherkin format.
* Worked on Karate Framework in writing Scenarios and Step Definitions.
* Worked with Ready API for API testing. Used Groovy Scripting in Ready the Ready API Testing.
* Worked with Postman for Manual API testing in checking the HTTP Responses using GET, PUT, POST Request types.
* Performed Parallel Testing and Cross Browser testing on different browsers like Internet Explorer, Chrome, Safari and Firefox where multiple tests were run at the same time using TestNG.
* Implemented TestNG automation framework for Smoke Test to check if the crucial functionality of the application is working and also implemented Regression Test to verify the existing functionality after the enhancements.
* Configured the Test Cases to receive input Test Data Sets for the corresponding test cases using Test NG Data Provider Annotation.
* Used IReporter and ITestListener for customizing the reports by using TestNG.
* Experience in facilitating meetings with clients to discuss and sign-off on the document from the QA end.
* Attended daily, weekly meetings to discuss on status of the project and the issues/ defects. Giving the Detailed status reporting to the Management
* Team Player, Module Lead, Self starter, Good Communication skills, leadership abilities, reporting to higher management, Problem solving and working under strict deadlines to deliver the product on time.

**SKILLS SUMMARY**

**Operating System** : Windows, Linux, and Unix

**Languages** : Java, and Groovy

**Databases** : Oracle, and SQL server

**Web Applications/Servers** : Apache Tomcat

**Tools** :Quality Center ALM, JIRA, Jenkins, SoapUI, POSTMAN, Eclipse, intellij, Maven, Visual Studios, TestNG, Toad Edge, MS Office, MS Visio, and MS Project

**SDLC Methodologies** : Agile

**Others** : Maven, Git, UML, Cucumber, Karate, and Selenium

**EXPERIENCE HIGHLIGHTS**

**Client: Anthem (LexisNexis Risk Solutions), Atlanta, U.S.A**

**Duration: February 2022 – March 2023**

**Designation: Sr. Quality Analyst**

**Project:**

Worked in Healthcare Domain, on a Healthcare Application used by the Physicians and other Medical Users to enter the Patients/Health workers data into the system with different levels of Access based on the Role. Another Application is where the Reports are given to the Requested authenticated Parties for the Patient data information. Working on different Projects in Migrating the Old test cases to new test cases as per the requirements.

**Roles & Responsibilities:**

* Worked on a Healthcare Application in different Projects in Migrating the Old Test Cases to New Test Cases as per the requirements.
* Worked on both Manual testing and Automated testing as per the need.
* Performed Functional Testing, Regression testing, Backend Testing, Database testing, Smoke testing, Monkey Testing, User acceptance testing and End to End testing
* Prepared High Level Test estimates document, User Stories, Test Planning, Test scenarios, Test Cases, Test Traceability Matrix, Test Reports, Sign off documents etc
* Attended Agile Meetings, Internal Project meetings and coordinated the Testing efforts and Status.
* Performed Manual API testing using Postman in checking the HTTP Responses using GET, PUT, POST Request types.
* Tested SOAP and REST Based Web Service using SOAPUI.
* Used groovy scripting in READY API to do API testing.
* Worked on converting the test cases from BDD Cucumber framework to Karate Framework.
* Used Gherkin file in Karate framework to build the test case.
* Worked to automate APIs in both JSON or XML Responses in Karate.
* Done different types of assertion as needed in the Karate Framework.
* Worked on converting the test cases from Ready API to Karate Framework.
* Used Selenium with Python as the programming language for one of the web based Application on Automation Purpose. Executed the test scripts and Involved in the Functional testing.
* Used SQL queries to retrieve and verify information in the database against the API.
* Ran the Bach Processes to pick up the data, also loaded the new data and ran the files.
* Used JIRA in Test Planning, designing Test cases, Execution and mapping the requirements for traceability matrix, Adding test cycles and raising the defects.
* Communicated to team with Results captured in Reports which shows the detailed as well as summary version of the tests performed.

**Technologies and Skills:**

MS Office, SOAP API, REST API, JIRA, Postman, Smart bear READY API, intellij, Groovy, Cucumber, Karate framework, SQL, Python, Selenium, UNIX, Toad Edge and Web services

**Client: WellsFargo Bank, Charlotte, NC, U.S.A**

**Aug 2015 to Dec 2019**

**Role: Sr. Quality Analyst**

**Project:**

Worked on a Financial Domain in an online banking application which is Web based application Onboarding and Ongoing Due Diligence Application developed in an IBM BPM portal, Savings checking accounts and Wire Transfers.

**Roles & Responsibilities:**

* Worked as a Module Lead over several Modules – From New requirements to Several Enhancements.
* Worked as both Manual and Automation tester on different Modules as well as a Business analyst
* Working on several Work streams like BPM Upgrades, LOB Pain point, Production Tickets, Data Migration, Agile Monthly Releases and Enhancements
* Requirement Gathering and understanding those requirements from the Business/Functional analyst and composing them and discussing with the dev and communicating them in the QA team
* Brainstorming and conducting meetings with Business analyst, Business/ End users, Development team in understating the right delivery of Requirements between all the layers
* Analysing the requirement and coming up with High Level test estimates and Test Plan.
* Coming up with high level test scenarios and estimates for the timelines and resource allocation based on strengths and weakness.
* Finding issues in the applications and communicating to development team. Upon discrepancy in understanding of the requirements communicating between business and development team for clarifications and getting the issue resolved
* Working on all possible Test scenarios, working on test case writing, Preparing the test data, setting up test environment, Performing the test case execution.
* Worked on Smoke Testing, Functional testing, Regression testing, Performance testing, End to end testing and User Acceptance Testing
* Logging defects and communicating with the development team and testing the defect fixes and performing regression as needed.
* Implementation of the application into production and giving production support and solving the issues that arise when the code is in production
* Generate, manipulate, and analyze data using Complex SQL queries. Provide ideas and solutions to complex business
* Doing Data Loading and Database Testing with SQL Quires and Test data preparation and UI Testing and Running batch jobs for Blackened Testing with different scenarios and Test cases and test data types
* Capturing Requirements, Issues and user story in JIRA and Capturing Test cases and defects in HP Quality center ALM
* Worked on Test Automation tool like Selenium with Java as the programming Language and with POM framework.
* With POM framework, maintained Test Base class, utility class, properties class etc. Maintained class for every webpage.
* Written Test plan, Test Scenarios and Test Cases for Automation purpose for the Web based Application.
* Used Selenium for Test data preparation. Data is kept in excel sheets and passed the test data and handled the data driven testing with Apache POI.
* Used Selenium with java for Test scripts preparation and performed for Functional and Regression Testing and used TestNG for grouping and assertions purpose to execute the Test cases.
* Used Maven project for build, execution and dependency purpose. Integrated TestNG in POM XML file and other Plugins and dependencies as needed.
* Used Jenkins for the Daily basis and Nightly scheduled runs of the test cases.
* Used GitHub as the Repository tool and Jira as the test management tool.
* Used Extent Reports for the Reporting purposes to the management team.
* Involved in the Sign off document form the QA end, UAT testing and for the Production support from QA end.

**Technologies and Skills:**

Planning, Communication, Presentation, User stories, Requirement Gathering, MS Office tools, JIRA, HP Quality Centre ALM, SQL, QTP, Selenium, Jenkins, SQL Server, Oracle, JAVA,Extent Reports, Apache POI, POM Framework, TestNG, GitHub and Backend tools

**Client: EuroPro LLC, Needham, MA, U.S.A**

**July 2014 to August 2015**

**Role: Sr Quality Analyst**

**Project:**

Worked in a Logistics Domain for EuroPro LLC on an Internal Online Logistics application used to Improve the sales and distribution of the Company

**Roles & Responsibilities:**

* Responsible for gathering Business Requirements, Functional Requirements and Test Design Documents
* Analysed and Developed Test Plan, Test Cases, Test Scripts, Expected Test Results and Test Procedure from functional requirement using Test Director
* Involved in Task Creation, Task Estimation, Task Distribution, Task Prioritization and Communication among Onsite and Offshore Team Members.
* Regularly followed up with the development team to discuss the defects identified during Testing and Interact with end users and investigate issues related to the Testing application
* Performed Functional testing on different components of the Tableaus Dashboards, validated with different sets of data and Reviewed the test reports
* Involved with Performance testing of the Tableaus Dashboards to check the response over a expected time, to derive a expectable response time and reviewed the Performance test reports
* Coordinated user acceptance testing with final users. Prepared end user documentation for the new system
* Participated in status meetings to report issues. Communicated with developers through all phases of testing to prioritize bug resolution
* Involved in creating the Traceability matrix based on Functional requirement in each module.
* Involved in the data clean up and communicated data clean up issues to business and developers to eliminate non desirable data from the system
* Identified various dimensions and data fields for Data Modelling. Used SQL Quires to retrieve the data from the Database
* Identified various Metrics for all the transactions, got it approved by the head of the department.
* Worked on mapping the data from one database to another to help developers build the code
* Prepared and Presented weekly and monthly Status Reports to the different Stake holders

**Technologies and Skills:**

UML Diagrams, Data Modeling, Tableaus Dashboards, Tableaus Server, Presentation, Communications, Documentation, Requirement Gathering, Microsoft VISIO, Windows 2000, MS Office Tools, Waterfall Methodology

**Client: Commonwealth Care Alliance, Boston, MA, U.S.A**

**Dec 2013 to July 2014**

**Role: Quality Analyst and Business System Analyst**

**Project:**

Worked in a Healthcare domain on a HIPAA EDI Transaction application, ICD 10 to ICD 9 Code changes in application

**Roles & Responsibilities:**

* Analyzed and documented high level and detailed business requirement and translate in use case diagram/User Stories
* Defined and documented high level business detail business requirements to meet stakeholders expectation
* Participated in facilitation of business process review and developer walkthroughs based on business requirements
* Translated technical applications specification into functional and Non- functional business requirements
* Analysed testing impact of requirement changes and modifying test scenarios as needed adhering to the system development life cycle and project management life cycle methodologies
* Involved in Manual Testing, Functional testing, Regression testing and User Acceptance Testing
* Described scenarios for each applicable test level based on the business process.
* Loading test data in test environments using db2 load utilities, JCLs.
* Executed SQL queries to test back end data validation of DB2 database tables based on business requirement
* Worked on gathering requirements for HIPAA EDI Transactions 270/271, 276/277,837/835.
* Worked on gathering requirements for 834 enrolment process
* Worked on gathering requirements ICD 10 codes changes applications from ICD-9 codes

**Technologies and Skills:**

MQ SERIES, MS Office Tool, DB2, SQL

**Client: Bug Raptors, India**

**March 2007 –August 2009   
Role: QA Analyst and Business Analyst**

**Project:**

Claims application is designed to enter insurance claims information and also to view/print claims information and claims documents. The claims document which is imported into IBM content manager could be medical bills, repair bills, police reports and first notice of loss reports.

**Roles &Responsibilities:**

* Interviewed stakeholders, business managers, users to understand and document business requirements and functional specifications for the Workflow.
* Utilized MS Vision for creating functional flowchart and documented Business Deliverables.
* Involved in daily quick EOD Touch point Scrum sessions, any impediments, showstopper for the application process work flow.
* Assisted Developers with designing, building, testing and debugging workflows based on business and technical requirements.
* Acted as liaison between Requirement Management, testing Team
* Created Business Rules Spread Sheet (BRS) as needed and Requirement Traceability Matrix (RTM) to track the requirements and link it to the test cases.
* Created QA Test plans, Test Cases for Functional, Integration Testing
* Developed User Accepting Testing (UAT) plans and test cases based on the business requirements.
* Defect tracking and management using QC
* Provided project management support through entire project life cycle.
* Knowledge Transfer sessions to team members

**Technologies and Skills:**

Windows 2003/2007, Java, JSP, XML, JavaScript, DB2