| **Devi Narayanan**  **Frisco, TX**  **469-486-3836**  **devi.narayanan009@gmail.com** |  |
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**Professional Summary:**

● 10+ Years of industry experience in the area of Software Manual Testing , Automated testing, Salesforce, Web Applications & Client/Server applications.

● Excellent QA experience in all phases of Software Testing Life Cycle (STLC) and Software Development

Life Cycle (SDLC) with good working knowledge of QA methodologies like AGILE (Scrum) and Waterfall.

● Experienced in developing Test estimates, Test Approach, Test Scenarios, Test Cases and Traceability

Matrix from Business Requirement Documents (BRD) and Functional Specification Documents (FSD).

● Participated in Sprint Planning meetings and Sprint Review meetings and presented testing

progress -Daily/Weekly Status Report , Defect Report, and Project Report in the meetings.

● Proficient in preparing Test data, Executing Test cases, Reviewing, Tracking Defects, Reporting Defects, Weekly Test Reports & Defect Metrics.

● Well versed with various testing stages/levels/phases, testing types, testing techniques and quality work products.

● Experience in Salesforce - Sales and Marketing cloud, Sales Console, Validating Lightning web components, Custom Reports and Dashboards and Batch jobs

● Expertise on Testing REST API using Robot Framework and SOAP UI.

● Experience in analyzing EDI requirements and mapping documents. Good Knowledge in various EDI X12, EDIFACT standards and Flat Files (Prop Format)

● Responsible for Analysis and Defect Tracking using HP Quality Center (QC), BugZilla, JIRA, IBM ClearQuest.

● Experience in Back-End/Database testing by writing SQL queries tables, joins , stored procedures,

functions, triggers, views, tables indexes, Schema in SQL

● Professional expertise in Smoke Testing, Backed end Testing, Black-Box Testing, User Acceptance Testing (UAT), Functional Testing, Positive/ Negative Testing, System Testing, Regression Testing, Ad-hoc Testing, Cross Browser/ Cross Platform Testing, UI Validation, Boundary Value Testing,sanity testing, exception testing, API Testing & security testing of client/server and web-based applications.

● Experienced in complete Software Development Life Cycle (SDLC) , Software Testing Life Cycle (STLC) and Bug Life Cycle.

● Excellent experience in troubleshooting software applications for business functions in major areas of the business and enterprise-wide.

● Working experience with defect tracking tools like Jira and Team Foundation Server.

● Experienced in Test Driven development (TDD), Acceptance Test Driven development (ATDD) and Behavior driven development (BDD) using Cucumber / Gherkin.

● Experience working with software tools like Jenkins, Maven and GIT.

Extensively worked on Jenkins, Bamboo for continuous integration for infrastructure set up and End to End Automation.

● Implemented cloud based automation on Sauce Labs and Browser Stack for various applications with various combinations of OS and browsers.

● Ability to adapt to new environments quickly, strong team player, good communication, good analytical and computation skills, enthusiastic learner, confident, sincere and committed.

● Outstanding communicator with extensive experience in customer service as well as ability to identify, develop and enhance client relationships

● Self-motivated, energetic and highly ethical in all work related assignments thus able to immediately contribute to corporate goals and objects

**TECHNICAL SKILLS:**

| **Testing Tools** | Selenium WebDriver, Cucumber,SoapUI |
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| **Programming Languages** | Java,C# |
| **Web Technologies** | HTML, XML, CSS |
| **CRM** | Salesforce |
| **Defect Reporting Tools** | JIRA,HP ALM |
| **Processes** | Agile-Scrum, Waterfall |
| **Version Control** | SVN, GIT , Bitbucket |
| **Web Servers & Tools** | Tomcat 9.0 , Apache 2.4,Weblogic 12 |
| **Operating Systems** | UNIX/LINUX, Windows XP 5.1, Windows 7/8/10 ,Linux, Mac |
| **Database** | ORACLE (10g, 11g, 12c, 18c,19c), MS SQL Server 2017/2019 |
| **Other Tools** | SQL Developer, MYSQL Workbench, SQL Server Management Studio |
| **Build/Integration Tools** | Jenkins, Hudson, Ant, Maven,Bamboo |

**Education:** Master’s in Computer Application – Annamalai University, India 2007

**Certification**:

Salesforce Certified Administrator

Salesforce 101 Training - CVS

Java Developer Training-NIIT

**Work Experience:**

**Charles Schwab,Southlake, Texas**

**Lead Automation Test Engineer Aug 2021 to Dec 30 2022**

**Sirius : Advice Documentation**

Enhance the Financial Reps Advice Documentation steps to ensure adherence to internal/external mandated requirements along with making the process flow ease of use. The primary objective of the project is to deliver Mandated Advice processes to Financial Reps to ensure all required client advice is recorded and meets Compliance and Legal requirements.

**Sirius : SPC Portfolio**

System advises various offers to the Schwab private clients.Clients can choose one or more multiple offers based on Client category. Current Account details and market stock trends are displayed to the private client. Reports to support the private client activity are generated and validated.

**Gemini: Production Support**

Scaling the capability teams coupled with deepening partners between transform/Grow. Platform teams will improve overall health and the ability to quickly address pain points and production needs. Salesforce Campaign and Callist managers are main objects impacted in the deliverables. Worked in Campaign object and generated personalized marketing emails with contents specific to contact or leads.

**Responsibilities:**

● Working as a salesforce automation testing lead validating both SFDC custom configurations and testing in Agile development settings.

● Responsible for overall Quality Assurance efforts and deliverables including test planning,resource allocation and task assignment, test tool setup and user training.

● Lead daily testing activities including defect triage, test team task progress, Bamboo test execution report. ● Provide and maintain an industry standard test coverage for both Integration and Data migration testing.

● Perform various testing of custom fields,approval process, validation rules, field dependencies,

formula fields, triggers, workflow functionality, Reports and Dashboard, and Batch jobs.

● Developed Test Plans, Test Cases, Test Scripts, Test Scenarios, Test Data and Traceability Matrix.

● Performed initial client assessment and analysis of the system testing prior the Alpha, BETA and UAT

testing cycle then executed the use cases prior to each testing to ensure client readiness.

● A balance of leveraging native Salesforce Components coupled with Custom Development is

evaluated during testing.

● Perform ad-hoc testing without requirement knowledge to provide end user feedback.

● Work in multiple Salesforce sandboxes simultaneously to evaluate gaps and system readiness.

● Work closely with business analysts, product owner and development team to understand business flow

and logic then assists the development team configuring the CRM and/or building custom pages.

● Designed and developed a scalable automation framework using selenium suite for a

comprehensive regression testing of the core functionalities to reduce test execution time and error.

● Lead overall UAT testing assisting business users with functional processes and collect feedback alongside business analysts.

● Involved in the early stage of product development and testing to ensure the progress and reducing bug discovery in upper salesforce sandboxes.

● Work collaboratively with Dev, release to best practice of DevOps including continuous delivery of software releases to non-Prod environments for effective testing.

● Execute various types of testing including UX, GUI,smoke, integration, negative, user management/security.

● Provide and maintain an industry standard test coverage for both Integration and Data migration testing. ● Proven team player to work with in-house FTEs as well as onshore/offshore contractors and vendor

to ensure the entire team is on same page and delivers a system that meets and exceeds

customer expectations

● Used Github for code repository for automation scripts

**Environment**: Salesforce.com Sales cloud,Marketing cloud,Apex,SOQL,Selenium and WebDriver, Gherkin,Postman,Json,JIRA,Confluence,Github,Bitbucket,Intelij,Bamboo,Maven,Microsoft Office 365 suite,Client Central, Java

**CVS Health, Irving, Texas**

**Software Test Engineer Sep 2018 to Jul 2021**

**Aetna Commercial:**

Used the code validation tools to run all the cases which are ready to go under the validation. Case details from the SFDC are uploaded to xml validation tool with RXplan id. The validated XML is uploaded to Aetna code validation tool.Additional details are retrieved from ez query web tool for validation.

**EGWP BIPV:**

The exported excel data is verified and validated against the CRD for Carrier, Account, Group in the plan. Claims are validated against the primary and secondary plan. In the primary plan,validated the claims payment and processing , along with analytical systems used for claims adjudication, reimbursement, benefits administration, referral and authorization processes. The claims without any discrepancy are approved by the client and moved to production from the UAT environment. Test data and results are uploaded to CVS Sharepoint.

**Centene:**

Create test bed according to the CRD document and modify members and run the claims, using the EZ test web application app. Import test data to EZ test application which retrieves additional details from the RXclaim including plan details. The claims are validated and exported to excel sheet.

**Opioid Benefits:**

Opioid Benefit Application is used to determine the exact quantity to be allotted to the patient. This applies to both new customers and returning. Care is taken to avoid any overdose of drugs. Coding part is used to validate the benefit code of the medicine based on the insurance plan associated with the patient.

CVS Salesforce application is used to raise a case verified for any requirement document. RFC is raised for any missing information and an issue is raised to BRM. Data provided is matched against test bed data.

EZ tool is a tool to extract data from Rx claim application and compare to the test bed data. An error report is generated for any data discrepancies and follows a workflow through the Salesforce application. On successful comparison an output report is generated and sent to the across to the business owner.

**Responsibilities:**

● Gathered, analyzed, business requirements, user profile, created workflow processes documentation & charts.

● Developed Test Plans, Test Cases, Test Scripts, Test Scenarios, Test Data and Traceability Matrix.

● Involved in performing Unit testing, Functional testing, Regression testing, System testing,

Integration testing, Security testing, Configuration testing, GUI testing and User Acceptance testing.

● Conducted Functional testing with Valid/Invalid inputs under different scenarios.

● Performing Daily smoke Test Manually on different browsers.

● Created High level scenarios, test case construction and test estimates, resource estimates and weekly status reports.

● Created and executed test cases for CVS retail pharmacy POS system.

● Designed and documented REST/HTTP, SOAP APIs, including JSON data formats and API versioning strategy. ● Writing simple to complex SQL queries for testing purpose.

● Validated SOAP UI and RESTful API services. According to Paper map and Implementation guide prepared test cases for various EDI transactions.

● Used EDISIM analyzer to cross check the input and output data with the standards.

● Performed backend testing using SQL Queries like tables, joins , stored procedures, functions, triggers,

views, tables indexes, Schema

● Health Care Payer/Health Insurance experience includes Testing of Medical Claims (Professional/ Institutional/ Dental), Medicare, Medicaid, EDI (837, 270/271, 276/277 & 835), Products/Membership, Benefits, Providers, UM (Utilization Management), Pre-authorizations etc.

● Involved in Problem solving and creating Bug Reports using Bug Tracking Tools like JIRA. ● Cross checked the output files (SAP IDoc’s and EDI files) with Paper Map.

● Interacted with developers to report software bugs and re-tested the fixed issues on a daily basis using JIRA.

● Used Github for code repository for automation scripts

● Development process the SCRUM, Iterative Agile methodologies for web Application. ● Research in design methods to create scenarios for adequate test coverage.

● Lead responsibilities included for the test log and tracking sheet, RTM, defect summary report.

● Used Agile methodology (Scrum) to ensure the new features meet the customer requirements

and acceptable quality assurance standards

● Worked with logical, physical, conceptual, star, snow flake schema data model.

● Research in design methods to create scenarios for adequate test coverage

● Experienced in Test Driven development (TDD), Acceptance Test Driven development (ATDD) and Behavior driven development (BDD) using Cucumber / Gherkin.

● Proficient in overall Defect Management/Problem solving including tracking bugs and reporting using JIRA.

● Expertise in documenting defects with high level of detail, accuracy, and informative recreation steps

using HP ALM, and Jira.

● Involved in testing, design, implementation and education services and innovative delivery models for HP ALM (Mercury Quality Center) and Jira

● Able to use Jira for bug tracking and agile project management

● Experience withAllure Report and Extent Report to display detailed test execution reports with pie chart along with screenshots of corresponding failed test cases.

● Experience in unit testing, functional testing, Regression Testing, user acceptance testing(UAT), integration testing, system testing, performance testing, White Box Testing, Black Box testing, sanity testing, exception testing, API Testing, Cross browser testing, compatibility testing & security testing.

● Expertise in creating Requirement Traceability Matrix (RTM) , Daily/Weekly Status Report , Defect Report, and Project Report.

● Involved in the Continuous Integration of the automation framework with Jenkins.

**Environment**: UNIX, Windows 10, HP ALM ,MS SQL Server 2017/2019, GitHub, EZ tool, Rx claim, EZ Query, sharepoint.

**Colonial Savings Bank, Ft worth, TX**

**Associate Test Engineer Aug 2016 to July 2018**

Reviewed, verified, examined, loan documents to submit to underwriting timely and efficiently by multitasking, utilizing all of the tools available to me including Outlook, Excel, Phones, Email, Supporting my department while managing an average pipeline of 30 files per month.Evaluated debt ratios and loan to value ratios, credit scores and property appraisals, insured the qualification and justification for all the loans in my department.Determined documentation required and recorded decisions

**Responsibilities:**

● Analyzed the system requirements and developed detailed Test Plans for System Testing with developer and business analysts.

● Created Test plan and Test cases for Modification Request Select Initiative.

● Involved in coming up with the Design for Quality Assurance and System Testing keeping in mind the future requirements as described in the Software Requirements Specification.

● Involved in Creating Requirement Traceability Matrix (RTM) to ensure all the requirements are covered. ● Involved in performing Functional testing, Regression testing, System testing, Negative testing,

End to End testing,Integration testing, GUI testing and User Acceptance testing.

● Involved in Bug reporting and bug tracking using Team Foundation server.

● Tested the Application in different stages from QA, Staging and Production

● Extensively used Selenium Webdriver API, Junit API and TestNG API to write test cases and automate

all the test cases. Created automation test scripts using Selenium WebDriver with java in eclipse.

● Worked with three Mobile Testing application simultaneously: IOS (iPhone & iPads) and Android

● Created and Executed SQL Queries using Microsoft SQL Server Management Studio to perform database testing.

● Updated WSDL file as needed for Endpoint, Tested request and response XML. Added Assertions to validate the response xml with database.

● Designed and Developed UAT Regression automation script and Automation of functional testing framework for all modules using Selenium, and WebDriver.

**●** Mentored to new team resource. Proficient with testing REST APIs, Web & Database testing. ● Participated in knowledge transfer.

● Documented Application flow guide for a new comer.

● Work closely with EDI to ensure accuracy in data transmissions and shared processes. ● Involved in discussing Enhancements and Modification Request issues.

● Generated Weekly Reports, Defect Reports and customized Summary Reports.

● Participated in various meetings.

● Documented Application flow guide for a new comer

● Involved in discussing Enhancements and Modification Request issues.

● Generated Weekly Reports, Defect Reports and customized Summary Reports.

● Participated in various meetings.

● Designed Automation Test cases using Selenium WebDriver, Java, Cucumber, Junit, Maven and performed GUI testing using UFT.

● Created test plans, test scripts, UAT using HP ALM (Mercury Quality Center) Team foundation Server, Jira and Microsoft Test Manager.

● Managed and executed test cases and logged defects in defect reporting tool Jira.

● Making ready the test case to be upload in Jira bug tracking tool to manage the whole process. ● Execute the manual testing and create bug in jira.

● Bug tracking and ticket creation using JIRA.

● Experienced in reporting the bugs, e-mail notifications to the developers using the HP ALM/Quality Center and Jira.

● User stories creation and sprint tracking using JIRA.

● Wrote automated scripts for angular JS application using protractor, Jasmine, Grunt and Java scripts.

**Environment: -** Windows 8/8.1, Selenium WebDriver, Java, SQL Server, GitHub**,** Soap UI, Web Services, XML, Team Foundation Server 2013, MS Office 2013, MS SQL Server 2014.

**BlueCross BlueShield, Alexandria, MN**

**Junior Tester Jan 2014 to July 2016**

**Responsibilities:**

● Involved in writing and designing templates for the Test Plans and Test cases.

● Involved in Preparation of Test Scenarios and Test Cases.

● Involved in updating and executing test cases according to requirements

● Obtained KT for the relevant Web Based Applications.

● Validated 835, 837, 276, 277, Institutional and Professional HIPAA Transaction and X12 format messages.

● Involved in performing Functional testing, Regression testing, System testing, Negative testing, End to End testing,Integration testing, GUI testing and User Acceptance testing.

● Involved in Bug reporting and bug tracking using Team Foundation server.

● Claims setup(837P, 837I), EDI files validation, Claims adjudication, claims error corrections, benefit validation, Claims adjustments

Validate Prior Authorization & Utilization Management (UM) changes on claims. Medicare & Medicaid Claims.

● Tested the Application in different stages from QA, Staging and Production.

● Involved in testing HIPAA EDI X12 transactions & Code Sets Standards like (820-Premium Payment for enrolled health plan members, 834-Enrollment /Dis-enrollment to a health plan, 837- Health Care Claims and 278 Authorizations.)

● Updated Reports and dashboards to display the status of test coverage including the number of test cases passing, failing or pending.

● Created automated script for REST-API testing using Rest Assured framework.

● Prepared Suggestion Documents to improve the quality of the application.

● Involved in bug detection, Defect logging and retesting of fixed bugs.

● Prepared Test Case documents and helped in review.

● Communicated with developers to sort out issues with respect to their criticality

● Used BDD framework with Cucumber, Java and created future files with scenario and scenario outline files.

● Logged and managed defects using HP ALM Quality Center defect management tool.

● Wrote automated scripts for angular JS application using protractor and Java scripts.

● Developed test code in Java language using Eclipse, IDE and TestNG framework

**Environment: -** Windows 8, MS Office 2013, Team Foundation Server 2013, GitHub**,** MS SQL Server 2014.

**GroComp, Dallas**

**Web Designer Aug 2011 to Oct 2012 Description:** The Vendor price comparison is a JavaScript web page which compares the prices of the same product from different vendors.

**Responsibilities:**

● Involved in designing the webpages for vendor price comparison module.

● Provided data loading scripts to vendors to do a mass update through excel sheet.

● Assisted in testing the application and validated against the functionality.

● Other responsibilities include doing code review / bug analysis and writing test tools and identifying automation opportunities.

● Used BDD framework with Cucumber, Java and created future files with scenario and scenario outline files.

● Logged and managed defects using AL Quality Center defect management tool.

● Responsible for implementing Load Runner, Performance center, Jmeter based infrastructure including: Architecting the load testing infrastructure, hardware & software integration with Load Runner.

● Developed test code in Java language using Eclipse, IDE and TestNG framework

**Environment: - PHP**, JQuery, JavaScript, MySQL, CSS, HTML, GitHub**,** Netbeans IDE.

**Accord Info Matrix Pvt. Ltd, Chennai**

**Software Developer May 2005 to Jun 2007**

**Description:** The Value Bound Help Desk System application is a JSP web page access from the ESS portal. The application is used by HR department to approve and validate request raised by an Employee. Various access levels can be set on the application.

**Responsibilities:**

● Involved in design, coding, testing and created functional specs for application enhancement.

● Prepared build, deployed and co-ordinated with the release management team to ensure that the proper process was followed during the release.

● Provided support to end users related to hardware and software, computer applications,

LAN components and peripherals.

● Carried out on-site analysis, identification, and resolution of difficult desktop problems for

end users.

● Maintained applications and assisted in refining procedures.

● Was responsible for closing the backlog of production related issues.

● Worked on Cross Browser testing through Selenium WebDriver by testing the Scripts on

different browsers.

● Designing and developing test strategy, test plan, test cases and generating test reports and

defect reports.

**Environment: - Java** 5, J2EE 1.5, JDBC, JSP, servlets, Tomcat 5.5, Oracle 9i, GitHub, HTML, JavaScript, Eclipse 3.2 .