**PAVAN CHINTAPENTA**

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# Professional Summary

* An ISTQB Certified Software Testing Professional and Agile Certified Scrum Master (CSM) with 12+ years of experience in delivering IT Projects.
* A Strong team player with analytical and Problem-solving skills and can be easily adaptable to any domain.
* Experience on industry domains such as financial services, telecommunications, ecommerce, and health.
* Translate complex Business scenarios to Testable matrix and develop Testing Process around them.
* Experience in working on various software delivery models such as Waterfall, V and Agile Model.
* Experience in getting Testing Conducted in Incremental approach to adhere to Sprint timelines.
* Experience in preparing Master Test Plans with Clear Entry/Exit Criteria defined for all phases of Testing such as System Testing, System Integration Testing and UAT (Business Process Testing).
* Experience in preparing detailed Test plan to adhere to Project Delivery Plan.
* Experience in testing applications on different architectures including cloud, ESB/OSB and SOA. ➢ Experience in Automation Testing using selenium web driver with Java on various web/Mobile.
* Experience in conducting System, System Integration, User Acceptance, regression, and Database Testing.
* Experience in Planning the Risk Based Testing Approach for tight timelines projects.
* Experience in Defect Management, Defect Tracking and Chair Defect Triage Meetings.
* Experience in reviewing the defects/issues that were raised by the team and prioritize them for retesting.
* Experience in preparing Test Estimation for efforts for simple to complex projects.
* Experience in getting Testing completed within agreed budget and timelines.
* Experiencing in preparing the reports such as Test Summary Report, Defect Summary Report.
* Experience in rolling out test status reports to all relevant stakeholders as per frequency agreed.
* Experience in collaborating with a team of Test Analysts for getting the test scripts developed.
* Experience in coordinating test activities between cross functional teams by acting as SPOC.
* Experience in getting the Test Environments shakeout conducted by the team before the actual testing.
* Experience in reviewing the change in requirements and get them captured in traceability matrix.
* Experience in assisting development of UAT phase deliverables (End-to-end Scenarios and Scripts). ➢ Experience in conducting business PIV's (BVT Business verification Testing) and manage SIT & UAT. ➢ Experience in documenting Test Improvement Process, Business Test Governance and Usability of data, ➢ Experience in facilitating open communication between stakeholders (Internal and external).

# Education and Certification

* Master of Information Technology (Central Queensland University, Sydney, 2007)
* Bachelor of Technology in Electronics and Communication Engineering (J.N.T.U, Hyderabad, 2004)
* Agile Certified Scrum Master (CSM)
* ISTQB Certified in Software Testing

# Technical Skills

* Operating Systems – Windows X, Ubuntu 12 and Mac OSX
* Languages – Java, Java Script, C
* Database – Oracle, SQL Server and MS Access
* Database Tools – SQL Developer plus and DB Visualizer
* Automation Tools – QTP, Parasoft SOA, soapUI, Selenium IDE, Web Driver, Perfecto
* Test Management Tools - Test Director, HP Quality Center, ALM, JIRA &amp; Zephyr
* CI Tools – Bamboo
* Web Technologies – HTML, XML, CSS, VB Script ➢ Version Control tools - Git, SVN.

# NEW RELIC (JAN 2022-TILL DATE)

## QA LEAD PROJECT – ONYX GET STARTED

Get started feature enables the user to complete their New Relic onboarding journey, effectively educating the users about various features and capabilities available in the observability platform. **Responsibilities**

* Work collaboratively with the development team to understand the product features, scope of current enhancements being developed
* Draft and Review test cases ensuring maximum coverage for various user types and roles
* Performed testing based on the scope identified
* Contributed to the setup of synthetic monitors to identify and report signup failures
* Analyzing a comprehensive automation framework solution which will enable continuous testing of enhancements and regression of multiple features within the product ➢ Provide test support for multiple teams on an ad-hoc basis

# AVACADO CONSULTING (MAY 2016-JAN 2022)

## TEST LEAD/ TEST MANAGER PROJECT – WINDOWS UPGRADE (V7 TO V10)

Department of Justice had various applications running on windows 7 where the service support is about to cease from the vendor and there is a hard requirement to upgrade from windows 7 to windows 10 to minimize the application risk and business continuity. As a part of this project ~1200 applications were identified in different portfolios/business units out of which 600 being unique. All the applications were tested to ensure they are working as intended (in terms of compatibility and accessibility) post upgrade.

### Responsibilities

* Key contributor in coordinating and conducting the upgrade activity right from Testing, Deployment and Support activities.
* Draft, Review and Execute the test scripts if required.
* Ensure the devices (Desktop/Laptop) are ready with right SOE, User & Group policies and updates for business users to commence testing.
* Coordinate with Engineering and Infra team for initial issues identified and work closely with them to get them resolved.
* Managed/coordinated over 100 Business reps to ensure all the business-critical applications are tested on appropriate SOE as per business needs.
* Liaised with various stakeholders to understand the issue, troubleshoot, and resolve it on time. ➢ Ensure the build is segregated as per line of business and foresee the deployment is successful ➢ Ensuring proper Business sign off is received from Business stakeholders for test closure.
* Participate and conduct the upgrade activity (myself) to minimize the issues (that are encountered during testing with the experience I bring on) during the deployment.

## SENIOR/AUTOMATION TEST ANALYST, PERPETUAL PROJECT - ATHENA

Perpetual aims to create an Investment Portfolio Dashboards and Analytics for different asset classes including Credit Cards, Personal Loans, Commercial and Residential Mortgage, Auto and Equipment Finance etc. Implement rules engine for covenant monitoring, APRA APS 120 reporting & alerting, Service design & support model for the platform.

### Responsibilities

* Performed Data analytics testing in an Agile environment
* Performed Data Ingestion for different asset classes on Microsoft Azure Platform
* Validate Data Source Views of data warehouse against design
* Validate calculated metrics in the data vault against the business requirements
* Validate Transformed & derived data in the Power BI reports against data mart using SQL
* Verification of drilling, sorting and export functions of the Power BI reports
* Created test data to meet the requirement for analytics and business rules testing ➢ Authored covenant rules for various trusts and thresholds using In Rule Author

## TEST LEAD, PRIMARY HEALTH CARE PROJECT- ICAR (IMAGING CORE APPLICATION REFRESH)

ICAR (Imaging Core Application Refresh) project involves implementing new national business policies, processes and capabilities enabled by Pro Medicus, Visage RIS and Interlard PACS associated technologies in all Primary Health Care imaging sites nationally across their core business streams including Medical Centers, Community Centers and Hospitals.

### Responsibilities

* Prepare Master Test Plan, Test Estimations and Test Summary Reports
* Chair defect triage meeting and coordinate between the teams for proper resolution
* Attend all project meetings and prepare the test delivery timelines to align with project schedule ➢ Managing task allocation within the team & presenting test status daily to various project parties.
* Review the test objective matrix prepared by test team and ensure traceability is achieved
* Assist in the BVT scenarios preparation for business team for the post go live verifications
* Responsible for System Integration, Functional and Data Migration-related testing
* Identified gaps in Integration requirements as a part of preparing requirement traceability matrix.
* Created and validated end-to-end scenarios to ensure 100% Test coverage
* Executed test scenarios/cases using data warehouse/ETL
* Tested Initial/Reconcile and Incremental ETL jobs
* Execute complex SQL queries to identify test data, compare Source and Target database systems ➢ Involved in creating automated workflows using Ranorex Studio and C#.

## SENIOR/AUTOMATION TEST ANALYST, SERVICE NSW PROJECT- DIGITAL LICENCE PROGRAM (DLP)

To minimize the manual effort needed to manage the life cycle of the licenses issued by NSW government, Service NSW is aiming to digitize the transactions through Digital Licensing. **Responsibilities**

* Responsible for maintenance of automation regression scripts.
* Execution of automation regression suite of both iOS & Android mobile apps.
* Developed Selenium web driver automation scripts using descriptive programming.
* Executed automation regression suite using Test NG xml.
* Used Bitbucket-Git to maintain code versions.
* Scheduled jobs on Bamboo Continuous Integration platform to trigger runs at regular intervals.
* Performed multi mobile device testing using Perfecto.

## SENIOR/AUTOMATION TEST ANALYST, SERVICE NSW PROJECT- EASY TO DO BUSINESS

Easy to do business is a program within Service NSW to allow the users to research, start and grow small businesses digitally, enabling future compatibility and reducing administrative and planning overhead.

### Responsibilities

* Created and executed automation test scripts using Java and Selenium web driver using Page Object and Page Factory design pattern
* Designed and executed test cases based on the user stories
* Performed end to end user flow testing for various ETDB input forms
* Verified data mapping from ETDB input forms to the expected fields in salesforce CRM
* Performed integration testing between Service NSW ETDB portal and Federal Governments BRS
* Performed Functional, System Integration testing and PVT
* Automated the testing of input forms for ETDB Application to expedite Regression testing

## SENIOR TEST ANALYST, OPTUS PROJECT- OPTUS SPORT

With exclusive rights to English Premier League, Optus is providing access to most comprehensive sporting experience with viewing options to suit variety of users.

### Responsibilities

* Designing and modifying re-usable test cases
* Loading and Testing Mobile application in both iOS &amp; Android devices.
* Ensuring that the acceptance criteria is met at the end of each test cycle.
* Facilitating continuous improvement, ensuring the application delivered is of highest quality.
* Performing comprehensive root cause analysis for failure/ Defects determine the type of defect was due to test set up, test data, test environment, or test scripts.
* Chair defect triage meetings with developers/ testers and stakeholders to determine resolution.
* Roll out Defect Reports and Test status summary reports to management via JIRA and ALM.

# NSW DEPARTMENT OF PLANNING & ENVIORNMENT (JULY 2013-JUNE 2015)

## SENIOR TEST ANALYST, NSW DEPARTMENT OF PLANNING & ENVIRONMENT PROJECT- BASIX

An integrated part of the planning system, BASIX is a web-based sustainability assessment application which validates elements of proposed dwellings design details against targets. BASIX aims to deliver equitable, effective water and greenhouse gas reductions across the state.

### Responsibilities

* Performed System Testing using Agile Kanban Methodology
* Actively participated in Daily Project and Test Status Stand-up meetings
* Developed and executed test cases for work items based on requirements
* Performed System, Regression Testing, Retesting and reported defects using JIRA
* Performed look and feel testing including web content accessibility standards on multiple browsers ➢ Executed SQL Queries to retrieve/validate test data.
* Tracking new/updated requirements and updating testing artefacts accordingly.
* Prepared Test Plans, Daily/Weekly Test execution reports and reviewed test time estimates
* Responsible for implementing and administering Selenium & JMeter scripts for regression & load testing

## SENIOR TEST ANALYST, NSW DEPARTMENT OF PLANNING & ENVIRONMENT PROJECT- E WORKPLACE

The project aims to provide a collaboration and communication platform to the Department of Planning Environment. Governet is a solution based on Microsoft SharePoint 2013 platform integrated wi department’s ERP and DMS systems. **Responsibilities**

* Liaised with Business, Content Owners, and external Microsoft partners to gather requirements and prioritize deliverables
* Provided Test effort estimates, created Test Plan and Test Cases
* Lead Testing activities, assigned Testing tasks to Team members and performed System Testing, SIT, End to End Testing, BRT and Regression testing
* Co-ordinated Defect and Release management with external vendors
* Provided daily/weekly test execution status reports to all relevant stakeholders
* Provided impact assessment for all open defects in the defect summary report
* Prepared Test Summary Reports and ensured signoff from all relevant stake holders
* Demonstrated and provided training to Business stakeholders and Content Owners