

# Ravi Kiran

## Quality Assurance analyst

Cary, NC - Email me on Indeed: [indeed.com/r/Ravi-Kiran/adc6d5271fc04350](https://www.indeed.com/r/Ravi-Kiran/adc6d5271fc04350)

- \* Possess a total of nine years of experience with about six years in Software Quality Assurance/ Software testing in credit card/loan/banking domain. Had worked on Loan/ Card Management Systems like Base2000 and VisionPlus. About three years of rich experience in loan and credit card operations.

- \* A highly successful QA professional, involved in functional testing, regression testing, compliance testing, post-production implementation checks, online checks and parameter entry verification during trial Migration

- \* Hands-on experience in manual testing and automated testing on Mainframe applications, GUI (web based) and CUI interfaces in UAT, Prod fix and production environments.

- \* Executed manual test cases and tracked defects using HP Quality Centre 10

- \* Automated manual test cases using AutoTestR (Test automation tool) and SQL queries.

- \* Designed test cases based on functional specification documents. Classified the test scripts as critical/High/medium/low risk, to enable risk based testing

- \* Domain expertise in unsecured banking products (credit cards, personal loans) and a fair knowledge of other banking products like deposits( savings, current, recurring & fixed deposits) and secured loans ( Home loans, deposit loans, gold loans, mortgage loans).

- \* Possess effective oral and written communication skills coupled with good interpersonal skills to interact with clients, business analysts and technical team members

## WORK EXPERIENCE

### IT Specialist

Fidelity Information Services (FIS) - April 2013 to Present

### Senior Software Engineer -testing

Fidelity Information Services (FIS) - March 2011 to Present

### Senior Software Engineer

Fidelity Information Services (FIS) - March 2011 to March 2013

Executed functional and regression test cases to validate the functionality of credit card software applications- Base2000, Service View and Apply.

- o Base2000 is a premier card management system from FIS.

- o ServiceView is a user friendly web based GUI from FIS which acts as a front end to Base 2000.

- o Apply is a GUI application used to board new credit card accounts to Base 2000.

- \* Played an active role in automating manual test cases using 'AutoTestR' and SQL.

- o AutoTestR is an in-house automation tool from FIS, which can be mapped to web-based GUI interfaces and CUI interfaces (terminal emulators for IBM mainframe applications)

- o Designed and executed SQL queries to fetch the test data from the test bed in the Database. Condition the test data as needed, for test execution

- \* Designed test cases for change requests (CRs).

- \* Took part in Compliance testing (SAN), to validate the functionality of Base 2000 and Service View. Compliance testing is done biannually, to meet the compliance requirements of the payment card associations VISA and MasterCard.

- \* Performed online checks during Trial Migration in the prod- fix region, to validate the functionality of Base 2000 and ServiceView systems.

- \* Had been chosen as a pilot member and was entrusted with the tasks of Parameter entry verification and online verification of client applications in the Production regions after code implementation.
- \* Stream lined the process of post-production implementation checks and drafted a process document for the same. Trained other team members on the process & extended support till the process is stabilized.
- \* Logged defects on HP QC and tracked their progress till closure.

- \* Worked closely with the Onsite coordinators & the technical teams to fix the defects in a timely & an appropriate manner.
- \* Worked on multiple projects and had dealt with multiple clients simultaneously.
- \* Had worked on visa inbound files, reports and VSAM files.
- \* Conducted reviews of test scripts & suggested improvements.
- \* Actively participated in conference calls and meetings with the onsite coordinators, to discuss the updates and status of the project as well as any issues affecting the project
- \* Proactively created and maintained several trackers and reports like Efficiency Reports and utilization reports on MS Excel. Efficiency reports help in tracking the efficiency of the team by dynamic generation of graphs and reports. This tracker also gives a glimpse of the release progress, as to how much ahead or how delayed are we in the release execution - a heads-up to the managers. Utilization reports indicate the level of resource utilization which further helped in resource planning and project planning. The trackers proved to be quite helpful to both the onshore and offshore stake holders

Environment: HP Quality Centre 10, SQL, AutoTestR, Base 2000, Service View, Apply, IBM File Manager, IBM utilities 3.3,3.4, TN3270 Plus, Delphi, QTP

## **Software Tester**

HSBC Technology and Services - December 2007 to March 2011

Had worked for the project "One HSBC", that aims at bringing about uniformity & consistency in the software applications & interfaces that are used to serve the customers across the globe in about 8000+ offices of HSBC. It also aims at cutting down the number of redundant interfaces. The applications are customized for various regions & countries to comply with the local regulations and laws. The project involves performing functional testing of credit card transaction processing software for five countries in the Asia Pacific region

- \* Performed Functional Testing for a wide variety of credit card functionalities on WHIRL and e-Champs applications.
  - o WHIRL is a customized application of VisionPlus, a credit-card Transaction Processing software from First Data International. 'eChamps' is a browser based application that serves as a GUI to WHIRL.
- \* Designed test cases based on Functional Specifications documents.
- \* Classified the risk of the functionalities as critical /High/Medium/Low, to enable risk based testing.
- \* Coordinated with Local IT teams to set up the applications needed for the project.
- \* Tracked defects & their progress till closure. Liaised with the development team, SMEs & the business managers for successful closure of defects.
- \* Attended team meetings to discuss the progress of the projects, status of defects, updates related to the project etc.
- \* Created and maintained several trackers and reports like Efficiency Reports and utilization reports on MS Excel
- \* Worked as a Team coordinator, wherein I was involved in planning the capacity of the team and allocating tasks and projects to the team members. Ensured that the team adheres to and complies with HSBC group policies and procedures. Report the team performance to the onshore counterparts on a weekly and monthly basis. Deputized the TL as and when required and ensured that all SLAs are met.

Environment: HP Quality Centre 9.2, WHIRL (VisionPlus), eChamps, IBM File Manager, IBM utilities 3.3, 3.4

### **Collections Officer, Middle East**

HSBC Technology and Services - July 2006 to November 2007

Had dealt with front end, mid-range and hard core collections and recoveries (all delinquency buckets). Responsible for offering solutions and payment plans like: Loan restructuring, Settlements, Re-aging of accounts, Debt consolidation etc.

- \* Extended class room and hands-on training and coaching to the new entrants on the process and procedures of collections. Prepared training material for the trainees for quick reference.

- \* Generated performance dashboards for the team on a daily, monthly and yearly basis, which helped the individuals and the teams track their performance in comparison to their peers and other teams.

### **Credit Officer**

HSBC Technology and Services - December 2004 to June 2006

As a part of this Judgmental lending team, assessed the credit risk involved in extending credit to customers based on various criteria. Evaluated the customer's profile and had taken apt credit lending decisions on credit card reissue and limit increase requests

- \* Performed quality audit of the work done by other team members to ensure better quality. Extended class room and hands on training to the team members on reissuing of credit cards.

- \* Dealt with clients and onshore managers in relation to the credit decisions.

## **EDUCATION**

### **MBA in Systems**

Andhra University - Visakhapatnam, Andhra Pradesh  
2000

## **ADDITIONAL INFORMATION**

### **Technical Summary**

Card Management Systems: Base 2000, VisionPlus, ServiceView, e-Champs, Apply

Tools: HP Quality center, AutoTestR (test automation tool), QTP, Selenium

Programming languages: SQL, C, Java

Operating System: Windows XP/2000/NT, Windows 98

Others: IBM File Manager, IBM utilities 3.3, 3.4, TN3270 Plus