**KEERTHI** **KONGARA**

**QA** **Engineer**

(**571**)-**305**-**0160** **E**-**mail** : **keerthikongara@outlook.com**

**Career Objective:**

**Professional Summary:**

* 6 years of experience in full lifecycle development and production support in various domains like **Healthcare,** **Mortgage**, **Finance**, **Insurance** and **Banking**.
* Full life cycle experience in resolving production issues including fielding calls from end users, scoping the issue, do root cause analysis to find suitable partners to resolve the issue.
* Experience in application development and production support of large and critical network with 24/7 uptime.
* Progressive working experience as **Functional tester**, writing and executing test plans and test cases in highly structured development environments.
* Expertise in performing **Web based testing**, System, Functional, Unit, Integration, Performance, Security, Regression, Ad-hoc, End to End, (UAT) Acceptance Testing and bug tracking system.
* Comprehensive Knowledge of iterative **SDLC methodologies and Test Process**.
* Involved in gathering business requirements while interacting with Business Users
* Extensive testing experience in **ERP systems** concentrated in modules like **Production, Sales and Distribution, Procurement etc.**
* Experienced in working with end users and QA team for developing Use cases, Test cases and Test plans using web based transactional business applications.
* Progressive experience in all phases of the iterative **Software Development Life Cycle (SDLC)** and Testing Life Cycle.
* Expert working **with Test Director, Quality Centre and QTP** to create test cases and track defects.
* Responsible for testing **database of software applications** and data storage systems for easy user access.
* Worked on **Production Support**, attending production calls, troubleshooting the application and resolving bugs.
* Excellent analytical, problem solving, communication and interpersonal skills, with ability to interact with individuals at all levels.

**Education:**

* Masters in Software Engineering, Stratford University
* Bachelor of Computer Science, Kakatiya University

**Technical Skills:**

* **Programming:**Java, UNIX, Shell scripts,HTML
* **Databases:** Sybase, Microsoft SQL Server, DB2, MS Access.
* **Tools:** Remedy, ServiceNow, Autosys, HP Quality Central.
* **Middleware:** Tomcat, Weblogic.
* **Operating Systems:** Microsoft Windows (XP,7), Unix, Linux.
* **PC Platform:**WINDOWS Server and XP, MS Office Suite, SQL Server, Oracle, MS Project.

**Employment History:**

**Project:** Soarian Financials

**Client:** Siemens

**Duration**: Oct 2014 – July 2015

**Role**: Testing & Support Analyst

**Project Description:** Siemens Soarian is a multitier health information management system that supports seamless access to patient medical records and the definition of workflows for health provider organizations. Soarian Financials supports healthcare providers’ operational and administrative initiatives by providing payer and business rule-based workflow, reporting, and document imaging. **SOAPUI** was used web services testing.

**Environment**: Tomcat, Angular, JavaScript, SQL, HP QC/ALM, ServiceNow, MS Excel, XML, SOAPUI, AutoSys, SQL Server, Linux

**Roles & Responsibilities:**

* Responsible for coordinating with the front end team and resolving their issues with regards to the database.
* Core role was to keep the applications up 24/7 and to be in touch with administrators and users to help them and resolve server and application related issues.
* Post production supported the project with any upcoming issues with Oracle database packages and procedures.
* Coordinate with the team at onsite for a smooth deployment, any change management or production issues.
* Retrieve Claims, Patient Bills and various other documents in OMS and EDM within Soarian Applications.
* Testing the Soarian Applications using web Services like SoapUI.
* Participate in daily stand-up meetings.
* Analyzed the Functional Requirements and Design Specifications documents to ensure that the system met all of the technical and business requirements of the applications.
* Involved in training the team for **SOAPUI** tool.

**Project**: Loan Origination

**Client**: Fidelity Information Services, Malvern, PA

**Duration:** Oct 2012 – Sept 2013

**Role**: Production Support Analyst

**Project Description:** N tierSunTrust Mortgage portal has an outstanding reputation as a top mortgage origination and servicing company, recognized in the industry as a leader in client satisfaction. Loan origination is a specialized version of new account opening for financial services organizations. Major functional modules include Loan Application, Borrower Characteristics, Pipeline Management, Property, Management, Underwriting Guidelines, and Integrated Systems**.** Product used **Tomcat** as the middleware, **TIBCO** for messaging, **JavaScript/Angular** for web frontends.

**Environment**: Tomcat, Angular, JavaScript, SQL, HP QC/ALM, Remedy, MS Excel, XML, SOAPUI, AutoSys, Oracle, Spring, Linux, TIBCO

**Roles & Responsibilities:**

* Involved in gathering business requirements while interacting with Business Users
* Developing Test plan while covering end to end test stages including System & Integration Testing, User Acceptance Testing, Regression Testing, and Performance Testing.
* Performed responsibilities of data integrity and data validity testing by following set guidelines
* Performed responsibilities of validating the data by documenting SQL queries in the database systems
* Exposure to all stages of Software Development Life Cycle.
* Provided L2 support for applications for more than one module.
* Analysis of Unix scripts, scheduling of jobs through AutoSys in case of any failures.
* Involved in the preparation & planning of incident, risk and change management procedural documentation of for clients.
* Check email alerts, notification mails and tickets in queue with their priority.
* Modified Reports to suit client requirements.
* Plan implementation of new applications as required and creation of reports for the business users.
* Developed several reports that help track down an order.
* Monitoring the successful completion of the jobs daily which were scheduled for accurate flow of data from one application to another.
* Preparing, updating and uploading Knowledge Transfer documents in the project share point folders.
* Addressing the issues raised by the users and providing relevant information to them as needed.
* Documenting and tracked test scripts, test results, test analysis and reported the defects using JIRA.
* Modify/create Unix scripts for scheduling various cleansing scripts and loading process.

**Project:** Federal NOTAM Systems

**Client:** Federal Aviation Administration (FAA)

**Duration:** May 2011 – Aug 2012

**Role**: Testing & Support Analyst

**Project Description:** The Federal Notice to Airmen (NOTAM) System (FNS) is the new NOTAM management system designed to digitize the collection, dissemination, and storage of NOTAMs. NM allows originators to create digital NOTAMs through template-driven event scenarios, which link to the applicable authoritative source(s) of static baseline feature data. NOTAM Manager currently supports the origination of airport operations and technical operations NOTAMs. Major functional modules include Edit, Delete, Error Check, Change Log and Submit for various airports.

**Environment**: WebLogic, Polymer, JavaScript, SQL, Remedy, MS Excel, XML, AutoSys, Oracle, Spring, Linux**,** Tomcat, HP QC/ALM

**Roles & Responsibilities:**

* Involved in gathering business requirements while interacting with Business Users.
* Developing Test plan while covering end to end test stages including System & Integration Testing, User Acceptance Testing, Regression Testing, and Performance Testing.
* Responsible for coordinating with the front end team and resolving their issues with regards to the database.
* Responsible for tracking of trouble tickets and resolution of escalated incidents.
* Answer technical support queries and implement fixes for application problems.
* Working with Development teams in review of system design document and identifying test scenarios for system testing.
* Conducting walk through of Test Plan with all project stake holders including Project Manager, Business Team, Development Team and Test team. Gathering review comments and fix the review comments.
* Obtaining sign off of test documents from PM and Business team.
* Document and track testing related activities using various CGH’s application suite that includes that includes but not limited to JIRA and Confluence.
* Responsible for tracking of trouble tickets and resolution of escalated incidents.
* Answer technical support queries and implement fixes for application problems. Coordinated with IT resources to drive financial and operation projects by utilizing business process knowledge to allow users to automate manual tasks resulting in stable and continuous business operations.
* Provided excellent customer service support to external customers.

**Project:** Enterprise Asset Management

**Client:** Amgen, Thousand Oaks, CA

**Duration**: Jan 2011– Apr 2012

**Role**: Support Analyst/Tester

**Project Description:** Enterprise Asset Management (EAM) is a multidisciplinary approach that allows capital-intensive organizations to maximize return on investment (ROI) from their asset base. Encompassing the entire asset portfolio of an organization, EAM is a powerful and flexible paradigm that provides valuable insight into the conditions and working processes of the asset base.

**Environment**: Tomcat, Java Swing, JavaScript, SQL, Remedy, MS Excel, XML, AutoSys, Oracle, Spring, Linux,

**Roles & Responsibilities:**

* Responsible for functional testing in purchasing integration (i.e. purchase orders, service contracts, capital assets)
* Attend the meetings with clients for Requirement gatherings.
* Co-ordinate with offshore team in the project.
* Analyzed SystemandFunctional requirements developed & executed detailed Test plan, Test cases, and Test scripts for testing the functionality.
* Used SQL Queries for validation and Verification of Data.
* Provided weekly updates through status reports using Quality Centre.
* Provided the first level of support for the application provided by the clients.
* Responsible for tracking of trouble tickets and resolution of escalated support incidents.
* Answers technical support queries and implements fixes for application problems.
* Worked on cross functional teams to proactively address support issues.
* Created and maintained documentation for supported applications.
* Coordinated with customers to resolve technical support issues.
* Developed work plans and scheduled for testing activities.
* Supported the application by providing after hour support.
* Deploying changes in packages and code into production environment.
* Created many ad-hoc reports depending on the user requirements.
* Has planned test schedules for completing the system operations given by the customers.
* Supported in batch/online invoicing process developed in Java.
* Participated in 24X7 production support.
* Performed data retrieval on the FTP server.
* Worked with end users and software developers to ensure technical compatibility and customer satisfaction.

**Project:** Enterprise planner

**Client:** Bank of America, Charlotte, NC

**Duration**: July 2007 - May 2009

**Role**: Tester/Support Analyst

**Project Description:** Bank of America is one of the largest diversified financial service organizations in the United States. Enterprise Planner provides the solutions that empower its franchises to enable their customers to organize their financial information. I was involved in testing the functionality and interface of the application, along with performance of the application under load. Major functional modules include Personal Banking, Corporate Banking, Private Banking, Mortgage Banking, Secured Lending, Asset Management and Mutual Fund Servicing.

**Environment**: Tomcat, JavaScript, HTML, SQL, Remedy, MS Excel, XML, SOAPUI, AutoSys, Oracle, Spring, Linux

**Roles & Responsibilities:**

* Supported weekend systems upgrades, provided technical support and knowledge of system availability times, in need of back outs.
* Supported tem effort in addressing UNIX and Windows server issues.
* Assisted in streamlining processes to reduce and make daily workload more efficient.
* Attended daily status meeting to follow-up and resolve outstanding group issues.
* Responsible for Stress & Regression testing & enterprise wide web applications.
* Worked on Performance testing Plan, Strategy and deliverable documents for any project before and after performance testing of ERP application go-live.
* Analyze online and batch transactions to test and measure the response times and other performance units.
* Entered the defects in Quality Center Defect log and assigned the severity levels.
* Provided on call support for various modules.
* Coordinate with customers to resolve technical support issues.
* Developed work plans and scheduled for testing activities.
* Answered technical support queries and implemented fixes for application problems.
* Created and maintained documentation for supported applications.